

# Industrial Security Professional Certification Program

## ***ISP Certification Program Manual***

***NCMS, Inc.***  
***The Society of Industrial Security Professionals***



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## **I. GENERAL**

### **A. Introduction**

NCMS created the Industrial Security Professional (ISP) Certification because the Society saw a need to focus specifically on the needs of the Industrial Security Professional, including their government counterparts. Other existing security-related professional certifications are not specific enough to target the industrial security specialist who must follow the National Industrial Security Program Operating Manual (NISPOM) and related government security requirements relative to the protection of classified information.

### **B. Goals**

1. Improve professionalism within industry and government security.
2. Enhance the recognition of experienced industry and government security professionals.
3. Increase the recognition of NCMS as a premier security organization.

### **C. Purpose**

The purpose of the ISP certification program is two-fold:

1. Provide recognition of the professional training and qualifications of experienced practitioners of industrial and government security, most specifically industrial security Facility Security Officers (FSOs) and their government equivalents.
2. Provide guidelines for maintaining up-to-date knowledge within the profession.

### **D. Eligibility**

1. Candidates must have at least five years experience in the industrial security field. NOTE: Military or police experience alone does not qualify; such service must include substantial industrial security experience within these professions to qualify for the five-year experience requirement. Each case will be determined based upon its merits. Final determinations will be made by the ISP Certification Committee.
2. Candidates must be working in industrial security at least part-time as part of their job description (normally a minimum of 10% of their total workload).

### **E. Certification Requirements**

1. Candidates must provide a written recommendation from their supervisor. If a candidate does not have a supervisor, a member of the NCMS Board of Directors may provide a recommendation.
2. Candidates must attain a score of 75% on the ISP Certification Examination.

### **F. Examination Focus and Regulatory Basis**

The examination focus is for security professionals who act as Facility Security Officers, or an equivalent, for facilities that protect classified government information and material. The

technical basis of the examination is the NISPOM and the requirements of related government security programs, such as Operations Security (OPSEC), Communications Security (COMSEC), Counterintelligence, and Self-assessments.

#### G. Examination Composition and Administration

1. The ISP Certification examination comprises 100 questions covering the nine (9) primary areas of Industrial Security Management: Security Administration and Management, Document Security, Information Systems Security, Physical Security, Personnel Security, International Security, Classification, Security Education, and Audits and Self-Assessments) and ten (10) questions chosen from two (2) of the four (4) elective areas (OPSEC, COMSEC/TEMPEST, Counterintelligence, and Intellectual Property). Candidates must pre-select their two preferred electives so that five (5) questions from each elective can be included on the individual's exam, whether administered in hard-copy or on-line.
2. The examination is open book, including the use of computer references. The rationale for using an open book examination is to replicate the office environment where references are available.
3. The examination is two hours long and is designed so that the candidate will have time to look up some, but not most, questions.
4. The candidate may **not** consult with other individuals during the examination nor may they use on-line resources.
5. References are listed on the ISP page of the NCMS website ([www.classmgmt.com](http://www.classmgmt.com)).
6. The examination is given every year the day preceding the Annual Training Seminar. This examination is proctored by a designated ISP. With permission from the ISP Committee Chair and with an ISP proctor, Chapters may administer a local ISP Examination, in either the hard-copy or the on-line formats; however, hard-copy versions of the examination must have at least four applicants.
7. The Executive Director administers the ISP Certification Program. Details are in the responsibilities section of this policy.
8. The ISP Certification Committee Chair (or designated representative) approves all applications and examination final results.

#### H. Special Needs Candidates

1. If an applicant has special needs for the examination, the ISP Committee Chair will determine what, if any, accommodations will be made. As a general rule all candidates must comply with the time restraints of the examination, answer the same number of questions, and meet the same minimum score.
2. ISP Certification Applicants may request special consideration by writing to the Executive Director, who will forward to the ISP Certification Committee Chair for resolution.

#### I. On-line testing

1. Although the on-line version of the ISP examination is available at any time, it must be proctored by a certified ISP, or other qualified proctor. Applicants must, therefore, coordinate

- with their Chapter Chair, or the Executive Director (if they are in the Virtual Chapter), to determine where and when they can take the examination under the supervision of an authorized proctor. Once a proctor is selected and a time and place for the examination is determined, the Executive Director will provide the proctor with a Proctor Packet and log-in codes (see Proctoring Instructions for details).
2. Applicants must coordinate with their Chapter Chair to obtain a proctor and then submit the standard application form at least 30 days prior to the examination date.
  3. If the applicant is located a great distance from any available ISP Proctors, the Chapter Chair or Executive Director will attain the support of a proctoring agent in the area. Examples are universities, colleges, and professional on-line testing organizations. (See Proctoring Qualifications paragraph for details.)

