PMI Risk Management Professional (PMI-RMP)® Handbook

Project Management Institute

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How to Use the PMI-RMP® Credential Handbook

This handbook contains information on how you can apply for the PMI-RMP, a credential for those who provide expertise in the specialized area of project risk management. It applies to both computer-based and paper-based testing candidates.

PMI requires that all credential 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 a PMI® credential.

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 Centre in your region. Find this information at http://www.pmi.org/About-Us/Customer-Care.aspx

PMI Customer Care email:
customercare@pmi.org

Use the Online Certification System to Apply
https://certification.pmi.org

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

PMI-RMP® Credential Handbook last updated 5 April 2012.

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)SM certification
- PMI Risk Management Professional (PMI-RMP)® credential
- PMI Scheduling Professional (PMI-SP)® credential
- Program Management Professional (PgMP)® credential
- Project Management Professional (PMP)® credential

PMI's certification and credentials are distinguished by their global development and application, which makes them transferable across industries and geographic borders. The role and tasks of project managers around the globe are researched and documented to define each credential. The strength of PMI's credentials 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 credential 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 credentials are also developed by project management practitioners *for* practitioners. The certification program is driven by the thousands of credential holders who volunteer to spend time constructing and refining the examination questions utilized 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 credential holders who have a board mandate to oversee PMI's credentials.

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 credential program to promote and support project management practitioners and the profession.

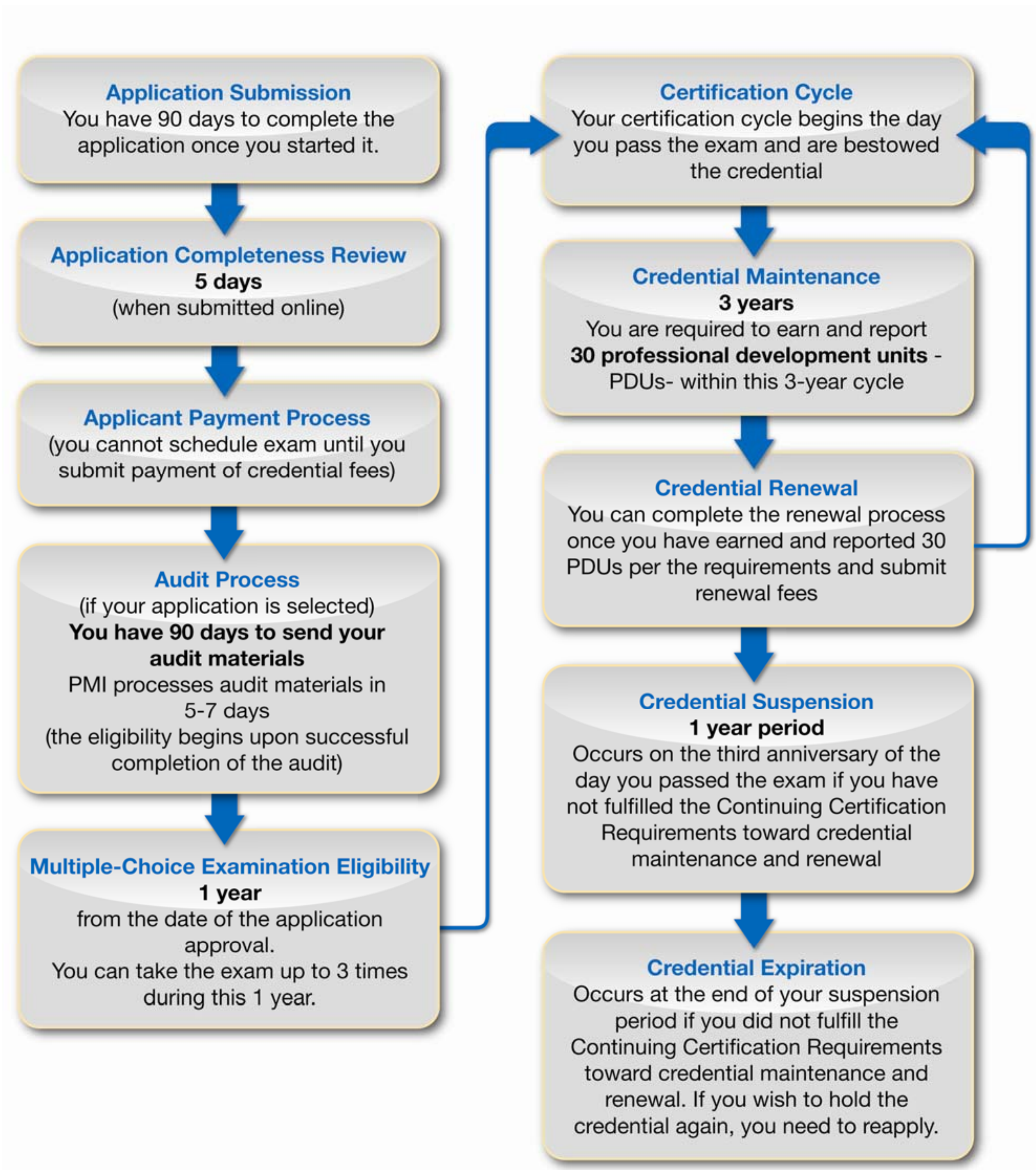
Overview of the PMI-RMP Credential

The PMI-RMP credential acknowledges the individual's unique expertise on the project team while demonstrating the recognition and value the role provides to the project management profession. In this role, an individual has more competence in the specialized area of assessing and identifying project risks while mitigating threats and capitalizing on opportunities than a general practitioner and yet, also maintains a basic level of competence in all areas of project management.

Employers can trust credential holders to possess the skills, knowledge and experience to contribute directly to their crucial projects. This global credential also supports individuals in meeting organizational needs; organizations can be confident in hiring capable, experienced project risk management practitioners as well as having a means for a career development path.

Overview of the PMI-RMP Credential

Timeline of the PMI-RMP Credential Process



PMI-RMP Role Delineation (Job Analysis)

PMI conducts Role Delineation Studies for each credential 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 credential 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 PMI-RMP Role Delineation states that candidates for the credential:

- Can assess and identify project risks
- Be able to mitigate threats and capitalize on opportunities
- Should be able to communicate risks to the project team

PMI-RMP Eligibility Requirements

To be eligible for the PMI-RMP credential, you must meet certain educational and professional experience requirements. **All project risk management experience must have been accrued within the last five consecutive years** prior to your application submission.

Educational Background	Project Risk Management Experience	Project Risk Management Education
Secondary diploma (high School diploma, associate's degree or global equivalent)	At least 4,500 hours spent in the specialized area of professional project risk management within the last five consecutive years	40 contact hours of formal education in the specialized area of project risk management
	OR	
Four-year degree (bachelor's degree or global equivalent)	At least 3,000 hours spent in the specialized area of professional project risk management within the last five consecutive years	30 contact hours of formal education in the specialized area of project risk management

PMI-RMP Application & Payment

How to Complete the Online Application

PMI encourages you to use the online certification system to apply for all credentials. However, printable application forms are available on PMI.org.

Before you begin, check to make sure you meet the credential 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 credential 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 the Examination 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 credential application
- View your examination eligibility status
- Download PMI audit forms
- Download your exam reports with pass/fail status
- Apply and submit payment to take or retake any PMI examination and/or evaluation
- Submit payment for credential renewal
- Download receipts
- Access your certification record and update your contact information
- View your listing on the Certification Registry

How to Record Your Experience & Education on the Application

Use the experience verification section of the online application to record your experience. Record projects individually regardless of the number of projects you include.

Number of Hours that You Specialized in Project Risk Management

Consider all of the projects that you have worked on and identify how many hours you spent on project risk management. If you worked on multiple projects at one time, all the hours spent on project risk management count toward the total.

Contact Hours of Project Risk Management Education

If you hold a four-year degree (bachelor's degree or global equivalent), record a minimum of 30 contact hours of education within the specialty area of project risk. If you hold a high school diploma, associates degree or global equivalent, record a minimum of 40 contact hours of education within the specialty area of project risk.

> ***NOTE:*** One hour of classroom instruction equals one contact hour. If you have completed a university or college course on project risk 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 risk management, only the hours spent on project risk management can be applied toward the total.

There is no time frame associated with this requirement; therefore, you can record all education within the specialty area of project risk regardless of when it was accrued. **The course work must be completed at the time you submit the application and must include content on project risk management.**

You can satisfy the project risk management 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 or communities of practice*
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

**Courses offered by PMI R.E.P.s, PMI chapters and communities of practice or by PMI are pre-approved for contact hours in fulfillment of the educational eligibility requirement.*

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.

Application Processing

PMI strives to process credential 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 business days
Paper	by individuals	10 business days
	by corporations	20 business 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).

PMI-RMP Credential Fees

The proper fees for payment are determined by your PMI membership status and the examination delivery type (computer-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 computer-based exam and submitting the associated fees. Use the following chart to determine the credential fee.

