CERTIFIED INTERNATIONAL TRADE PROFESSIONAL (CITP® | FIBP®)

CANDIDATE HANDBOOK

V3.0 - EFFECTIVE JANUARY 1, 2023

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2023 CITP Candidate Handbook, v3.0. Effective January 1, 2023. Updated December 21, 2023.

The policies and procedures specified in the CITP Candidate Handbook are subject to change. Visit FITTforTrade.com to confirm you are using the current version of this handbook.

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Introduction

This handbook serves as your guide to earning and maintaining the Certified International Trade Professional (CITP®) certification. If you are interested in CITP certification, review the information in this handbook before applying.

Once you decide to seek certification, this handbook includes all of the information you need to apply, schedule the CITP Professional Exam, and prepare for testing.

If you are already CITP certified, this handbook includes up-to-date requirements for maintaining your certification.

If you have questions after reviewing the handbook, please contact FITT at certification@fitt.ca.

The handbook is organized in four sections: Introduction, Earning Certification, Maintaining Certification, and Policies.

	Introduction
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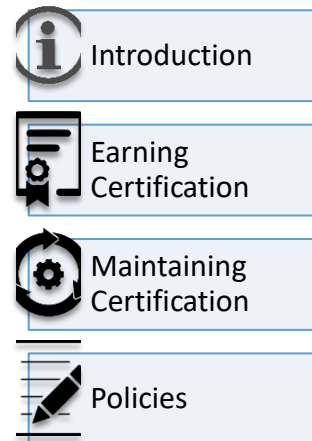
About FITT

The Forum for International Trade Training (FITT) is committed to advancing the profession of international trade by providing training, certification, and resources for individuals and businesses seeking growth in global markets.

FITT is a not-for-profit organization dedicated to fostering a community of practice for international trade practitioners to support the growth of global economies. We offer the only international business training programs and related professional designation (CITP®|FIBP®) endorsed by the Canadian government. Our international business solutions, the FITTskills training program and the CITP designation, are a standard of excellence for individuals and organizations around the world.

CITP® | FIBP®

The appellation for the Certified International Trade Professional (CITP®) designation in the U.S. and the E.U. is the FIBP® (FITT International Business Professional) due to trade-mark issues. Regardless of location, certificants can choose to promote themselves as a CITP, FIBP or a CITP|FIBP. The designations are synonymous. The different titles and acronyms are a reflection of international trademark ownership availability.

Purpose

Fostering a community of trusted international trade practitioners to support the growth of global economies.

CITP Governance

The FITT Certification Council is the governing body responsible for the certification program. The Certification Council develops, maintains, and oversees the CITP in adherence with best practices and recognized standards for certification programs.

Development of the CITP Professional Exam is based on a job task analysis study designed to identify the knowledge, skills, and/or abilities essential to practice. The exam and eligibility requirements are designed to identify qualified practitioners. The Certification Council ensures that all application and eligibility requirements, exam development and administration, certification renewal requirements, and all certification program policies are directly related to the identified purpose and scope of the certification program.

About the CITP

Purpose

The Certified International Trade Professional (CITP) certification program aims to provide global assurance that certificants meet the CITP standards through initial assessment and periodic re-certification.

CITPs work in various career stages, including those who are: new to international business; already working in international business; experienced executives; and business owners working or expanding in international markets.

CITP certification is based on a competency standard that was first developed in 1998 and is revised periodically through a process of extensive industry engagement and validation. The *CITP Competency Profile* is derived from the *FITT International Trade Competency Framework* which outlines the depth and breadth of the knowledge, skills, and abilities required of international trade practitioners in an international context. The competency framework also provides for a measure of job performance for individuals working at a fully proficient level which was benchmarked to be at three to five years' experience working in international trade.

The CITP certification program is developed and administered in accordance with generally accepted psychometric practices for the objective measurement of knowledge, skills, and abilities.

Membership

Membership in FITT, or any other organization, is optional and not required for certification.

CITPs can opt-in to a complimentary FITT certified membership on an annual basis, which entitles them to receive notice of, attend and vote at all meetings of Members.

Earning Certification

Eligibility Requirements

Certification eligibility requirements ensure that the application process is fair and impartial. You must meet all eligibility requirements in effect at the time of application.

There are 3 pathways to eligibility: 1) earning a FITT Diploma, either through FITTskills courses, FITT-accredited programs or through Prior Learning and Assessment Recognition (PLAR); 2) achieving a specialized credential pre-approved by FITT; or 3) by meeting the experience requirements of the executive pathway. All applicants, regardless of pathway, must confirm their work experience, agree to abide by the _CITP Standards of Ethical Conduct_, and pass the CITP Professional Exam. These requirements are summarized in the figure and table below.

Pathway 1 FITT Diploma	• FITTskills courses **and/or** FITT-accredited programs **and/or** PLAR • 1 year experience
Pathway 2 Specialized Credential Holders	• Specialized credential holder • 1 year of experience
Pathway 3 Executive Path	• 10 years of work experience

Work experience confirmation **+** CITP Standards of Ethical Conduct **+** Pass the CITP Exam ■ CITP Certification

Pathway 1	FITT Diploma	Pathway 2	Specialized Credential Holders	Pathway 3	Executive Path
Earn FITT Diploma by completing the FITTskills courses offered by FITT, a FITTskills Delivery Partner, or through a FITT-accredited international business program through partner colleges, universities, and other training organizations; **OR** Prior Learning Assessment and Recognition: Earn the FITT Diploma by applying for equivalent FITTskills credit(s) based on past work experience, professional development, credentials and/or education. Applicants can apply to receive credit for one or more of the six FITTskills courses through the portfolio submission process. Applicants must complete balance of FITTskills courses/assessments, if applicable, through FITT or FITT educational partner; **AND** Minimum of 1 year of full-time work experience in a role that is primarily focused on international trade and is related to one or more of the 15 CITP competency categories.	Credential holders of specialized certification programs: Applicants that hold a certification pre-approved by FITT as meeting all 15 CITP competency categories can apply under Pathway 2. Their certification status must be in good standing at time of application; **OR** Credential holders of specialized educational credentials: Applicants that have acehived an educational credential that is pre-approved by FITT as meeting all 15 CITP competency categories can apply under Pathway 2; **AND** Minimum of 1 year of full-time work experience in a role that is primarily focused on international trade and is related to one or more of the 15 CITP competency categories. *Individuals with specialized credentials that do not meet all of the 15 CITP competency categories can apply under Pathway 1.*	Minimum of 10 years of full-time work experience related to the 15 CITP competency categories in executive level roles which are described as follows: • Leadership roles, and/or • Management roles in the practical or policy areas of international trade, and/or • Oversight roles associated with an organization's international trade activities

Requirements for All Pathways

- Work experience must be confirmed by two individuals who can attest that the experience information provided by the CITP candidate in their cover letter and detailed curriculum vitae (CV) is correct
- Agreement to abide by the CITP Standards of Ethical Conduct
- Pass the CITP Professional Exam

Application Requirements

Carefully review the information contained in this *Candidate Handbook* before you apply for certification. Eligibility requirements are strictly enforced, and it is your responsibility to comply with all policies and procedures regarding eligibility, the application process, and corresponding deadlines.

You are required to complete an application to document compliance with the certification requirements. In addition to providing contact information and evidence of eligibility, all applicants must agree to the Statement of Understanding included in the Policies section of this handbook.

Eligibility Verification

Your CITP application will be reviewed as follows to confirm eligibility before you are authorized to take the CITP Professional Exam.

Pathway 1	• CRM record is reviewed to ensure FITT Diploma has been achieved • Cover letter summarizing experience • CV is reviewed to confirm required experience is detailed and relates to international trade • Two reference letters are included and address standard questions • Applicant's attestation to adhere to ethical standards • Applications are reviewed for confirmation that all requirements are met
Pathway 2	• Specialized credential holder evidence is reviewed to ensure it meets pathway requirements • Cover letter summarizing experience • CV is reviewed to confirm required experience is detailed and relates to international trade • Two reference letters are included and address standard questions • Applicant's attestation to adhere to ethical standards • Applications are reviewed for confirmation that all requirements are met
Pathway 3	• Cover letter summarizes experience relating to each of the 15 CITP competency categories • CV is reviewed to confirm required experience is detailed and relates to the 15 CITP competency categories • Two reference letters are included and address standard questions • Applicant's attestation to adhere to ethical standards • Applications are reviewed for confirmation that all requirements are met

Application Processing and Notifications

Submit the appropriate online application form to apply for certification. Confirmation of receipt of application will be provided by FITT within 3 business days.

