

Certified Travel Risk Management Professional (CTRMP) Certification Guide



CTRMP Certification Guide

This is your comprehensive certification guide about all things CTRMP. Candidates who want to take the CTRMP certification exam and become certified CTRMP, must agree to comply with the information contained in this guide.

IQC Academy

IQC Academy is a leading provider of accessible professional education across diverse industries. As a pioneer in the field, IQC Academy is globally recognized as the premier hub for professionals seeking to enhance their skills and knowledge through customized courses and certification programs like certified travel risk management professional (CTRMP). Our commitment to excellence ensures that our certification programs in travel risk management and other disciplines meet the highest standards, equipping professionals with the expertise they need to effectively navigate and mitigate risks.

IQC Academy Certification - CTRMP

Earning a Certified Travel Risk Management Professional (CTRMP) certification from IQC Academy sets you apart as a leader in travel risk management. This pioneering certification is a visible acknowledgement of your mastery of essential skills and core principles that are vital to effective travel risk management. The CTRMP certification stands as the world's first in travel risk management which is designed to encourage continuous professional growth and expertise in the travel security domain.

Achieving a CTRMP credential demonstrates to employers, clients, and colleagues that you are a trusted expert—equipped with the specialized knowledge to navigate complex travel security challenges. With a CTRMP certification, you will solidify your role as one of the most highly qualified professionals in travel risk management, positioning you for career advancement and success.

Certified Travel Risk Management Professional (CTRMP)

Certified Travel Risk Management Professional (CTRMP) demonstrates your knowledge and competency in six key domains of travel risk management.

It equips professionals with the knowledge and skills to identify and mitigate travel-related risks, ensure the safety and security of travellers, and maintain business continuity.

Earning CTRMP validates your ability to conduct thorough risk assessments, plan and implement travel risk treatment strategies, ensure emergency preparedness during crises and develop a robust travel risk management framework to address complex travel security challenges.

Eligibility Criteria

Global travel spans diverse destinations, personnel, and sectors worldwide. The Certified Travel Risk Management Professional (CTRMP) is designed for professionals from diverse backgrounds. Candidates must meet the following eligibility requirements to take part in the CTRMP certification exam:

- 1) If candidates have 1 year of work experience**, they need to have a post-graduation or its equivalent degree from an accredited institution of higher education to be eligible for the CTRMP exam.
- 2) If candidates have 2 years of work experience**, they need to have a bachelor's degree or its equivalent degree from an accredited institution of higher education to be eligible for the CTRMP exam.
- 3) If candidates have 3 years of work experience**, they are automatically eligible to sit for the CTRMP exam and do not need to show any educational credentials.

Additional requirements:

- Have not been convicted of any criminal offence that would reflect negatively on the profession, IQC Academy, or the certification program.
- Willingness to sign and agree to abide by the IQC Academy Certification Code of Conduct.
- Willingness to agree to abide by the policies of the IQC Academy Certification programs as outlined in the application form.

Here, "**work experience**" encompasses individuals working full-time across any domain. IQC Academy believes that the CTRMP certification is inclusive and designed to benefit professionals with diverse backgrounds and experiences from various sectors. This broad approach enriches the certification, making it accessible and valuable as a converged approach is required for effective travel risk management.

Why Choose CTRMP Certification?

The CTRMP certification marks the culmination of your extensive knowledge in safeguarding travellers and managing travel risks in dynamic environments. With CTRMP, you will join the exclusive club of the world's first certified travel risk management professionals. CTRMP provides you with added credibility,

authority and confidence while interreacting with senior leadership, clients, stakeholders and regulators. Gaining CTRMP certification helps you stand out and provides a crucial competitive edge in travel security management.

Professional Development

- Validate your expertise in identifying, managing and mitigating all travel-related risks.
- Gain global recognition from your peers and the industry alike.
- Gain a competitive edge by standing out from your peers.
- Enhance your marketability and potential.
- Enjoy personal satisfaction and professional achievement.
- Protect yourself, your organisation and its business travellers from travel and business continuity risks.

Organisational Benefits

- Expand business by having the capability to work in more high-risk destinations.
- Reduce legal and financial costs by having proactive measures in place.
- Enhance the reputation and credibility of the organisation by protecting employees' safety and security.
- Enhance organisational resilience and business continuity.
- Protect organisational critical assets like executives, intellectual property and data.
- Improve employee's confidence in health, safety, and security arrangements regarding travel.
- Helping to meet the sustainable development goals of the organisation by strengthening the social dimension of sustainability.

