

● For Professionals | ● For Training Organizations | ● For Examination Centers

PEOPLECERT GROUP



PEOPLECERT



ECDL
Foundation

City & Guilds



Improve your career progression
through internationally recognized certifications





ACCREDITED EXAMINATION INSTITUTE

About ITIL®

ITIL® is the most widely established approach to IT service management in the world that provides a unified set of best practice, drawn from public and private sectors internationally, while taking into consideration the growing dependency on IT. It is supported by a comprehensive qualifications scheme, accredited training organisations, and implementation and assessment tools. ITIL® certified processes for Change Management are key toolkit in modern business foundation strategies and development.

ITIL® V3 Key Business Benefits

- ✓ Support reducing IT costs and justifying the cost of IT quality
- ✓ Improved IT services through the use of proven best practice processes
- ✓ Improved customer satisfaction through a more professional approach to service delivery
- ✓ Standards and guidance
- ✓ Support improvement of user productivity
- ✓ Improved use of skills and experience
- ✓ Improved ability of IT to adjust as business opportunities and challenges are presented
- ✓ Improved communication and information flows between IT and organization business departments
- ✓ Improved availability, reliability and security of mission critical IT services
- ✓ Defined IT in terms of services rather than systems



ITIL® Exams with PEOPLECERT

PEOPLECERT Group is accredited as an ITIL® Examination Institute offering ITIL® exams worldwide.

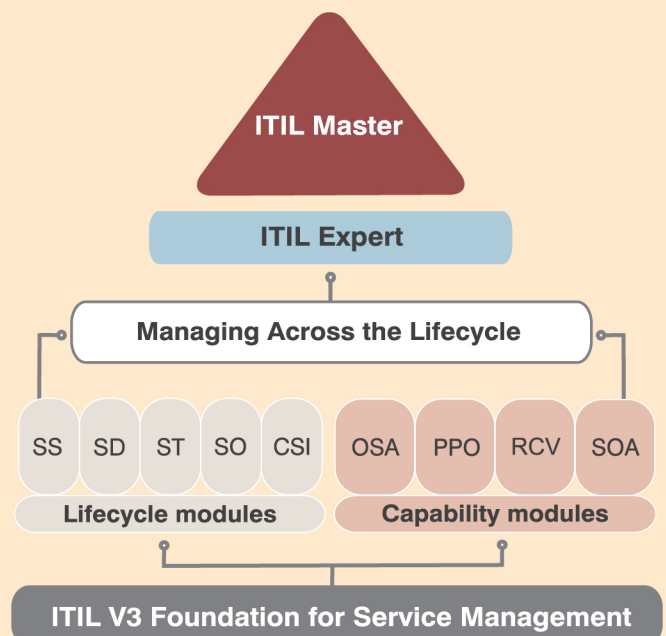
The **ITIL® Version 3 (V3) Qualifications scheme** provides a modular approach to ITIL® certification, and is comprised of a series of certifications focused on different aspects of ITIL® Best Practice, to various degrees of depth and detail.

PEOPLECERT provides **ITIL® V3 Certification exams**. There are **four levels** of certification within the **V3 scheme**:

- ✓ **ITIL® V3 Foundation in IT Service Management**
- ✓ **ITIL® V3 Intermediate Level - Service Lifecycle & Service Capability Streams**
- ✓ **ITIL® V3 Expert Certificate**
- ✓ **ITIL® V3 Master Qualification**

PEOPLECERT Group offers:

- ✓ Quick and Simple Accreditation Process
- ✓ ITIL® Exam Availability on all levels and languages
- ✓ Streamlined Delivery of Exams both in Paper and Computer Based format
- ✓ Fast and Accurate Result Publication
- ✓ Excellent Partner / Customer Support 24/7
- ✓ Competitive Exam Fees



About PEOPLECERT

Management Systems (MS) Certifications

Utilizing the experience of distinguished international experts, PEOPLECERT designed a unique portfolio of competence based Management Systems Certifications, that are fully compatible with ISO 17024 requirements.