Exam Administration Type	PMI Member Status	US Dollars	Euros
Computer-based testing (CBT)	member	$520	€430
Computer-based testing (CBT)	nonmember	$670	€555
Paper-based testing (PBT)	member	$415	€345
Paper-based testing (PBT)	nonmember	$565	€475
Reexamination CBT	member	$335	€280
Reexamination CBT	nonmember	$435	€365
Reexamination PBT	member	$270	€225
Reexamination PBT	nonmember	$370	€310
CCR credential renewal	member	$60	USD only
CCR credential 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 credential. If you apply for membership right before you apply for the credential, make sure you receive confirmation of your membership before you pay for the credential. If your membership has not been completely processed before you pay for the credential, you will be charged the nonmember rate.

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

Review all the benefits of PMI membership or Join Now!

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 special accommodations for your examination at no extra cost, if necessary
   (refer to the Special Accommodations section in this handbook for more details)
3. Submit payment
   (refer to the Credential Fees section 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	Contact customercare@pmi.org for details

If you choose to submit payment by postal mail, you must also complete and include a Credential Payment Form with your payment.

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. For all mail-in payments, please download and complete the Credential Payment Form and submit the completed form with your payment. Include your PMI identification number and user name.

> ***NOTE:*** When credential payment is received, PMI will send electronic notification indicating one of the following next steps:
>
> - Examination scheduling instructions
> - Application has randomly been selected for PMI's audit process

PMI-RMP Refund Policy

To obtain a refund for the PMI-RMP credential, you must submit a written request to PMI **at least 30 days before the exam eligibility expiration date**. A refund of US$250 will be made if you have not yet scheduled or taken the examination.

You also can receive a refund of US$250 if you fail to meet audit requirements (refer to the PMI Audit Process section of this handbook for details on the audit process).

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 credential, 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, Prometric, 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.

PMI Audit Process

The submission of an application indicates your agreement to comply with the terms of PMI's 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 after payment of the credential fee is received. 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 risk 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 PMI's audit process, the audit should take about five 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 credential 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 fail to meet the audit requirements, you will receive a refund (refer to the Refund Policy section in this handbook for the credential you are pursuing for more details).

> ***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 credential has been bestowed. If you fail to meet the audit requirements after attaining the credential, you are not entitled to a refund.

PMI-RMP Examination Information

The PMI-RMP credential examination is comprised of 170 multiple-choice questions. Of the 170 questions, 20 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 placed throughout the examination randomly.

No. of Scored Questions	No. of Pretest (Unscored) Questions	Total Examination Questions
150	20	170

Computer-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 computer-based examination is three and a half hours.

Allotted Examination Time
3.5 hours

It may take some candidates less than the allotted three and a half hours to complete the examination.

There are **no scheduled breaks** during the exam, although you are allowed to take a break if needed. If you take a break during the exam, your exam clock continues to count down.

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

Item Development

PMI-RMP examination questions:

- are developed and independently validated by global work groups of project risk management practitioners;
- are referenced to current project risk management and 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 *PMI–Risk Management Professional Examination Specification*.

PMI-RMP Examination Blueprint

The PMI-RMP examination is developed based on the examination blueprint contained in the *PMI–Risk Management Professional Examination Specification*. The examination blueprint details the percentage of questions contained in each project risk management domain. The following represents the percentage of questions in each domain that are included in the examination.

Domain	**Percentage of Questions**
Risk Communication	27%
Risk Analysis	30%
Risk Response Planning	26%
Risk Governance	17%
Total	**100%**

Examination Administration

Computer-based testing (CBT) is the standard method of administration for all PMI examinations. However, paper-based testing (PBT) is available in the following situations only:

1. Candidates who live at least 300 km (186.5 miles) from a Prometric CBT site.
2. Employers (Corporate Sponsors) who wish to administer a PMI examination to their employees. In this case, there is no restriction on distance; however, only employees of the corporation may test at these events.

> ***NOTE:* You do not have the option of taking a CBT or PBT exam. You can only take a PBT exam if you meet one of the two criteria listed above.**

PMI reserves the right to cancel a PBT event that does not have a minimum of 10 candidates. Additional restrictions apply. Sponsors can obtain a copy of the PBT Handbook by contacting pbtexams@pmi.org.

CBT test centers are listed on the Prometric website. If you are unable to locate a Prometric CBT center within a 300 km- (186.5 mile-) radius of your home, review the PBT listing on the Prometric website to see if there is a PBT event available in your area.

Prometric, a leading global provider of comprehensive testing and assessment services, is PMI's examination administration partner.

> ***NOTE:*** As part of the credential payment process, you need to indicate whether you will be taking a computer-based or paper-based examination. If you need to take a PBT examination, include the site location, date, and group testing number on your application.

> **The PMI-RMP examination is administered in English only.**
> **Language aids are not currently available.**

Special 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 special accommodations.

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

You must submit to PMI, by fax or postal mail, supporting medical or other appropriate documentation to complete your request. Please keep a copy of all submitted forms for your records.

Refer to the How to Schedule an Examination section in this handbook for more details.

Examination Eligibility

Once payment of the credential fee has been received, and you successfully completed the application audit (if your application was selected), you are deemed eligible to take the examination. PMI will send you an email notification with:

- PMI Eligibility ID
- The start and end dates for your eligibility period and
- The examination scheduling instructions.

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

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

The examination scheduling instructions direct you to the section of the Prometric website where you can select and schedule your examination date and location. Prometric is PMI's examination administration partner.

PMI cannot guarantee seating at the testing centers and 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 instructions. This code will be required to register for the examination.

Please print and save all examination scheduling verifications and correspondence received from Prometric, for your records.

How to Schedule Your Examination Appointment

FOR PBT ADMINISTRATION

If you qualified to take a paper-based examination, you will not have to do anything to schedule a PBT appointment because you indicated this administration type as part of the application or payment process. Although **you are required to do nothing,** you will receive the examination scheduling instructions because PMI's system sends it automatically to everyone.

To confirm your PBT exam appointment, PMI will send an electronic confirmation 20 days before your scheduled appointment. This confirmation will contain site instructions including your eligibility dates, your examination date and location, your arrival times for the examination, information on your government-issued identification, and a contact person.

FOR CBT ADMINISTRATION

You cannot schedule an exam appointment until PMI receives payment of your credential fee.

Schedule your Examination Online

Schedule your appointment online at the Prometric website (www.prometric.com/PMI). You will be prompted to complete the following steps:

1. Select the country and state/province where you live
2. Select "Schedule Your Appointment" option
3. Read and Agree to the Policies and Data Privacy Notice
4. Enter your Eligibility ID and last four digits of your last name (the number ending with E located on your scheduling notification)
5. Make a selection from the Available Test Sites offerings in your area
6. Select the examination date and time
7. Click on "Complete Appointment"

Schedule your Examination by Telephone

- If you live in North America, you can use the Prometric Telephone System, an Interactive Voice Response System that enables you to use a touch-tone phone to schedule, reschedule, cancel, or confirm existing examination appointments. Test center information (phone number, address and directions) can also be obtained over the telephone or online.

  This telephone service is available Monday through Friday 8 a.m. to 8 p.m. (U.S. Eastern Time). Please call +1 800 268 2802 and follow the prompts. The hearing impaired may schedule by calling +1 800 529 3590.

- If you live outside North America and wish to schedule your examination appointment by telephone, refer to the Prometric Regional Contact Center chart for the applicable telephone number.

> ***NOTE:*** Please be advised that when scheduling by telephone, you must go to the Prometric website and follow the instructions provided to print your confirmation information.

Prometric Regional Service Centers

Region	Phone Number	Hours of Operation – Local Time
Australia, New Zealand (Auckland)*	603 7628 3333	Mon.–Fri. 8:30 a.m. – 5 p.m.
India	91 124 4517140	Mon.–Fri. 9 a.m. – 5:30 p.m.
Japan	81 3 5541 4800	Mon.–Fri. 9 a.m. – 6 p.m.
Korea	82 2 2116 8331 or 1566 0990	Mon.–Fri. 8:30 a.m. – 6 p.m.
South East Asia: Bangladesh, Hong Kong, Indonesia, Malaysia, Nepal, Pakistan, Philippines, Singapore, Taiwan, Thailand	60 3 7628 3333	Mon.–Fri. 8 a.m. – 8 p.m.
Europe: Armenia, Belgium, Bulgaria, Croatia, Finland, France, Georgia, Germany, Greece, Hungary, Ireland, Italy, Kazakhstan, Lithuania, Netherlands, Norway, Poland, Portugal, Romania, Russia, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom, Uzbekistan	31 320 239 540	Mon.–Fri. 9 a.m. – 6 p.m.
Middle East: Egypt, Israel, Jordan, Kuwait City, Lebanon, Saudi Arabia, Syria, United Arab Emirates; **North Africa**	31 320 239 530	Sun.–Thurs. 9 a.m. – 6 p.m.
Sub-sahara Africa: Botswana, Ghana, Kenya, Mauritius, Nigeria, South Africa, Tanzania, Uganda, Zimbabwe	31 320 239 593	Mon.–Fri. 9 a.m. – 6 p.m.
Latin America: Argentina, Bolivia, Brazil, Chile, Colombia, Dominican Republic, Guatemala, Mexico, Panama, Peru, Venezuela; Caribbean	443 751 4995	Mon.–Fri. 9 a.m. – 5 p.m. EST

*Candidates who live in Christchurch or Wellington, New Zealand need to contact pbtexams@pmi.org to schedule an exam appointment.

