PMP®



Project Management Professional (PMP)®
Handbook

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How to Use the PMP® Certification Handbook

This handbook contains information on how you can apply for the globally recognized, highly valued PMP certification. This handbook applies to both center-based and paper-based testing candidates.

PMI requires that all PMP certification applicants read this entire handbook. The purpose of this handbook is to provide you with important information about the policies and procedures for obtaining and maintaining the PMP certification.

The features in this handbook allow you to:

- Find information on each policy or procedure by clicking on a topic in the left navigation bar.
- Find tips and important information by reading ***NOTES*** throughout the handbook.
- Access the online application system and other information by clicking on links within this handbook.

PMI CONTACT INFORMATION

For general information about the Certification Program, contact the Customer Care Service Center in your region. Find this information at https://www.pmi.org/about/contact

PMI Customer Care email:
customercare@pmi.org

PMI Certification Complaints email:
certcomplaints@pmi.org

Use the Online Certification system to apply:
https://certification.pmi.org

Use the Online Continuing Certification Requirements (CCR) system for certification maintenance:
https://ccrs.pmi.org/

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"PMI", the PMI logo, "Making project management indispensable for business results", "PMBOK", "CAPM", "Certified Associate in Project Management (CAPM)", "PMP", "Project Management Professional (PMP)", "Project Management Professional", the PMP logo, "PgMP", "Program Management Professional (PgMP)", "PMI-RMP", "PMI Risk Management Professional (PMI-RMP)", "PMI-SP", "PMI Scheduling Professional (PMI-SP)", "PMI-ACP", "PMI Agile Certified Practitioner", "PfMP" and "Portfolio Management Professional (PfMP)" are marks of Project Management Institute, Inc.

About PMI's Certification Program

PMI offers a comprehensive certification program for practitioners with different levels of education and experience. The certifications are developed and maintained through a vigorous process.

The certification program includes:

- Certified Associate in Project Management (CAPM)® certification
- PMI Agile Certified Practitioner (PMI-ACP)® certification
- PMI Risk Management Professional (PMI-RMP)® certification
- PMI Scheduling Professional (PMI-SP)® certification
- Portfolio Management Professional (PfMP) ® certification
- Program Management Professional (PgMP)® certification
- Project Management Professional (PMP)® certification
- PMI Professional in Business Analysis (PMI-PBA)® certification

PMI understands the importance of impartiality in carrying out its certification activities, manages conflict of interest and ensures the objectivity of its certification activities.

The PMP® certification scheme is accredited by the American National Standards Institute (ANSI) against the International Organization for Standardization (ISO) 17024. The 17024 standard includes vigorous requirements for examination development and maintenance and for the quality management systems for continuing quality assurance.

In addition, the PMP certification is also registered against the ISO 9001:2008 standard for quality management systems. This accreditation provides a third-party affirmation of quality in the development, management and governance of the PMP certification. It also gives certification holders and organizations who employ them additional confidence in the PMP certification.

PMI's certification and certifications are distinguished by their global development and application, which makes them transferable across industries and geographic borders. The strength of PMI's certifications is that they are portable and not tied to any single method, standard, or organization.

PMI's certification program is designed to ensure that all certification holders have demonstrated their competence through fair and valid measures. Steps are taken to ensure only the most reliable testing measures are used in the assessment of candidates. For example, interviews can be influenced by how difficult the interviewer tends to be, how well the candidate is performing that day, and even how many questions the interviewer asks along the same line of questioning.

PMI certification and certifications are also developed by project management practitioners *for* practitioners. The certification program is driven by the thousands of certification and certification holders who volunteer to spend time constructing and refining the exam questions used by PMI. These volunteers represent the diversity of PMI's market, coming from every region of the world, industry, job level, and experience level.

The exam questions are monitored through industry-standard statistical procedures, also overseen by volunteers.

Finally, PMI's entire certification program is supervised by the Certification Governance Council (CGC), a committee of PMI certification holders who have a Board mandate to oversee PMI's certifications.

A candidate is assessed by examining his or her competence using:

- **Reviewing Education and Experience—**A combination of education and/or experience in project management is required for each certification.
- **Testing Competence—**The candidate is required to apply project management concepts and experience to potential on-the-job situations through a series of scenario-based questions.
- **Ongoing Development—**Maintenance of a PMI certification requires the accumulation of ongoing professional development and education or, in the case of the CAPM® certification, re-certification.

PMI Certification Department Mission

Initiate, establish, evaluate, maintain and administer a professional certification program to promote and support project management practitioners and the profession.

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Overview of the PMP Certifications

Overview of the PMP Certification

Globally recognized and demanded, the PMP certification demonstrates to employers, clients and colleagues that a project manager possesses project management knowledge, experience and skills to bring projects to successful completion.

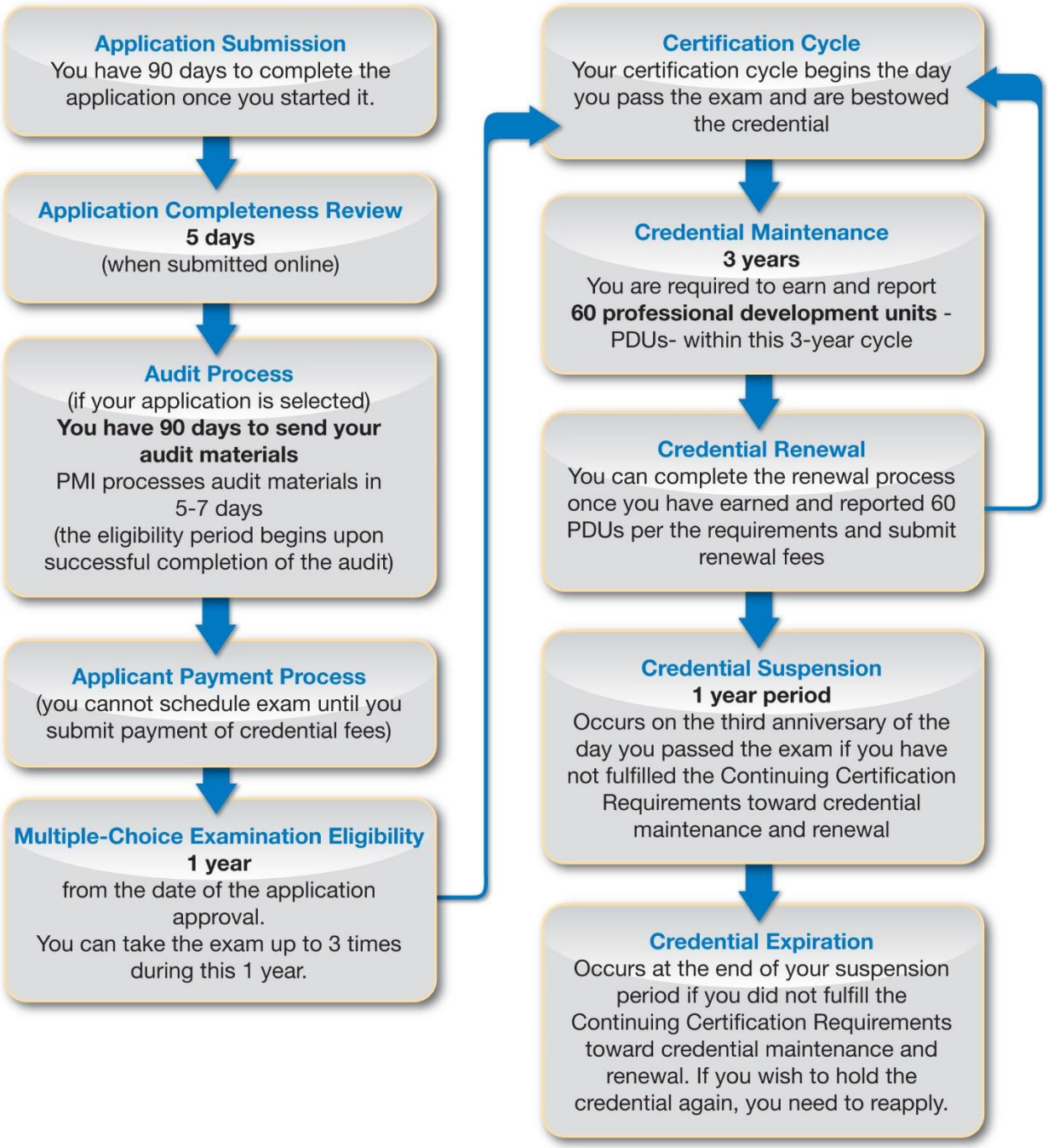
As the demand for skilled project managers is at a critically urgent level, practitioners who hold the PMP certification are well positioned to provide the professional skills necessary to lead project teams and achieve successful project results.