J. Proctor Qualifications

1. To avoid the appearance of improprieties, authority, influence, or potential gain from the exam conduct or results thereof, all proctors must be disinterested third parties, i.e., they must be totally dispassionate about the results of the examination. For example, a candidate's supervisor/manager, co-worker, HR manager, or other company employee would not be considered a disinterested third party. Additionally, a relative, good friend, or significant other would not be considered a disinterested third party. This policy would also carry over to any volunteer or membership organization to which the proctor and the candidate mutually belong.
2. Proctors will be an ISP, unless none are available, and must be approved by the Chapter Chair (or ISP Committee Chair if the candidate has no chapter).
3. Only ISPs may proctor a hard-copy examination.
4. Other Proctor Types:
  - a. Professional Proctor (company or individual)
  - b. Teacher/Trainer/Professor
  - c. Security Professional
  - d. Government Official/Representative
  - e. Certified Librarian
5. In all cases, the proctor must draft an affidavit attesting to his or her qualifications and this affidavit must be included with the candidate's ISP application.
  - a. There are no specific qualifications for each category of potential proctor; rather, the "reasonable person" theory will be used by the Chapter Chair or the Executive Director when determining the qualification of the proctor. We are looking for reliable professionals as a general rule.
  - b. Non-ISP security professionals who proctor the examination may not take the ISP examination for three years.
6. A Chapter Chair may proctor an exam for a member of his or her chapter, provided there is no reporting, working, or professional relationship between the two individuals. A Chapter Chair may also be permitted to proctor an exam for multiple individuals within the chapter even if one or more candidates work for the same company as the Chair, as long as there are also candidates participating who work for other companies.

K. Re-testing

1. Candidates who fail the ISP Certification examination may re-take the test after a period of six months at a cost of \$75.
2. Candidates must notify the Executive Director in writing 30 days prior to the examination date. A new application and other materials are not required to be resubmitted, unless the base data or the supervisor has changed. In this case new materials will need to be submitted where changes have occurred.
3. Candidates waiting over twelve months before re-taking the test must resubmit all application forms and materials.
4. Candidates who fail the test a second time will have to wait six more months and re-apply as if he or she were a new candidate, including the full fee.

L. Cost

1. Cost of the ISP examination is \$200 for NCMS members.
2. Cost of the ISP examination is \$300 for non-NCMS members.
3. Cost of a re-test is \$75 for NCMS members.
4. Cost of a re-test is \$90 for non-NCMS members.

## II. **RESPONSIBILITIES**

A. Board of Directors

1. Under the direction of the President, oversees the ISP Program, using the ISP Certification Committee Chair and Vice-Chair as the points of contact.
2. Provides budget support and oversight.
3. Reviews the program at least annually to ensure that it remains up-to-date and relevant.
4. Approves major changes to the program, program budget, new standards, and new certifications.

B. ISP Certification Committee Chair and Vice-Chair

1. Oversees and works with the Executive Director on the daily running of the ISP Certification Program.
2. Approves recommendations for eligibility of applicants/candidates
3. Approves final examination results and awarding of the ISP Certification.
4. Performs all ISP oversight duties outlined in the NCMS P&P Manual.
5. Ensures that the ISP Certification Program is maintained in an up-to-date, relevant, and professional status, which includes an annual review of the ISP program and examination.
6. Reports to the Board of Directors the status of the ISP Certification Program quarterly, to include recommended changes to the program at least annually.
7. Recommends to the Board for approval any changes to standards or program, budget, and new certifications.
8. Oversees and approves annual self-assessments of the ISP Certification Program.

9. Oversees and approves all corrective action plans, continuous improvement activities, and quality improvement initiatives; verifies completion of all corrective actions; and keeps the Board of Directors informed.
10. Cooperates with the ISP Accreditation Committee as needed.
11. Performs surveillance of ISP compliance with NISPOM requirements through a random check of 5% of ISPs each year. The measure of compliance will be satisfactory ratings on the most recent security inspection by the appropriate government agency.
12. Ensures that all ISPs, ISP Committee members, Board members, proctors, and contractors sign the appropriate Confidentiality and Conflict of Interest Statement.
13. Monitors the work of all contractors supporting the ISP Certification Program.
14. Conducts monthly ISP Certification Committee meetings and ensures that notes are taken and filed with the Executive Director.
15. Publicizes any changes to the ISP Program through all available means: Chapter Liaison, Bulletin, ISP Webpage, and national training seminar.
16. Ensures that all rules and standards are enforced.