When calling Prometric's Customer Care Center, the Customer Service Representative will ask for:

1. Testing program: (Project Management Institute)
2. Name of examination: (CAPM, PMI-ACP, PMI-RMP, PMI-SP, PMP, or PgMP)
3. PMI Eligibility ID (e.g., 1234567E1)

> ***NOTE:*** Please maintain a copy of the CBT examination 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.

How to Schedule an Examination with Special Accommodations

If you have applied for and been granted special accommodations for the examination administration from PMI, please follow these steps:

- Candidates in North America must call Prometric Special Conditions Department at +1 800 967 1139
- Candidates who live outside North America must contact Prometric's Regional Service Center in your region. Please see the phone list above.

When scheduling your examination with special accommodations, be prepared to provide the following:

1. Testing program: (Project Management Institute)
2. Name of examination: (CAPM, PMI-ACP, PMI-RMP, PMI-SP, PMP, or PgMP)
3. PMI eligibility ID (e.g., 1234567E1)

> **NOTE:** If you neglect to apply for special accommodations at the time you complete the application and wish to do so as you schedule your exam, you must first contact certexamdelivery@pmi.org. **You cannot schedule the exam with special accommodations without first applying for the accommodations and getting them approved.**

Rescheduling/Cancellation Policy for CBT Exams

You can reschedule or cancel your computer-based exam at any time, as long as you do so more than two full calendar days before your scheduled exam appointment. However, because of limited seating capacity at Prometric 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.

Effective 1 April 2012, you will be charged a fee of US$70 if you reschedule or cancel your exam within 30 days of the appointment.

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 Prometric 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 Prometric's website to reschedule or cancel your exam within the 30-day timeframe. The $70 charge will appear on your credit card as a charge from Prometric.

The 30-day timeframe does not include the day of the exam appointment. For example, if you scheduled your exam for 5 May 2012, 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 within 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.

Read the FAQs document for more details on this new rule.

Within 2 Days of Your Appointment

You need to reschedule or cancel your appointment **before** you are within two calendar days of your exam appointment. If you wait until you are within two days of your exam appointment, you will be able to cancel your appointment and you will forfeit the entire exam fee. 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 2012	4 April 2012 (or before)	No Fee
5 May 2012	5 April 2012 (up until 2 May)	US$70
2-Day Policy		
5 May 2012	2 May 2012	US$70
5 May 2012	3 May 2012 (you are unable to reschedule, but can cancel the appointment)	Forfeit the entire exam fee

How to Reschedule or Cancel Your CBT Appointment

To reschedule or cancel your CBT exam appointment, go to the Prometric website and follow the prompts. Emails to Prometric or PMI are not acceptable forms of communication to reschedule or cancel your exam appointment.

If you have Internet connectivity problems, you can call Prometric directly to reschedule or cancel your appointment. Call Prometric using the same number you called when scheduling your exam and not the local test site where you are scheduled to take the examination. Contact telephone numbers for Prometric are located on your Examination Scheduling Instructions and in this handbook.

Exam Rescheduling/Cancellation Policy for PBT Exams

To reschedule or cancel a paper-based testing (PBT) exam appointment, you must email pbtexams@pmi.org at PMI no later than 35 calendar days before the scheduled examination administration date. Include your name, your PMI identification number, group ID number, (both found on your confirmation email) and the location of the PBT event in your email. The group ID number is available on the Prometric website or from the PBT sponsor.

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 immediate family,
- illness in immediate family, or
- 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 Prometric website 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.** 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 Prometric 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.

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 credential, up to and including revocation of your credential or permanent suspension from any PMI credential examinations.

Examination Site Requirements & Instructions

In order to be admitted into the Prometric 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)

Your government-issued identification must match your name exactly as it appears on the scheduling instructions. You will not be permitted to test if the name on your government-issued identification does not exactly match the name on your scheduling instructions. Neither PMI nor Prometric will make any exceptions to this policy.

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.

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

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 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:

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

Exam Policies & Procedures

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 Prometric on the day of the exam:**

- Calculators are built into the CBT exam and will be provided to those candidates taking a PBT exam
- Scrap paper and pencils
- Erasable note boards and markers

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 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
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
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. 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.

Examination Report

Upon completion of the computer-based examination, you will receive a printed copy of your 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.

Understanding Your Exam Report

Your test results are reported in two ways:

1. A pass/fail result score is generated based on your overall performance on the examination.
2. The second level of results is the assignment of one of three proficiency levels to each chapter.
   - Each topic domain is assigned one of three levels of proficiency—Proficient, Moderately Proficient and Below Proficient—based on the number of questions answered correctly within the domain.
   - This provides direction about your strengths and weaknesses.

PMI defines the levels of "proficiency" as follows:

Proficient – indicates performance is above the average level of knowledge in this domain.
Moderately Proficient – indicates performance that is at the average level of knowledge in this domain.
Below Proficient – indicates performance is below the average level of knowledge in this domain.

For candidates who pass the examination, the performance information will help identify specific chapters to focus on for continuing education purposes. For candidates who fail the examination, the performance information will identify specific chapters where improvement or further study may be required in order to successfully complete the examination in the future.

Candidates who take a computer-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 10 business days after your examination date.

Candidates who take a paper-based examination will NOT receive the exam report the day of the exam. You will be able to access your exam report on the online certification system approximately six to eight weeks after your examination date.

HAND SCORING for the paper-based test is available up to six months after the administration. The fee for hand scoring is US$45. For more information or to request hand scoring please contact customercare@pmi.org. PMI does not offer hand scoring for computer-based tests.

> ***NOTE:*** If you do not pass the credential examination on your first attempt, you have two more opportunities to retest within your one-year eligibility period. Refer to the Reexamination section in this handbook for more details.

Establishing the Passing Score

The passing score for all PMI exam is determined by sound psychometric analysis. PMI uses subject matter experts from across the globe to help establish a point at which each candidate should pass the examination(s) and the examination point of difficulty. Data that show how candidates actually performed are cross referenced with the subject matter experts to ensure that the point of difficulty on each examination is healthy.

> ***NOTE:*** You will not see your certification status on the online Certification Registry until PMI receives your examination results from Prometric.

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 CBT	member	$335	€280
Reexamination CBT	nonmember	$435	€365
Reexamination PBT	member	$270	€225
Reexamination PBT	nonmember	$370	€310

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

Reexamination fees apply to the second and third attempts to pass the examination during each eligibility period. If your eligibility period expires without you having passed the examination, you must reapply for the credential.

PMI Appeals Procedure

All challenges to PMI's Certification Program are governed by the comprehensive and exclusive rules of the PMI Certification Governance Council's (CGC) Certification Appeal Procedures. PMI's Office of Certification Appeals makes the final decision on all appeals.

The appeals process is the only method to review all decisions made by the PMI Certification Department regarding applications, eligibility, examinations, and other application/testing-related certification issues and/or challenges.

Disciplinary decisions made by the Office of Certification Appeals regarding individuals who hold a PMI credential are governed by and reviewed under a separate procedure, detailed in a separate PMI policy document, PMI Certification Disciplinary Case Procedures.

Candidates for the credential, or individuals who currently hold the credential, may submit a written request to the Office of Certification Appeals for review of an adverse credential program action, decision, or determination. Requests can be sent by postal mail to PMI, or by email to certappeals@pmi.org.

This policy may be distributed to all credential holders who may be interested in submitting an appeal to PMI's Office of Certification Appeals.

Use of Your PMI-RMP Credential

Once you pass the examination, you are granted the PMI-RMP credential. You may refer to yourself as a PMI-RMP credential holder as long as you have an active certification status. You are authorized to use the PMI-RMP designation in block letters after your name on business cards, personal letterhead, resumes, 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 PMI-RMP designation in the manner stated above and that you will not use the PMI-RMP designation in company names, domain names, product names, or any other unauthorized manner.

Certificate Package

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

- Congratulatory letter
- Information on how to maintain and renew your credential
- Credential certificate

Both of these documents list your:

- Credential number—a unique identification number used by PMI to maintain your individual certification records
- Your credential 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 credential.

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

Online Certification Registry

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

Credential 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 credentialed. You can opt out of inclusion in the registry or update your demographic information by visiting PMI.org.