CTRMP Domains of Study

To obtain CTRMP certification, a candidate must pass an exam consisting of **115 multiple-choice questions: 100 "live," scoreable, and 15 pre-test questions**. The CTRMP exam will assess your knowledge of the SIX domains of travel risk management.

The specifications of the CTRMP exam are determined by the importance of each domain, as well as the tasks, knowledge, and skills within it. The relative order of importance of the domains determines the percentage of total exam questions.

Domain 1: Introduction to Travel Risk Management (10%)

Task 1: Understanding Travel Risk Management

Knowledge of:

- Principles of travel risk management
- Global requirements and impact of travel risk management
- Benefits and importance of travel risk management
- Scope of travel risk management

Task 2: Know Key Concepts and Terminologies

Knowledge of:

- Key definitions, concepts and terminologies related to travel risk management

Task 3: Understanding Types of Travel Risks

Knowledge of:

- Medical and health risks
- Common mistakes while dealing with medical and health risks
- Security risks
- Other travel-related risks (e.g., bad weather, driving offence and road accidents, lack of infrastructures, adaptability issues)

Domain 2: Travel Risk Management Planning (25%)

Task 1: Conduct Travel Risk Assessment

Knowledge of:

- Identifying assets (e.g., asset category, asset ranking, calculating asset weight score)
- Identifying threats (e.g., threat sources, threat agent/threat actor)
- Asset-threat pairing
- Likelihood of threats
- Frequency of threats
- Decision matrix
- Identifying existing controls
- Vulnerability analysis
- Threat-vulnerability pairing
- Vulnerability likelihood rating
- Travel risk ranking
- Risk threshold and decision-making process

Task 2: Managing Travel Risk*Knowledge of:*

- Importance of top management support
- Developing travel risk management policy (e.g., policy requirements, policy exceptions, policy approval)
- Policy best practices (e.g., limited open booking, code of conduct)
- Responsibilities of various functions and departments
- Duty of loyalty
- Preferred supplier selection process (e.g., accommodation, air and ground transportation)
- Types of risk categories (e.g., destination-based, risk to personnel, legal risk)
- Implementation plan for travel risk management program (e.g., destination and time frame, traveller-related issues, processes, incident management)

Task 3: Selecting a Competent Traveller*Knowledge of:*

- Importance of selecting a competent traveller for the planned trip
- Understanding traveller threat profile
- Personal and physical characteristics (e.g., gender, appearance, special needs)
- Behavioural characteristics (e.g., risk tolerance, nervous vigilance system, mental state)
- Logistical situations
- Evaluating personal and interpersonal competency (e.g., emotional intelligence, sense of integrity and honesty, awareness of surroundings)
- Evaluating cross-cultural competency (e.g., urban and developing countries' living experiences, language fluency)
- Security characteristics (e.g., attitude toward safety and security)
- Evaluating security competency (e.g., self-defence, security intelligence, street smart)
- Motivation and its impact on competency

Task 4: Selecting Appropriate Third-party Provider*Knowledge of:*

- Importance of reservation data in traveller tracking
- Reservation data collection systems (e.g., GDS, CRS)
- Different uses and limitations of reservation data
- Travel management company and their offering
- Criteria for third-party provider selection

Domain 3: Travel Risk Treatment (30%)

Task 1: Plan, Analyse and Develop Various Travel Risk Treatment Techniques

Knowledge of:

- Risk avoidance (e.g., pre-trip authorisation, risk restrictions)
- Risk sharing (e.g., general and specialised insurance)
- Selecting treatment options

Task 2: Plan and Develop Pre-Travel Risk Treatment Measures

Knowledge of:

- Possession and safety of important documents (e.g., remember list, passport, insurance)
- Medical checkup
- Prescribed medication and first aid material
- Foreign currency conversion
- Researching local laws and rules
- Limiting information
- Suitcase selection and packing
- Maintaining home security (e.g., deliveries, gardens, creating an illusion of activity)

Task 3: Develop and Manage Accommodation Selection Process to Safeguard Travellers

Knowledge of:

- Accommodation selection policy and preferred suppliers
- Evaluating assurance schemes
- Hotel selection considerations (e.g., hotel staff training, emergency response and support)
- Evaluating existing controls (e.g., control and protection of guest identity, doors and locks, guest room access)
- Accommodation considerations in high-risk destinations (e.g., franchised hotel brands, protection of the building, surveillance and fire safety)
- Measures to ensure safety in accommodations