C. Executive Director

1. Works closely with the ISP Committee to ensure the program is properly administered.
2. Follows the ISP Certification Program Manual.
3. Maintains the official ISP Certification files. (See paragraph IV B for details.)
4. Reviews applications, verifies the validity of information, verifies that the selected proctor is qualified, and recommends eligibility to take the ISP Examination.
5. Reviews candidate examination results and recommends granting of ISP Certification.
6. Ensures that all successful candidates are provided with their ISP Certificate and pin.
7. Provides notices for recertification.
8. Supervises the contractor providing IT support for the on-line ISP examination.
9. Provides proper security of all ISP files, records, examinations, and certificates.
10. Receives and reviews recertification applications.
11. Ensures that ISPs who successfully recertify are provided with a new ISP seal indicating the term of certification.
12. Consults with the ISP Certification Committee Chair regarding any questions on an applicant's eligibility to take the examination or whether or not claimed recertification credits are acceptable.
13. Trains and monitors the performance of all MMCO staff involved with the ISP Program.
14. Maintains proper records of the qualifications and training of all MMCO and NCMS members involved with the ISP Program.
15. Performs annual reviews and self-assessment of MMCO policies and performance related to the ISP Program.

D. Accreditation Committee Chair

1. Works with ANSI to establish and maintain accreditation.
2. Coordinates with the ISP Committee Chairs and Executive Director to ensure the ISP Certification Program maintains accredited status.
3. Reports to the Board of Directors quarterly regarding the status of accreditation.

### III. APPLICATION

- A. Application Form. The current ISP Application is included at the end of this Manual as Attachment 1. A copy can also be downloaded from the ISP page of the NCMS website ([www.classmgmt.com](http://www.classmgmt.com)).

### IV. CERTIFICATION

- A. Decision. The decision to certify a candidate for the ISP is made by the ISP Committee Chair based upon the recommendation of the Executive Director and the ISP Committee Member who grades the examination (if the test is a hard-copy version).
- B. Records. The Executive Director will keep records of all certifications, recertifications, and examination results for 10 years.
  - 1. Certifications.
    - a. Names of ISP with dates of certification
    - b. Copies of applications
  - 2. Recertifications
    - a. List of ISPs with dates of recertification and appropriate notices
    - b. Copies of applications
    - c. Names of recertified ISP with dates of recertification
  - 3. Examinations
    - a. Copies of applications
    - b. Copies of examinations, to include electives
    - c. Copies of examination results, to include names, scores, and average scores
    - d. Copies of examination analysis
    - e. Copies of examination answer sheet
    - f. Copies of Proctor reports.

### V. HISTORY

#### A. March 2001

The NCMS Board of Directors (hereafter referred to as the Board) agreed to pursue the creation of a professional certification for NCMS. The Chairman of the Training and Education Committee, Dr. Jim Hickok, agreed to spearhead this task and created an ISP Subcommittee (hereafter referred to as the Committee), which he chaired, to perform the task.

#### B. June 2001

The Committee Chair delivered a professional certification concept paper to the Board, which included milestones, target audience, recertification, and general eligibility requirements. The Board approved this general concept.

C. September-December 2001

The Committee researched certification programs and training programs that could be used for comparison and guidelines in developing the NCMS certification program. This research helped to form the basis of the program concept.

D. March 2002

1. The Board approved a detailed concept paper for the NCMS professional certification program, which included focusing on DOD Facility Security Officers with 5 years experience, requiring a supervisor recommendation, having a certification examination, accepting the DOE Professional Enhancement Program, and having a recertification program.
2. The Board approved the training topics to be covered in the certification examination.
3. The Board approved MMCO becoming the administrative agent for the NCMS professional certification program.

E. September 2002

1. Using the Board and Chapter Chairs as subject matter experts, the Committee produced a detailed outline of the Knowledge, Skills, and Abilities (KSAs) that are required to attain the professional certification.
2. The Board approved the KSAs and the idea of having a special meeting of the Board and Chapter Chairs to assist in developing the list of specific examination topics following the December Board meeting.