Continuing Certification Requirements (CCR) Program

About the CCR Program

Once you have attained the PMI-RMP credential, you must participate in the Continuing Certification Requirements (CCR) program to maintain an active certification status. The PMI-RMP certification cycle lasts three years. During the cycle, you must attain no less than 30 professional development units (PDUs) toward credential maintenance. **Once you successfully complete a single cycle, a new three-year cycle begins.**

The CCR program supports the ongoing educational and professional development of PMI's credential holders. The purpose of the CCR program is to:

- Enhance the ongoing professional development of credential holders
- Encourage and recognize individualized learning opportunities
- Offer a standardized and objective mechanism for attaining and recording professional development activities
- Sustain the global recognition and value of PMI credentials.

CCR/Credential Maintenance Overview

In order to satisfy the CCR program and maintain an active certification status, you must:

1. Determine certification/CCR cycle
2. Attain no less than 30 PDUs during each certification/CCR cycle
3. Report PDUs with the online CCR System
4. Complete the online Application for Renewal process, which includes:
   - Reaffirm PMI Code of Ethics and Professional Conduct
   - Reaffirm PMI Certification Application/Renewal Agreement
   - Submit the credential renewal fee—US$60 for PMI members; US$150 for nonmembers
5. Receive new certificate with updated certification/CCR cycle dates

Work Online

Use the online certification system to:

- View your listing on the Certification Registry
- Update your contact information
- Determine your Certification/CCR cycle dates on your certification record

Use the online CCR System to:

- Search activities (courses/events) that award professional development units (PDUs)
- Report PDUs as you earn them
- Check your PDU transcript
- Submit the application and payment for credential renewal (done through the online certification system on which you also applied for the credential)

How to Determine Your Certification/CCR Cycle

Your active certification/CCR cycle begins the day you pass your credential examination and ends three full years later. **Once you renew your credential, a new, three-year cycle begins.**

The following table provides a sample of how to determine your active certification/CCR cycle. You also can check this information on your credential certificate or on the online certification system.

	PMI-RMP
Certification/CCR cycle begins	The day you pass the exam
Certification/CCR ends	On the third anniversary of passing the exam
Calculations:	
If you pass the exam on…	15 September 2010
Your certification/CCR cycle starts…	15 September 2010
Your certification/CCR cycle ends…	15 September 2013
Therefore, you need to renew your credential by…	14 September 2013
Your next cycle starts…	15 September 2013
Your next cycle ends…	14 September 2016
Suspension status begins	On the third anniversary of: passing your exam or the start date of your last certification cycle if you do not comply with the CCR program
Your credential EXPIRES	One year after the suspension period begins

Continuing Certification Requirements (CCR) Program

Certification Status

Active Status

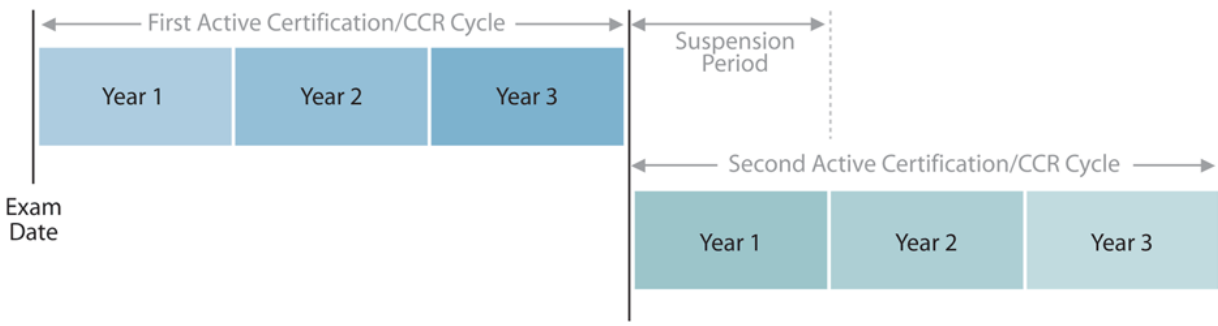
Once you earn the credential, you are considered to be in active status. When you earn and record your PDUs and renew your credential before the certification/CCR cycle end date, you remain a credential holder in good standing and considered to be in active status.

Credential holders in active status will be listed in the online Certification Registry, which allows verification of your credentialed status. The online Certification Registry automatically lists names of PMI's credential holders. You 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 credentialed.

Suspended Status

If you do not satisfy the CCR program within your active certification dates, you will be placed on suspended status. The suspension period lasts one year (12 months). If you are in suspended status, you may not refer to yourself as a credential holder or use the credential designation until you earn the necessary PDUs or complete the renewal process within the one-year suspension period.

The date of your next CCR cycle will not change after you are reinstated to active status from suspended status. (The suspension period overlaps the time frame of your next cycle—see chart below).



Expired Status

If you do not earn the necessary PDUs or do not complete the renewal process within the suspension period, you will lose your credential. If you let your credential expire, you may not refer to yourself as a credential holder or use the credential designation. To attain the credential again, you will be required to reapply for the credential by submitting the initial application again, submit the associated fees and retake the examination.

Retired Status

If you are a credential holder in good standing, who wishes to voluntarily relinquish your active status due to retirement, you are eligible to apply for retired status. To qualify, you must no longer earn primary remuneration for practicing project management and must have been a credential holder in good standing for at least 10 consecutive years.

Once you are in retired status, you do not need to earn or report PDUs.

To apply for retired status, submit an email request to certccr@pmi.org or fax (1 484 631 1332). PMI will send you guidelines about retired status and a form to complete. There is also a US$100 processing fee.

If you get back into the practice of project management, you can apply for active status again by contacting PMI's Customer Care by email. Once you have active status again, you will be required to earn and report PDUs.

Professional Development Units (PDUs)

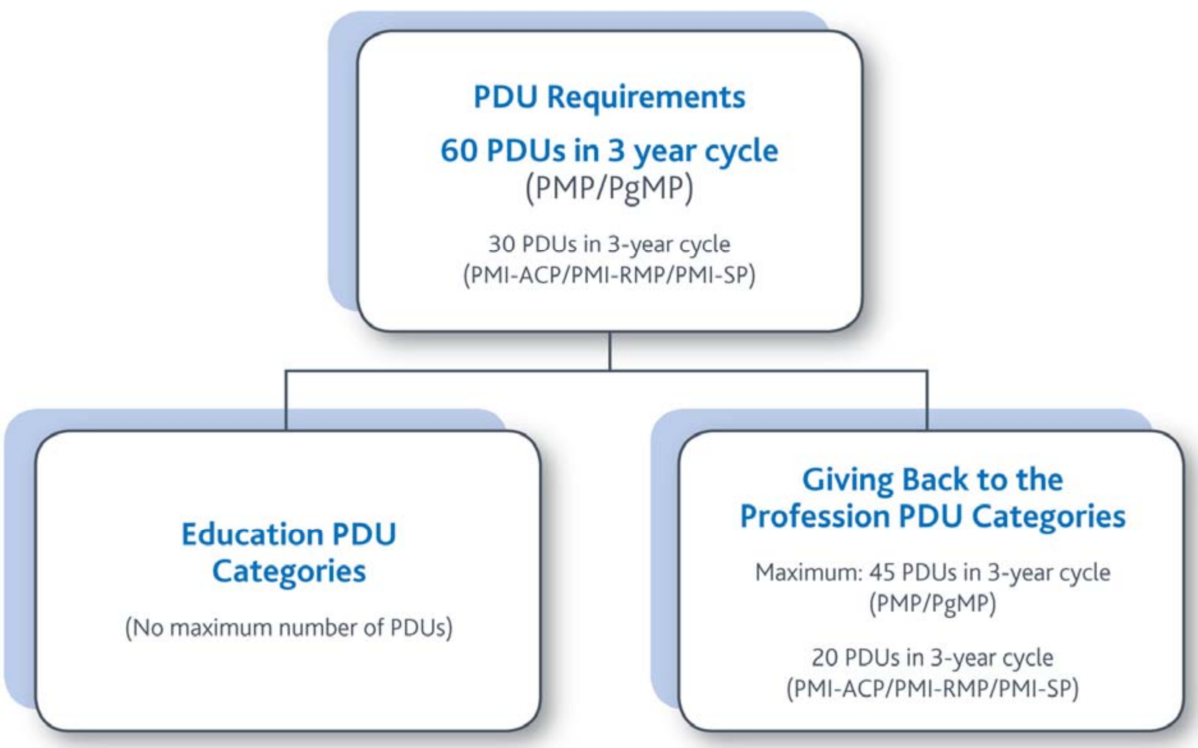
The professional development units (PDUs) are the measuring unit used to quantify approved learning and professional service activities.

PDU activities for PMI-RMP credential holders must be related to project management topics that are substantially consistent with the Knowledge Areas and Process Groups outlined in the current edition of *A Guide to the Project Management Body of Knowledge* (*PMBOK® Guide*) and involve appropriate expert resources.