Task 4: Managing Conferences, Meetings, Incentive Trips and Group Travel

Knowledge of:

- Challenges of managing group travel
- Hotel and venue selection process
- Insurance coverage considerations
- Transportation considerations
- Roles and responsibilities of event coordinators
- Planning and management of securing high-profile meetings

Task 5: Develop and Implement Measures for Ensuring Travel Safety on the Road*Knowledge of:*

- Assessment of various modes of transportation (e.g., bus, train, car)
- Safety measures when using rental vehicles
- Dealing with road accidents
- Journey management plan
- Safety measures while exploring the destination

Task 6: Plan, Develop and Implement Precautions and Countermeasures to Safeguard Travellers Medical and Health Safety*Knowledge of:*

- Travel recuperation
- Medical treatments
- Managing travellers with special needs
- Precautions and countermeasures to deal with medical and health-related risks (e.g., medications, pandemics, food poisoning, deep vein thrombosis)
- Medical and security support services

Task 7: Plan, Develop and Implement Controls to Safeguard Travellers Against Security Risks*Knowledge of:*

- Civil unrest
- Petty crimes and common scams in travelling
- Dealing with corruption, immigration and customs
- Precautions for female travellers on the road
- Personal property and identity theft
- Espionage, embezzlement and other employee crimes
- Managing minors travelling without guardians
- Assessing on the ground reality at destination (e.g., police, legal system, political situation)
- Terrorism threat in travel
- Information security and privacy protection

Task 8: Managing Other Risks to Ensure Traveller Safety and Overall Operational Resilience*Knowledge of:*

- Geological movements
- Natural disasters
- Drowning
- Evacuation for the disabled
- Dealing with dangerous plants and animals
- Souvenirs

Task 9: Develop and Manage Information and Cybersecurity Measures to Protect Personnel, Organisational and Personal Data

Knowledge of:

- Understanding the value of information
- Legal process of protecting intellectual property (e.g., patents, trademarks, copyright)
- Classification of sensitive information (e.g., trade secrets, individual data)
- Assessing information storage (e.g., knowledge and expertise, IT system, communication)
- Identifying the adversaries (e.g., employees, competitors, foreign governments)
- Identifying the threats (e.g., negligence, technical surveillance, hacking)
- Information and cybersecurity policy
- Awareness training for travellers
- Protecting information (e.g., passwords, non-disclosure agreement, encryption)
- Technical surveillance countermeasures (e.g., listening device, countermeasure consultant, IT surveillance)
- Dealing with identity theft
- Cybersecurity controls and measures before, during and after the trip
- Working from anywhere (WFA)
- Cybersecurity at home
- Internet of Things (IoT)
- Use of social media in travelling

Task 10: Develop and Manage the Travel Return Process to Ensure Safe Return from Trips

Knowledge of:

- Flight confirmation process
- Foreign currency exchange
- Packing
- Immigration and customs
- Travelling back with medications
- Acclimatizing process after returning (e.g., post-travel monitoring, monitoring health)

Task 11: Develop and Implement Strategies to Enable Successful Trips Abroad

Knowledge of:

- Implementation of travel risk treatment restrictions (e.g., accommodation type, the timing of travel, transportation mode)
- Strategies for international success (e.g., security measures, training, leadership)

Domain 4: Safeguarding Executives in High-risk Environments (10%)

Task 1: Dealing with Kidnapping and Ransom Threats in High-risk Destinations to Safeguard Executives

Knowledge of:

- Assessing the organisational capability against kidnapping and ransom activities
- Different types of kidnapping
- Proof of life document
- Communication protocols during kidnapping situations (e.g., interaction with victim's family, media)
- Kidnapping and ransom (K&R) insurance
- Crisis response activities
- Hostage survival training and kidnapping avoidance measures
- Understanding various governments' stances on kidnap and ransom

Task 2: Develop and Manage Executive Protection Programs to Ensure the Safety and Security of High-Profile Individuals

Knowledge of:

- Importance of executive protection program
- Financial benefits of the program
- Understanding the protection principles
- Developing an executive protection program
- Threat, vulnerability and risk assessment process
- Required competency of EPS (executive protection specialist)
- Advance travel (e.g., domestic and foreign)
- Accommodation and transportation considerations
- Active shooter response
- Utilising resources for optimising the program