Certification Levels

Candidates can achieve certification in 3 distinct levels:

MS Expert Certification

is designed for the professionals wishing to demonstrate their knowledge according the requirements of a specific Management System and specialization as shown to the right.

MS Expert Certification consists of **2 grades**:

- ✓ **Foundation Level**, the entry level certification
- ✓ **Professional Level**, the advanced level certification.

MS Auditor Certification

is designed for the professionals wishing to demonstrate their competences as Management Systems Auditors. This certification scheme requires **at least one Expert level Management System certification, plus examination of competences as required by ISO 19011** standard.

MS Auditor Certification consists of **4 grades**:

- ✓ **Provisional Auditor**, the entry level certification
- ✓ **Auditor**, the middle level certification
- ✓ **Lead Auditor**, for experienced professionals
- ✓ **Internal Auditor**, for the professionals who wish to perform audits in their organizations only.

MS Consultant Certification

is designed for the professionals wishing to demonstrate their competences as Management Systems Consultants. This certification scheme requires **at least one Expert level Management System certification, plus examination of competences as required by ISO 10019** standard.

MS Consultant Certification consists of **3 grades**:

- ✓ **Junior Consultant**, the entry level certification
- ✓ **Consultant**, the middle level certification
- ✓ **Senior Consultant**, for experienced professionals.

PEOPLECERT Management Systems (MS) Exams

The Certification Schemes offered by PEOPLECERT cover a wide range of Management Systems and are examined as follows:

✓ ISO 9001	Quality
✓ ISO 13485	Medical devices / Quality
✓ ISO 14001	Environmental
✓ ISO 20000	Information technology
✓ ISO 22000	Food safety
✓ ISO 27001	Information security
✓ ISO 28000	Supply chain security
✓ ISO 31000	Risk management
✓ ISO 30000	Ship recycling
✓ ISO 50001	Energy management systems
✓ ISO/TS 29001	Petroleum, petrochemical and natural gas industries
✓ OHSAS 18001	Occupational health and safety
✓ SA 8000	Social accountability

Certification Specializations

Candidates can also enhance their MS certification by demonstrating their competences in the following specializations:

✓ ISO10001	Customer satisfaction codes of conduct for organizations
✓ ISO10002	Customer satisfaction complaints handling in organizations
✓ ISO10003	Customer satisfaction dispute resolution external to organizations
✓ ISO10004	Customer satisfaction monitoring and measuring
✓ ISO10005	Quality plans
✓ ISO10006	Quality management in projects
✓ ISO10007	Configuration management
✓ ISO10012	Measurement management systems
✓ ISO10013	Quality management system documentation
✓ ISO10014	Quality management-realizing financial
✓ ISO10015	Quality management for training
✓ ISO10017	Statistical techniques
✓ ISO10018	Quality management- People involvement and competences
✓ IWA 1	Health care service
✓ IWA 2	Education - training
✓ IWA 4	Quality management in local government
✓ ISO 23045	Building environment design, assess energy efficiency of new buildings and economic benefits



IASSC Accredited

About IASSC

The **International Association for Six Sigma Certification (IASSC)** is a member organization dedicated to growing and enhancing the standards within the Lean Six Sigma Community. IASSC is the only independent third-party certification association within the Lean Six Sigma Industry that does not provide training, mentoring and coaching or consulting services. IASSC facilitates and delivers centralized universal Lean Six Sigma Certification Standards testing within the Lean Six Sigma industry. IASSC is a member of the Institute for Credentialing Excellence.

IASSC Six Sigma Certification

IASSC Six Sigma Certifications provide the opportunity to acquire an unbiased, third-party endorsement of your professional knowledge. IASSC Certification is the only impartial third-party endorsement of an individual's professional knowledge of the Lean Six Sigma standards in the industry.