F. December 2002

1. The Committee Chairman organized members of the Board and Chapter Chairs into topical subcommittees of subject-matter experts. Members were assigned topics in which they had demonstrated experience. These subcommittees developed a list of tasks and subtasks falling under each major topical area of expertise. These tasks and subtasks became the bases for developing the examination questions.
2. The Board approved the proposed administrative procedures for the professional certification.
3. The Board created a separate Professional Certification Committee because of the workload and the need to keep the certification program separate from Training and Education.

G. January-March 2003

The Committee, with the help of [Ink and Other](#) (an editing and test-writing firm), developed examination questions and conducted several quality reviews for these questions.

H. June-November 2003

The Committee Chairman conducted a successful Beta Test of the certification examination and refined the test questions based upon an analysis of the test results. The Committee also continued to refine the ISP program procedures and administrative rules.

I. December 2003

The Board approved the name of Industrial Security Professional (ISP) for the NCMS professional certification program, the final concept for the ISP, the code of ethics, and the schedule for launching the program.

J. March 2004

The Board approved the ISP Certification Program as proposed by the Committee Chairman and agreed to launch the program at the June 2004 National Training Seminar. The Committee continued to refine the examination questions and program policies.

K. June 2004

NCMS formally launched the ISP Certification Program and gave the first examination during the National Training Seminar.

L. Oct 2004

The Board agreed to pursue the creation of an on-line version of the ISP examination. At this time the Committee began to work with MMCO to get a vendor for supporting on-line testing.

M. December 2004

MMCO chose a vendor, [Thomson-Prometric](#), for the on-line examination capability, based upon budget and operating guidance from the Board.

N. January 2005

MMCO and the ISP Committee began work with the on-line testing company to create the on-line test using the existing examination question bank.

O. June 2005

The ISP Committee gave the ISP Certification Examination at the national training seminar.

P. September 2005

1. MMCO and the Committee began Beta-Testing the on-line examination.
2. The Committee began updating the examination questions to reflect new NISPOM and DSS policy. The Committee added questions on e-QIP and JPAS, which are required of DOD FSOs.
3. The Board approved creation of a new ISP Certification Certificate.
4. The Board approved creating and posting on the NCMS website of a list of ISPs.

Q. January 2006

1. MMCO and the Committee completed beta-testing and reported to the Board that the on-line version of the test was ready for use.
2. NCMS activated the On-Line ISP Certification Examination.
3. The Board approved having a special meeting of ISPs at the national training seminar to recognize ISPs and further enhance the status of being an ISP.
4. The Board approved the concept of gaining accreditation for ISP Certification Program and authorized money for beginning the process.
5. The Committee developed new ISP examination questions to reflect changes to the NISPOM and other FSO references.

R. March 2006

1. The accreditation process was delayed when the agency NCMS planned to use (NSSB) folded. Search for a new accreditation agency continued.
2. The Committee continued work on updating examination questions; the new questions were vetted and revised as needed.
3. The ISP Committee refined the recertification process.

S. June 2006

1. The ISP Certification examination was given at National Training Seminar.
2. NCMS sponsored an ISP recognition reception/meeting during the seminar. This was done to improve the visibility of the certification and to reward the ISP recipients.

T. September 2006

1. The Board selected ANSI as accreditation agency at recommendation of Accreditation Sub-Committee of ISP Committee.
2. The Board formally created the Accreditation Committee to ensure proper separation from both NCMS Training and ISP Committees.
3. The ISP Committee began its annual review and update of the ISP examination questions.

U. January 2007

1. The ISP Committee completed new and revised examination questions and began to validate and edit them.
2. The Accreditation Committee began work on creating an ISP Certification Program Manual and an ISP Examination Manual.

V. June 2007

1. The ISP Committee gave the ISP Certification Examination at the national training seminar.
2. The ISP Committee hosted an ISP recognition and update meeting.
3. The ISP Committee completed a rough draft of ISP Certification Program and Testing Manuals.
4. The Board and Chapter Chairs approved the concept of proctored on-line testing to comply with ANSI accreditation requirements.

W. June 2008

1. The ISP Committee gave the ISP Certification Examination at the national training seminar.
2. The Board approved the ISP Certification Program and Testing Manuals.
3. The Accreditation Committee continued work on formalizing ISP Certification Program documents.

X. November 2008

ISP Accreditation Chair submitted the NCMS packet to ANSI for approval of the ISP Certification Program.

Y. June 2009

1. The ISP Committee gave the ISP Certification Examination at the national training seminar.
2. The Board approved spending the money required to continue pursuing accreditation, which includes training, upgrading administrative procedures, and gaining outside technical assistance to address the concerns of ANSI. These efforts are ongoing.

