

PMI® Certifications



PMI® Certifications
Handbook



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How to Use the PMI® Certification Handbook

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.

This handbook contains information on what to expect when you apply for one of the globally recognized and highly valued PMI® certifications. This handbook applies to all testing modalities.

The certification program includes:

[Certified Associate in Project Management \(CAPM\)® certification](#)

[PMI Agile Certified Practitioner \(PMI-ACP\)® certification](#)

[PMI Professional in Business Analysis \(PMI-PBA\)® certification](#)

[PMI Risk Management Professional \(PMI-RMP\)® certification](#)

[PMI Scheduling Professional \(PMI-SP\)® certification](#)

[Portfolio Management Professional \(PfMP\) ® certification](#)

[Program Management Professional \(PgMP\)® certification](#)

[Project Management Professional \(PMP\)® certification](#)

This handbook contains information pertinent to the PMI products listed above. If you are interested in one of the Discipline Agile Credentials, please go to <https://www.pmi.org/certifications/agile-certifications>

OR

If interested in Project Management Ready™, please go to <https://www.pmi.org/certifications/pmi-project-management-ready> for more information.

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

PMI Certification Department Mission

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

PMI CONTACT INFORMATION

For general information about the Certification Program, contact the Customer Care Service Center in your region. Find this information at

<https://www.pmi.org/about/contact>

Use the Online Continuing Certification Requirements (CCR) system for certification maintenance:

<https://ccrs.pmi.org/>

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

About PMI's Certification Program

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

PMI's certification program is designed to ensure that all certification holders have demonstrated their competence through fair and valid measures. Steps are taken to ensure only the most reliable testing measures are used in the assessment of candidates. PMI follows rigorous requirements for examination development and maintenance and quality management. This ensures that PMI acknowledges the importance of maintaining impartiality and ensuring objectivity in carrying out its certification activities.

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

Candidates for each certification are assessed using:

A Review of Education and Experience – A combination of education and/or professional experience is required for each certification.

Panel Review – For the PgMP and PfMP certifications, panel reviews are required. The initial evaluation occurs through an extensive application review during which a panel of program or portfolio professionals will assess the experience based on the candidate's responses to the management experience summaries submitted in the application.

Examination – Each candidate is required to apply project, program, and/or portfolio 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 units.

Application & Payments

Application Processing

To be eligible to sit for a credentialing exam, you must **document** certain education and professional experience requirements in the online PMI application. Please refer to the appropriate certification Exam Content Outline for **more** specific requirements

- [Certified Associate in Project Management \(CAPM\)® Exam Content Outline](#)
- [PMI Agile Certified Practitioner \(PMI-ACP\)® Exam Content Outline](#)
- [PMI Professional in Business Analysis \(PMI-PBA\)® Exam Content Outline](#)
- [PMI Risk Management Professional \(PMI-RMP\)® Exam Content Outline](#)
- [PMI Scheduling Professional \(PMI-SP\)® Exam Content Outline](#)
- [Portfolio Management Professional \(PfMP\)® Exam Content Outline](#)
- [Program Management Professional \(PgMP\)® Exam Content Outline](#)
- [Project Management Professional \(PMP\)® Exam Content Outline](#)

How to Submit Payment

Once your online application has been processed and determined to be complete, PMI will send an email notification to you requesting payment. Follow the directions in the email you receive or go to myPMI.

PMI Audit Process

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

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

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

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

PMI provides you with 90 days to submit the requested documentation. If you are able to provide the necessary documentation to meet the terms and requirements of the audit process, the audit should take about five to seven business days to complete. You can access your audit package from your mypmi.org dashboard. Once all information has been downloaded and received you will be able to submit your audit package.

If selected for audit, you may not continue with the certification process until you have completed the audit requirements.

Once you successfully complete the audit, your one-year examination eligibility period starts.

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

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

Exam Policies and Procedures

Exam Translations

All PMI exams are available in English. In addition, some of PMI's exams have been translated and are available in up to 15 languages.

The PMI-ACP Exam is also available in Arabic, Brazilian Portuguese, Japanese, Korean, and Spanish.

The CAPM Exam is also available in Arabic, Brazilian Portuguese, French, German, Hebrew, Italian, Japanese, Korean, Russian, Simplified Chinese, Spanish, Traditional Chinese, and Turkish.

The PMP Exam is also available in Arabic, Brazilian Portuguese, Bahasa Indonesian, French, German, Hebrew, Italian, Japanese, Korean, Polish, Russian, Simplified Chinese, Spanish, Traditional Chinese and Turkish.

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

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

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

Exam Accommodations

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

NOTE: Record your need for exam accommodations as part of the payment process. Additional information can be found at <https://www.pmi.org/certifications/certification-resources/process/accommodations>).

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

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

NOTE: If you require an exam accommodation, you may not be eligible to sit for an online proctored exam.

Exam Policies and Procedures

Legal Restrictions on Taking the Examination

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

Due to the above, you will be required as part of your application to take an examination to certify that you are not on any list of designated parties maintained by the US government, that you are not in any way affiliated with the governments of countries subject to comprehensive US sanctions, currently Cuba, Syria, North Korea, and the Crimea Region of Ukraine, and that you are not ordinarily or permanently resident in countries subject to comprehensive US sanctions, unless the US government has authorized the provision of such examinations to persons ordinarily or permanently resident in those countries.