If your application is approved, you will receive a confirmation email from FITT advising you that you have been approved to write the CITP Professional Exam and the deadline by which you must write the examination. The examination deadline will be 60-days from receipt of confirmation email authorizing access to the examination.

You will not be permitted to take the exam if you do not meet the eligibility requirements. If information is missing, or the appropriate fee is not included, your application is considered incomplete and will not be processed. Application fees are non-refundable.

Fee Schedule

Your certification application, along with all required documentation and fees, must be submitted and approved before your examination can be scheduled.

CITP Certification Application	CAD $570.00 plus applicable taxes
CITP Professional Exam Rewriting/Retesting	CAD $150.00 plus applicable taxes
CITP Professional Exam Rescheduling/Deferring	CAD $50.00 plus applicable taxes

Testing Accommodations for Applicants with Disabilities

Examinations enable all applicants to demonstrate their knowledge and skill in the essential domains being measured. For applicants with disabilities, reasonable accommodations may be necessary for equitable measurement in the examination process. As required by law, reasonable accommodations ensure that applicants with disabilities have a fair and equal opportunity.

The information provided by applicants and any documentation regarding such disability and special accommodation, are treated with strict confidentiality and will not be shared with any source, with the exception of FITT, the Certification Council, and proctors, without the applicant's express written permission.

Reasonable accommodations are evaluated for approval by the certification program on an individual basis. If approved, reasonable accommodations are provided at no cost to applicants. Examination applicants that may qualify for reasonable accommodations:

- have a physical or mental impairment that substantially limits that person in one or more major life activities (e.g. walking, talking, hearing, performing manual tasks),
- have a record of such physical or mental impairment, and/or
- are regarded as having a physical or mental impairment.

Reasonable accommodations are evaluated for approval based on:

- the individual's specific disability
- sufficient documentation submitted
- the accommodation request not fundamentally altering the purpose or nature of the examination

Applicants requesting accommodations must submit the following via email to certification@fitt.ca at least 30 days prior to your **intended** examination date:

- Submit the *Request for CITP Professional Examination Testing Accommodations Form* **prior to scheduling exam**
- Submit documentation provided by an appropriate certified or licensed professional, on the professional's letterhead, which identifies the specific recommendations for accommodation

All requests for accommodations are reviewed by FITT certification staff. Approved accommodations are communicated to the exam administrator and requesting candidate via email.

Scheduling the CITP Professional Exam

Scheduling an Exam

You will write the online examination via live remote proctoring using a personal computer at home or another private location. Once you have been approved to write the CITP Professional Exam, you will receive an email from testingsupport@getyardstick.com with instructions to access the online exam platform, your exam account and to schedule your exam. You will use this account to access your examination, so you must record and remember your password to access the system on exam day. If you forget your password on exam day you must reset it using the email address on file with Meazure Learning, so you must have access to your email account to reset your password. When resetting your password, the email address field is case sensitive. If you cannot access your exam account on exam day, you will not be able to write your exam. Individuals must schedule their examination at least 72 hours in advance of the preferred examination date.

Once you are logged in, you may schedule your exam – both date and time. **The time you choose is not your examination start time**; rather, it represents the time at which you will begin the connection process, and your examination will begin after the connection process is complete. Please **be aware of time zones**, ensure you choose the time zone where you will be taking the exam.

Once you've scheduled your exam, you will receive a booking confirmation email from testingsupport@getyardstick.com confirming exam appointment details, approved accommodations (if any), instructions to prepare your technology and space in advance of the scheduled examination date, exam day instructions and exam policies.

A quick video demonstration of the scheduling process can be viewed on Meazure Learning's website.

Refunds, Cancellations, and Rescheduling

Refunds
Application and exam fees are not refundable.

Cancellations
A request to cancel an exam that has not been scheduled on the testing platform must be submitted to certification@fitt.ca at least 10 days in advance of the **exam expiry date (examination deadline)**. A request to cancel an examination that has been scheduled on the testing platform must be submitted to certification@fitt.ca at least 10 days in advance of the **scheduled examination date**.

An exam that is unwritten/missed for no valid reason OR for which a cancellation request has not been submitted in advance of the appropriate deadline will be considered a failed exam attempt.

Rescheduling
A request to reschedule an exam (deferral request) that has not been scheduled on the testing platform must be submitted to FITT via the *CITP Exam Deferral Request* online form in advance of the **exam expiry date (exam deadline)**.

You may request a deferral for up to 30 days at one given time within two years from the initial application date. After two years, a new application must be completed and submitted. Fees will apply for each deferral.

A request to reschedule an examination (deferral request) that has been scheduled on the testing platform must be submitted to FITT via the *CITP Exam Deferral Request* online form at least 10 days in advance of the **scheduled examination date**. Individuals may request a deferral for up to 30 days at one given time within two years from the initial application date. After two years, a new application must be completed and submitted. Fees will apply for each deferral.

An exam that is unwritten/missed by the individual for no valid reason OR for which a "CITP Exam Deferral Request" has not been submitted in advance of the appropriate deadline will be considered a failed exam attempt.

An individual that is late for their exam appointment time may be denied access to their exam.

Individuals must schedule their examinations at least 72 hours in advance of the preferred examination date.

Preparing for the CITP Professional Examination

Impartiality
The Certification Council develops and administers the CITP exam to assess applicants for certification. The Council does not accredit, approve, endorse, or recommend any education or training programs and/or products designed or intended to prepare applicants for certification. The Council has no involvement in the development or delivery of any educational, training, and/or exam preparation programs or products.

Examination Content

Description
The CITP Professional Examination consists of 125 multiple-choice scored questions. Test takers will have 4 hours to complete the computer-based exam. The exam covers the topic areas detailed in the content outline.

You must record answers to all multiple-choice questions directly into the computer software by clicking on the selected response. You must select the **one** most appropriate or best answer for each question from the options provided. There is only one correct answer for each question. Each question is worth one point toward the total examination mark.

Applicants are encouraged to review the CITP Professional Exam content outline (blueprint) listed in the Exam Content Outline section of this handbook, *CITP Competency Profile* and sample questions in preparation for the exam. Access to the sample questions will be provided via email to candidates approved to write the examination.

Language
The exam is offered in English and in French.

Exam Content Outline
The *CITP Professional Examination Blueprint* (outline) sets out the parameters as to what is assessed on the examination and the percentage value assigned to competencies as defined within the *CITP Competency Profile*. The blueprint assists candidates in understanding what will be tested on the examination.

The breakdown of exam question types is as follows:

- 30-40% case-based questions
- 60-70% independent questions

To ensure that competencies are measured at different levels of cognitive ability, each question on the CITP Professional Examination is classified into one of the three levels:

COGNITIVE ABILITY LEVEL	WEIGHT ON EXAM (%)
Level 1. Knowledge / Comprehension	25-30%
Level 2. Application	40-45%
Level 3. Critical Thinking	28-32%

COMPETENCY CATEGORIES AND SUBSKILLS	BLUEPRINT PARAMETERS
COMPETENCY CATEGORY 1: FEASIBILITY OF INTERNATIONAL TRADE	**13-17%**
1. Conduct Situational Analysis	
1.1 Assess organizational readiness	
1.2 Determine potential target markets	
1.3 Conduct market research	
1.4 Access programs and services	
1.5 Determine product eligibility for import/export	
1.6 Determine services eligibility for import/export	
2. Conduct Cost Analysis	
2.1 Conduct cost analysis for importing products	
2.2 Conduct cost analysis for exporting products	
2.3 Conduct cost analysis for outsourcing services internationally	
2.4 Conduct cost analysis for exporting services	
3. Analyze Risk	
3.1 Analyze commercial risk	
3.2 Analyze currency risk	
3.3 Analyze economic risk	
3.4 Analyze foreign physical asset risk	
3.5 Analyze personnel risk	
3.6 Analyze political risk	
3.7 Analyze social risk	
3.8 Analyze technology risk	
3.9 Analyze intellectual property risk	
3.10 Analyze supply chain disruption risk	
COMPETENCY CATEGORY 2: MARKET EXPANSION PLANNING	**9-11%**
4. Mitigate Risk	
4.1 Manage commercial risk	
4.2 Manage currency risk	
4.3 Manage economic risk	

