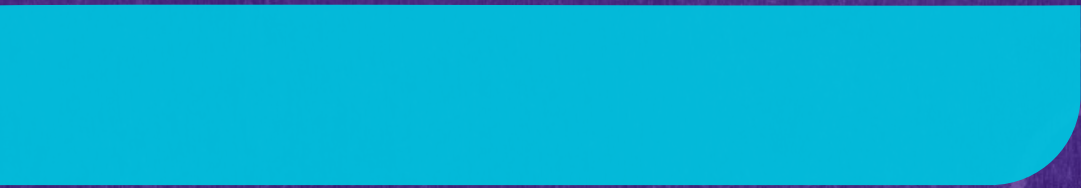


PUC's Handbook



certm:nd

PUC's (Professional Update Credits)

- Professional Update Credits are the credits **necessary for international certifications to be valid.**
PUCs help us ensure that professionals who obtain our certifications are constantly applying what they have learned and gaining new knowledge that allows them to upgrade.
- Depending on the certification, a certain number of credits (PUC's) will be required.

Attend Best Practices
courses

Apply project/service
experience

Offer trainings in
Certified Best Practice

PUCs - Terms

Take courses related to best practice or standard in which you have been certified ([See the list](#))

1. 1 Hour of the course = 1 PUC
(Maximum 30 PUC per course)
2. Virtual courses also apply
3. You must attach your certificate of participation to the course.

Apply what you learned in your organization

1. 10 Hours of Experience = 1 PUC
2. You must attach a letter signed by the organization or its representative mentioning the experience gained.

Transmitting learned knowledge to other professionals

1. 5 hours of training = 1 PUC
2. You must send a copy of the material, attendance list, or other documents that can prove that you were the course coach (trainer)

How to register PUC's?

1. Login to our platform – <http://certmind.org/platform/index.php>
2. Locate the button with the symbol "Graduation Cap" (next to your name) and click "Add PUC's"
*You must fill in all the details on the form
3. Then go to "My Certificates" and then "Exchange" of the respective PUCs
(<http://certmind.org/platform/index.php/mycertificate>)

Important note: Remember that our system will validate the support documents you upload. This process can take up to 48 hours.



Faq

Q: What determines the number of credits to maintain my certification?

A: The validity and number of PUC's will depend on the test owner, the type of framework or even international regulations.



**If you have additional questions, you can write
to customerservice@certmind.org**

certm:nd

Annex: PUC's obtained by Best Practices courses

COBIT® Foundation	20
COBIT Implementation	24
DevOps Fundamentals	20
DevOps Master	30
ITIL® Foundation 2011	18
ITIL® SOA	30
ITIL® PPO	30
ITIL® RCV	30
ITIL® OSA	30
ITIL 4 Foundation	18
ITIL 4 Specialist Levels	30
ISTQB Foundation	20
Management 3.0	16
Management 3.0 Practitioner	20
PMP® - PMI	30

PRINCE2 Foundation	20
PRINCE2 Practitioner	30
SAFe® Practitioner	16
SAFe® Scrum Master	16
SAFe® Advanced Scrum Master	16
SAFe® Product Owner	16
SAFe® Agilist	16
Scrum Fundamentals	10
Scrum Product Owner	16
Scrum Master	16
Scrum Expert	30
Service Desk Analyst	8
Service Desk Strategic Leader	12