Domain 5: Crisis Response and Communication (15%)

Task 1: Develop and Manage Crisis Response Protocols to Ensure Effective Handling of Emergencies During Travel

Knowledge of:

- Understanding crisis in travel risk management
- Crisis response plan
- Crisis management team
- Crisis response activities (e.g., notify, assess, convene, execute, resolve)
- Incident and emergency contact points
- Risk disclosures

- Business continuity planning (e.g., business impact analysis, eminent disruption plans, biohazard/pandemic plans)
- Travel considerations during global disruptions
- Third-party provider support
- Crisis response protocols
- Crisis reporting
- Crisis readiness exercises

Task 2: Develop and Manage Effective Communication Strategies to Ensure Effective Information Dissemination and Engagement

Knowledge of:

- Importance of effective communication
- Program and operational communication
- Utilise technology-based communication
- Actionable intelligence
- Intelligence cycle (e.g., planning, gathering information, analysis, distribution, evaluation, feedback)
- Utilise travellers as an intelligence source
- Developing a communication and risk intelligence platform
- Core features of communication and risk intelligence platform (e.g., identifying unsafe areas abroad, broadcast check-in, policy compliance)
- Leverage analytics in communication and risk intelligence platform
- Crisis communication leadership

Domain 6: Building Travel Risk Management Framework (10%)

Task 1: Monitor and Review Travel Risk Management Programs to Ensure Effectiveness and Continuous Improvement

Knowledge of:

- Review criteria
- Review triggers
- Surveys
- Benchmarking
- Metrics

Task 2: Record and Report on Travel Risk Management Programs to Ensure Accountability and Informed Decision-Making

Knowledge of:

- Benefits of recording and reporting
- Defining things to document for effective travel risk management

- Considerations while recording and reporting data
- Efficient data collection and analysis
- Importance of lessons learned

Task 3: Integrate and Align Travel Risk Management with Enterprise Risk Management (ERM)

Knowledge of:

- Understanding enterprise risk management (ERM)
- Alignment of enterprise risk management with travel risk management
- Elements of enterprise risk management (e.g., travel risk management, asset risk management, operational risk management)
- Benefits and success factors of enterprise risk management (ERM) programs

Task 4: Secure and Manage Funding for Travel Risk Management Programs to Enable Effective Operations and Traveller Safety

Knowledge of:

- Importance of securing funding for travel risk management
- Developing the business case for securing funding for travel risk management
- Showing return on investment (ROI)
- Self-insurance
- Leveraging enterprise risk management for cost savings

CTRMP Exam Information

Syllabus: The CTRMP exam consists of **tasks, knowledge and skills across SIX broad domains** of travel risk management listed above.

Number of questions: The CTRMP exam consists of **100 scored and 15 unscored** multiple-choice questions that are randomly distributed throughout the examination for a total of **115 questions**.

Duration: The time duration of the CTRMP examination is **Two hours**.

The CTRMP exam is designed to be unique for each test-taker, as it draws questions from a master database. This means that no two individuals will receive identical exams, as the questions are randomized and selected based on various factors.

Key characteristics of CTRMP exam:

- International Standard Questionnaire
- Continuously Administrated
- Unique – No Two Exams Are the Same
- Proctored and Secure

CTRMP Exam Format

CTRMP exam can only be taken **online with virtual proctoring**. Here candidates can take the exam from the comfort of their own home, without the need to travel to an assessment center or be in close proximity to other individuals.

Environment Setup

You need to also prepare your testing area beforehand for the CTRMP exam. Clear your workstation and surroundings of any items that could provide an unfair advantage during the exam such as pens, paper, electronic devices, etc. Ensure you have a flat surface, a proper stool or chair, and a private room with four walls and a door. Additionally, remove any content posted on walls or in your immediate area.

Remote Proctoring

The online exam utilizes remote proctoring for a secure and convenient testing experience. During the exam, virtual proctoring system will monitor the candidate's screen and activities, ensuring that all exam rules and regulations are strictly followed.

The CTRMP exam is designed to be completed in a single sitting. The exam duration is 2 hours, and it must be finished in one go, without any breaks allowed prior to submitting the answers. This means that candidates should plan accordingly to manage their time effectively and maximize their chances of success in the exam.

CTRMP Exam Structure

The CTRMP certification exam consists entirely of multiple-choice questions. Each question presents four possible answers, with only one correct option. The exam includes **100 "live" (scored) questions and 15 pre-test (unscored) questions**.