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

Exam Policies and Procedures

Examination Eligibility

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

NOTE: If your application was selected for audit, your eligibility period begins the day you are informed that you successfully completed the audit.

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

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

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

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

Exam Policies and Procedures

How to Schedule Your Examination

Follow the instructions in the email you receive regarding scheduling your exam.

Rescheduling/Cancellation Policy for Online Proctored and Center-Based Exams

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

Within 30 Days of Your Appointment

If you reschedule or cancel your exam within 30 days of your scheduled appointment, you will be charged a fee of US\$70. This fee helps to improve seating availability, 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 the exam delivery vendor's website to reschedule or cancel your exam within the 30-day period. The US\$70 charge will appear on your credit card as a charge from the vendor.

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

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

Within 48 hours of Your Appointment

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

Examples

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

Exam Policies and Procedures

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

Reschedule or cancel your appointment online at the PMI.org website. Upon logging into your [PMI.org](https://www.pmi.org) account, click “Reschedule Exam” or “Cancel Exam” link under “Your examination has been scheduled”. You will be directed to reschedule or cancel your exam through the exam delivery vendor and you can review the current appointment details. You will be presented with options to reschedule or cancel your appointment.

If you want to change your exam delivery type (online proctoring to center based or center based to online proctoring), you can do so online by canceling your current appointment and then simply selecting your new delivery type when you reschedule.

Please note: If you are within 30 days of your scheduled appointment, you will need to contact PMI Customer Care for assistance. The cancellation policy still applies.

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

Emails to the exam delivery vendor or PMI are not acceptable forms of communication to reschedule or cancel your examination appointment.

If you have internet connectivity problems, or experience any issues rescheduling or canceling your examination online, call the vendor directly to reschedule or cancel your appointment. **Do not call the testing site to reschedule or cancel the examination.**

To contact Pearson Vue, please visit <https://home.pearsonvue.com/Test-takers/Customer-service.aspx>

To contact ATA please contact customer support at CustomerService@ata.net.cn

Starting 2021, China candidates need to follow the timeline and policies on CITEF’s website for rescheduling, cancellation and extenuating circumstances. For more information please visit CITEF website (<http://exam.chinapmp.cn>) for any questions or requests.

Exam Policies and Procedures

Refund Policy

You may request a refund within 30 days from the date of purchase provided you do not schedule and take the certification exam within that timeframe.

After the refund is processed, the application will be closed, and the eligibility period will no longer be valid. If a scheduled exam is canceled and rescheduled outside of 30 days from the date of purchase, up to 48 hours prior to the scheduled testing date, there is a rescheduling fee applied. Within 48 hours of the scheduled testing date, all fees and the ability to reschedule are forfeit.

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

If your one-year eligibility period has expired and you have not scheduled the exam, you will not receive a refund. You will forfeit the entire fee. You will not be able to use the initial fees for anything else. If you still wish to obtain the certification, you will have to reapply and submit all associated fees again.

If you have scheduled the exam and did not take it, nor provided the necessary cancellation/rescheduling notification to PMI's testing administration partner, you will not receive a refund. Again, you will forfeit the fee and not be able to apply it to anything else.

NOTE: You can send a request for refund to customercare@pmi.org.

Exam Policies and Procedures

Extenuating Circumstances

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

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

These are referred to as extenuating circumstances and can include:

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

Extenuating circumstances do not include work-related circumstances.

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

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

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

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

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

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

No-Show Status

Failure to notify the exam delivery vendor 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.

Exam Policies and Procedures

PMI Examination Security & Confidentiality

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

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

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

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

Data Forensics

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

Statistical evidence may also be used during either an investigation into potential misconduct or a disciplinary action. However, statistical evidence alone shall not be sufficient to accuse a candidate of misconduct or take disciplinary action against a candidate without additional evidence. Note that while this policy applies to statistical evidence, forensics analyses may uncover other types of evidence that are not considered statistical and which are sufficient to take action against a candidate, which may include but is not limited to the cancellation, invalidation and revocation of the exam, and further action as determined by PMI in its sole discretion.

Public Posting of Revoked Credentials

PMI strives to ensure that only qualified individuals earn PMI credentials. However, there may be times where an individual's credential needs to be revoked after it has been awarded, for example, if PMI determines an individual cheated on the exam and/or used a proxy to pass the exam. In those instances, PMI will notify the individual and post their name, PMI ID number, exam name, and credential number to PMI.org.

Exam Policies and Procedures

Candidate Security Acknowledgment

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

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

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

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

Preliminary Exam Scores

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

Reporting Misconduct

All PMI members, volunteers, credential holders, and candidates are required by the Code of Ethics and Professional Conduct to report any violation of PMI rules and policies. Reports of potential exam misconduct may be made directly to PMI’s Exam Security team by emailing examsecurity@pmi.org with the relevant details.