Z. April 2010

The Accreditation Committee Chair attended ANSI training and began work on the next phase of attaining accreditation, and developed a 2-year plan for completion of accreditation.

AA. June 2010

The Accreditation Committee gained Board approval of the accreditation plan and executed a contract for psychometrician support in our efforts to attain accreditation.

BB. January 2011

The Accreditation Committee distributed a survey for ISPs that formalizes the Job-Task-Analysis required for validate the examination.

## VI. **CODE OF ETHICS**

A. Requirements

ISPs and ISP candidates must always demonstrate the highest levels of professional behavior and integrity, which includes, but is not limited to, the characteristics listed below.

1. Act in an honest, forthright, and dependable manner.
2. Follow and enforce all applicable security laws, regulations, orders, rules, policies, and procedures.
3. Safeguard classified and proprietary information at all times.

4. Place national security above all other work priorities.
5. Maintain proficiency in the appropriate security fields.
6. Assist fellow security professionals who are in need.
7. Balance security needs with business, operational, and research requirements.
8. Refrain from negative actions such as starting rumors, making slanderous statements, and embarking on character assassination.
9. Refrain from misrepresenting yourself as an ISP if you have not recertified.

#### B. Disciplinary Actions

Any NCMS member or ISP should submit in writing descriptions of any instances of unprofessional or unethical behavior by an ISP to the NCMS Executive Director. All disciplinary issues will be reviewed by the NCMS Board of Directors, who will determine what, if any, disciplinary actions are appropriate.

#### C. Reasons For Disciplinary Actions

The reasons for disciplinary actions include, but are not restricted to, the following actions:

1. Conviction on felony charges
2. Failure to abide by the ISP Code of Ethics
3. Failure to abide by the NCMS Code of Ethics

## **VII. RECERTIFICATION**

#### A. General

Recertification is required every three years to maintain the ISP Certification. The recertification requirement is designed to ensure that ISP's remain current and continue to develop their knowledge and skills in the field.

#### B. Requirements

1. Candidates must recertify every three years by the last day of the month in which the candidate originally became certified.
2. Six (6) recertification credits are required for certification.
3. All requests for credits to be used for recertification will be adjudicated by the ISP Certification Committee with assistance from the Executive Director.
4. Some or all activities may qualify for credit under more than one professional certification.
5. No more than 50% of the claimed recertification credits can come from membership and voluntary service activities. At least 50% of the credits must come from attending or teaching security-related educational programs and courses; and providing security-related instruction, speeches, presentations, or publications.

6. The same activity may not be counted under more than one category. (For example, a presentation originally given orally cannot be published and counted both as a presentation and as a published article.)
7. Documentation to support claimed recertification credits is required.

#### C. Recertification Credit Guide

Current Recertification Credit Guide is included at the end of this manual as Attachment 2. A copy can also be downloaded from the ISP page of the NCMS website ([www.classmgmt.com](http://www.classmgmt.com))

#### D. Recertification Application

Current Recertification Application is included at the end of this manual as Attachment 3. A copy can also be downloaded from the ISP page of the NCMS website ([www.classmgmt.com](http://www.classmgmt.com))

#### E. Recertification Cost

A fee of \$60 shall be sent to NCMS with the recertification application to cover the administrative costs of recertification.

#### F. Recertification Lapse Policy

1. Recertification candidates must submit their recertification credits and payment to the NCMS Headquarters not later than one month past their original recertification date. All credits claimed for recertification must have been earned within the original recertification period. If both the recertification application and payment are not received by the end of this time, the ISP's certification will lapse.
2. NCMS will allow one additional month for the reconciliation/acceptance of claimed recertification credits. If all submitted credits are not accepted by the end of the second month beyond the original certification date, the ISP's certification will lapse.
3. NCMS, Inc. will send formal notice to the individual that his/her certification has been withdrawn for failure to recertify in accordance with policy and that he/she may no longer use the ISP designation. To regain ISP certification once the original certification has lapsed, an individual must reapply for and retake the ISP examination at full cost.

## **VIII. LIFETIME CERTIFICATION**

#### A. Requirements

NCMS, Inc. will confer a Lifetime Certification designation upon an ISP who wishes to maintain his/her ISP certification when the individual meets the following criteria:

1. Has maintained his/her ISP certification for at least 12 consecutive years.
  - a. For ISPs who retire within 12 years of the start of the ISP Certification Program, this requirement will be waived.