Candidates will have **2 hours to complete the exam**, with a timer displayed on the screen to track the remaining time. It is essential to answer all questions, as any unanswered items will be marked as incorrect.

Upon completing the exam and submitting your answers, your responses will be recorded. You will receive your exam results within 2-3 business days. Each "scored" question is worth 1 point, and a **minimum score of 60 points is required to pass the CTRMP exam**.

If you pass, you will receive a certificate featuring your name, certification cycle start and end dates, and certification number. Additionally, you will receive an email from IQC Academy's digital credentialing partner, with the subject line, "You've earned the CTRMP badge from IQC Academy." This email will include an invitation and instructions for claiming your digital badge(s) and certificate(s). Please allow up to two weeks to receive your digital credentials.

Wear your CTRMP designation with pride—add it to your email signature, business cards, and social media profiles to showcase your accomplishment!

CTRMP Exam Scheduling

When you are ready to sit for the online CTRMP exam with remote proctoring, you can schedule the exam based on your preference by following the below instructions:

1. Complete your registration to IQC Academy
2. Log in to the IQC Academy with your unique ID and password
3. Upon logging in, you will find “Exam Booking”
4. Select the “Exam Booking” option to book the CTRMP exam
5. Choose your preferred exam (CTRMP)
6. Choose your preferred available exam slot for taking the exam
7. Fill out the required field with appropriate information
8. Submit the exam booking request
9. After that, you will receive an automatic email with necessary information about the CTRMP exam

Check out the **CTRMP Exam Schedule Guide** to learn the step-by-step process of scheduling the CTRMP exam.

CTRMP Exam Cancellation Policy

Your CTRMP exam may be cancelled for any of the following reasons:

- Failure to appear for identity verification before the exam.
- Inability to provide acceptable identity verification during the pre-exam check.
- Failure to meet the technical requirements for online remote proctoring, including issues with internet connectivity, incompatible devices, or inability to share your screen.
- Absence or tardiness in joining the exam at the scheduled time.
- Engagement in any unauthorized activities during the exam, including attempting to use external assistance, such as books, notes, or digital aids.
- Violation of exam rules and regulations, including prohibited behaviour during the proctored session.
- Improper or suspicious activity detected by the proctor, which may compromise the integrity of the exam.

To avoid cancellation, ensure you are prepared with a stable internet connection and adhere to all exam guidelines.

Retaking the CTRMP Exam

If you cannot attend the exam at the scheduled time, you will need to reschedule by selecting an available slot as outlined in the **CTRMP Exam Schedule Guide**.

In the event that you do not pass the exam, you are allowed up to ONE retake within six months at no additional cost.

How to Study for CTRMP?

To prepare for the CTRMP exam, the candidates are advised to study the following reference materials. The IQC Academy item writers and reviewers use these materials to determine the correct answers on our exams.

Travel Risk Management Handbook

This is your comprehensive online reference handbook of all the things related to travel risk management. The purpose of this online reference book is to provide you with comprehensive explanations of all the topics associated with travel risk management.

ISO 31030:2021 Travel Risk Management Guidance

ISO 31030 gives guidance to organisations on how to manage the risk(s), to the organisation and its travellers, as a result of undertaking travel.

CTRMP Practice Test

The CTRMP practice test includes a series of mock questions designed to help candidates become familiar with the types of questions that may appear on the actual exam. This practice exam allows you to experience the exam format and better understand the question structure, preparing you for success on the current CTRMP certification exam(s).

CTRMP Model Tests

These online model tests offer a comprehensive question bank to enhance exam preparation. They are designed to ensure readiness and boost confidence before taking the actual CTRMP exam.

Travel Risk Management Online Course

This interactive online course provides a concise yet thorough overview of all exam topics. It offers a structured learning environment to reinforce foundational knowledge and key exam concepts. These resources collectively provide a solid foundation to help you prepare and succeed in earning your CTRMP certification.

CTRMP Exam Tips

Get Comfortable Before You Start: Ensure you have a calm, distraction-free environment, and a comfortable chair. Comfort helps you focus better and reduces unnecessary stress.

Read Each Question Carefully: Take a moment to understand each question fully before looking at the answer choices. Often, the wording is key, and rushing can lead to misunderstandings.

Use the Process of Elimination: If unsure, eliminate options that are clearly incorrect. Narrowing down your choices increases your chances of selecting the right answer.