COMPETENCY CATEGORIES AND SUBSKILLS	BLUEPRINT PARAMETERS
4.4 Manage foreign asset risk	
4.6 Manage political risk	
4.8 Manage technology risk	
4.9 Manage intellectual property risk	
5. Develop Plans	
5.1 Consult with financial institutions and alternative fund providers about international opportunities and requirements	
5.2 Develop international business plan	
5.3 Develop international sales and marketing plan	
5.4 Develop strategic market entry plan	
COMPETENCY CATEGORY 3: MARKET ENTRY STRATEGIES	**10-14%**
6. Manage Direct Exports	
6.1 Manage direct exports	
7. Manage Indirect Exports	
7.1 Manage indirect exports	
8. Develop Strategic Alliances	
8.1 Research strategic alliance opportunities	
8.2 Evaluate potential partners	
8.3 Negotiate contracts for strategic alliances	
8.4 Manage existing strategic alliances	
COMPETENCY CATEGORY 4: FINANCE	**5-8%**
11. Conduct Trade Transaction	
11.1 Negotiate payment method	
11.2 Obtain international trade financing	
11.3 Procure credit insurance	
11.4 Procure guarantees	
11.5 Procure bonds	
11.6 Meet conditions of payment option	
13. Manage Payment Defaults	
13.2 Pursue collection	
COMPETENCY CATEGORY 5: BUSINESS DISPUTES	**1-3%**
14. Resolve Business Disputes	
14.1 Resolve trade financial discrepancies	
COMPETENCY CATEGORY 6: PROCUREMENT	**4-5%**
15. Purchase Goods	
15.1 Procure goods from foreign enterprises	
16. Purchase Services	
16.1 Procure services from foreign organizations	
COMPETENCY CATEGORY 7: PRODUCT/SERVICE PRODUCTION	**5-7%**
18. Manufacture Product	

COMPETENCY CATEGORIES AND SUBSKILLS	BLUEPRINT PARAMETERS
18.1 Conduct market research to inform manufacturing of product	
18.2 Customize product for client	
18.4 Confirm product meets market requirements	
18.5 Package and label product	
19. Develop Services	
19.1 Develop service offerings	
COMPETENCY CATEGORY 8: INVENTORY MANAGEMENT	**1-3%**
21. Manage Inventory	
21.1 Establish inventory system	
21.2 Maintain inventory levels	
COMPETENCY CATEGORY 9: DISTRIBUTION	**3-5%**
22. Transport Goods	
22.1 Determine transportation requirements	
22.2 Arrange for carrier(s)	
22.4 Prepare goods for shipping	
22.7 Follow Customs protocols	
23. Deliver Services	
23.1 Provide services	
COMPETENCY CATEGORY 11: DOCUMENT MANAGEMENT	**4-6%**
27. Manage Control Documents	
27.1 Manage supply documents for exporting	
27.2 Manage supply documents for importing	
COMPETENCY CATEGORY 12: SALES AND MARKETING	**11-15%**
28. Market Products and Services	
28.1 Adapt products and services for the international market	
28.2 Develop an international brand	
28.3 Develop an international competitive strategy	
28.4 Promote products and services	
29. Sell Products and Services	
29.1 Establish sales channels	
29.2 Develop a pricing strategy	
29.3 Sell products and services	
29.4 Negotiate sales agreement for goods	
29.6 Conduct sales follow-up	
COMPETENCY CATEGORY 14: INTERCULTURAL COMPETENCE	**4-6%**
32. Build Relationship with Other Culture	
32.1 Research other culture	
32.2 Develop cross-cultural relationships	
COMPETENCY CATEGORY 15: LAW AND ETHICS	**4-6%**
35. Comply with Legal Requirements	

COMPETENCY CATEGORIES AND SUBSKILLS	BLUEPRINT PARAMETERS
35.2 Follow policies and procedures to meet legal requirements	
36. Exhibit Business Ethics	
36.1 Establish code of ethics/conduct	
36.2 Implement code of ethics/conduct	
36.3 Follow code of ethics/conduct	
COMPETENCY CATEGORY 16: RESILIENCY	**4-6%**
37. Develop Organizational Resiliency	
37.6 Develop strategic relationships	
COMPETENCY CATEGORY 18: COMMUNICATION	**4-6%**
40. Communicate Effectively	
40.1 Maintain geographically distant business relationships	

Multiple-Choice Questions Tips

A multiple-choice question is constructed so that only someone who has mastered the subject matter will select the correct answer. To that person, only one option appears to be the correct answer. To someone who lacks a firm grasp of the subject matter, all options look equally attractive and plausible. Below are some tips to maximize your performance on multiple-choice questions.

Answering Multiple-Choice Questions

Consider each question separately. Try not to rush, but do not spend more than 1 to 1½ minutes on any individual question. If you do not know the answer to a question, skip it and return to it later. If you still do not know the answer, make an educated guess.

Read the Question Carefully

Concentrate on what is being asked in the question and relate it to the data provided. Do not make any assumptions unless they are directly implied.

Pick out important words that relate to the question. For example, in some questions you may be asked for the most appropriate initial action, but you should be aware that questions that follow may ask for the international trade professional's most ethical response. Reviewing the practice questions will help you recognize key words that will appear on the Professional Examination.

Use the Three-Step Approach

It is often helpful to use the following three-step approach to answer the multiple-choice questions that appear on the Professional Examination:

- For case-based questions, carefully read the information provided in the case text and try to understand the situation and action that is likely to be required.

- For all questions, read the stem (the question portion) first. Before looking at the options, make sure you have understood what the question is asking. Use the information provided and, based on your international trade knowledge and skills, try to formulate the correct answer.

- Study all the options provided and select the one that comes closest to the answer you formulated or the one that is the best option of the alternatives given. You may wish to reread the stem before finalizing your selection.

Take Advantage of the Process of Elimination

After reading the stem of the question, if you do not see an option that matches or is close to the one you expected, try to eliminate some of the options that are absolutely incorrect.

Checklist of Common Test-Taking Errors

Candidates often make mistakes on an examination because of errors in processing facts and information. These are technical errors related to writing tests and not related to a lack of international trade knowledge or skill.

As you review the sample questions, you may wish to keep a checklist of common test-taking errors you may have made. Tick off the particular technical error(s) you made with the questions you answered incorrectly. Keep in mind that you may have more than one technical error with any one question.

- Missed important information in the case text

- Misread the stem of the question

- Failed to pick out important or key words in the stem of the question

- Did not relate the question to information in the case text

- Made an assumption in the case text/question

- Focused on insignificant details and missed key issues

- Select more than one answer

- Switched answer selected

- Other (specify)

Online Proctoring Preparation

Technical Requirements

You are **REQUIRED** to prepare your technology in advance of your scheduled exam date. Candidates are responsible for meeting all technology requirements for online proctoring, and there are no exceptions for these requirements. Candidates who do not meet these requirements have the option to secure the appropriate equipment or register for a future examination sitting. **Failure to appropriately test your system may result in you not being able to write your examination should your system prove incompatible on exam day and may result in a rescheduling fee (deferral).**

Use a personal computer:

- If you're using a work or school computer, check with your IT team to confirm that you can download and install programs. You will be required to install a program upon connecting to a proctor. **Alternatively, you can install the Guardian Browser before your exam which we strongly recommend.**

- o **Note: We strongly recommend you write the examination using a personal computer.** Issues are likely to arise from using corporate/work computers due to settings and firewalls, including technical issues that could impede your ability to load or complete your exam. These technical issues may not always be able to be resolved during the exam. When it is not possible to use a personal computer, and your online option is to use a work/corporate computer, we also strongly recommend you consult your corporate IT department ahead of the scheduled exam to ensure that the computer meets the necessary requirements beyond those listed in the Candidate Handbook. Meazure Learning has also created a guidance document for IT professionals to use for system assessments for corporate/work computers.
- Make sure your computer has a webcam and microphone.

Test your equipment:

- Use the 'Test It Out' button on your Exams page (via the candidate exam portal).
  - o **Note:** Using the 'Test It Out' feature will ensure the basic requirements of your equipment have been met but does not guarantee that technical issues may not arise during the exam administration. The 'Test It Out' feature reviews your computer's technical specifications at one moment in time, as these may change, as well as the exam environment, unexpected issues may arise.
- Disconnect any dual monitors. Only one screen is permitted on exam day.
- **Review the equipment requirements.**
- Install Google Chrome.
- Disable the pop-up blocker.
- For additional preparedness, review the **Remote Proctoring FAQ Page** regarding remote proctoring and preparedness for exam day.

Try the platform tutorial:

- Login to your candidate portal (online exam account) and write the Platform Tutorial.
- The tutorial is designed to help you get familiar with the exam software. Try it as many times as you would like!