The PMP recognizes the competence of an individual to perform in the role of a project manager, specifically experience in leading and directing projects. Year after year, the PMP certification has garnered global recognition and commanded a higher salary for certified individuals over non-certified individuals.

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Overview of the PMP Certifications

Timeline of the PMP Certification Process



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Overview of the PMP Certifications

PMP Role Delineation (Job Analysis)

PMI conducts Role Delineation Studies for each certification every five to seven years. A third party, independent of PMI, conducts the study, which includes volunteer project management professionals from around the world. These individuals discuss the specific roles associated with each certification and the tasks and responsibilities that are expected to be performed within that role. In other words, a Role Delineation is a job analysis. It also provides a blueprint for the exam and links the exam questions to the role.

The PMP Role Delineation states that candidates for the PMP certification:

- Perform their duties under general supervision and are responsible for all aspects of the project for the life of the project
- Lead and direct cross-functional teams to deliver projects within the constraints of schedule, budget, and scope
- Demonstrate sufficient knowledge and experience to appropriately apply a methodology to projects that have reasonably well-defined requirements and deliverables

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Overview of the PMP Certifications

PMP Eligibility Requirements

To be eligible for the PMP certification, you must meet certain educational and professional experience requirements. All project management experience must have been accrued within the last eight consecutive years prior to your application submission.

Educational Background	Project Management Experience	Project Management Education
Secondary degree (high school diploma, associate's degree or global equivalent)	Minimum five years/60 months unique non-overlapping professional project management experience during which at least 7,500 hours were spent leading and directing the project*	35 contact hours of formal education
OR		
Four-year degree (bachelor's degree or global equivalent)	Minimum three years/36 months unique non-overlapping professional project management experience during which at least 4,500 hours were spent leading and directing the project*	35 contact hours of formal education

**Leading and directing the project as identified with the tasks, knowledge, and skills specific in the* Project Management Professional Examination Content Outline*.*

You should have experience in all five process groups across all your project management experience submitted on the application. However, on a single project, you do not need to have experience in all five process groups.

> ***NOTE:*** *A Guide to the Project Management Body of Knowledge* (*PMBOK® Guide*) defines a project as a temporary endeavor undertaken to create a unique product, service or result.

> ***NOTE:*** If you are an active CAPM certification holder, you do NOT need to document the 35 contact hours. Your project management education requirement is waived.

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PMP Application & Payment

How to Complete the Online Application

PMI encourages you to use the online certification system to apply for all certifications. A printable version of the application is available on a case-by-case basis. Please contact Customer Care to submit a request.

Before you begin, check to make sure you meet the certification eligibility requirements and can record the necessary information on the application.

Once you start an online application, you cannot cancel it. You can save it unfinished, come back to it later, and edit any information you already entered. The application will remain open for 90 days during which time PMI will send you an email reminder to complete the application.

Please ensure that the application includes your valid, unique email address as this will be the primary mode of communication from PMI throughout the certification process. **Although PMI will email you reminders during the process, you have the responsibility to schedule and sit for your examination within the one-year eligibility period** (see Exam Eligibility section of this handbook for more details).

> ***NOTE:*** Electronic communications from PMI may inadvertently be blocked or forwarded to bulk mail folders by some spam filters. Please add customercare@pmi.org to the personal address book in your email program to help ensure that you don't miss important CCR program updates from PMI.

Before you submit the application, you will be required to read and agree to the PMI Code of Ethics and Professional Conduct and the Certification Application/Renewal Agreement, which can be found in this handbook and on PMI.org.

> ***NOTE:*** Incomplete applications and faxed applications will not be processed or returned.

You can also use the online certification system to:

- View your submitted certification application
- View your examination eligibility status
- Download PMI audit forms
- Download your exam report with your pass/fail status
- Apply and submit payment to take or retake any PMI examination and/or evaluation
- Submit payment for certification renewal
- Download receipts
- Access your certification record and update your contact information
- View your listing on the Certification Registry

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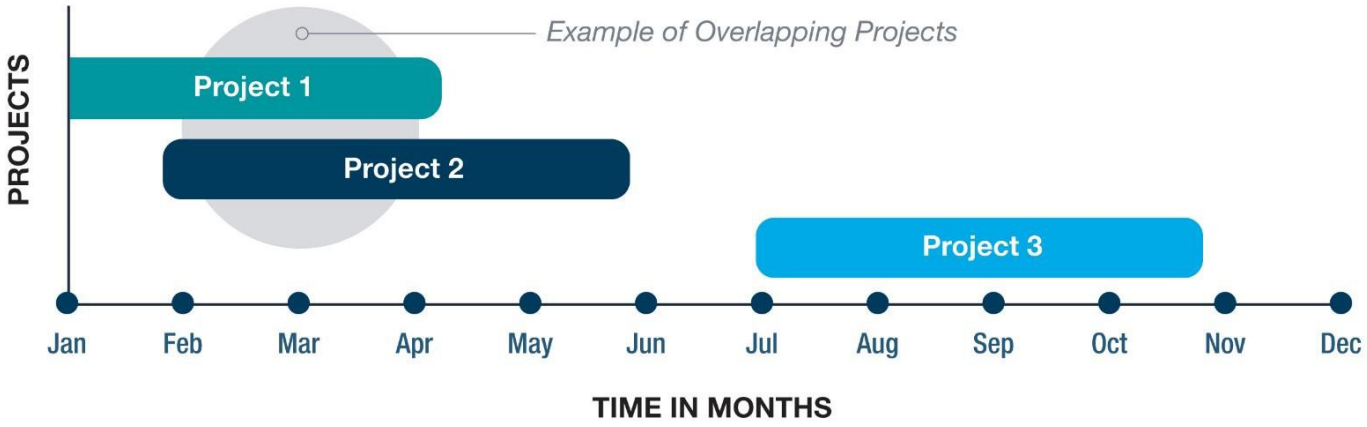
PMP Application & Payment

How to Record Your Experience & Education on the Application

Use the experience verification section of the online application to record your experience leading and directing the project. The experience does not necessarily have to be paid work, but it does need to be in a professional setting. Activities such as school projects or planning personal events would not qualify. Record projects individually regardless of the number of projects you include.

