



Assessors Panel

CREST Certified (CC) Incident Manager Examination

Notes for Candidates

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Version History

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Document Review

Reviewer	Position
Chair	Technical Committee / Assessors Panel
Chair	CREST Board
Ops Manager	CREST Operations Manager



1 Introduction

1.1 Examination

The CREST Certified Incident Manager (CCIM) has three components: a multiple choice examination, a number of long form questions, and a scenario question. The Examination is delivered in two parts at a Pearson Vue Centre.

Success at the Certification Examination will confer upon candidates the status of:

- CREST Certified Incident Manager

The CREST Certification qualification is valid for three (3) years.

It should be noted that this exams does not confer any status under the NCSC CHECK scheme and is not recognised for the purposes of equivalency with any other schemes.

1.2 Confidentiality

CREST takes the confidentiality of its examinations very seriously. The retention or dissemination of data relating to the examination (other than what is contained in the Notes for Candidates and Technical Syllabus documentation that is available from the CREST web site <http://www.crest-approved.org/>) is not permitted.

Along with their booking forms, candidates must also bring both a signed Non-Disclosure Agreement to this effect and also a signed Code of Conduct document, or be prepared to sign a both documents on the morning before they start the examination.

Both of these documents are provided by the CREST Administrator as part of the booking process. The Code of Conduct for Individuals is also available on the CREST website.

It should be noted that prior knowledge of specific CREST examination configurations will be of little use to candidates as the Examinations are constantly updated and revised and many of the answers are randomised tokens generated uniquely for each candidate.



2 Examination Details

The CREST Certified Incident Manager examination contains only written components – there is no practical element to this exam. There are three elements to the written component, multiple choice questions, long form questions and a more detailed scenario question.

2.1 Multiple Choice Questions (IM 1)

The Multiple Choice Questions will comprise one hundred and fifty (150) questions, all of which the candidate must complete. There is no negative marking in use in the CREST Multiple Choice exam components so the candidate is advised to attempt every question.

2.2 Long Form Questions (IM 1)

The candidate will be presented with one (1) compulsory long form question.

2.1 Long Form & Scenario Questions (IM 2)

The candidate will be presented three (3) long form questions of which the candidate must choose and complete two (2) in addition to the one (1) scenario based question.

The Scenario question is similar in nature to the Long Form questions, although more detail is expected and more time is allocated as a result

2.2 Timings

The CREST Certified Incident Manager is a certified level and is delivered in two separate sessions at a Pearson Vue Centre. The Sessions are identified as IM 1 and IM 2. IM 1 must be taken before IM 2, and IM 2 must be taken within three months of IM 1.

IM 1 will consist of a multiple choice examination and compulsory long form papers of 2½ hours; IM 2 will comprise a 3½ hour examination encompassing both long form and scenario sections. Note that your permitted maximum session time at Pearson Vue is 3 hours in total for IM 1 and 4 hours in total for IM 2, allowing you time to read the Code of Conduct and also to provide feedback following each examination.

Candidates should take great care to note that the breakdown of marks approximates to one mark per minute throughout each phase of the exam. If a candidate spends significantly more time than suggested by the marks for any one section or question, they are potentially missing out on marks that could have been obtained more quickly later in the paper. Where candidates are struggling with a particular question or section, they are strongly advised to move on and return later in the session if remaining time permits.

2.3 Open Book /Closed Book

The whole CCIM exam is a closed book exam; candidates will not have access to reference material or the Internet for its duration.



2.4 Testing Platform Options

As all components of the CCIM examination are written with no practical component, CREST are able to provide all exam components in hard copy format. It is accepted that writing long hand answers is not the norm in our industry and therefore the candidate may choose to bring a laptop that has had its hard drive previously removed (the exam is closed book!) and that is capable of booting a live Ubuntu 14.04 distribution from a DVD or USB pen drive. The candidate should test their device with bootable media prior to bringing it to the exam, however CREST will provide the boot device for the exam session and this will be retained. No other electronic devices should be brought to the exam.

2.5 Integrity Protection

Candidates will not be permitted to connect their laptop to CREST's Internet connection. Any attempt to connect the candidate's laptop to the Internet via any means will be considered a breach of the CREST Examination rules and will result in an instant fail decision. Any attempt to retain data relating to the CREST Examinations, either locally or by remote upload, will be considered a breach of the CREST Certification Examination rules and will result in an instant fail decision. No refund of fees will be considered in these situations.

2.6 Invigilation

A CREST assessor will be present throughout the day as Invigilator. The Invigilator is not there to assess candidates' capabilities: all assessment is via the objective, written component which will be blind marked by a number of qualified assessors. However, the Invigilator will be able to answer any procedural questions that candidates may have.



3 Marking Scheme / Pass Mark

The marking scheme is given in the table below:

Component	Number of questions	Total Marks
Written (multiple choice)	150: – 1 mark each	150
Written (long form)	3: – 30 marks each.	90
Scenario Questions	1. – 120 marks	120

Successful candidates must score 70% of the available marks in each component. That is:

- at least **105 marks** from the **Multiple Choice** (possible total: 150 marks), and
- at least **63 marks** from the **Long Form** (possible total: 90 marks), and
- at least **84 marks** from the **Scenario component** (possible total: 120 marks).

This represents an overall pass mark of approximately 70%, but note **that candidates must score the minimum number of marks in each section: candidates who score very well in one component but not in the other will not pass.**

Unsuccessful candidates will be told their final scores in each component where less than 70% of the marks were attained, along with feedback as to the general areas in which they fell short.



4 Examination Logistics

4.1 Location

Specific logistical information relating to the practical examination centres in each region can be found at the following location:

<http://www.crest-approved.org/examination-logistics.pdf>

Before the Examination starts

Before the examination starts, Candidates will:

- Need to show suitable office ID (eg military ID, driver's license or passport)
- Have their NDAs collected. This is to help us maintain the confidentiality of the examination.
- Have their Codes of Conduct collected.

Candidates should have read and signed both of these documents in advance.

4.2 Communication of Results

Candidates will receive the overall result of their examination on completion of IM 2. No results will be released after completion of IM 1.

Examinations that require second marking may take up to 30 working days for the results to be sent to candidates. This is to ensure both probity and accuracy of results. CREST will make every effort to reduce this period where possible.

Results will be communicated by email PDF letter to the candidate to the specified email address.