Meazure Learning Support:

- Real-Time Chat
- Ticket support (for non-urgent matters)
- Phone: 1-855-772-8678, Option 1

Legal Name and Changing Contact Information

If your name changes after you apply for certification, you must provide supporting documentation so that our records align with the identification that you will be required to provide on examination day. Please send your request and supporting documentation to certification@fitt.ca to confirm your legal name change a minimum of 10 business days in advance of your scheduled examination day. It is also your responsibility to notify us of any changes to your contact information, including address, telephone numbers and email addresses.

Taking the CITP Professional Examination

Testing Environment

The exam is administered in a secure and standardized manner. Candidates will write their examination via live remote proctoring using a personal computer at home or another private location.

Proctors

All exam administrations are monitored by qualified, trained proctors via live remote proctoring services. Online proctoring for the CITP Professional Examination is facilitated by Meazure Learning via their ProctorU platform, an industry-leading online exam proctoring solution that offers a powerful, convenient, and secure alternative to traditional in-person test centres. This option provides candidates with flexibility and convenience, and ensures all candidates have access to write the certification exam.

If you are unsure about your ability to write in an online proctoring environment, you may want to consider the following important elements of the online proctoring experience: Proctors check candidate identification, administer pre-approved accommodations for applicants with disabilities, ensure policies and procedures are followed, and report and respond to candidate misconduct.

Identification

You are required to present a valid, government issued, photo identification to gain admission to the test environment. The identification must be valid (not expired) and include your signature. Examples include a driver's license or a passport.

You will not be admitted to the examination without proper identification and all fees will be forfeited.

Test Environment Security

To provide a fair and consistent environment for all test takers, the exams are delivered using standardized procedures following strict security protocols. You are required to follow all testing environment rules at all times. Failure to follow these rules may result in termination of your testing session, invalidation of your exam score, and/or disciplinary action.

What to expect on exam day:

- Ensure you have completed all steps listed in the Online Proctoring Preparation section of this handbook.

- Login to your candidate portal at least 15 minutes prior to the scheduled start of the exam.

- At your scheduled connection time, your examination status will change from "Status" to "Start Session". Click this to connect to the session at the scheduled connection time.

- Pre-check:

  - If you don't already have the Guardian Browser installed, you'll be prompted to download it.

  - You'll be required to accept exam guidelines, terms of service and privacy policy.

  - The browser will prompt you to share your screen, a required part of being proctored online.

  - You'll be automatically guided through a series of equipment checks to make sure your system meets minimum requirements.

- Chatbox download: You will be prompted to download and run a LogMeIn Rescue applet file that will bring up a chat box allowing you to text with your proctor. When prompted, be sure to click "open" or "allow" to give the file permission to run. When the chat box says "waiting," it means that you are in the queue waiting for your proctor. If your status shows "waiting," do not re-download the applet file as that will put you back at the end of the queue.

- You'll take a photo of yourself as well as your I.D. for identity verification purposes.

- You will be connected to a proctor within 15 minutes. You should stay connected if a delay occurs – any onboarding delay will not impact the time allocated for examination writing. The registration time does NOT count towards your assessment time.

- Once connected, your proctor will complete an onboarding and security check process. This process does not count toward your exam time. Your proctor will:
  - Greet you and confirm that you passed your identity verification steps. You'll review the exam rules with your proctor.
  - Ask to take remote control of your mouse and keyboard via the LogMeIn Rescue applet in order to make sure no non-permitted programs are running. You will be able to see everything that your proctor is doing during this step, and it is impossible for them to access any files without your knowledge.
  - Ask you to show the 4 walls of your room as well as your desk space and below your desk space via your webcam. You will be asked to show your computer monitor.
  - Make sure your cell phone is out of reach.
  - Ask you to show your forearms and ears to ensure they are free of watches and listening devices.
  - Release control of your computer once the registration is completed and satisfactory, and you'll begin your exam.
  - [This video](#) demonstrates the steps listed above.

- During the exam, the proctor:
  - Will watch you/your screen throughout the session.
  - Will investigate, note, and stop suspicious and cheating behaviour.
  - May request additional camera pans during the examination if suspicious activity is suspected or if technical difficulties are encountered resulting in a disconnection between you and your proctor.
    - Examples of what may constitute suspicious activity include: speaking aloud, frequently looking off-screen or having individuals walk into the room or speak to you.
    - Examples of technical difficulties include: technical difficulties with your webcam or microphone (if either turns off or disconnects) or an unstable internet connection where you become disconnected from your proctor.
  - Will assist with and/or verify examination submission.

- When you are finished your exam:
  - **Let your proctor know through the chat box that you're finished your exam.**

- o Log out of your exam website and browser. Your proctor must observe you log out of the exam website and close out of all browser tabs.
- o Close out of ProctorU chat box to end your proctoring session. Once the chat box closes, you'll be invited to complete a customer satisfaction survey.
- If you require technical assistance on exam day, use the "Need Help? Chat Now!" chat box.

The following rules will be enforced on exam day:

- Arrive at least 15 minutes prior to the scheduled start of the exam. Late arrivals may not be accommodated. Fees are not refunded for missed exam appointments.
- Present valid identification.
- Be aware that security procedures are in place and will be enforced. Test takers are observed at all times during testing.
- 15-minute washroom breaks are permitted during your exam. No extra time is provided for these breaks, therefore the **exam timer will continue to run**. Before leaving the testing area, please notify your proctor. Upon your return, we will need to resecure your workspace before you can continue with the exam.
- Examination rooms will be indoor, private, quiet, and free of disruption. Candidates will not be permitted to write the exam in a room where a clear glass wall would allow their computer screen to be viewed by another individual.
- Rooms will have adequate lighting.
- The testing area will be viewed and monitored by the remote proctor, candidates will be required to show the testing area.
- Candidates must test at a hard surface like a desk or table. Candidates will be asked to remove anything from their desk that is not permanently affixed or approved for the test.
- Candidates must have access to a desktop or laptop computer with one monitor and webcam that fulfill the technical requirements. Computer must be plugged in for the duration of the examination. Additional monitors must be disconnected.
- Cell phones are required in the examination area as a tool to verify the security of the testing location and to verify the location of the cell phone before the testing session begins. Once verification process is complete, the candidate will be directed to place the cell phone away from arm's reach.
- You will have access to an online notepad during the exam. You cannot make notes on anything other than on the software platform's note taking feature.
- The areas beneath the desk and chair are clear.
- The walls immediately behind and in front of where the candidate will be seated are clear.
- All landlines, non-required electronics, and any security or recording devices in the room are turned off.
- Candidates must remove any watches, notes, books, study materials, and non-required electronic devices from their desk.
- Headphones are not permitted.
- Hat, coat, or scarf are not permitted. Religious attire is permitted.

- No food is permitted. Beverages are permitted.

- You will have access to an online calculator during the exam. Basic calculators are permitted.

Note: Meazure Learning has strict protocols that proctors must follow and issues they are required to enforce. FITT supports these protocols and their enforcement. Proctor interruptions are usually brief and considered a normal part of the exam administration. A candidate who may lose a few minutes time for these interruptions will not be granted additional time or be given policy exceptions after the exam administration.

Candidate Misconduct

Irregularities observed during the testing period, including but not limited to creating a disturbance, giving or receiving unauthorized information or aid to or from other persons, or attempting to remove test materials or notes from the testing room, may be sufficient cause to terminate participation in the exam administration or to invalidate scores.

After the Examination

Notification of Exam Results

Your exam results are available upon submission of the exam and will be posted in your secure [online candidate portal account](#).

If you pass the exam

If you pass the exam, your score report will include a "pass" result and you will be mailed a non-transferable certificate within sixty working days after passing the exam.

If you do not pass the exam

If you do not pass the exam, your score report will include a "fail" result, your performance in each content domain area (competency category level), the retesting policy and request for reconsideration policy. This information is provided only to offer a general indication of performance and assist in evaluating relative areas of strengths and weakness in each content area.

Pass Mark

The CITP Professional Examination is a Pass or Fail examination and is designed to be accurate in making that determination only. The purpose of this examination is to identify those who meet the standard necessary for obtaining the CITP certification (passing) and those who do not (failing).

The passing point is established using a criterion-reference technique. Qualified and trained subject matter experts (SMEs) participate in a passing point study designed and facilitated by a psychometric consultant. The Certification Council approves the exam passing point. The criterion-referenced approach meets psychometric principles and accreditation standards and is the recommended approach to set passing point for professional certification and licensure exams.