Each professional development activity yields **one PDU for one hour spent engaged in the activity**. Some limitations apply and can be found in the next section that discusses PDU categories and associated policies. PDU categories fall into two divisions—Education and Giving Back to the Profession—as illustrated here.

Education	Giving Back to the Profession
Courses offered by PMI's R.E.P.s, chapters or communities	Creating New Project Risk Management Knowledge
Continuing Education	Volunteer Service
Self-Directed Learning	Work as a Professional in Project Risk Management

In other words, PDU requirements to maintain the PMI-RMP credential are as follows:



Continuing Certification Requirements (CCR) Program

NOTE: If you attend courses that calculate by Continuing Education Units (CEUs), please be aware that for conversion purposes, one CEU equals 10 PDUs.

Fractions of PDUs also may be reported in quarterly increments. This means that if you spent 15 minutes participating in a qualifying PDU activity, you can report 0.25 PDU. If you spend 30 minutes in a qualifying PDU activity, you can report 0.50 PDU.

Each credential requires a certain number of PDUs per credential/CCR cycle.

Credential	Number of PDUs
PMI-RMP	**30 PDUs in specialized area of project risk management**
PMI-ACP	30 PDUs in specialized area of agile project management
PMI-SP	30 PDUs in specialized area of project scheduling
PMP	60
PgMP	60
CAPM	No PDUs. Re-exam at end of cycle

Why You Should Keep PDU Documentation

You should maintain a personal CCR folder in a safe and easily accessible place to file documentation that supports your reported PDU activities. For each claim, you should keep a copy of the submission and the supporting documentation required (refer to the professional development units section in this handbook for more details).

A percentage of credential holders will be randomly selected for PMI's audit process. During an audit, these credential holders will be asked to submit supporting material to verify any PDUs submitted. Therefore, documentation for all PDU claims should be maintained for at least 18 months after the CCR cycle has ended.

Continuing Certification Requirements (CCR) Program

PDU Categories

The CCR program organizes PDUs into the following categories with the associated policies noted.

EDUCATION CATEGORIES

CATEGORY A: Courses offered by PMI's R.E.P.s, chapters and communities

Earn PDUs by attending educational courses offered by PMI's Registered Education Providers (R.E.P.s). These providers adhere to quality criteria established by PMI and are solely authorized to issue PDU certificates to attendees. R.E.P.s can be identified by their logo:

Examples of R.E.P.s include schools, consultants, corporate training departments, professional associations, government agencies and PMI chapters. View the searchable database of R.E.P.s and the courses they offer using the online CCR system.

You can also earn PDUs by attending events (seminars, conferences, etc.) offered by PMI, PMI chapters and communities of practice. These event listings can be found on PMI's events calendar or on the websites of your specific chapter or the community of practice to which you belong.

You can also earn PDUs by taking a PMI® Publication Quiz (reading an article and correctly answering at least 80 percent of the questions).

PDU Rule

1 hour of instruction related to project risk management equals 1 PDU. You can report PDUs in 0.25, 0.50 and 0.75 increments.

Documentation required upon audit request:

Registration form, certificate or letter of attendance

CATEGORY B: Continuing Education

Earn PDUs:

- By completing an academic course being offered by a university or college
  OR
- By attending relevant educational courses, conferences, seminars or symposiums offered by training organizations NOT registered with PMI. This may include training (or a webinar) offered by your employer, another professional or membership association, or a non-R.E.P. training organization. Similar events offered by PMI or PMI chapters and communities may be submitted under the Category A option.

When only a portion of a course relates to project risk management, calculate PDUs by the percentage of the overall curriculum focused on the topic.

Report each course separately. Entire degree programs will not be recognized for PDU credits, only individual courses.

PDU Rule

1 hour of instruction related to project risk management equals 1 PDU. You can report PDUs in 0.25, 0.50 and 0.75 increments.

Documentation required upon audit request:

For an academic course, please provide the transcript or grade report indicating a passing mark.

For a non-R.E.P. or community course, please provide the registration form, certificate or letter of attendance, and a brochure or course materials (syllabus) outlining the subject matter covered and the qualifications of the instructor/lecturer.

CATEGORY C: Self-Directed Learning

Earn PDUs for self-directed learning activities which are individualized learning events involving personally conducted research or study.

Learning may include informal activities such as:

- reading articles, books, or instructional manuals;
- watching videos, using interactive CD-ROMs, podcasts, or other source material;
- having formal discussions with colleagues, coworkers, clients, or consultants;
- being coached or mentored by a colleague, coworker or consultant (If you served as a coach or mentor to someone else, report that activity under the Volunteer Category)

Qualifying activities must be relevant to project risk management, meet a specified purpose, and use knowledgeable resources.

PDU Rule

1 PDU is awarded for every 1 hour spent in a self-directed learning activity listed in this category.

PDU restrictions: PMI-RMP credential holders cannot earn more than 15 PDUs in this category per 3-year certification cycle

Documentation required upon audit request:

Evidence supporting your reported learning project, including notes from and dates of discussion or reading.

GIVING BACK TO THE PROFESSION CATEGORIES

PMI-RMP credential holders may not earn more than a total of 20 PDUs in the three "Giving Back to the Profession" categories per 3-year certification cycle.

CATEGORY D: Creating New Project Risk Management Knowledge

Earn PDUs for creating new knowledge for project risk management.
Qualifying activities include:

- Authoring (co-authoring) a project risk management textbook
- Authoring (co-authoring) a peer-reviewed article
- Authoring (co-authoring) a non-peer-reviewed article
- Authoring (co-authoring) an article for PMI's Knowledge Shelf
- Authoring an article for relevant electronic newsletters
- Authoring of article on an official organization, professional, or company blog
- Presenting in a webinar
- Presenting in a podcast
- Creating a course or developing course content for project risk management-related courses
- Serving as a speaker or instructor for project risk management-related courses and presentations
- Serving as a moderator of a relevant discussion
- Serving as a subject matter expert for a panel discussion

Both the time required to prepare or create this knowledge and the time to present it can be claimed for PDUs. For example, when serving as a speaker, if you spent 7.5 hours to create your presentation and 1 hour to deliver it, this would count for 8.5 PDUs.

PDU Rule

1 PDU is awarded per 1 hour of activity in this category.

The PDUs claimed in this category count against the maximum of 20 PDUs allowed for PMI-RMP credential holders in the "Giving Back to the Profession" categories (Categories D, E and F).

Documentation required upon audit request:

Copies of publications, sample educational materials or course agendas.

CATEGORY E: Volunteer Service

Earn PDUs by providing volunteer, non-compensated project risk management services to non-employer or non-client customer groups.

Examples of qualifying activities include:

1. Serve as an elected volunteer officer for a project management organization (including PMI chapters and communities of practice). This work must be done for legally recognized non-profit, not-for-profit, or charitable groups and organizations.
2. Serve as a volunteer/appointed committee member for a project management organization (including PMI chapters and communities of practice). This work must be done for legally recognized non-profit, not-for-profit, or charitable groups and organizations.
3. Providing project risk management-related volunteer services to PMI or another professional project management association. This work must be done for legally recognized non-profit, not-for-profit, or charitable groups and organizations. Examples may include:

- Volunteering at a PMI global congress,
- Serving on a PMI Members Advisory Board,
- Working on PMI standards,
- Participating in activities for PMI's Certification Department, or
- Participating in PMI research activities.

  Specific PDU amounts are awarded for these activities based on your level of participation

  View volunteer opportunities online to see how you can earn PDUs in this category.

4. Provide volunteer project risk management-related services to:
   - a community or charitable group,

     This work must meet the definition of a project as outlined in *A Guide to the Project Management Body of Knowledge* (*PMBOK® Guide)*.
5. Provide mentoring and coaching to a colleague, coworker or consultant
   - Mentoring sessions must be relevant to project management, meet a specified purpose, and use knowledgeable resources. (If you were coached or mentored by someone else, report that activity under the Self Directed Learning Category)

PDU Rule

1 PDU is awarded for 1 hour of volunteer (non-compensated) service.

The PDUs claimed in this category count against the maximum of 20 PDUs allowed for PMI-RMP credential holders in the "Giving Back to the Profession" categories (Categories D, E and F).

Documentation required upon audit request:

For volunteer services: letter or certificate from the organization served acknowledging you for leading project tasks or participating as part of a project team.

For coaching or mentoring services: evidence supporting your coaching or mentoring arrangement, including notes from and dates of discussions, or readings.

CATEGORY F: Working as a Professional in Project Risk Management

Earn PDUs for working as a project risk manager.

PDU Rule

For working as a project risk manager for a minimum of 6 months within the 12 month period, you can earn a total of:

- 7.5 PDUs per cycle for PMI-RMP credential holders

You may claim:

- 2.5 PDUs per 12-month period for PMI-RMP credential holders

The PDUs claimed in this category count against the maximum of 20 PDUs allowed for PMI-RMP credential holders in the "Giving Back to the Profession" categories (Categories D, E and F).