Don't Linger Too Long on One Question: Time is precious! If a question is taking too long, mark it to revisit later. Answering all the questions you're confident about first helps build momentum.

Trust Your First Instinct: Often, your first choice is the best one. Avoid second-guessing unless you have a clear reason to change an answer.

Take Deep Breaths and Stretch: If you feel anxious or tense, take a few deep breaths or stretch to clear your mind and re-center your focus.

Use the Timer Wisely: Keep an eye on the timer, but don't obsess over it. Divide your time by the number of questions so you know when you need to move on to stay on track.

Review If Time Allows: If you have extra time at the end, review your answers, especially any questions you find challenging. Double-checking can help catch errors.

Stay Positive and Confident: A positive mindset improves focus and clarity. Remind yourself that you've prepared and are capable of doing well.

Submit Mindfully: Before submitting, make sure all questions are answered. Don't rush this final step—double-check that you've completed the test to the best of your ability.

CTRMP Certification Cost

The cost of the CTRMP certification package is **Euro 550**. This comprehensive package provides candidates with essential resources and support to succeed in their certification journey. Here's what's included:

CTRMP Application and Exam Fee Voucher

The package includes the application and exam fees, covering the cost of the initial CTRMP certification exam.

Travel Risk Management Handbook

Candidates gain six months of online access to the Travel Risk Management Handbook, an extensive reference book covering all essential topics in travel risk management. This resource provides in-depth explanations of the core subjects required for the exam.

CTRMP Model Tests

To support preparation, candidates receive six months of online access to the CTRMP model tests. These tests offer a comprehensive question bank, allowing candidates to test their knowledge and build confidence before the exam.

Free Exam Retake Within One Year

If candidates are unsuccessful on their first attempt, the package includes one free exam retake opportunity within six months. This structure allows candidates to retry the exam and improve their performance at no additional cost.

The CTRMP certification package combines key study resources, testing tools, and exam retake benefits to provide a well-rounded preparation experience and maximize each candidate's success.

CTRMP Recertification Overview

CTRMP Certification Validity

The CTRMP certification is valid for three years from the date of passing the CTRMP exam. After this period, professionals are required to renew their certification to continue displaying the CTRMP credential, demonstrating an ongoing commitment to industry standards.

Recertification Procedure

To maintain active certification status, CTRMP-certified professionals are required to:

1. Complete an Annual Contribution Survey: Each year, IQC Academy sends a survey to CTRMP-certified professionals. This survey is designed to gather information on the professional's ongoing contributions and dedication to the field of travel risk management, including professional development activities, industry involvement, and commitment to continuous improvement. Completing the annual survey is mandatory, as it helps IQC Academy verify that certified professionals are actively engaged in the field and committed to staying current with evolving practices.

2. Submit Recertification Fee: Every three years, CTRMP-certified professionals are required to pay a recertification fee of **Euro 100**. This fee supports the administration of the recertification process and helps IQC Academy maintain high standards for the CTRMP credential.

Recertification Cost

The recertification fee of **Euro 100** is due every three years. Payment of this fee, along with the completion of the annual survey, ensures that certified professionals remain active within the CTRMP certification

program. The recertification process underscores IQC Academy's commitment to upholding excellence and keeping certified professionals aligned with current industry practices.

Benefits of Recertification

By renewing their CTRMP certification, professionals demonstrate continued expertise, reliability, and dedication to travel risk management. The recertification process encourages lifelong learning and enables professionals to stay informed of the latest trends and standards, enhancing their value in the industry.

IQC Academy Code of Conduct

The IQC Academy Code of Conduct sets the standard for ethical and professional behaviour expected from all IQC Academy-certified professionals, candidates, and members. Adherence to this code reinforces the credibility of IQC Academy's certifications and supports a culture of integrity and excellence in the fields of travel risk management and professional development.

1. Professional Integrity

- Always conduct yourself with honesty, transparency, and fairness in all professional interactions.
- Represent IQC Academy and its certifications accurately, avoiding any misrepresentation of your role, certification, or qualifications.
- Act in accordance with ethical principles, prioritizing lawful and ethical practices in all aspects of your work.

2. Confidentiality and Privacy

- Safeguard any confidential or sensitive information entrusted to you, ensuring that data privacy and confidentiality are maintained.
- Refrain from disclosing proprietary information or intellectual property related to IQC Academy and its clients unless authorized to do so.