With the criterion-referenced approach, each candidate's performance is scored against an established passing standard. This approach ensures fairness to all candidates since they are compared against a pre-determined objective standard, independent of the performance of other candidates on that same exam. The passing point for a given exam form reflects the actual level of difficulty of the questions making up that specific exam form. While every effort is made to ensure a consistent difficulty level across exam forms, the overall difficulty may vary slightly. To address any such differences and to

ensure that all candidates are treated fairly, the passing point may vary slightly from one exam form to another to compensate for any fluctuations in the level of difficulty. This adjustment ensures that candidate scores are comparable regardless of when they take the examination and that candidates are not advantaged or disadvantaged if the exam form they take is slightly easier or more difficult than another one.

Exam-Related Complaints

Feedback about the exam processes or your experience with live remote proctoring services should be reported to FITT certification staff via email to certification@fitt.ca within 10 days of your exam date.

Reconsideration requests regarding examination content are not accepted. However, feedback regarding the content of the exam or specific exam questions may be submitted for consideration by the relevant committee as part of the ongoing item review and test development process.

If you fail the exam and believe irregular testing conditions, significant technical problems, or violation of Council policy were a contributing factor you may file a request for reconsideration to the Council. All reconsideration requests must be made in writing and emailed no later than 30 days after the exam score report was issued. All requests must describe the suspected error or problem. The request for reconsideration must be submitted in writing to the FITT certification staff. The request should describe the contributing testing conditions, technical problems, and/or policy violation(s). Requests are reviewed within 15 days. If the issue can be resolved at the certification staff level, a determination is made, and the Council is notified of the result. If the issue cannot be resolved by the certification staff a Reconsideration Committee will review the request and make a determination within 45 days. The decision made by the Reconsideration Committee is final and you will be notified within 14 days of the Committee's decision.

Rewriting (Retesting)

If you did not pass, you are eligible to rewrite the exam after a sixty (60) day waiting period from the original exam deadline. There is no limit to the number of times an exam can be rewritten. If you fail a rewrite exam and wish to rewrite again, your next attempt can be scheduled sixty (60) days after the previous attempt. You can apply to rewrite the exam via the *CITP Exam Rewrite Registration* online form. Fees apply for each rewrite.

Maintaining Certification

Purpose

The Certification Council requires the ongoing professional development of CITPs. The mandatory certification maintenance process provides an opportunity to create an individualized professional development plan, demonstrate reinforcement and expansion of knowledge and skills, and promotes knowledge retention of current practice.

Recertification Requirements

Certification is valid for a three-year period from the date of certification indicated on your certificate; your current three-year cycle dates can also be viewed in your online FITT account. Annual CITP dues must be paid to maintain certified status during the three-year certification period.

Recertification applications must be submitted at least sixty days before your certification expires. You will receive a courtesy recertification reminder; however, it is your responsibility to submit a timely recertification application and retain appropriate documentation of the required professional development activities.

CITP certificants must maintain the designation by meeting the following requirements:

Continual Learning:	Completing thirty (30) Professional Development Units (PDUs) over each three-year certification period
Ethics:	Annual agreement to abide by the CITP Standards of Ethical Conduct
Fees:	Payment of all annual CITP dues during the recertification period

Failure to meet these requirements will result in loss of certification (see the Failure to Recertify and the Reinstatement sections below).

CITPs are required to complete the *Annual CITP Dues and Ethics Attestation Form* available via their online FITT account by the annual deadline; your annual deadline can be viewed in your online FITT account. Failure to complete the annual requirements by the annual renewal date will result in your certification being listed as inactive. If your certification is inactive you may not represent yourself as certified and may not use the credential until you receive official notice that the annual requirements have been satisfied. You are required to complete the annual requirements to maintain certified status during the three-year certification period.

Fee Schedule

Annual CITP Dues	CAD $270.00 plus applicable taxes
Annual CITP Dues – Retired	CAD $50.00 plus applicable taxes
CITP Reinstatement	CAD $270.00 (regular CITPs) or CAD $50.00 (retired CITPs) plus applicable taxes if annual dues are outstanding

Fees are non-refundable.

Variants of the CITP

The certification scheme includes the following variants of the CITP:

- Retired CITPs:

    o Individuals that have previously qualified for the CITP who cease professional activity by way of retirement are able to use a retired designation status.

    o Retired CITP status requests must be approved by FITT. Please contact certification@fitt.ca to obtain access to the *Declaration of Retirement* form.

    o Recipients cannot continue use of the retired status if they resume international trade professional activity.

    o Retired CITPs are exempt from continual learning requirements only.

    o Please see the Certification Mark section of this handbook for mark usage guidelines.

- Honourary CITPs:

    o The Certification Council awards the Honourary CITP to senior experienced international trade practitioners who are recognized leaders and outstanding practitioners within their professional community.

    o FITT Board or Certification Council recommends Honourary candidate for Certification Council's consideration. Candidates' entry route is by the invitation of the FITT Certification Council.

    o Honouary CITPs are exempt from recertification requirements.

    o Please see the Certification Mark section of this handbook for mark usage guidelines.

Qualifying Activities

You can begin earning PDUs as soon as you are CITP certified. PDUs must be obtained during each certification renewal cycle. You cannot carry over PDUs from previous cycles.

You can earn PDUs through a variety of activities including workshops, conferences, conventions, seminars, college/university courses, webinars, presentations and authorship, and in-service training events.

All PDU activities are subject to review and approval:

- Only PDU activities directly related to the CITP competencies and exam outline are accepted.
- Credit is only granted after the activity has been completed and documented.
- Credit is not granted for time spent at networking or social functions or for breaks.

Evidence must show:

- Evidence of attendance and/or completion (as specified in the following table)
- Date(s) of activity
- Length in time or start and end times of the activity
- Provider of the activity
- Description of topics covered by the activity

Professional Development Activities	PDUs Awarded	Required Documentation
Participation in workshops, seminars, webinars, and/or training events	1 PDU for each hour of instruction	Evidence of attendance includes, but is not limited to, certificates of completion, certificates of participation, letter verifying attendance, syllabus
Participation in conferences/ conventions	1 PDU for each hour of instruction	Evidence of attendance includes, but is not limited to, certificates of completion, certificates of participation, letter verifying attendance, conference program and receipt of attendance
Instructor-led formal education held in-person or online through college/university or other training organization	1 PDU for each hour of instruction	Transcripts verifying course credit
Self-paced online learning	1 PDU for each hour of instruction	Evidence of completion includes, but is not limited to, certificates of completion, letter verifying completion, transcripts verifying credits achieved
Auditing of FITTskills courses (applicable only to certificants who have not previously taken the courses)	1 PDU for each hour of instruction	Attestation of course completion
Authorship of an article, white paper, book chapter, or book (all content must be directly related to international trade)	2 PDUs for each article, 4 PDUs for each white paper, 10 PDUs for each book chapter, 10 PDUs for each peer-reviewed academic journal article, and 30 PDUs for each book	Copy of published content with individual listed as author
Presentation/delivery of a course, workshop, seminar, webinar, training event, podcast and/or vodcast	3 PDUs for each hour of instruction for presentation/delivery	Evidence of session with individual listed as presenter includes, but is not limited to, session description, promotional content, session content (e.g. PowerPoint slides, session recordings)
Co-producing/co-developing content for a course, workshop,	1 PDU for each hour of instruction for	Evidence of session with individual listed as co-producer / co-developer includes, but is not

seminar, webinar, training event, podcast and/or vodcast	co-producing / co-developing content	limited to, acknowledgement in materials, letter from main presenter confirming activities
Participation in formal FITT curriculum initiatives, including developing/reviewing/validating content for courses, evaluating student assessments, providing subject matter expertise in student activities	1 PDU for every hour of participation	Evidence of participation is provided by FITT
Participation in the CITP exam development activities (e.g., item writing, item review, cut score studies)	1 PDU for every hour of participation	Evidence of participation is provided by FITT
In-service training provided by employers including, but not limited to, lunch and learn sessions	1 PDU for every hour of participation	Evidence provided by employer, including but not limited to, email confirmation
Active participation in a formal mentorship program, either as a mentor or mentee (receiving mentorship from a CITP)	1 PDU for every hour of mentorship (Maximum of 5 PDUs over each three-year period)	Verification of participation from the program sponsor, employer, or other appropriate third party
Work as an international trade practitioner (your work in a domain area related to the CITP competencies)	2 PDUs per year for full-time employment (30+ hours per week) or 1 PDU per year for part-time employment (less than 30 hours per week) *(Maximum of 6 PDUs over each three-year period)*	Evidence of employment includes, but is not limited to, job description, letter from employer, letter from clients (self-employed)

Professional development activities must be tracked through the tracking system accessible in your online FITT account. The dashboard helps you keep track of your accumulated PDU credits. CITPs are encouraged to add their professional development activities as they complete them.