Number of Months of Project Management Experience

For each month in which you worked on multiple, overlapping projects, you can only count the time spent on ONE of those projects toward fulfilling your eligibility requirements. Using this example below, the time spent working on Project 1 from January–April would count as four months toward the eligibility requirement, while the time spent working on Project 2 during May–June would count as two months toward the eligibility requirement. However, you cannot count the time working on both projects during February–April twice. Therefore, Project 1 and Project 2 equal six months (January–June) of project management experience toward your eligibility requirement.



Number of Hours that You Led or Directed Project

Consider all of the projects that you have worked on and identify how many hours you spent leading and directing the project. For this section of the application, if you worked on multiple projects at one time, all the hours count toward the total.

Contact Hours of Project Management Education

Verify at least 35 contact hours of specific instruction that addressed learning objectives in project management. Record all education hours regardless of when they were accrued. **The course work must be completed at the time you submit the application.**

> ***NOTE:*** One hour of classroom instruction equals one contact hour. If you have completed a university or college course on project management that met for three hours per week for 15 weeks, you would record 45 contact hours. If only a portion of a course dealt with project management, only the hours spent on project management can be applied toward the total.

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The course hours may include content on project quality, project scope, project schedule, project budget, project communications, project risk, project procurement, and project integration management.

You can satisfy the education requirements by demonstrating the successful completion of courses, workshops and training sessions offered by one or more of the following types of education providers:

A. PMI Registered Education Providers (R.E.P.s)*
B. PMI chapters *
C. Employer/company-sponsored programs
D. Training companies or consultants (e.g., training schools)
E. Distance-learning companies, including an end-of-course assessment
F. University/college academic and continuing education programs

The following education does not satisfy the education requirements:

- PMI chapter meetings*
- Self-directed learning (e.g., reading books, watching instructional videos or sessions with coaches or mentors)

**If at least one hour of a chapter meeting is spent conducting a learning activity, the hour(s) spent in that activity can be counted towards the educational eligibility requirement.*

NOTE: While you may be able to record applicable classes that counted toward a degree, you cannot record the degree program in its entirety because some classes within the program will not apply to the requirement.

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PMP Application & Payment

Application Processing

PMI strives to process applications in a timely manner. The application processing timeline depends on how you submit your application—either online using the certification system, or on paper sent by postal mail to PMI. The following table details the application processing timeline.

Application Processing Timeline		
Application submitted:		**Process time:**
Online		5 calendar days

NOTE: This processing timeline does not apply if your application has been selected for PMI's audit process (refer to the PMI Audit Process section in this handbook for more details).

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PMP Application & Payment

PMP Certification Fees

The proper fees for payment are determined by your PMI membership status and the examination delivery type (center-based versus paper-based) for your geographic location. Refer to the Examination Administration section in this handbook to see if you qualify for paper-based exam delivery. Otherwise, plan on taking a center-based exam and submitting the associated fees. Use the following chart to determine the certification fee.

Exam Administration Type	PMI Member Status	US Dollars	Euros
Center-based testing (CBT) Online testing (OPT) Paper-based testing (PBT)	member	$405	€340
Center-based testing (CBT) Online testing (OPT) Paper-based testing (PBT)	nonmember	$555	€465
Reexamination CBT/OPT/PBT	member	$275	€230
Reexamination CBT/OPT/PBT	nonmember	$375	€315
CCR certification renewal	member	$60	USD only
CCR certification renewal	nonmember	$150	USD only

The PMI membership rate will apply only if you are a member of PMI in good standing at the time you submit payment for the certification. If you apply for membership right before you apply for the certification, make sure you receive confirmation of your membership before you pay for the certification. If your membership has not been completely processed before you pay for the certification, you will be charged the nonmember rate.

If PMI membership is obtained after you submit payment for the certification, PMI will not refund the difference.

Review all the benefits of PMI membership or Join Now.

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PMP Application & Payment

How to Submit Payment

Once your online application has been processed and determined to be complete, PMI will send electronic notification to you requesting payment.

This requires you to go back into the online certification system to complete the following steps:

1. Select your examination delivery method
   (refer to the Examination Administration section in this handbook for more details)
2. Request a language other than English for your examination at no extra cost, if appropriate (refer to the Single Language Exams section in this handbook for more details)
3. Request test accommodations for your examination at no extra cost, if necessary
   (refer to the Test Accommodations section in this handbook for more details)
4. Submit payment
   (refer to the Certification Fees section[s] of this handbook for more details)

You can submit payment of the certification fees in any of the following ways:

Payment type	Method for sending payment
Credit card	Online certification system or postal mail to PMI
Check	Postal mail to PMI
Money Order	Postal mail to PMI
Wire transfer	Email customercare@pmi.org for details

If you **submit your application by postal mail,** payment is expected to be received with your application.

If you **submit your application online,** you may submit payment by the following ways:

1. Online—Use the online certification system to submit credit card payment. This will enable PMI to process your payment more quickly.

   OR

2. By Postal Mail—Mail a check, money order, credit card information or wire payment information to PMI. Include your PMI identification number and user name.

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PMP Application & Payment

PMP Refund Policy

Customers may request a refund within 30 days from the date of purchase provided the customer does not schedule or take the certification exam within that timeframe. After the refund is processed, the application will be closed and the eligibility period will no longer be valid. If a scheduled exam is canceled and rescheduled outside of 30 days from the date of purchase, up to 48 hours prior to the scheduled testing date, there is a rescheduling fee applied. Within 48 hours of the scheduled testing date, all fees and the ability to reschedule are forfeit.

PMI will **NOT** provide you with a refund in the following instances:

- If your one-year eligibility period has expired and you have not scheduled the exam, you will not receive a refund. You will forfeit the entire fee. You will not be able to use the initial fees for anything else. If you still wish to obtain the certification, you will have to reapply and submit all associated fees again.
- If you have scheduled the exam and did not take it, nor provided the necessary cancellation/rescheduling notification to PMI's testing administration partner, you will not receive a refund. Again, you will forfeit the fee and not be able to apply it to anything else.

> ***NOTE:*** You can send a request for refund to customercare@pmi.org or by fax to +1 610 482 9971.

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PMI Audit Process

The submission of an application indicates your agreement to comply with the terms of the audit process. All applications are subject to an audit, although only a percentage of applications are selected for audit. The selection of an application for audit is random.

If your application is selected for an audit, you will be notified by email prior to payment of the certification fee. The electronic audit notification provides detailed information on how to comply with the terms of the audit.

During an audit, you will be asked to submit supporting documentation such as:

- Copies of your diploma/global equivalent
- Signatures from your supervisor(s) or manager(s) from the project(s) recorded in the experience verification section of the application
- Copies of certificates and/or letters from the training institute(s) for each course recorded on the application to meet the required contact hours of project management education

PMI provides you with 90 days to submit the requested documentation. If you are able to provide the necessary documentation to meet the terms and requirements of the audit process, the audit should take about five to seven business days to complete.

You can send your completed audit forms by regular postal mail or express courier service, to the address below. **Please send all materials at one time, in one envelope.** Sending audit documents separately can cause delay in the audit review timeframe.

PMI
Attn: Certification Audit
14 Campus Blvd.
Newtown Square, PA 19073-3299 USA

You may not continue with the certification process until you have complied with the audit requirements. **Once you successfully complete the audit, your one-year examination eligibility period starts.**

Incomplete submissions will not be processed and will result in failure of the audit. If you choose not to comply with the audit, it will result in an audit failure and a one-year suspension period to apply for any of PMI's certifications.