Documentation required upon audit request:

Proof of employment (job description)

Map PDU Categories from Old to New

In 2011, PMI transitioned to a new PDU Category structure. For those familiar with the old structure, this table outlines how those old categories fit into the new categories.

OLD CATEGORY		NEW CATEGORY
Category 1: Formal Academic Education	→	Category B: Continuing Education
Category 2A: Author/coauthor of article in refereed journal	→	Category D: Creating New Project Management Knowledge (includes old categories 2A-2G and new areas for practitioners to submit creation of webinars, podcasts, and other new media forms)
Category 2B: Author/coauthor of article in non-refereed journal		
Category 2C: Speaker/teacher at conference, symposium, workshop or formal course.		
Category 2D: Speaker on a project management topic at PMI component meeting		
Category 2E: Member or moderator of a project management panel discussion		
Category 2F: Author/coauthor of textbook		
Category 2G: Developer of courseware		
Category 2H: Practitioner of project management services	→	Category F: Working as a Professional in Project Management
Category 2SDL: Self-Directed Learning	→	Category C: Self-Directed Learning
Category 3: R.E.P./PMI Component Courses	→	Category A: Courses offered by PMI's R.E.P.s, chapters, or communities
Category 4: Courses offered by Other Education Providers	→	Category B: Continuing Education
Category 5A: Volunteer Service—Elected Volunteer Officer	→	Category E: Volunteer Service (includes old categories of 5A, 5B, 5C, plus volunteering directly for PMI)
Category 5B: Volunteer/Appointed Committee Member		
Category 5C: Volunteer project management-related services		

Limits on PDU Categories

Once the maximum number of PDUs in the new PDU categories has been met, additional claims in the respective category will not be approved.

PDU activities completed prior to obtaining the PMI-RMP credential are not accepted toward the renewal requirements. Further, you cannot claim participation in the same course or activity more than once.

> ***NOTE:*** If your CCR cycle has been extended by suspension, all PDU maximum limits still apply. No new maximum limits will be set. Therefore, if you already were approved for 15 PDUs for working as a project manager, you cannot claim any more PDUs for this activity during the suspension period.

How to Transfer PDUs to the Next CCR Cycle

If you earn more than the required PDUs in your CCR cycle, you may apply the following amounts of PDUs to your next certification/CCR cycle.

Credential	No. of PDUs allowed to be transferred to the next cycle
PMI-RMP	**10 PDUs**
PMI-SP	10 PDUs
PMI-ACP	10 PDUs
PgMP	20 PDUs
PMP	20 PDUs

Only PDUs earned in the final year (12 months) of your certification cycle can be transferred.

How to Record Your PDU Activities

You are responsible for recording your PDU activities as they occur. The most efficient way to record PDUs is by using the online CCR System.

The online CCR System also allows you to search for activities that award PDUs and to view your transcripts to confirm that PDUs have been posted.

Although PMI encourages you to record PDUs using the online system, you may download, complete and send electronic or paper copies of the PDU Activity Reporting Form found online. This should be done upon completion of each activity. You only need to send the PDU Activity Reporting Form. You do not need to send supporting documentation for activities reported at this point, but you should retain such documentation in the event you are audited.

Action	Resource
Email the PDU Activity Reporting Form to:	certccr@pmi.org
Mail the completed PDU Activity Reporting Forms to:	Project Management Institute Attn: CCR Records Office 14 Campus Blvd Newtown Square, PA 19073-3299 USA
Fax the Activity Reporting Form to PMI, CCR Records Office	+1 484 631 1332

PDU Submission Deadline

You must record your PDUs and complete the renewal process before your CCR cycle ends in order to avoid suspension of your credential (refer to the Suspended Status section in this handbook for more details).

If you do not earn and record the required PDUs within your CCR cycle, your credential will be suspended. The one-year suspension period can be used to earn and record the required PDUs.

In addition, you can record PDUs up to 12 months after the expiration date of the CCR cycle in which the activities were completed.

How to Maintain Multiple Credentials

No one PMI credential serves as a prerequisite for another. You can earn multiple credentials or *all* of PMI's credentials if you meet the eligibility requirements. If you hold a credential and want to earn another, PMI makes it easy for you to earn PDUs toward maintaining your credentials simultaneously.

Apply PDUs to Multiple Credentials

If you hold the PMP or PgMP and apply for the PMI-RMP credential, you can apply the PDUs you earn for the PMI-RMP credential to the maintenance of your PMP or PgMP credential.

Therefore, to maintain the PMP and the PMI-RMP, for instance, you only have to earn and report 60 PDUs (not 90 PDUs). The PDUs claimed for project risk management-specific activities will not only count for the PMI-RMP credential, but also count toward your PMP credential. The same applies if you hold the PMI-RMP and PgMP credentials.

However, be mindful that since PDUs for the PMI-RMP need to be in the specialized area of project risk management, those PDUs cannot be claimed toward the PMI-SP or PMI-ACP.

Application, Fees & Audit Process for Credential Renewal

After the CCR Records Office confirms that you have met the PDU requirements, you will receive electronic notification to apply for credential renewal. Once you receive the notification, you can complete the Application for Certification Renewal and submit payment of the renewal fee on the online certification system.

The renewal fee for PMI members is US$60 and US$150 for nonmembers.

PMI's **membership renewal fee** is different and separate than the **credential renewal fee.**

You must complete the application and submit payment no later than 90 days after your credential end date.

Alternatively, you may submit the Application for Certification Renewal and payment by postal mail to PMI.

> ***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.

After processing the completed application and the renewal payment, PMI will send you an updated certificate with the new active certification/CCR cycle dates. Please allow six to eight weeks for postal delivery of your certification.

You may cancel your credential at any time. To do so, contact Customer Care in writing. PMI will refund one-third of the renewal fee for each full year of the renewed certification/CCR cycle that you have not used following the date of the written cancellation request.

PMI Audit Process

As the recipient of a PMI credential, you have agreed to comply with its terms of use, including adherence to the terms of the audit process. The terms of the audit process provide that all credential holders are subject to an audit. In the event of an audit, you will be permitted to renew your credential only after you successfully complete the audit and meet all the terms of the audit.

PMI Code of Ethics & Professional Conduct

CHAPTER 1. VISION AND APPLICABILITY

1.1 Vision and Purpose

As practitioners of project management, we are committed to doing what is right and honorable. We set high standards for ourselves and we aspire to meet these standards in all aspects of our lives—at work, at home, and in service to our profession.

This Code of Ethics and Professional Conduct describes the expectations that we have of ourselves and our fellow practitioners in the global project management community. It articulates the ideals to which we aspire as well as the behaviors that are mandatory in our professional and volunteer roles.

The purpose of this Code is to instill confidence in the project management profession and to help an individual become a better practitioner. We do this by establishing a profession-wide understanding of appropriate behavior. We believe that the credibility and reputation of the project management profession is shaped by the collective conduct of individual practitioners.

We believe that we can advance our profession, both individually and collectively, by embracing this Code of Ethics and Professional Conduct. We also believe that this Code will assist us in making wise decisions, particularly when faced with difficult situations where we may be asked to compromise our integrity or our values.

Our hope that this Code of Ethics and Professional Conduct will serve as a catalyst for others to study, deliberate, and write about ethics and values. Further, we hope that this Code will ultimately be used to build upon and evolve our profession.

1.2 Persons to Whom the Code Applies

The Code of Ethics and Professional Conduct applies to:

1.2.1 All PMI members

1.2.2 Individuals who are not members of PMI but meet one or more of the following criteria:

.1 Non-members who hold a PMI certification

.2 Non-members who apply to commence a PMI certification process

.3 Non-members who serve PMI in a volunteer capacity.

Comment: *Those holding a Project Management Institute (PMI®) credential (whether members or not) were previously held accountable to the Project Management Professional (PMP®) or Certified Associate in Project Management (CAPM®) Code of Professional Conduct and continue to be held accountable to the PMI Code of Ethics and Professional Conduct. In the past, PMI also had separate ethics standards for members and for credentialed individuals. Stakeholders who contributed input to develop this Code concluded that having multiple codes was undesirable and that everyone should be held to one high standard. Therefore, this Code is applicable to both PMI members and individuals who have applied for or received a credential from PMI, regardless of their membership in PMI.*

1.3 Structure of the Code

The Code of Ethics and Professional Conduct is divided into sections that contain standards of conduct which are aligned with the four values that were identified as most important to the project management community. Some sections of this Code include comments. Comments are not mandatory parts of the Code, but provide examples and other clarification. Finally, a glossary can be found at the end of the standard. The glossary defines words and phrases used in the Code. For convenience, those terms defined in the glossary are underlined in the text of the Code.