Applying for Recertification

Certification is valid for a three-year period from the date of certification indicated on your certificate; your current three-year cycle dates can also be viewed in your online FITT account. Submit the *CITP Recertification Application* form via your online FITT account at least sixty days before your three-year certification period expires. Confirmation of receipt will be provided by FITT within 3 business days. As part of the recertification process, you will need to confirm that your annual CITP dues have been paid

and that your certification remains valid and in good standing. Outstanding annual CITP dues will need to be paid in advance of submitting the online recertification form.

Recertification Application Verification

The Certification Council reserves the right to audit and verify any information provided on recertification applications.

A portion of recertification applications are audited to ensure that all requirements are met. If your application is selected for audit, the documented proof of completion you provided with your recertification application will be reviewed for confirmation that all requirements are met. Evidence of all continuing education activities completed since the date of last recertification is required. You should retain documentation/evidence as backup, after uploading it with your application, in case further information is needed. You are advised to retain all recertification documentation for at least 4 years after each recertification deadline.

If any areas of non-compliance are identified during the audit (or any review of a recertification application) you have 60 days to submit any required information. If the required information is not provided, your certification will expire at the end of the allowed time or on the normal expiration date (whichever comes last). If your application is selected for audit and you do not respond or do not submit the requested documentation, certification is not renewed.

Incomplete Applications

Recertification applications are considered incomplete if any of the required information is missing and/or illegible, or if all CITP annual dues have not been paid. Recertification applications must be complete before they are processed and approved.

Recertification Acceptance

A recertification notice and updated certificate is issued once all renewal requirements have been met and CITP dues have been paid. Recertification applications are not accepted if certification is in a state of suspension or has been revoked.

Failure to Recertify

Recertification is mandatory for all certificants. If you do not successfully recertify by your expiration date you are no longer certified. If certification is not renewed it will expire on the last day of the month three years after the certification was last earned. Once your certification has expired or been suspended or revoked you may not represent yourself as certified and may not use the credential until you receive official notice that the recertification requirements have been satisfied or that certification status has been reinstated.

Reinstatement

If certification has been expired for 365 days or less, you may reinstate by meeting all of the recertification requirements, submitting a complete recertification application, and paying all outstanding CITP required annual dues. If the application is approved, your expiration date for the reinstated credential will be the same as if the certification had been renewed on time.

If certification has been expired for more than 365 days, you must reapply for certification, meet all eligibility requirements in effect at the time of re-application, and pass the examination.

Policies

Nondiscrimination

Applicants are judged solely on the criteria determined by the Certification Council. FITT, the Council, and any subcontractors and/or vendors do not discriminate on the basis of sex, sexual orientation, race, marital status, family status, gender identity or expression, creed, age, colour, disability, national origin, political or religious belief, or any other status protected by law.

Confidentiality

The Certification Council is committed to protecting confidential and/or proprietary information related to certification applicants; candidates; certificants; and the examination development, maintenance, and administration process. Confidential information includes but is not limited to an individual's application status, personal applicant/certificant information, exam development documentation (including job analysis reports, exam development reports, technical reports, and cut score studies), exam items and answers, exam forms, and individual exam scores.

Information about an applicant/candidate/certificant is only released to that individual unless release of the information is authorized in writing by the individual or is required by law. When information is required by law to be disclosed, the individual will be notified in advance of the required information release, unless such notification is prohibited by law.

Personal information submitted by an applicant/candidate/certificant with an initial application or renewal application is considered confidential. Personal information retained within the database is kept confidential. Application information is not shared with any party other than FITT examination development or administration vendors.

Certification Verification

Examination scores are released only to the examination candidate unless a signed release is provided in writing by the individual, or release is required by law.

An individuals' certification status is not considered confidential. The names of certified individuals are not considered confidential and may be published by FITT.

FITT will provide confirmation of certification status to anyone who requests the information. Verification of certification status includes the individual's name, certification number, and current certification status.

Application status, information about whether or not an individual has taken the exam, and exam score information is not released.

Aggregate Data

Aggregate examination statistics are published on the FITT website and updated at least annually. Aggregate examination statistics as well as any studies and reports concerning applicants/certificants contain no information identifiable with any applicant/certificant.

Certification Mark

Use of the Certification Mark

The CITP credential may be used only by individuals who have earned the designation and for only as long as the certification remains valid and in good standing. Individuals may not use the credential until they have received specific written notification that they have successfully completed all requirements, including passing the exam. Certificants must comply with all certification renewal requirements to maintain use of the credential.

Proper Use of the Credential

After meeting all eligibility requirements and passing the examination, individuals may use the CITP credential in all correspondence and professional relations. The credential is typically used after the certificant's name following any academic degrees and licensure (e.g. Mary Smith, MBA, CITP or Mary Smith, CITP).

Usage guidelines for variants of the CITP:
- Honourary CITPs must use "Honourary" in conjunction with any use of the Honourary CITP designation – for example, "CITP – Honourary" or "Honourary CITP" or "Hon. CITP".

- Retired CITPs must use "Retired" in conjunction with any use of the CITP designation – for example, "CITP – Retired" or "Retired CITP" or "Ret. CITP".

The certification mark(s) may be used only as long as certification is valid.

Use of the certification marks in any way considered by the Certification Council as misleading, unauthorized, or disreputable is prohibited. The certification marks cannot be used to state or imply that the Certification Council and/or FITT has recommended or endorsed an individual's business or services.

Ownership of the Mark and Logo

The certification marks and logo are the property of the FITT. Permission to use the certification mark or logo is granted to credentialed persons at the discretion of the FITT and Certification Council.

The CITP and/or FIBP marks and logo may not be revised or altered in any way. They must be displayed in the same form as produced by FITT and cannot be reproduced unless such reproduction is identical to the mark provided by FITT.

Reconsideration of Adverse Decisions

A candidate whose eligibility for initial certification or certification renewal has been denied may request reconsideration of the decision.

The appeal must be submitted in writing to the FITT certification staff at certification@fitt.ca and state the reasons the candidate believes they are eligible for certification/certification renewal and how they comply with the published requirements.

The FITT certification staff reviews the request within 30 days. If the issue can be resolved at the staff level, a determination is made, and the Council is notified of the result.

If the issue cannot be resolved by FITT certification staff, the request is referred to the Certification Council. The Council reviews the request and makes a determination within 60 days. The decision made

by the Council is final and the applicant is notified of the decision within 30 days of the Council's decision.

Standards of Ethical Conduct for CITPs

Purpose

CITP certificants are required to adhere to standards of ethical conduct.

Standards of Ethical Conduct

Ethical professionals should be governed by two basic concepts:

Competency.   They must be able to successfully apply the competencies for their area of practice.

Integrity.   They must have a keen sense of responsibility to their client or employer, to their profession and the public, and the sense of independence to allow exercise of their professional judgement without restriction or bias.

The following Standards of Ethical Conduct reflect and are designed to ensure compliance by a CITP* with these basic concepts; they also serve to enhance confidence in the integrity and service of the CITP*. They are not in any order of priority but should be applied as required to the specifics of a given situation.

Responsibilities to the individual
- Ensure the communication of rights, responsibilities and information to foster informed decision-making.
- Respect the customs and beliefs of others, consistent with the mission of the organization.
- Respect the confidentiality of information, unless it is in the public interest, or required by law, to divulge information.
- Promote competence and integrity with individuals associated with the organization.

Responsibilities to the organization
- Strive to provide quality services.
- Communicate truthfully and avoid misleading or raising unreasonable expectations in others.
- Use sound management practices and use resources ethically.

Responsibilities to the community and society
- Serve the public interest in an ethical fashion and consider the effects of decisions on the community and society.
- Obey the law and foster an environment where fairness applies and discrimination, harassment, or abuse of any sort is opposed.
- Contribute to improving the climate for international trade opportunities.

Responsibilities to the profession
- Develop and maintain competence in international trade management and practice within one's abilities.
- Support FITT in its efforts to enhance the profession of international trade.

- Practice with honesty, integrity, respect, and good faith.

- Assist others to develop competence in international trade management and practice ethically.

- Understand these Standards and report to FITT when there are reasonable grounds to believe a CITP* has breached them.