> ***NOTE:*** Please be advised that while the selection process for an audit is primarily random, PMI reserves the right to select any candidate to be audited at any time, including after the certification has been bestowed. If you fail to meet the audit requirements after attaining the certification, you are not entitled to a refund.

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Exam Policies and Procedures

PMP Examination Information

The PMP examination is comprised of 200 multiple-choice questions. Of the 200 questions, 25 are considered pretest questions. Pretest questions do not affect the score and are used in examinations as an effective and legitimate way to test the validity of future examination questions. All questions are randomly placed throughout the examination.

No. of Scored Questions	No. of Pretest (Unscored) Questions	Total Examination Questions
175	**25**	**200**

Center-based testing (CBT) is the standard method of administration for PMI examinations. Paper-based testing (PBT) is available under limited circumstances (refer to the Examination Administration section in this handbook for more details).

The allotted time to complete the center-based examination is four hours.

Allotted Examination Time
4 hours

It may take some candidates less than the allotted four hours to complete the examination

The exam is divided into two sections. You will have a 10 minute break once you complete the first section. Once your break has begun, you will NOT be able to review questions from the first part, either during the break or the second section. You will have 120 minutes to complete the first part, and 120 minutes to complete the second part. In total, you will have four hours (240 minutes) to respond to 200 questions.

The examination is **preceded by a tutorial and followed by a survey,** both of which are optional and which take 5-15 minutes to complete. The time used to complete the tutorial and survey is not included in the examination time of four hours.

Item Development

PMP examination questions:

- are developed in accordance with the ISO/IEC 17024 standard
- are developed and independently validated by global work groups of PMP certification holders;
- are referenced to current project management titles, which include but are not limited to PMI's global standards;
- are monitored through psychometric analysis; and
- satisfy the test specifications of the *PMP Examination Content Outline*.

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Exam Policies and Procedures

PMP Examination Blueprint

The PMP examination is developed based on the PMP examination blueprint contained in the *PMP Examination Content Outline*. The examination blueprint details the percentage of questions contained in each project management process group. The following represents the percentage of questions in each domain that are included in the examination.

PMP Exam Blueprint	
From the *PMP Examination Content Outline*	
Domain	**Percentage of Questions**
Initiation	13%
Planning	24%
Executing	31%
Monitoring and Controlling	25%
Closing	7%
TOTAL	**100%**

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Exam Policies and Procedures

Examination Administration

Alternative Testing Option

Alternative testing options may be available in the following instances:

- Distance to a CBT site is more than 240 km (150 miles) and Online Proctoring is not available;
- A CBT site or Online Proctoring is not available within the country of residence and traveling across country borders is prohibited/unduly burdensome

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Exam Policies and Procedures

Single Language Exams

All PMI examinations are administered in English. The PMP exam is available in other languages if you would prefer to not take the exam in English. There are no additional costs for choosing a different language.

The PMP Exam is available in the following 14 languages:

Arabic	Hebrew
Brazilian Portuguese	Italian
Chinese (Simplified)	Japanese
Chinese (Traditional)	Korean
French	Russian
German	Spanish
Polish	Turkish

Single Language Exams are protected under the PMI Test Security and Confidentiality rules.

Once you complete the examination payment process, you will receive an email notification containing your exam eligibility information.

The examination will be entirely in the language you choose. This includes all screens before and after the examination. If you would still like to see the questions and answer options in English during the exam, there is an exhibit button on the screen for each question that will show the question and answer options in English.

Please note, PMI cannot change the language for an existing PMP examination appointment. If you schedule your examination in English only, but will require a different language, you must cancel your examination prior to contacting PMI to request one.

Test Accommodations for the Examination

You may request the administration of any PMI examination to be modified due to disability, handicap and/or other conditions that may impair your ability to take the examination. There are no additional costs for test accommodations.

> ***NOTE:*** Record your need for test accommodations as part of the payment process (if you applied online) or as part of the application process (if you submitted a paper application).

Once your request is submitted, you must forward supporting medical documentation to PMI by fax (+1 610 239 2257) or email (certexamdelivery@pmi.org). No requests for accommodations will be considered without supporting documentation. You will be unable to schedule an examination until your accommodations are approved by PMI.

PMI is unable to add any accommodations onto an existing examination appointment. If you do not request accommodations during the examination payment process, but will require them, please contact customercare@pmi.org as soon as possible. If you have already scheduled your examination, you will have to cancel it prior to requesting the accommodations. There are no exceptions to this policy.

> ***NOTE:*** Candidates who require test accommodations are not eligible for online proctored test and must take the exam in a test center.

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Exam Policies and Procedures

Legal Restrictions on Taking the Examination

PMI is subject to US export controls and sanctions laws and regulations. PMI products and services, including examination administration, may not be exported, re-exported or otherwise furnished to countries subject to comprehensive US sanctions, unless there is US government authorization, or to a person or entity on certain lists of designated parties maintained by the US government, including the US Treasury Office of Foreign Assets Control (OFAC) List of Specially Designated Nationals and Blocked Persons (SDN List), among others.

For that reason, you will be required as part of your application to take the examination to certify that you are not on any list of designated parties maintained by the US government, that you are not in any way affiliated with the governments of countries subject to comprehensive US sanctions, currently Iran, Sudan, Syria and Cuba, and that you are not ordinarily or permanently resident in countries subject to comprehensive US sanctions, unless the US government has authorized the provision of such examinations to persons ordinarily or permanently resident in those countries. As of June, 2014, the US government has given authorization for individuals ordinarily resident in Iran and Sudan to take professional certificate examinations.

Export control and sanctions laws may change from time to time, and PMI reserves the right to implement any changes or additions to these restrictions as appropriate.

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Exam Policies and Procedures

Examination Eligibility

Once an application has been approved, the one-year eligibility period begins. After payment of the certification fee has been received, PMI will send you an email notification with your PMI eligibility ID, which you will utilize for scheduling a test appointment.

> ***NOTE:*** If your application was selected for audit, your eligibility period begins the day you successfully completed the audit.

The **exam eligibility period** (the period of time during which you are able to test) is **one year**. You may take the examination three times within this one-year eligibility period should you not pass on the first attempt.

PMI cannot guarantee or reserve seating at the testing centers or an available time for an online proctored test appointment. PMI recommends that you schedule the examination as soon as you select a date on which you want to take it and at least three months before the expiration of your eligibility period.

> ***NOTE:*** You must retain the unique PMI Eligibility ID located on your scheduling notification. This number will be required to register for the examination.

Please save all examination scheduling verifications and correspondence received for your records.

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Exam Policies and Procedures

How to Schedule Your Examination

About the Online Proctored Test

Online proctored test delivery allows you to take an exam in the comfort of your home or office while being monitored by a proctor via webcam and microphone. To learn more about online proctoring, please visit https://www.pmi.org/certifications/types/project-management-pmp.

Before you select and pay for an online proctored exam delivery:

Please review the minimum system requirements and run a system test and exam simulation **before selecting and paying for** the exam. If you purchase an online proctored test and your computer equipment does not meet the requirements, you are **unlikely** to receive a refund. If your computer does not meet these requirements, please select to take the exam at a test center during the payment process.

Scheduling Instructions with Pearson VUE for Center-Based Test (CBT) and Online Proctoring

Schedule your appointment online at PMI.org. Upon logging into your PMI.org account, click the "Schedule Exam" link under "You may now schedule your PMP examination". You will be directed to schedule your exam through Pearson VUE.