- b. For ISPs who retire fewer than 12 years after attaining their certification, but have recertified at least twice, this requirement will be waived.
- 2. Has fully retired from all employment in the security field, including employment as a consultant and part-time employment for which some form of remuneration is accepted or given.
- 3. Has paid the recertification fee for the current term.
- 4. Submits an application for Lifetime Certification and signs the agreement to notify NCMS, Inc. should he/she return to employment in the security field.

**B. Privileges and Responsibility**

An individual upon whom Lifetime Certification is conferred has the following privileges and responsibilities:

- 1. Will receive a new certificate that states “Lifetime ISP.”
- 2. Will continue to be able to use the ISP certification letters after his/her name, but must add “(retired)” at the end of the ISP; e.g., John Doe, ISP (retired).
- 3. Will continue to be subject to the ISP Code of Ethics.
- 4. Will not be required to earn recertification credits or apply and pay for recertification.
- 5. Must immediately notify NCMS, Inc. should he/she return to part- or full-time employment in the security field. Such a return will negate the lifetime certification designation.

**IX. EXAMINATION FACTS**

**A. Examination Topics:**

For Industrial Security professionals, the skills required for certification fall into the following areas:

- 1. Security Administration & Management
  - a. National Industrial Security Program
  - b. Records & Documentation
  - c. Required Reports
  - d. Facility Clearances
  - e. Oversight & Audits
  - f. Incidents of Security Concern
- 2. Document Security
  - a. Creation & Marking
  - b. Accountability
  - c. Transmission & Receipting
  - d. Retention
  - e. Reproduction
  - f. Destruction
- 3. Information systems Security
  - a. Administrative & Procedural Controls
  - b. System Security Plans
  - c. Accreditation
  - d. Audits
  - e. Physical Protections

4. Physical Security
  - a. Storage and Lock Requirements
  - b. Closed & Restricted Areas
  - c. Intrusion Detection Systems (IDS)
  - d. Central Alarm Stations & Requirements
  - e. Access Controls
5. Personnel Security
  - a. Clearances
  - b. Forms
  - c. Adjudication
  - d. JPAS
  - e. e-QIP
6. International Security
  - a. Disclosure Policy
  - b. Foreign Classified Contracts
  - c. Access, Marking, and Handling Foreign Classified Information
  - d. Export Control Regulations
  - e. International Visits
7. Classification
  - a. Classification Policy
  - b. Classification System
  - c. DD Forms 254 & Security Classification Guides
  - d. Subcontracting
  - e. Downgrading & Declassification
8. Security Education
  - a. Requirements
  - b. Content
  - c. Techniques
  - d. Records
9. Audits & Self-Assessments
  - a. Government Audits
  - b. Facility Self-Inspections
  - c. Other Required Audits
10. Electives
  - a. COMSEC/TEMPEST
  - b. Counterintelligence
  - c. Intellectual Property
  - d. Operations Security (OPSEC)

**B. Exam Grading Criterion**

1. The minimum passing grade is 75%. Note: there is no rounding of final scores.
2. Each question is equally weighted and graded on a best-answer basis; there is no partial credit.
3. Questions with two or more answers marked will be considered incorrect.
4. No questions answered after the proctor calls “stop or cease work,” will be counted.

### C. Possible Cheating Incidents

1. If the proctor detects/suspects cheating, the proctor will inform the candidate and submit a formal written report of the incident, as a part of the Proctor Affirmation Report, to the Executive Director. The candidate will be allowed to write a statement and submit it to the Executive Director.
2. If suspected cheating is reported, the Executive Director will inform the ISP Certification Committee Chair who will conduct an inquiry into the situation, which will include a review of any written statements from the candidate, and make a formal decision in writing. This decision will be sent to the NCMS President, proctor, chapter chair, and candidate.
3. If the candidate protests the decision, then the President will review the incident, collect additional information as required, and make a final decision.

## X. **STUDY REFERENCES AND SOURCES**

Please refer to the current list of references and sources on the ISP page of the NCMS website ([www.classmgmt.com](http://www.classmgmt.com)).

## XI. **EXAMINATION MAINTENANCE**

- A. Updates. The ISP Program examination will be updated each year by the ISP Committee.
  1. The updated and revised version of the examination will be available by 1 June each year.
  2. Details of how the examination is updated and maintained are contained in the Examination Construction, Maintenance, and Administration Policy.
  3. No one involved in the ISP Examination Preparation Program (EPP) may participate in the ISP Certification examination review and update process for two years after completing such work.
  4. Strict security of all examination materials must be maintained at all times, to include encrypting e-mails containing examination questions.
- B. Reference Changes. Changes to the NISPOM and other examination references made after 1 January will not be included in the June version of the ISP examination that same year.