Conflict of Interest

Conflict of interest exists when a CITP* uses position, authority or privileged information to:
a.   obtain an improper benefit, directly or indirectly; or

b.   obtain an improper benefit for a friend, relative or associate; or

c.   make decisions that will negatively affect the organization.

A CITP* shall therefore:
a.   conduct all relationships in a way that assures those affected that decisions are not compromised by a conflict of interest;

b.   disclose to the appropriate authority any direct or indirect personal or financial interest, or appointment or election which might create a conflict of interest;

c.   neither accept nor offer personal gifts or benefits with the expectation or appearance of influencing a decision; and

d.   refrain from using FITT membership and credentials to promote or endorse commercial products or services where others would perceive this as a promotion or endorsement by FITT.

*FITT's professional designation in the U.S. and E.U. is FIBP- FITT International Business Professional. For detailed information, please visit http://fittfortrade.com/fibp-details.

Disciplinary and Complaints Policy

Purpose

The Certification Council has adopted a process to allow individuals to bring complaints concerning the conduct of FITT certificants to the Council.

In the event a certificant violates the Standards of Ethical Conduct and/or Council certification rules, requirements, and/or policies the Council may sanction the individual as described in this policy.

Information regarding the complaint process will be available to the public via the FITT website. A complete copy of this policy will be made available to any individual upon request.

Introduction

Grounds for Sanctions

The grounds for sanctions under these procedures may include, but are not necessarily limited to:

- Violation of Certification Council rules, requirements, and/or policies, including the Standards of Ethical Conduct.

- Conviction of a felony or other crime of moral turpitude under national or sub-national law in a matter related to the practice of, qualifications for, or services provided by a CITP|FIBP.

- Gross negligence, willful misconduct, or other unethical conduct in the performance of services for which the individual has achieved CITP|FIBP certification.

- Fraud, falsification, or misrepresentation in an initial application or renewal application for certification.

- Falsification of any material information requested by the Council.

- Misrepresentation of certification status, including abuse of logo.

- Cheating on any certification examination.

Actions taken under this policy do not constitute enforcement of the law, although referral to appropriate federal, provincial, or local government agencies may be made about the conduct of the certificant in appropriate situations. Individuals initially bringing complaints are not entitled to any relief or damages by virtue of this process, although they will receive notice of the actions taken.

Complaints

Complaint Submission

Complaints may be submitted in writing, by email to certification@fitt.ca, by any individual or entity. Complaints should include the name of the person submitting the complaint, the name of the person the complaint is regarding along with other relevant identifying information, a detailed description of factual allegations supporting the charges, and any relevant supporting documentation. Information submitted during the complaint and investigation process is considered confidential and will be handled in accordance with Council's confidentiality policy.

Preliminary Review

Upon receipt and preliminary review of a complaint involving a CITP|FIBP the Senior Certification Staff Position, in consultation with the Certification Council Chair, may conclude, in their sole discretion, that the submission:

- contains unreliable or insufficient information, or
- is patently frivolous or inconsequential.

The FITT President and CEO may also be consulted as needed. In such cases, the Senior Certification Staff Position and Certification Council Chair may determine that the submission does not constitute a valid and actionable complaint that would justify bringing it before the Council for investigation and a determination of whether there has been a violation of substantive requirements of the certification process. If so, the submission is disposed of by notice from the Senior Certification Staff Position and Certification Council Chair to its submitter, if the submitter is identified. All such preliminary dispositions are reported to the Council at its next meeting.

Preliminary review will be conducted within 15 business days of receipt of the complaint.

If a submission is deemed by the Senior Certification Staff Position and Certification Council Chair to be a valid and actionable complaint, the Certification Council Chair will see that written notice is provided to the certificant whose conduct has been called into question. The certificant whose conduct is at issue will also be given the opportunity to respond to the complaint. The Certification Council Chair also will ensure that the individual submitting the complaint receives notice that the complaint is being reviewed by the Council.

Complaint Review

For each complaint that the Certification Council Chair concludes is a valid and actionable complaint, the Council authorizes an investigation into its specific facts or circumstances to whatever extent is necessary in order to clarify, expand, or corroborate the information provided by the submitter.

Review Committee Appointment and Responsibilities

The Certification Council Chair appoints a Review Committee of three or more individuals, who may or may not be members of the Council, to investigate and make an appropriate determination with respect to each such valid and actionable complaint; the Review Committee may review one or more such complaints as determined by the Certification Council Chair.

The Review Committee initially determines whether it is appropriate to review the complaint under these Procedures or whether the matter should be referred to another entity engaged in the administration of law.

The timeline for responses and for providing any additional information will be established by the Review Committee. The Review Committee may be assisted in the conduct of its investigation by other members of the Council, by FITT staff, and/or legal counsel. The Certification Council Chair exercises general supervision over all investigations.

The individual submitting the complaint and the certificant who is the subject of the investigation may be contacted for additional information with respect to the complaint. The Review Committee, or the Council on its behalf, may at its discretion contact such other individuals who may have knowledge of the facts and circumstances surrounding the complaint.

All investigations and deliberations of the Review Committee and the Council are conducted in confidence, with all written communications sealed and marked "Personal and Confidential," and they are conducted objectively, without any indication of prejudgment. An investigation may be directed toward any aspect of a complaint which is relevant or potentially relevant. Formal hearings are not held, and the parties are not expected to be represented by counsel, although the Review Committee and Council may consult their own counsel.

Certificants who are found to bring frivolous complaints against other certificants or FITT may be subject to disciplinary action by the Council, up to and including revocation of certification.

Members of the Review Committee will be reimbursed for reasonable expenses incurred in connection with the required activities of the Committee.

Determination of Violation

Review Committee Recommendation

Upon completion of an investigation, the Review Committee recommends whether the Council should make a determination that there has been a violation of Council policies and rules. When the Review Committee recommends that the Council find a violation, the Review Committee also recommends imposition of an appropriate sanction. If the Review Committee so recommends, a proposed determination with a proposed sanction is prepared under the supervision of the Chair and is presented by a representative of the Review Committee to the Council along with the record of the Review Committee's investigation.

Certification Council Determination

Complaint Dismissal

If the Review Committee recommends against a determination that a violation has occurred, the complaint is dismissed with notice to the certificant and the individual or entity who submitted the complaint; a summary report is also made to the Council.

Determination of Violation

The Council reviews the recommendation of the Review Committee based upon the record of the investigation. The Council may accept, reject, or modify the Review Committee's recommendation, either with respect to the determination of a violation or the recommended sanction to be imposed. If the Council makes a determination that a violation has occurred, this determination and the imposition of a sanction are promulgated by written notice to the certificant, and to the individual submitting the complaint, if the submitter agrees in advance and in writing to maintain in confidence whatever portion of the information is not made public by the Council. The FITT Board will be informed of the decision.

In certain circumstances, the Council may consider a recommendation from the Review Committee that the certificant who has violated the certification program policies or rules should be offered an opportunity to submit a written assurance that the conduct in question has been terminated and will not recur. The decision of the Review Committee to make such a recommendation and of the Council to accept it are within their respective discretionary powers. If such an offer is extended, the certificant at issue must submit the required written assurance within thirty days of receipt of the offer, and the assurance must be submitted in terms that are acceptable to the Council. If the Council accepts the assurance, notice is given to the submitter of the complaint, so long as the submitter agrees in advance and in writing to maintain the information in confidence.

Sanctions

Any of the following sanctions may be imposed by the Council upon a certificant whom the Council has determined to have violated the policies and rules of its certification program(s), although the sanction applied must reasonably relate to the nature and severity of the violation, focusing on reformation of the conduct of the member and deterrence of similar conduct by others:

- written reprimand to the certificant;
- suspension of the certificant for a designated period; or
- termination of the certificant's certification.

Reprimand in the form of a written notice from the Certification Council Chair normally is sent to a certificant who has received his or her first substantiated complaint. Suspension normally is imposed on a certificant who has received two substantiated complaints. Termination normally is imposed on a certificant who has received two substantiated complaints within a two-year period, or three or more substantiated complaints. The Council may at its discretion, however, impose any of the sanctions, if warranted, in specific cases.

Certificants who have been terminated will have their certification revoked and may not be considered for Council certification in the future. If certification is revoked, any and all certificates or other materials requested by the Council must be returned promptly to the Council.

Appeal

Request for Appeal

Within thirty (30) days from receipt of notice of a determination by the Council that a certificant violated the certification program policies and/or rules, the affected certificant may submit to the Council in writing a request for an appeal.