If you selected Test Center during payment:

1. When you are directed to your Pearson VUE account, the PMP exam will be available under **Pre-approved Exams**. Click the PMP exam link.
2. On the next page, you will see the PMP exam and language you have selected. Please make sure to click "**View Testing Policies"**, then click "Schedule This Exam".
3. Next, search for a test center. Once you have located a test location with availability, select a date and time.
4. After making your selection, review your appointment details and then click "**Proceed to Checkout"**.
5. Follow the next steps to complete checkout, and then click "**Submit Order"**.
6. Your appointment is confirmed and you will receive a confirmation email from Pearson VUE.

If you selected Online Proctoring during payment:

1. When you are directed to your Pearson VUE account, the PMP exam will be available under **Pre-approved Exams**. Click the PMP exam link.
2. Read through and agree to the online proctoring policies and click "**Next"**.
3. The next page will display the PMP exam and language you have selected. Please make sure to click "**View Testing Policies",** then click "**Schedule This Exam"**.
4. Choose the date and time you wish to take your exam. You do not need to select a location. You may schedule online at any time of day. Select the date you would like to take your exam and then the time.
5. After you make your selection, you will review your appointment details and then click "**Proceed to Checkout"**.
6. Follow the next steps to complete checkout and then click "**Submit Order"**.
7. Your appointment is confirmed and you will receive a confirmation email from Pearson VUE.

> ***NOTE:*** Please maintain a copy of the online proctoring and center based test confirmation in your files in the unlikely event that there are any discrepancies. PMI will not be able to advocate for you if this confirmation notice is not provided.

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Exam Policies and Procedures

Schedule Your Examination by Telephone with Pearson VUE

When calling Pearson VUE's Contact Center, the representative will ask for:

1. Testing program: PMI – Project Management Institute
2. Name of examination: PMP
3. Your PMI ID
4. You will then be asked to verify your first name, last name, email address, address and phone number that you used in your application

> ***NOTE:*** Please be advised that when scheduling by telephone, you will still receive an email confirmation of your examination appointment. You will also be able to retrieve your confirmation from the Pearson VUE website.

Inside North America:

Use the Pearson VUE Telephone System to schedule, reschedule, cancel or confirm your exam appointment.

Service available	Monday – Friday, 7:00 a.m.–7:00 p.m. CT (closed on local holidays)
Number:	+1 866 241 5527 (toll-free) +1 952 905 7397 (toll)

Outside North America:

Please visit the Pearson VUE website for the service center information for your region.

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Exam Policies and Procedures

Rescheduling/Cancellation Policy for Online Proctored and Center Based Exams

You can reschedule or cancel your online proctored exam or center based exam at any time, up to 48 hours before your scheduled exam appointment. However, because of limited seating capacity at testing centers, late rescheduling and cancellations will result in a fee. It is recommended that you reschedule or cancel your exam as soon as you know you won't be able to make the appointment. Please read the following policy carefully.

Within 30 Days of Your Appointment

If you reschedule or cancel your exam within 30 days of your scheduled appointment, you will be charged a fee of US$70. This fee helps to ensure greater seating availability at testing centers, since candidates who wait until the last minute to reschedule or cancel their exams are reserving seats that could be used by others.

The fee will be charged when you go online to Pearson VUE's website to reschedule or cancel your exam within the 30-day period. The US$70 charge will appear on your credit card as a charge from Pearson VUE.

The 30-day period does not include the day of the exam appointment. For example, if you scheduled your exam for 5 May, you must reschedule or cancel the exam on or before 4 April to avoid the fee.

For emergency situations in which you are unable to change your exam appointment before 30 days of your exam appointment, the Extenuating Circumstance Policy may apply. However, PMI will evaluate these situations on a case-by-case basis to determine if a refund of the rescheduling fee is appropriate.

Within 48 hours of Your Appointment

You need to reschedule or cancel your appointment **before** you are within 48 hours of your exam appointment (local time). If you wait until you are within 48 hours of your exam appointment, you will not be able to cancel your appointment and you will forfeit the entire exam fee if you do not show up. You will not be able to reschedule your appointment at this point and will need to pay associated reexamination fees to schedule a new exam.

Examples

Date of Exam Appointment	Date That You Reschedule or Cancel	Fee Amount
30-Day Policy		
5 May	4 April (or before)	No fee
5 May	5 April (up until 2 May)	US$70
48 Hours Policy		
5 May, 8:00 AM	Before 3 May, 8:00 AM	US$70
5 May, 8:00 AM	After 3 May, 8:00 AM (you are unable to reschedule or cancel the appointment)	Forfeit the entire exam fee

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Exam Policies and Procedures

How to Reschedule or Cancel your Online Proctored or Center Based Appointment

Reschedule or cancel your appointment online at the PMI.org website. Upon logging into your PMI.org account, click “Reschedule Exam” or “Cancel Exam” link under “Your PMP examination has been scheduled”. You will be directed to reschedule or cancel your exam through Pearson VUE.

- When you are directed to your Pearson VUE account, you can review the current appointment details. You will be presented with options to reschedule or cancel your appointment.

Please note, if you want to change your exam delivery type (online proctoring to center based or center based to online proctoring), you can do so online by canceling your current appointment and then simply selecting your new delivery type when you reschedule. However, if you are within 30 days of your scheduled appointment, you will need to contact PMI Customer Care for assistance. The cancellation policy still applies.

If you are within 48 hours of your examination, you will not be able to cancel or reschedule your appointment and you will forfeit the entire exam fee if you do not show up.

Emails to Pearson VUE or PMI are not acceptable forms of communication to reschedule or cancel your examination appointment.

If you have internet connectivity problems, or experience any issues rescheduling or canceling your examination online, call Pearson VUE directly to reschedule or cancel your appointment. Contact telephone numbers for all Pearson VUE Service Centers are located in your Examination Scheduling Instructions in this handbook. **Do not call the testing site to reschedule or cancel the examination.**

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Exam Policies and Procedures

Extenuating Circumstances

PMI understands that there are times when personal emergencies may cause you to:

1. Reschedule or cancel your exam within 30 days of the appointment, or
2. Miss a scheduled exam appointment (resulting in a no-show status).

These are referred to as extenuating circumstances and can include:

- Medical emergency
- Military deployment
- Death in the immediate family
- Illness in immediate family
- Natural disaster

Extenuating circumstances do not include work-related circumstances.

Should a situation like this occur, PMI will examine your situation and take appropriate action.

1. If your circumstance forces you to reschedule or cancel your exam within 30 days of the appointment:

   Go online to the PMI's certification system as soon as you know you are unable to make your scheduled appointment and reschedule or cancel your exam. You will be charged the $70 fee; however, you can contact PMI Customer Care with an explanation and supporting documents (e.g., accident report, medical documentation, etc.) to obtain a refund on the late rescheduling/cancellation fee, if approved by PMI.

2. If your circumstance forces you to miss your scheduled exam appointment (resulting in a no-show status):

   Please **Contact PMI Customer Care within 72 hours following the missed exam appointment.** Depending on the circumstance, you will be asked to provide an explanation along with supporting documentation (e.g., accident report, medical documentation, etc.) in order for you to reschedule or cancel your exam without penalty, if approved by PMI.

PMI will review all claims on a case-by-case basis. If your extenuating circumstance claim is not approved, you will be required to pay the full reexamination fee to sit for the exam.