3. Professional Competence

- Engage in continuous professional development to ensure your knowledge and skills are up-to-date with the latest advancements in travel risk management and other domains.
- Strive for excellence and accuracy in your work, reflecting the high standards associated with IQC Academy certification.
- Disclose any potential conflicts of interest in your professional activities and take steps to mitigate or resolve them transparently.

4. Respectful Conduct

- Treat all individuals with respect, inclusivity, and consideration, regardless of background, beliefs, or identity.
- Contribute to a positive, respectful professional environment by refraining from any form of harassment, discrimination, or inappropriate behaviour.
- Recognize and respect the intellectual property rights of others, including IQC Academy materials, resources, and course content.

5. Accountability and Compliance

- Comply with all IQC Academy requirements for maintaining certification, including fulfilling recertification requirements and paying relevant fees.
- Report any known or suspected violations of this Code of Conduct, whether by yourself or others, to IQC Academy, ensuring that breaches are addressed professionally.
- Cooperate fully with any investigations conducted by IQC Academy related to ethical conduct, certification requirements, or exam integrity.

6. Exam Integrity and Fairness

- Strictly adhere to exam protocols, refraining from any form of cheating, proxy testing, or unauthorized assistance during exams.
- Do not share or disclose exam content, questions, or answers with others, protecting the integrity and validity of IQC Academy's examination process.

By adhering to this Code of Conduct, IQC Academy-certified professionals contribute to a culture of trust, professionalism, and excellence. Non-compliance may result in disciplinary action, including the revocation of certification, in line with IQC Academy's policies.

Revocation of CTRMP Certification

The CTRMP certification may be revoked under certain circumstances where a certified professional fails to adhere to IQC Academy's standards, policies, or Code of Conduct. Revocation of certification is a serious action taken to preserve the integrity, professionalism, and reliability associated with the CTRMP credential. Below are the grounds and procedures for certification revocation.

Grounds for Revocation

CTRMP certification may be revoked for any of the following reasons:

1. Violation of IQC Academy Code of Conduct:

Any actions or behaviour that breach the ethical standards set forth in the IQC Academy Code of Conduct, such as dishonesty, conflicts of interest, or disrespectful behaviour, may lead to revocation.

2. Breach of Confidentiality or Privacy:

Unauthorized disclosure of confidential or proprietary information, including exam content or client information, is a violation that can result in the loss of certification.

3. Noncompliance with Certification or Exam Requirements:

Failing to follow IQC Academy's exam protocols (e.g., use of unauthorized assistance or sharing exam content), not meeting recertification requirements, or providing false information during certification or recertification can lead to revocation.

4. Misrepresentation of Credentials:

Any attempt to misrepresent one's CTRMP certification status or qualifications in a misleading manner is grounds for disciplinary action, including revocation.

5. Failure to Meet Recertification Standards:

Certified professionals are required to complete annual surveys and fulfil all recertification requirements every three years. Failing to comply with these standards or submit recertification fees may result in revocation.

6. Legal or Regulatory Violations:

Engaging in unlawful activities or behaviour that undermines the professionalism expected from CTRMP-certified individuals may lead to certification revocation.

Revocation Procedure

1. Investigation: IQC Academy's Professional Certification Board (PCB) will initiate an investigation upon receipt of any formal complaint or report indicating a potential violation by a certified professional.

2. Notification: The professional in question will be notified of the investigation and given an opportunity to respond to any allegations or provide relevant information.

3. Review and Decision: IQC Academy will review all evidence, responses, and documentation related to the case. A decision will be made based on IQC Academy's policies, standards, and the severity of the violation.

Revocation and Notification

If the decision is made to revoke the certification, the individual will be formally notified of the revocation, and their certification status will be updated accordingly in IQC Academy's records.

Return of Certification

Individuals whose CTRMP certification has been revoked may be required to return any physical or digital certificates issued by IQC Academy.

Appeal Process

Certified professionals have the right to appeal a revocation decision. An appeal must be submitted within 7 days, along with any supporting documentation. IQC Academy will review the appeal and make a final decision.

Consequences of Revocation

Individuals whose certification is revoked:

- Lose all privileges associated with the CTRMP credential.
- Must cease using the CTRMP designation immediately.
- Will be removed from any professional listings or directories maintained by IQC Academy.



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Revocation is a final step aimed at maintaining the highest standards of professionalism and integrity in the CTRMP program. It ensures that the CTRMP designation remains a trusted credential within the travel risk management industry.