## XII. **CERTIFICATION EXAMINATION PREPARATION PROGRAM**

- A. The ISP Examination Preparation Program (EPP) is separate from the ISP Committee and is under the oversight of the Education & Training Committee.
- B. The EPP is run exclusively by ISPs and is designed as a method of assisting candidates in preparing for taking the ISP Certification Examination. This program does **not** provide “answers” to the ISP Examination questions. Rather, it provides a structured approach to studying, a platform for discussions that will assist the candidate in confirming the accuracy of their knowledge, and test-taking tips.

- C. No one serving as an EPP Mentor or Subject-Matter-Expert Mentor for the EPP is permitted access to the ISP Examination test bank or may participate in updating and revising the ISP Examination.
- D. Candidates may join the ISP Certification Exam Preparation Program by registering on line at <http://www.ncms-isp.org/>.
- E. Once in the program, the candidate may purchase a workbook, perform the study assignments, and attend conference calls wherein the study topics are discussed.
- F. The workbook contains a syllabus that provides a schedule of events and an outline of the topics to be covered.

### **XIII. APPEALS PROCESS**

- A. Eligibility. Appeals of eligibility for taking the ISP Certification Examination will be send to the Executive Director, who will collect the appropriate information and pass to the Chair of the ISP Certification Committee, who will make a ruling.
- B. Examination Results. Appeals of specific examination questions or total grade will be brought to the Executive Director, who will collect the appropriate information and forward to the Chair of the ISP Certification Committee, who will make a ruling.
- C. Certification. Appeals of the decision not to award the ISP Certificate to a candidate will be made to the Executive Director who will collect the appropriate information and pass to the Chair of the ISP Certification Committee, who will make a ruling.
- D. Other Reasons. Appeals of any other aspects of the ISP Certification Program will be made to the Executive Director, who will collect appropriate information and pass to the Chair of the ISP Certification Committee, who will make a ruling.
- E. Final Appeals. All rulings by the Chair of the ISP Certification Committee may be appealed by requesting a final ruling from the NCMS Executive Board. In this case the Chair of the ISP Certification Committee will submit the appropriate information to the Executive Board for a final determination.
- F. Timeframes. All appeal actions will be handled within 30 days, unless there are extenuating circumstances. The ISP Certification Committee Chair has 30 days for their ruling and the NCMS Executive Board has 30 days to make a final ruling on any appeals.
- G. Copies. Copies of all appeals and final rulings will be maintained in the ISP Program files by the Executive Director for 10 years.

## XIV. SELF-ASSESSMENTS AND AUDITS

### A. Self-Assessments

1. The ISP Committee will conduct an annual self-assessment of the ISP Program policies and examination.
2. This self-assessment will include a review by the committee and a separate review by an independent person(s) acting under the direction of the ISP Committee Chair.
3. A copy of both self-assessments will be reviewed and approved by the ISP Committee Chair and submitted to the Board with comments and corrective action plan (if necessary) within three months of the end of the self-assessment.
4. The schedule of the self-assessments will allow for submission of the final self-assessment report by the ISP Committee Chair to the Board at the September/October meeting of the Board.
5. The self-assessment will follow the Self-Assessment Checklist and will include any special topics designated by the Board or ISP Committee Chair.

### B. Audits


1. ANSI will conduct an audit of the ISP Program every three years.
2. The ISP Committee Chair will coordinate the ANSI audit, or designate someone to do the coordination.
3. If determined necessary, the ISP Committee Chair will contract with an outside agency to conduct an outside audit of the ISP Program. The timing of such an audit will be either to address an immediate concern or to occur at the mid-point between ANSI audits.
4. The details of these audits will be determined by the ISP Committee chair or a designee.

## XV. ISP LOGO AND MARK

### A. General

1. As an ISP, you have the right to use the ISP Logo and Certified Mark, examples of which are shown below:



- 
  - ISPTM
2. The ISP Logo and Mark are authorized for use only by Industrial Security Professionals (ISPs) in good standing whose certification has not been revoked due to violation of the ISP Code of Ethics, failure to recertify, or other reason as determined by the ISP Certification Committee.