No-Show Status

Failure to notify Pearson VUE or PMI within the specified time periods to reschedule or cancel your exam and failure to meet a scheduled examination appointment will result in a no-show status. If you reach a no-show status, you will forfeit the exam fee and have to pay the full reexamination fee in order to schedule another examination.

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Exam Policies and Procedures

PMI Examination Security & Confidentiality

The examination, answer sheets, worksheets and/or any other test or test-related materials remain the sole and exclusive property of PMI. These materials are confidential and are not available for review by any person or agency for any reason.

Examination (pass/fail) results are confidential and will not be disclosed to anyone without candidate consent, unless directed by valid and lawful subpoena or court order. If you would like your examination results to be released to a third party, you must provide PMI with a written request that specifically identifies the types of details (e.g., examination date, pass/fail status, etc.) about the examination results that the third-party person or organization should receive.

When you submit an application, you agree to abide by the PMI Certification Application/Renewal Agreement (found in this handbook). Among other things, this document addresses post-examination questions and discussions. It states: ***"…Furthermore, I agree not to discuss, debrief or disclose, in any manner, the specific content of PMI examination questions and answers, to any individual."***

Any such discussion would be a potential violation of the Certification Application/Renewal Agreement and thus, could affect the status of your certification, up to and including revocation of your certification or permanent suspension from any PMI certification examinations.

Data Forensics

PMI uses independent third-party psychometricians (statisticians) to conduct forensic analyses on test administration data. These analyses are designed to protect the validity of the examination by looking for response patterns that suggest a candidate's score may not be a true measure of their knowledge or ability. PMI reserves the right to hold, invalidate, or cancel any score identified as potentially invalid on the basis on these analyses alone. Any candidate whose score is invalidated or cancelled on the basis of data forensics alone shall be entitled to a free retake of the examination, although PMI may place date, time, or location restrictions on the administration.

Evidence gained through data forensics analyses may be used during either an investigation into potential misconduct or a disciplinary action. However, data forensics evidence alone shall not be sufficient to accuse a candidate of misconduct or take disciplinary action against a candidate without additional corroborating evidence.

Candidate Security Acknowledgment

Prior to beginning the exam, all candidates are presented with the following Candidate Security Acknowledgement (CSA):

"As a candidate for this exam, you are required to follow the terms of the PMI Certification Application/Renewal Agreement and the PMI Code of Ethics and Professional Conduct. Please read and agree to the following before beginning your examination:

1. I will follow all PMI certification program policies and requirements. I understand that failure to do so may result in investigation and sanctions by PMI, which could include canceling my exam results and forbidding me from taking future exams.
2. I understand that PMI exams are confidential. I will not discuss or disclose the questions, content, or answers from my examination to any person or company, including other candidates, education providers, or exam preparation services, at any time.
3. Prior to this exam, I have not received information from any source regarding the confidential questions, content, or answers of this exam.
4. I will promptly report to PMI any possible violations of the Certification Application/Renewal Agreement, PMI Code of Ethics and Professional Conduct, or PMI certification program policies by myself or others."

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Exam Policies and Procedures

The CSA is a reminder of some, but not all, of the security related policies that the candidate previously accepted during their application. Failure to agree with any or all of the CSA will result in the immediate termination of the candidate's testing sessions.

Preliminary Exam Scores

Any score provided at the conclusion of a candidate's testing session is considered preliminary until the candidate receives notice from PMI that the result is official.

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Exam Policies and Procedures

Examination Site Requirements & Instructions

In order to be admitted into the testing center, you must bring a valid and current (non-expired) form of government-issued identification. Your identification must include:

1. English characters/translation
2. your photograph and
3. your signature

If your government-issued identification does not display a photograph or a signature, a secondary form of identification may be used, which includes a photograph and/or signature (whichever is missing from the government-issued identification), and your name printed on the identification. All identification must be current (non-expired)

All forms of identification being presented at the testing center must match your name exactly as it appears on the scheduling notification. Your identification documents must be in good condition, and cannot be bent, frayed, taped, cracked or otherwise damaged in any way. The identification documents must be the originals, and cannot be photocopies. You will not be permitted to test if the name on your identification documents does not exactly match the name on your scheduling notification, or if your identification is damaged. No exceptions to this policy will be made.

If you do not provide the appropriate and/or matching identification, you will not be permitted to test. If you still wish to take the exam, you will be required to apply for reexamination and pay the reexamination fee in order to take the exam at a later date, when valid identification is available.

The following are acceptable forms of government-issued identification:

- Valid driver's license
- Valid military ID
- Valid passport
- Valid national identification card

The following are acceptable forms of secondary identification:

- Valid employee ID
- Valid credit card with signature
- Valid bank (ATM) card

The following are not acceptable forms of identification:

- Social Security cards
- Library cards

Name Change Procedure

After submitting your examination payment, you will receive an eligibility letter from PMI via email. This eligibility letter will confirm the way your name will appear on the day of your examination, under the "Name exactly as it appears on your identification" field. If you will require an update or change for your name for the purposes of taking the certification examination, you must contact PMI as soon as possible in order to request the change.

Email: CustomerCare@pmi.org
Fax: +1 610 482 9971
Attn: Name Change for Exam

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Along with your request, please include the following information, exactly as it appears on the government issued identification documents that you plan to present at the testing center:

- First Name [Given Name]
- Middle Name
- Last Name [Surname/Family Name]

Please send any name change information as soon as possible. **PMI is unable to guarantee that any updates can be made to the name within five business days of a scheduled examination.**

Check-in procedure

On the day of your examination, please **arrive a half hour before your scheduled appointment**. You must sign in, present the required identification, and provide your unique PMI Eligibility ID. You will be required to have your photo taken and provide a signature during the check-in process. You may also be asked to provide the confirmation number received when scheduling the appointment.

PROHIBITED from the Testing Center:

You may NOT bring anything or anyone into the testing area or to the desk where you take the exam. This includes, but is not limited to:

food	beverages	book bags
coats	sweaters	luggage
calculators	eyeglass cases	pagers
cellular telephones	tape recorders	dictionaries
watches	wallets	medication
eye drops	any other personal items	

Items such as sweaters and jewelry may be worn into the testing center, but cannot be removed once you have entered the testing room.

You will be provided with a locker on the day of your examination to store your personal belongings. Once your items are stored, you will be unable to access your locker until you have completed your examination appointment.

If you will require any personal items in the testing room due to a medical condition, such as food, beverages or medication, you will need authorization from PMI prior to scheduling your examination appointment. Please review the Test Accommodations policy on page 22 for additional information on obtaining authorization.

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Exam Policies and Procedures

What to Expect at the Testing Center

On the day of your examination, please arrive a half hour before your scheduled appointment. Candidates who arrive late to an appointment will not be permitted to test. You will be asked to sign into the testing center and present your identification documents. You may also be asked to provide your examination confirmation. The Testing Center Administrator will ask you to empty your pockets and roll up your sleeves, and will scan you with a metal detecting wand. You will be provided with your locker and key, and will be asked to relocate all personal items to your secure locker. The Testing Center Administrator reserves the right to ask you to relocate any and all personal items in your pockets to your locker. The only items that may remain on your person at all times are your government-issued identification and your locker key. Once your items have been stored, you will be unable to access the locker again until your examination appointment has been completed.