Benefits of Six Sigma Certification

- ✓ Improved processes
- ✓ Better utilization of resources
- ✓ Increased employee satisfaction
- ✓ Increased customer loyalty
- ✓ Increased bottom line
- ✓ Systematic problem solving

IASSC Six Sigma Exams with PEOPLECERT

PEOPLECERT Group is the **first IASSC Examination Institute** offering Six Sigma Exams **worldwide**. PEOPLECERT conducts Standardized Certification Testing and Professional Credentialing for the Lean Six Sigma Industry as follows:

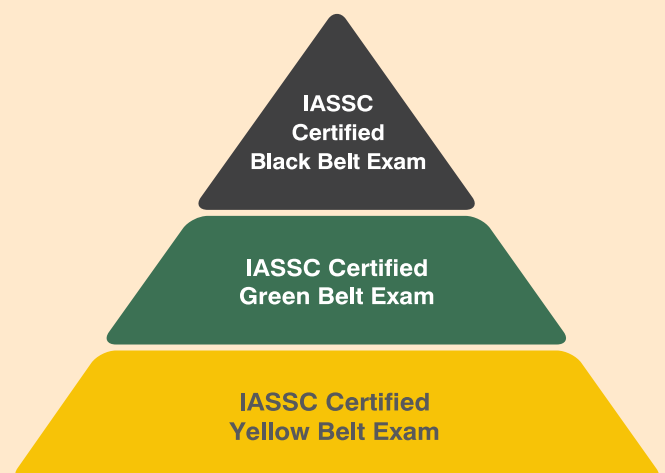
- ✓ IASSC Certified Yellow Belt Exam
- ✓ IASSC Certified Green Belt Exam
- ✓ IASSC Certified Black Belt Exam

The IASSC Certified Black Belt, Green Belt, Yellow Belt Exams are designed to measure a person's knowledge of the IASSC Universally Accepted Lean Six Sigma Body of Knowledge.

Exams are available both in Paper and Computer Based format at PEOPLECERT's Accredited Training Providers and Examination Centres as well as at Pearson VUE Exam Centres network.

Earning your Certification from IASSC means...

“take control of your professional destiny, set yourself apart, improve your marketability and employment opportunities”



Executive Council

PEOPLECERT's Executive Council consists of distinguished professionals with extensive experience in standardization, certification and accreditation markets. They come from different regions and represent a variety of cultures enhancing the global character of PEOPLECERT.

Chairman:

A. Byron Nicolaides - Chairman & CEO of PEOPLECERT Group (*Greece*)

Members:

Joep Van Nieuwstadt

Director NieuwstaRt Consultancy,
former CEO EXIN International (*The Netherlands*)

Jim Friars

Chairman & CEO of the Irish Computer Society,
Chairman of ECDL Foundation Intl. (*Ireland*)

John Hyland

VP and General Manager - Emerging Markets
at Monster Worldwide Inc. (*USA*)

Dr. Mark Swift

Head of the Knowledge Exchange program and SME
programs at the International Digital Laboratory
at WMG-University of Warwick (*UK*)

Prof. Vasile Baltac

President of CEPIS, former Minister of Electronic
& Electrical Industry and Deputy Minister of the Industry
(*Romania*)

Mike Carmody

Director at Paratus Business Consulting,
former IPC Chairman & CEO RABQSA (*Australia*)

Prof. Ki-Hoon Lee

Professor Griffith Business School, Queensland, Australia
(*Korea*)

Iain Muir

Chairman at SAACB, Director at SAATCA
(*South Africa*)

Principles of Scheme Validation

PEOPLECERT certifications are competence based schemes, fully compatible with ISO 17024 requirements. All PEOPLECERT schemes demonstrate compliance with the four (4) technical principles of examination: Validity, Reliability, Flexibility and Fairness. These principles are addressed in the examination conduct, in the development of examination tools and in the design, development and management of the examination system.