Appeal Committee

Upon receipt of a request for appeal, the Certification Council Chair establishes an appellate body consisting of at least three, but not more than five, individuals. This Appeal Committee may review one or more appeals, upon request by the Certification Council Chair. No current members of the Review Committee or the Certification Council may serve on the Appeal Committee; further, no one with any personal involvement or conflict of interest may serve on the Appeal Committee. Members of the Appeal Committee may be reimbursed for reasonable expenses incurred in connection with the activities of the Committee.

Basis for Appeal

The Appeal Committee may only review whether the determination by the Council of a violation of the certification program policies and/or rules was inappropriate because of:

- material errors of fact, or
- failure of the Review Committee or the Council to conform to published criteria, policies, or procedures.

Appeal Procedure

Only facts and conditions up to and including the time of the Council's determination as represented by facts known to the Council are considered during an appeal. The appeal will not include a hearing or any similar trial-type proceeding. Legal counsel is not expected to participate in the appeal process, unless requested by the appellant and approved by the Council and the Appeal Committee. The Council and Appeal Committee may consult legal counsel.

The Appeal Committee conducts and completes the appeal within ninety (90) days after receipt of the request for an appeal. Written appellate submissions and any reply to submissions may be made by authorized representatives of the member and of the Council. Submissions are made according to whatever schedule is reasonably established by the Appeal Committee. The decision of the Appeal Committee either affirms or overrules the determination of the Council, but does not address a sanction imposed by the Council. The decision of the Appeal Committee, including a statement of the reasons for the decision, is reported to the Council and the FITT Board.

The Appeal Committee decision is binding upon the Council, the certificant who is subject to the decision, and all other persons.

Resignation

If a certificant who is the subject of a complaint voluntarily surrenders his or her certification at any time during the pendency of a complaint under these Procedures, the complaint is dismissed without any further action by the Review Committee, the Council, or an Appeal Committee established after an appeal. The entire record is sealed, and the individual may not reapply for certification. However, the Council may authorize the Certification Council Chair to communicate the fact and date of resignation, and the fact and general nature of the complaint which was pending at the time of the

resignation, to or at the request of a government entity engaged in the administration of law. Similarly, in the event of such resignation, the person or entity who submitted the complaint are notified of the fact and date of resignation and that Council has dismissed the complaint as a result.

Eligibility Rationale

Each eligibility requirement has been established to ensure that certified individuals have the knowledge and skills required of experienced international trade practitioners.

Pathway 1 FITT Diploma:

A.	Diploma	Ensures that applicants have been exposed to the information required to consistently perform to the required standard of practice. Training develops the international trade competence of applicants by addressing content related to the 15 competency categories presented in the *CITP Competency Profile*. Training that meets FITT Diploma requirements ensures that curriculum is consistent with the *FITT International Trade Competency Framework*, which accurately reflects the current knowledge and skills requirements for international trade practitioners.
B.	Work Experience	FITT Diploma applicants are also required to have one year of full-time work experience as defined in the eligibility requirements. The required experience confirms that applicants have hands-on, practical field experience directly related to international trade. This experience supports and validates the application of skills learned in the training environment.

Pathway 2 Specialized Credential Holders:

A.	Specialized Credential	Specialized Credential Holders are required to have achieved a certification or educational credential pre-approved by FITT as addressing content related to the 15 competency categories presented in the *CITP Competency Profile*.
B.	Work Experience	Specialized credential holder applicants are also required to have one year of full-time work experience as defined in the eligibility requirements. The required experience confirms that applicants have hands-on, practical field experience directly related to international trade. This experience supports and validates the application of skills learned in the training environment.

Pathway 3 – Executive Path:	Executive Path applicants are required to complete 10 years of full-time work experience related to the 15 CITP competency categories in executive level roles, as defined in the eligibility requirements. Typical on-the-job training is specific to each job role, which may not include all of the required competency categories. Therefore, requiring a broad range of experience, over an extended time, ensures that applicants have been

exposed to the full range of CITP competency categories that would be received through the formal training pathway while also having the necessary hands-on, practical field experience directly related to international trade.

Standards of Ethical Conduct:

Required of all candidates and states that ethical practice is governed by two basic concepts: competency and integrity, as defined in the Standards. The *CITP Standards of Ethical Conduct* are designed to ensure compliance with these foundational concepts, to enhance confidence in the integrity and service of CITPs and provide a process for accountability.

Examination:

All CITP certificants are required to successfully complete the professional examination which is designed to assess what a competent practitioner must know in order to perform to the required standard as well as an understanding of the tasks a competent practitioner must be able to perform.

Recertification Requirements Rationale

Periodic recertification is required to promote professional development and continued learning to ensure that individuals who hold the credential maintain an ongoing commitment to learning in their area(s) of practice to strengthen their knowledge and skills.

Recertification also provides encouragement to, and acknowledgement for, participation in ongoing professional development activities. To support this purpose, the recertification requirements require continuing education and professional development activities that enhance ongoing professional development, encourage opportunities for new learning, and provide a process for both planning and recording professional development achievements. In developing the recertification requirements several methods were considered by a subject matter expert committee, including on-site assessment, professional development (continuing education), structured interviews, confirmation of continuing satisfactory work and work experience records, examination, and checks on physical capability in relation to required competence. The rationale for each requirement adopted by the Certification Council, based on SME recommendations, is included below:

Three-Year Cycle: The three-year time period established for recertification is based on the scope of issues that face international business professionals, the understanding that significant changes to international business competencies as a non-regulated profession are relatively few, and the acknowledgement that new practices and information are introduced in the field with enough frequency that learning activities should be conducted routinely so that certificants remain up to date with both current best practices and emerging knowledge. In determining this time period, the Certification Council considered the frequency of changes related to regulatory requirements; changes to normative documents; changes in the relevant scheme requirements; the relatively stable nature and maturity of international trade field; the risks resulting from an incompetent person; ongoing changes in technology, and requirements for certified persons; and requirements of interested parties.

Continual Learning: Completion of 30 PDUs ensures that CITPs participate in professional development activities that are directly related to the practice of international trade. This contributes to maintenance of each individual's industry knowledge and skills, awareness of current trends, and understanding of best practices.

Ethics: All CITP certificants are required to adhere to *Standards of Ethical Conduct* which states that ethical practice is governed by two basic concepts: competency and integrity, as defined in the Standards. The Standards of Ethical Conduct are designed to ensure compliance with these foundational concepts, to enhance confidence in the integrity and service of CITPs and provide a process for accountability.

Statement of Understanding

You are required to agree to the following items as part of your certification application.

all information provided is complete and accurate

compliance with all policies and provisions of the certification program

only make claims regarding certification with respect to the scope for which certification has been granted

not to misuse the credential, certification mark, and/or certificate, or to use them in a misleading manner

not to use the certification in a manner that would bring FITT and/or the Certification Council into disrepute, and not to make any statement regarding the certification which the Certification Council considers misleading or unauthorized

discontinue all claims to certification, discontinue use of the credential/certification mark, and return any certificates issued, if certification is suspended or revoked

not to copy, release, share, or otherwise disclose confidential examination materials or participate in fraudulent test-taking practices

How the Examination Is Developed

The Certification Council participates in and provides oversight for the development and ongoing maintenance of the CITP certification examination. The Council works in partnership with a psychometric consultant/vendor and relevant SME panels/committees to ensure the examination is developed and maintained in a manner consistent with generally accepted psychometric principles, recognized educational testing practices, and accreditation standards for certification programs.

Practice Analysis
- Job/practice analysis studies are conducted to identify and validate the knowledge and skills which are measured by the examination. The resulting competency profile serves as the basis for the exam. The content for the exam is determined based on the recommended content outline and content area weights developed from the study.

Item & Form Development
- Test items are written and approved by trained and qualified practitioners under the gudance of a psychometrician. All test items undergo multiple levels of review and editing. Test items are assembled into a test form using the content outline specifications. The test form is reviewed by a team of subject matters experts before being finalized.

Passing Score
- The passing point for each exam form is established using a criterion-reference technique. The passing score is based on the difficulty rating for each item established by a panel of experts under the guidance of a psychometrician. A statistical analysis is performed by the psychometrician consultant annually.

Ongoing Development & Maintenance
- Content of the exam is reviewed regularly to ensure that items remain accurate and relevant. New forms and the exam are developed to ensure exam integrity and security. In any given year, at least two forms of each exam are available. The Council has determined that a job analysis study be conducted every 5 – 7 years. This determination is based on the inclusion of foundational international business competencies and the relatively slow rate of significant changes within international trade as a non-regulated profession.