Once you have completed the check-in process, the Testing Center Administrator will provide you with **either** a booklet of scratch paper and two pencils **or** two erasable marker boards, two markers and an eraser. Which of these two note-taking items is provided is dependent on the testing center's available supplies; candidates will not have a choice between scratch paper and the marker boards. Calculators are built into the CBT exam; however, you may raise your hand at any time during the examination and request a hand held calculator. Hand held calculators will be provided to all candidates taking a PBT exam. If you require additional scratch paper at any time during the examination, you may raise your hand and request it. The Testing Center Administrator will remove the used scratch paper and provide you with a fresh booklet. Candidates may only have either one booklet of scratch paper or two marker boards at their testing terminal at any given time.

You will then be escorted into the testing room by the Testing Center Administrator, who will seat you at your workstation and begin your examination. On the first screen, you will be asked to verify both your name and the examination you are taking. Once this information is verified, the examination tutorial will begin. A clock is built into the CBT exam, and will begin to count down as soon as the tutorial has begun. A candidate may exit the tutorial at any time; if a candidate does not voluntarily end the tutorial, once the 15 minute time window has elapsed, the tutorial will automatically end and the examination will begin. There are no scheduled breaks during the examination. If you wish to take an unscheduled break, you may get up from your terminal at any time and exit the testing room. All candidates will have to sign in and out of the testing center and present their government-issued identification documents upon each entrance and exit.

All examination appointments are monitored by continuous audio and video recording.

If you observe any irregularity in the testing center, or experience any issues during your examination appointment, you are required to raise your hand and inform the Testing Center Administrator as the issue is occurring.

Testing Aids

Test candidates are prohibited from bringing calculators and scrap paper into the test site. However, **these items will be provided for you by the test center on the day of the exam:**

- Calculators are built into the CBT exam and will be provided to those candidates taking a PBT exam
- Writing materials for taking notes during the examination, either:
  - Scrap paper and pencils, *or*
  - Erasable board and markers

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Exam Policies and Procedures

Check-In Procedure for Online Proctored Test

On the exam date, please run the system test and exam simulation again to make sure your computer is ready to take the online proctored exam. Log in to PMI.org and click the **Begin Exam** link under "Your PMP examination has been scheduled". The **Begin Exam** link will be available **30 minutes before your scheduled exam**. You will be directed to the Pearson VUE site to start the exam.

Once at the Pearson VUE site, you will see your scheduled exam listed under **Open Online Exams**. Select PMP to proceed.

- Click on blue "**Begin Exam"** button.
  The "Begin Exam" button will only be available within **30 minutes before** your scheduled appointment time, and only **up until 15 minutes after** your scheduled appointment time. Please ensure you are logged in at the appropriate time or else the "Begin Exam" button will not be present.
- The next screen will display three steps to follow:
  - Click on "**Copy Access Code"** button
  - Click on "**Download PVProctor"** button to download the software. Once the software is installed, the application will open. **Note: If you have previously downloaded the software for previous appointments, you may be required to manually uninstall the application prior to proceeding. Please reference the instructions provided on the screen to complete this step.**
- After the application has opened, follow the prompts to complete your check-in process to begin your test session:
  - Click on blue "**Submit"** button
  - Select the microphone that will be used during your session
  - Select the webcam that will be used during your session
  - Turn up your speakers and volume until you can clearly hear the music
  - Capture a picture of your headshot, and confirm the photograph is clear and acceptable
  - Capture a picture of your ID, and confirm the photograph is clear and acceptable
  - Confirm the phone number that can be used in case the proctor needs to contact you. If you don't have a phone number available, select this option.
  - Review and agree to the listed exam policies
  - Confirm that your workspace is ready and clear of prohibited items
  - You are now ready for launch! A greeter will contact you to begin your testing session

Note: You may have to wait up to five minutes before connecting with a greeter.

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Exam Policies and Procedures

Termination of Examination Administration/Grounds for Dismissal

You are expected to conduct yourself in a professional manner at all times at the testing center. Any person who violates the PMI Test Security & Confidentiality Policy will be subject to disciplinary action(s) by the PMI Certification Department.

The test center administrator/supervisor or proctor is authorized to dismiss you from an examination administration and/or the PMI Certification Department may cancel your scores, or take other appropriate action, when there is a reasonable basis for concluding that you have engaged in any of the following conduct:

1. Using or attempting to use someone else to take the test
2. Failing to provide acceptable personal identification, as outlined on the preceding page
3. Having access to or using notes or any prohibited aid related to the test
4. Creating a disturbance (disruptive behavior in any form will not be tolerated; the test administrator/supervisor has sole discretion in determining whether specific conduct constitutes disruptive behavior)
5. Communicating, in any manner, with another person other than the test administrator/supervisor or proctor about the test during the administration, including attempting to give or receive assistance
6. Attempting to remove scrap paper from the testing room, or tearing the scrap paper in any way
7. Eating or drinking in the testing room
8. Leaving the testing room or test center vicinity without permission
9. Removing or attempting to remove, examination-related material, or portions of a test in any format from the testing room
10. Attempting to tamper with a computer
11. Engaging in any dishonest or unethical conduct, such as cheating
12. Failing to follow any other examination administration regulations set forth in PMI Certification Program policies given by the test administrator/supervisor, or specified in any examination materials

The PMI Certification Department reserves the right to take all action including, but not limited to, barring you from future testing and/or canceling your scores, for failure to comply with the test administrator/supervisor's directions or with PMI Certification Program policies. If your scores are cancelled, you will be notified of such action and its basis, and your examination fees will not be refunded.

Although tests are administered under strict supervision and security measures, examination irregularities may sometimes occur. **You are required to contact PMI as soon as possible to report any observed behavior that may lead to an invalid score**—for example, someone copying from another test taker, taking a test for someone else, having access to test questions before the examination, or using notes or unauthorized aids. All information will be held in confidence.

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Exam Policies and Procedures

Examination Report

Upon completion of the examination, you will receive a printed copy of your preliminary test results. In addition to the overall pass/fail status, important diagnostic information on your performance is provided for each domain. This information provides specific guidance for both passing and failing candidates. Please note that any score provided at the conclusion of a candidate's testing session is considered preliminary until the candidate receives notice from PMI that the result is official.

Candidates who take a center-based examination receive the exam report at the test center the day they sit for the examination. You can also access your exam report on the online certification system no later than 10 business days after your examination date. You will receive an email notifying you when your exam report is available online.

Establishing the Passing Score

The passing score for all PMI exams is determined by sound psychometric analysis. PMI uses subject matter experts – project professionals from around the world and many different disciplines – to determine how many questions you must answer correctly to pass the exam. Each scored question on the exam is worth one point; and your final score is calculated by totaling the points you have earned on the exam. The number of questions you answer correctly places you within one of the performance rating categories you see on this report.

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Exam Policies and Procedures

Reexamination

You are granted a one-year eligibility period in which to pass the examination. During the eligibility period, you may take the examination up to three times because candidates do not always pass the examination on their first attempt. Gauge your time carefully to leave enough time during the eligibility period to retake the examination, if needed.

Reexamination fees apply to the second and third attempts to pass the examination.

Exam Administration Type	PMI Member Status	US Dollars	Euros
Reexamination	member	$275	€ 230
Reexamination	nonmember	$375	€ 315
Data Forensics Reexamination*	N/A	$0	$0

* This option is only available for candidates who have had their exam scores invalidated on the basis of data forensics evidence alone.

If you fail to pass the examination three times within your one-year eligibility period, you must wait one year from the date of the last examination you took to reapply for the certification. However, after failing to pass a certification examination three times, candidates may opt to apply for any other PMI certification. For example, a candidate who failed to pass the PMP examination three times in his or her one-year eligibility period must wait one year to reapply for the PMP. However, he or she can apply for the CAPM, PMI-SP, PMI- RMP, PMI-PBA, PMI-ACP, PfMP, or PgMP (and submit associated initial certification fees) at any time.