PEOPLECERT is using a modified Angoff procedure as part of scheme validation, whilst validated tests are products of analysis by the relative technical committees and PEOPLECERT's Research & Development Department. In addition, PEOPLECERT records and verifies that each validation report reflects generally-accepted professional practice and that is in conformance with the applicable IPC Specification's requirements.

Exam Availability

PEOPLECERT's certifications are supported through a global network of accredited training and examination providers, while the integrity and reliability of the certification process is ensured by being accredited according to ISO17024 and certified according to ISO27001, ISO14001, ISO10002 and ISO9001.



PEOPLECERT exams are also offered from Pearson VUE test centers at **5.200 locations** across **165 countries**.

Candidates can book their exams sessions in advance or on the day they wish to take the test, subject to availability, directly by visiting <http://www.pearsonvue.com/peoplecert/>

Pearson VUE offers scheduling options through the web, by telephone, or at your local test center.



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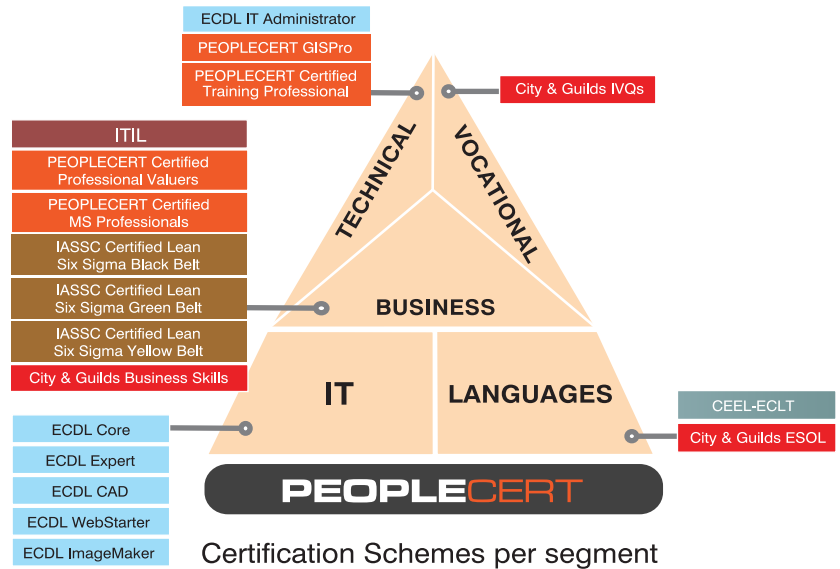
PEOPLECERT is a global personnel certification body providing certification to professionals (or professionals to be) and to Training and Examination Centers. With a leading position in the European market and dynamic international presence, PEOPLECERT delivers its certification products through a state-of-the-art fully automated administration and examination mechanism.

More than 2,200,000 certificates were issued worldwide during the last decade through a network of more than 8,850 examination centers. Additionally, PEOPLECERT's accreditation to ISO 17024, offers to its certificates an internationally recognized "credibility passport" guaranteeing, in parallel, the fairness, the validity, the flexibility and the reliability of its examinations.

PEOPLECERT certification schemes are conforming to the applicable requirements of International Organization for Standardization (ISO) standards, International Accreditation Forum (IAF) guidelines and International Personnel Certification Association (IPC) specifications.

PEOPLECERT Certification Model

In today's competitive market, modern employees look for means to differentiate themselves and establish a competitive advantage over others. Through this process, they seek specialized knowledge and certification; qualities required for their personal and professional progression. These qualities are extensively covered in PEOPLECERT's model of certification schemes, which constitutes of 5 stand-alone segments. The allocation of certification schemes per segment is shown to the figure below.



2,200,000 certificates issued;

600,000 certified individuals worldwide;

8,850 examination centres;

142 employees and over **1,000 associates**;

Offices in **5 countries**

(Greece, Turkey, Portugal, China and Albania)

and soon in **2** more (Brazil and FYROM);

A Complete Portfolio in Personnel Certification;

For more information
visit our web site at
www.peoplecert.org