1.4 Values that Support this Code

Practitioners from the global project management community were asked to identify the values that formed the basis of their decision making and guided their actions. The values that the global project management community defined as most important were: responsibility, respect, fairness, and honesty. This Code affirms these four values as its foundation.

1.5 Aspirational and Mandatory Conduct

Each section of the Code of Ethics and Professional Conduct includes both aspirational standards and mandatory standards. The aspirational standards describe the conduct that we strive to uphold as practitioners. Although adherence to the aspirational standards is not easily measured, conducting ourselves in accordance with these is an expectation that we have of ourselves as professionals—it is not optional.

The mandatory standards establish firm requirements, and in some cases, limit or prohibit practitioner behavior. Practitioners who do not conduct themselves in accordance with these standards will be subject to disciplinary procedures before PMI's Ethics Review Committee.

Comment: *The conduct covered under the aspirational standards and conduct covered under the mandatory standards are not mutually exclusive; that is, one specific act or omission could violate both aspirational and mandatory standards.*

CHAPTER 2. RESPONSIBILITY

2.1 Description of Responsibility

Responsibility is our duty to take ownership for the decisions we make or fail to make, the actions we take or fail to take, and the consequences that result.

2.2 Responsibility: Aspirational Standards

As practitioners in the global project management community:

2.2.1 We make decisions and take actions based on the best interests of society, public safety, and the environment.

2.2.2 We accept only those assignments that are consistent with our background, experience, skills, and qualifications.

Comment: *Where developmental or stretch assignments are being considered, we ensure that key stakeholders receive timely and complete information regarding the gaps in our qualifications so that they may make informed decisions regarding our suitability for a particular assignment.*

In the case of a contracting arrangement, we only bid on work that our organization is qualified to perform and we assign only qualified individuals to perform the work.

2.2.3 We fulfill the commitments that we undertake – we do what we say we will do.

2.2.4 When we make errors or omissions, we take ownership and make corrections promptly. When we discover errors or omissions caused by others, we communicate them to the appropriate body as soon they are discovered. We accept accountability for any issues resulting from our errors or omissions and any resulting consequences.

2.2.5 We protect proprietary or confidential information that has been entrusted to us.

2.2.6 We uphold this Code and hold each other accountable to it.

2.3 Responsibility: Mandatory Standards

As practitioners in the global project management community, we require the following of ourselves and our fellow practitioners:

Regulations and Legal Requirements

2.3.1 We inform ourselves and uphold the policies, rules, regulations and laws that govern our work, professional, and volunteer activities.

2.3.2 We report unethical or illegal conduct to appropriate management and, if necessary, to those affected by the conduct.

Comment: *These provisions have several implications. Specifically, we do not engage in any illegal behavior, including but not limited to: theft, fraud, corruption, embezzlement, or bribery. Further, we do not take or abuse the property of others, including intellectual property, nor do we engage in slander or libel. In focus groups conducted with practitioners around the globe, these types of illegal behaviors were mentioned as being problematic.*

As practitioners and representatives of our profession, we do not condone or assist others in engaging in illegal behavior. We report any illegal or unethical conduct. Reporting is not easy and we recognize that it may have negative consequences. Since recent corporate scandals, many organizations have adopted policies to protect employees who reveal the truth about illegal or unethical activities. Some governments have also adopted legislation to protect employees who come forward with the truth.

Ethics Complaints

2.3.3 We bring violations of this Code to the attention of the appropriate body for resolution.

2.3.4 We only file ethics complaints when they are substantiated by facts.

Comment: *These provisions have several implications. We cooperate with PMI concerning ethics violations and the collection of related information whether we are a complainant or a respondent. We also abstain from accusing others of ethical misconduct when we do not have all the facts. Further, we pursue disciplinary action against individuals who knowingly make false allegations against others.*

2.3.5 We pursue disciplinary action against an individual who retaliates against a person raising ethics concerns.

CHAPTER 3. RESPECT

3.1 Description of Respect

Respect is our duty to show a high regard for ourselves, others, and the resources entrusted to us. Resources entrusted to us may include people, money, reputation, the safety of others, and natural or environmental resources.

An environment of respect engenders trust, confidence, and performance excellence by fostering mutual cooperation — an environment where diverse perspectives and views are encouraged and valued.

3.2 Respect: Aspirational Standards

As practitioners in the global project management community:

3.2.1 We inform ourselves about the norms and customs of others and avoid engaging in behaviors they might consider disrespectful.

3.2.2 We listen to others' points of view, seeking to understand them.

3.2.3 We approach directly those persons with whom we have a conflict or disagreement.

3.2.4 We conduct ourselves in a professional manner, even when it is not reciprocated.

Comment: *An implication of these provisions is that we avoid engaging in gossip and avoid making negative remarks to undermine another person's reputation. We also have a duty under this Code to confront others who engage in these types of behaviors.*

3.3 Respect: Mandatory Standards

As practitioners in the global project management community, we require the following of ourselves and our fellow practitioners:

3.3.1 We negotiate in good faith.

3.3.2 We do not exercise the power of our expertise or position to influence the decisions or actions of others in order to benefit personally at their expense.

3.3.3 We do not act in an abusive manner toward others.

3.3.4 We respect the property rights of others.

CHAPTER 4. FAIRNESS

4.1 Description of Fairness

Fairness is our duty to make decisions and act impartially and objectively. Our conduct must be free from competing self interest, prejudice, and favoritism.

4.2 Fairness: Aspirational Standards

As practitioners in the global project management community:

4.2.1 We demonstrate transparency in our decision-making process.

4.2.2 We constantly reexamine our impartiality and objectivity, taking corrective action as appropriate.

Comment: *Research with practitioners indicated that the subject of conflicts of interest is one of the most challenging faced by our profession. One of the biggest problems practitioners report is not recognizing when we have conflicted loyalties and recognizing when we are inadvertently placing ourselves or others in a conflict-of-interest situation. We as practitioners must proactively search for potential conflicts and help each other by highlighting each other's potential conflicts of interest and insisting that they be resolved.*

4.2.3 We provide equal access to information to those who are authorized to have that information.

4.2.4 We make opportunities equally available to qualified candidates.

Comment: *An implication of these provisions is, in the case of a contracting arrangement, we provide equal access to information during the bidding process.*

4.3 Fairness: Mandatory Standards

As practitioners in the global project management community, we require the following of ourselves and our fellow practitioners:

Conflict of Interest Situations

4.3.1 We proactively and fully disclose any real or potential conflicts of interest to the appropriate stakeholders.

4.3.2 When we realize that we have a real or potential conflict of interest, we refrain from engaging in the decision-making process or otherwise attempting to influence outcomes, unless or until: we have made full disclosure to the affected stakeholders; we have an approved mitigation plan; and we have obtained the consent of the stakeholders to proceed.

Comment: *A conflict of interest occurs when we are in a position to influence decisions or other outcomes on behalf of one party when such decisions or outcomes could affect one or more other parties with which we have competing loyalties. For example, when we are acting as an employee, we have a duty of loyalty to our employer. When we are acting as a PMI volunteer, we have a duty of loyalty to the Project Management Institute. We must recognize these divergent interests and refrain from influencing decisions when we have a conflict of interest.*

Further, even if we believe that we can set aside our divided loyalties and make decisions impartially, we treat the appearance of a conflict of interest as a conflict of interest and follow the provisions described in the Code.

Favoritism and Discrimination

4.3.3 We do not hire or fire, reward or punish, or award or deny contracts based on personal considerations, including but not limited to, favoritism, nepotism, or bribery.

4.3.4 We do not discriminate against others based on, but not limited to, gender, race, age, religion, disability, nationality, or sexual orientation.

4.3.5 We apply the rules of the organization (employer, Project Management Institute, or other group) without favoritism or prejudice.

CHAPTER 5. HONESTY

5.1 Description of Honesty

Honesty is our duty to understand the truth and act in a truthful manner both in our communications and in our conduct.

5.2 Honesty: Aspirational Standards

As practitioners in the global project management community:

5.2.1 We earnestly seek to understand the truth.

5.2.2 We are truthful in our communications and in our conduct.

5.2.3 We provide accurate information in a timely manner.

Comment: *An implication of these provisions is that we take appropriate steps to ensure that the information we are basing our decisions upon or providing to others is accurate, reliable, and timely.*

This includes having the courage to share bad news even when it may be poorly received. Also, when outcomes are negative, we avoid burying information or shifting blame to others. When outcomes are positive, we avoid taking credit for the achievements of others. These provisions reinforce our commitment to be both honest and responsible.

5.2.4 We make commitments and promises, implied or explicit, in good faith.

5.2.5 We strive to create an environment in which others feel safe to tell the truth.

5.3 Honesty: Mandatory Standards

As practitioners in the global project management community, we require the following of ourselves and our fellow practitioners:

5.3.1 We do not engage in or condone behavior that is designed to deceive others, including but not limited to, making misleading or false statements, stating half-truths, providing information out of context or withholding information that, if known, would render our statements as misleading or incomplete.