If your eligibility period expires without you passing the examination, you must reapply for the certification.

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Certification Policies and Procedures

Certification Complaints Process

All complaints regarding the certification process are governed by the Certifications Complaints Process. Examples of a complaint include but are not limited to:

- Dissatisfaction with a certification process
- Dissatisfaction with exam content
- Dissatisfaction with the exam administration

All certification related complaints must be reported within 30 days of the event/incident cited, made in writing, and sent to PMI:

- Via email at certcomplaints@pmi.org or
- Via postal mail at 14 Campus Boulevard, Newtown Square, PA 19073-3299, USA

All complaints should include evidence supporting the reason for the complaint and the nature of the request, including all reasons why the action or decision should be changed. A complaint must include:

- Name and e-mail address of the complainant;
- Name against whom the complaint is made, if applicable;
- Reference to the PMI certification policy and/or procedure that was allegedly violated;
- A description of how the policy and/or procedure was allegedly violated; and
- Any applicable evidence that supports the complaint.

We will acknowledge, in writing, your complaint within 3 days of receipt. If a complaint is missing any necessary information, you will be informed and allowed an additional 30 days to supply the missing information. If the required information is not submitted within that time, the request shall be closed.

The review and validation of the complaint will occur in a constructive, impartial and timely manner. You will be notified of the outcome within 3 business days of the decision being made. A record of the complaint, including any subsequent action(s) taken, and the decision made will be maintained by PMI. All information pertaining to the complaint will remain confidential.

You have the right to escalate your complaint within 10 calendar days of the notification of the decision rendered. The escalation request should be submitted in writing and can be sent via email or mail to one of the addresses listed above.

A decision around the escalation will be communicated to you within 10 days of PMI's receipt of the escalation request, unless circumstances warrant a delay. If a delay is expected, you will be notified.

We will review all certification related complaints and conduct any necessary validation in a constructive, impartial and timely manner. A record of the complaint, including any subsequent action(s) taken, and the decision made will be maintained. All information pertaining to the complaint will remain confidential.

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Certification Policies and Procedures

Certification Appeals Procedure

All challenges to PMI's Certification Program are governed by the PMI Certification Appeals Procedure. This appeal process is the only method to review decisions made by PMI regarding desired certification status. Examples of an appeal include but are not limited to:

- Rejection of a certification application
- Dispute over a failed audit
- Failure to meet CCR requirements resulting in a certification being revoked

All certification related appeals must be reported within 30 days of the event/incident cited, made in writing, and sent to PMI Certification Appeals:

- Via email at certappeals@pmi.org or
- Via postal mail at 14 Campus Boulevard, Newtown Square, PA 19073-3299, USA

To request an appeal you must submit a request and include evidence supporting the reason for the appeal and the nature of the request, including all reasons why the action or decision should be changed. An appeal must include:

- Name and e-mail address of the appellant;
- A description of why the appeal should be granted; and
- Any applicable evidence that supports the appeal.

We will acknowledge, in writing, your complaint within 3 days of receipt.
The review and validation of the complaint will occur in a constructive, impartial and timely manner. You will be notified of the appeal decision within 30 days of PMI's receipt of the appeal, unless circumstances warrant a delay. If a delay is expected, you will be notified. A record of the complaint, including any subsequent action(s) taken, and the decision made will be maintained by PMI. All information pertaining to the complaint will remain confidential.

*Disciplinary decisions made by PMI regarding persons already certified are evaluated under PMI's Ethics Complaints Process.

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Certification Policies and Procedures

Use of Your PMP Certification

Once you have been notified directly by PMI that you have officially passed the examination, you are granted the PMP certification. You may refer to yourself as a PMP certification holder as long as you have an active certification status. You are authorized to use the PMP designation in block letters after your name on business cards, personal letterhead, resumes, and websites and in your email signature.

Please note that as part of the application process, you agreed to adhere to the PMI Code of Ethics and Professional Conduct and the Certification Application/Renewal Agreement. This means, among other things, that you will only use the PMP designation in the manner stated above and that you will not use the PMP designation in company names, domain names, product names, or any other unauthorized manner.

Certificate Package

Within six to eight weeks, you will receive a certification package that includes:

- Congratulatory letter
- Information on how to maintain and renew your certification
- Certification certificate

Both of these documents list your:

- Certification number—a unique identification number used by PMI to maintain your individual certification records
- Your certification cycle dates

You will want to file this information in a safe and easily accessible location. You will need to refer to it in order to report professional development activities to maintain your certification.

Until you receive your certificate package, you may use your exam report (available online through the certification system) to validate your certification status.

Online Certification Registry

The online Certification Registry automatically lists names of PMI's certification holders. This feature allows verification of certification holders for the benefit of employers, service purchasers and others. Users can search for certification holders by first name, last name, or by country.

Certification holders can choose to be removed from the registry, so the absence of your name in the registry does not necessarily mean that you are not certified. You can opt out of inclusion in the registry or update your demographic information by visiting PMI.org.

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Continuing Certification Requirements (CCR) Program

CCR Program Overview

PMI's Continuing Certification Requirements (CCR) program supports the ongoing educational and professional development of our certification holders so they are always prepared to meet the demands of today's complex business environment. The purpose of the CCR program is to:

- Enhance continuous learning and development among certification holders
- Provide direction in development areas to ensure relevancy of certified practitioners
- Encourage and recognize individualized learning opportunities
- Offer a mechanism for attaining and recording professional development activities
- Sustain the global recognition and value of PMI certifications

Everyone who earns a PMI certification (with the exception of the CAPM® certification) must actively maintain their certification(s) through participation in the CCR Program and renewal of their certification(s) every 3 years.

Partaking in professional development and learning activities allows certification holders to earn Professional Development Units (PDUs), fulfilling the continuing certification requirements and ultimately growing and developing as a practitioner.

We know that each individual has different professional needs and desires. The CCR program is designed to be flexible so that it can adapt to those needs and allow you to customize your CCR activities. The CCR program provides a general framework and guidance—you determine your ultimate CCR and development path.

For details and instructions on how to earn and track PDUs in CCR, download the CCR Handbook.

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PMI Code of Ethics & Professional Conduct

Ethics is about making the best possible decisions concerning people, resources and the environment. Ethical choices diminish risk, advance positive results, increase trust, determine long term success and build reputations. Leadership is absolutely dependent on ethical choices.

PMI members have determined that **honesty, responsibility, respect and fairness** are the values that drive ethical conduct for the project management profession. PMI's Code of Ethics and Professional Conduct applies those values to the real-life practice of project management, where the best outcome is the most ethical one.

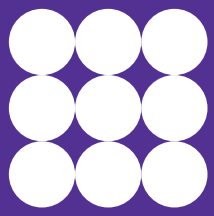
All PMI members, volunteers, certification holders and certification applicants must comply with the Code.

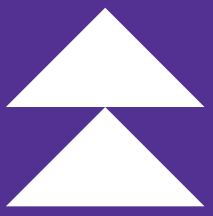
Please visit the Code of Ethics page to download and read our code.

PMI Certification Application/Renewal Agreement

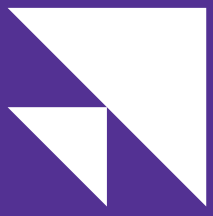
Please visit the Certification Application/Renewal Agreement page to review the agreement.

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