3. NCMS monitors and protects its marks, and as an ISP, it is critical that you use these marks properly and report any improper use or infringement to the ISP Certification Committee Chair immediately.
4. Any advertisement or promotional literature that uses the ISP Logo and/or Mark should specify that these are registered trademarks that are the property of NCMS

B. Use of ISP Logo and Mark

1. The logo may not be altered or modified in any way.
2. Only high-resolution artwork provided by NCMS Headquarters may be used to ensure that the logo appears properly.
3. The logo cannot be used in conjunction with a company name or logo or be placed in such a way that it would appear the certification relates to the company.
4. The mark may not be used as part of a certified individual's email address.
5. The mark may not be used as part of a certified individual's company or business.

C. Examples of Proper Use

1. Jane Johnson is an ISP.
2. Jane Johnson, ISP, is a member of the NCMS Board of Directors.
3. Jane Johnson is an Industrial Security Professional (ISP).
4. Jane Johnson, ISP, is President of Jane Johnson Consulting, Inc.

D. Improper Use

1. [jim.johnsen.isp@gmail.com](mailto:jim.johnsen.isp@gmail.com)).
2. Jim Johnsen ISP Consulting, Inc.
3. Jim Johnsen, isp (or Isp)

## **XVI. CONTINUOUS IMPROVEMENT AND CORRECTIVE ACTIONS**

A. Continuous Improvement and Quality Control

1. The ISP Certification Committee is responsible for continuous improvement and quality control of the ISP Certification Program.
  - a. Continuous improvement comes from activities like, but not restricted to, the following:
    - Regular reviews of policies, manuals, procedures, and forms
    - Self-Assessments and Audits
    - Examination Reviews
    - ISP and NCMS Surveys
    - Recommended changes from the Board, ISPs, committee members, chapter chairs, or NCMS members (multiple avenues exist for this input: e-mail, telephone, face-to-face meetings, NCMS website feedback, Board meetings, committee meetings, and joint chapter chair and Board meetings)
  - b. Quality Control activities include the same as listed above, but focus on accuracy and precision versus innovation and improvement.
  - c. The ISP Certification Committee Chair approves continuous improvement and quality control requirements and processes.

2. The ISP Certification Committee Chair approves all audits, reports, analysis, surveys, and changes to the ISP Program.
  - a. The Chair may designate committee members to be responsible for working on the various committee tasks and submitting recommendations for approval.
  - b. Submissions and approvals may be done by e-mail.
  - c. Records will be kept by the Executive Director.
  - d. The monthly ISP Certification Committee meeting is the best venue for addressing issues and making decision.
3. The ISP Certification Committee Chair prioritizes changes and improvements, approves timelines, and obtains required funding from the Board.
  - a. Prioritization will be based upon the situation: budget, time restraints, criticality, and impact.
  - b. Committee members will make recommendations; the Chair makes decisions.
4. The ISP Certification Committee Chair reports on the status of the ISP Certification Program to the Board at the quarterly Board Meetings. Status reports will include at least the following:
  - a. How many ISPs have been granted or recertified; pass rates and recertification rates
  - b. Status of examination review, self-assessments, audits, and corrective actions
  - c. All improvements or changes to the ISP Certification Program
  - d. Requests for budgetary support as required
  - e. Recommended addition of certifications, if any
5. The ISP Certification Committee Chair publishes all changes as necessary:
  - a. Inform all NCMS membership or all ISPs
  - b. Update the ISP page of the NCMS website
  - c. Make changes to the ISP Certification Program policies, manual, and procedures

#### B. Corrective and Preventative Actions

1. The ISP Certification Committee Chair is responsible for ensuring that all reviews, self-assessments, and audits that find problems result in the development of corrective and preventive action plans.
2. These plans must have specific recommendations, specific timelines (or milestones), and where necessary, budgetary implications.
  - a. Corrective Action Plans are concerned with fixing existing problems, and may require solutions that take time and money. If this is the case, then the responsible committee member must develop multiple courses of action that include a cost-benefit analysis and a risk analysis for each. Then the Chair can make a decision and seek Board funding.
  - b. Preventative Action Plans are concerned with ensuring that similar problems do not re-occur. Improved training or policies and procedures often can prevent future problems—or at least reduce the likelihood of repeat errors.
3. The designated committee members or Executive Director are responsible for developing the plans and implementing the solutions.
4. The ISP Certification Committee Chair is responsible for verifying that all corrective actions have been completed according to the plans. Committee members may be designated to perform this task (not the same member that is responsible for implementation).