5.3.2 We do not engage in dishonest behavior with the intention of personal gain or at the expense of another.

Comment: *The aspirational standards exhort us to be truthful. Half-truths and non-disclosures intended to mislead stakeholders are as unprofessional as affirmatively making misrepresentations. We develop credibility by providing complete and accurate information.*

APPENDIX A

A.1 History of this Standard

PMI's vision of project management as an independent profession drove our early work in ethics. In 1981, the PMI Board of Directors formed an Ethics, Standards and Accreditation Group. One task required the group to deliberate on the need for a code of ethics for the profession. The team's report contained the first documented PMI discussion of ethics for the project management profession. This report was submitted to the PMI Board of Directors in August 1982 and published as a supplement to the August 1983 *Project Management Quarterly.*

In the late 1980's, this standard evolved to become the Ethics Standard for the Project Management Professional [PMP®]. In 1997, the PMI Board determined the need for a member code of ethics. The PMI Board formed the Ethics Policy Documentation Committee to draft and publish an ethics standard for PMI's membership. The Board approved the new Member Code of Ethics in October 1998. This was followed by Board approval of the Member Case Procedures in January 1999, which provided a process for the submission of an ethics complaint and a determination as to whether a violation had occurred.

Since the 1998 Code was adopted, many dramatic changes have occurred within PMI and the business world. PMI membership has grown significantly. A great deal of growth has also occurred in regions outside North America. In the business world, ethics scandals have caused the downfall of global corporations and non-profits, causing public outrage and sparking increased government regulations. Globalization has brought economies closer together but has caused a realization that our practice of ethics may differ from culture to culture. The rapid, continuing pace of technological change has provided new opportunities, but has also introduced new challenges, including new ethical dilemmas.

For these reasons, in 2003 the PMI Board of Directors called for the reexamination of our codes of ethics. In 2004, the PMI Board commissioned the Ethics Standards Review Committee [ESRC] to review the codes of ethics and develop a process for revising the codes. The ESRC developed processes that would encourage active participation by the global project management community. In 2005, the PMI Board approved the processes for revising the code, agreeing that global participation by the project management community was paramount. In 2005, the Board also commissioned the Ethics Standards Development Committee to carry out the Board-approved process and deliver the revised code by the end of 2006. This Code of Ethics and Professional Development was approved by the PMI Board of Directors in October 2006.

A.2 Process Used to Create This Standard

The first step by the Ethics Standards Development Committee [ESDC] in the development of this Code was to understand the ethical issues facing the project management community and to understand the values and viewpoints of practitioners from all regions of the globe. This was accomplished by a variety of mechanisms including focus group discussions and two internet surveys involving practitioners, members, volunteers, and people holding a PMI certification. Additionally, the team analyzed the ethics codes of 24 non-profit associations from various regions of the world, researched best practices in the development of ethics standards, and explored the ethics-related tenets of PMI's strategic plan.

This extensive research conducted by the ESDC provided the backdrop for developing the exposure draft of the PMI Code of Ethics and Professional Conduct. The exposure draft was circulated to the global project management community for comment. The rigorous, standards development processes established by the American National Standards Institute were followed during the development of the Code because these processes were used for PMI technical standard development projects and were deemed to represent the best practices for obtaining and adjudicating stakeholder feedback to the exposure draft.

The result of this effort is a Code of Ethics and Professional Conduct that not only describes the ethical values to which the global project management community aspires, but also addresses the specific conduct that is mandatory for every individual bound by this Code. Violations of the PMI Code of Ethics and Professional Conduct may result in sanctions by PMI under the ethics Case Procedures.

The ESDC learned that as practitioners of project management, our community takes its commitment to ethics very seriously and we hold ourselves and our peers in the global project management community accountable to conduct ourselves in accordance with the provisions of this Code.

APPENDIX B

B.1 Glossary

Abusive Manner. Conduct that results in physical harm or creates intense feelings of fear, humiliation, manipulation, or exploitation in another person.

Conflict of Interest. A situation that arises when a practitioner of project management is faced with making a decision or doing some act that will benefit the practitioner or another person or organization to which the practitioner owes a duty of loyalty and at the same time will harm another person or organization to which the practitioner owes a similar duty of loyalty. The only way practitioners can resolve conflicting duties is to disclose the conflict to those affected and allow them to make the decision about how the practitioner should proceed.

Duty of Loyalty. A person's responsibility, legal or moral, to promote the best interest of an organization or other person with whom they are affiliated.

Project Management Institute [PMI]. The totality of the Project Management Institute, including its committees, groups, and chartered components such as chapters, colleges, and specific interest groups.

PMI Member. A person who has joined the Project Management Institute as a member.

PMI-Sponsored Activities. Activities that include, but are not limited to, participation on a PMI Member Advisory Group, PMI standard development team, or another PMI working group or committee. This also includes activities engaged in under the auspices of a chartered PMI component organization—whether it is in a leadership role in the component or another type of component educational activity or event.

Practitioner. A person engaged in an activity that contributes to the management of a project, portfolio, or program, as part of the project management profession.

PMI Volunteer. A person who participates in PMI-sponsored activities, whether a member of the Project Management Institute or not.

PMI Certification Application/Renewal Agreement

1) I agree to satisfy and conduct myself in accordance with all PMI certification program policies and requirements, including this Agreement and the PMI Code of Ethics and Professional Conduct (as they may be revised from time to time); and I shall maintain confidentiality of PMI examination questions and content. Furthermore, I agree not to discuss, debrief or disclose, in any manner, the specific content of PMI examination questions and answers, to any individual.

2) I agree that I shall at all times act in a truthful and honest manner and provide truthful and accurate information to PMI. I agree that any intentional or unintentional failure to provide true, timely and complete responses to questions in this application or renewal form may lead to further investigation and/or sanctions by PMI. I also agree to promptly report to PMI any possible violations of the terms of this Agreement or the PMI Code of Ethics and Professional Conduct by PMI members or by persons who have applied for a PMI credential or have been awarded a credential by PMI.

3) I agree to notify the PMI Certification Department in a timely manner of changes concerning the information I have provided, including my current address and telephone number.

4) I have reported, and will continue to report, to the PMI Certification Department, within sixty (60) days of occurrence, any matters, proceedings, lawsuits, settlements and/or other agreements, administrative agency actions, or organizational actions relating to my profession or occupation, including all complaints relating to my professional activities as a project management practitioner, and matters or proceedings involving, but not limited to certification, credentialing, malpractice, disciplinary ethics or similar matters. I also agree to promptly report, within sixty (60) days of occurrence, any felony criminal charges, convictions, or plea agreements or other criminal charges, convictions, or plea agreements relating to acts of dishonesty or unethical conduct.

5) I agree that if my compliance with any of the terms of this agreement requires or includes an explanation and supporting documents, I will provide a complete and accurate explanation and true copies of the materials to the PMI Certification Department with this application.

6) I agree that the PMI Certification Department has the right to communicate with any person, government agency or organization to review or confirm the information in this application or any other information related to my application for PMI credentialing. Further, I agree to and authorize the release of any information requested by the PMI Certification Department for such review and confirmation.

7) I agree that the PMI credential status does not imply licensure, registration or government authorization to practice project management or to engage in related activities.

8) I agree that all materials that I submit to the PMI Certification Department become the property of the PMI Certification Department, and that the PMI Certification Department is not required to return any of these materials to me.

9) I agree that upon achieving the PMI credential, my name may be posted on the PMI website as part of an Online Registry to be created and maintained by PMI.

10) I agree that information related to my participation in the PMI certification process may be used in an anonymous manner for research purposes only.

11) I agree that all disputes relating in any way to my application for a PMI credential and/or my involvement generally in a PMI certification program, will be resolved solely and exclusively by means of PMI Certification Department policies, procedures and rules, including the Appeals Process.

12) PMI reserves the right to suspend or revoke the credential of any individual who is determined to have failed to uphold, or otherwise breached this Agreement, or committed a violation of the PMI Code of Ethics and Professional Conduct.

13) I release and indemnify PMI and the PMI Certification Department from all liability and claims that may arise out of, or be related to, my project management and related activities.

14) I hereby release, discharge and indemnify PMI, its directors, officers, members, examiners, employees, attorneys, representatives, agents and the PMI Certification Department from any actions, suits, obligations, damages, claims or demands arising out of or in connection with this application, the scores given with respect to the examination or any other action taken by PMI with regard to credentialing, testing and professional development including, but not limited to, all actions related to ethics matters and cases. I understand and agree that any decision concerning my qualification for any credential, as well as any decisions regarding my continuing qualification for any credential and my compliance with the PMI Code of Ethics and Professional Conduct, rest within the sole and exclusive discretion of PMI, and that these decisions are final.

This Agreement may be updated or revised from time to time. It is your responsibility to obtain the most up-to-date copy online.
Agreement last updated March 2007.