Additional information on PMI’s Exam Security Program may be found by visiting: <https://www.pmi.org/certifications/exam-security>

Exam Policies and Procedures

Examination Site Requirements & Instructions

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

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

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

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

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

The following are acceptable forms of government-issued identification:

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

The following are acceptable forms of secondary identification:

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

The following are not acceptable forms of identification:

- Social Security cards
- Library cards

Name Change Procedure

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

Email: customercare@pmi.org

Attn: Name Change for Exam

Exam Policies and Procedures

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

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

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

Check-in procedure

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

PROHIBITED from the Testing Center:

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

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

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

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

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

Exam Policies and Procedures

What to Expect at the Testing Center

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

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

You will then be escorted into the testing room by the testing center administrator, who will seat you at your workstation and begin your examination. On the first screen, you will be asked to verify both your name and the examination you are taking. Once this information is verified, the examination tutorial will begin. A clock is built into the CBT exam, and will begin to count down as soon as the tutorial has begun. A candidate may exit the tutorial at any time; if a candidate does not voluntarily end the tutorial, once the 15 minute time window has elapsed, the tutorial will automatically end and the examination will begin. There is one scheduled break during the examination. If you wish to take an unscheduled break, you may get up from your terminal and exit the testing room. All candidates will have to sign in and out of the testing room and present their government-issued identification documents upon each entrance and exit.

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

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

Testing Aids

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

Calculators are built into the CBT exam and will be provided to those candidates taking a PBT exam

Writing materials for taking notes during the examination, either:

- Scrap paper and pencils, *or*
- Erasable board and markers

A virtual white board is available via the vendor's system for those candidates sitting for an online proctored test (OPT) exam

Exam Policies and Procedures

Check-In Procedure for Online Proctored Test

Please refer to the exam delivery vendor's website on how to properly access your online proctored exam.

For Pearson Vue, please visit: <https://home.pearsonvue.com/Clients/PMI/OnVUE-online-proctored.aspx>

For ATA, please visit: <https://vip.eztest.org/client/pmi/home/index>

Termination of Examination Administration/Grounds for Dismissal

You are expected to conduct yourself in a professional manner at all times at the testing center or while taking an online proctored exam. Any person who violates the PMI test security & confidentiality policy will be subject to disciplinary action(s) by the PMI certification department.

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

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

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

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

Exam Policies and Procedures

Examination Report

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

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

Establishing the Passing Score

The passing score for all PMI exams is determined by sound psychometric analysis. PMI uses subject matter experts – project professionals from around the world and many different disciplines – to determine how many questions you must answer correctly to pass the exam.

The PMI exams covered in this handbook are considered “criteria-based exams.” That means that the exams determine who should pass or fail by whether they met the criteria for a qualified person in the job role being tested, for example an experienced project manager for the PMP and an agile practitioner for the ACP. That criteria becomes the standard we expect and uphold in scoring.

The PMI exams covered in this handbook include scored and unscored items. Certification candidates are evaluated on the scored items. Each item (question) answered on a test is a sample of a candidate's proficiency (in the criteria being assessed). We gather information from each question to make a determination of their overall proficiency and compare that proficiency to the standard.

Certification Policies and Procedures

Certification Fees

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

If PMI membership is obtained after you submit payment for the certification, PMI will not refund the difference. Review all the [benefits of PMI membership](#) or [Join Now](#).

The fees for obtaining PMI Certifications are subject to membership and regional pricing. Visit PMI.org and navigate to the Certifications menu for up-to-date prices.

Certification Policies and Procedures

Reexamination

You are granted a one-year eligibility period in which to pass the examination. During the eligibility period, you may take the examination up to three times as candidates do not always pass the examination on their first attempt. Gauge your time carefully to ensure your eligibility period will allow for an exam retake, if needed.

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

If you fail to pass the examination three times within your one-year eligibility period, you must wait one year from the date of the last examination you took to reapply for the certification. However, after failing to pass a certification examination three times, candidates may opt to apply for any other PMI certification.

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

Certification Complaints Process

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

- A problem with a certification process
- A problem with exam content
- A problem with the exam administration

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

Via email at certcomplaints@pmi.org

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

- Name and e-mail address of the complainant;
- Name against whom the complaint is made, if applicable;
- Reference to the PMI certification policy and/or procedure that was not followed; A description of how the policy and/or procedure was not followed; and
- Any applicable evidence that supports the complaint.

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

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

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

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

Certification Policies and Procedures

Certification Appeals Procedure

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

- Rejection of a certification application
- Dispute over a failed audit
- Failure to meet CCR requirements resulting in a certification being revoked
- Invalidation of exam results and related actions due to candidate misconduct

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

Via email at certappeals@pmi.org

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

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

We will acknowledge, in writing, your appeal within 3 days of receipt.

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

*Disciplinary decisions affecting membership of existing members are evaluated under a separate, Board approved appeals process in accordance with PMI's [Ethics Complaints Process](#).

Certification Policies and Procedures

Use of Your PMI Certification

Once you have been notified directly by PMI that you have officially passed an examination, you are granted that certification. You may refer to yourself as a holder of that certification as long as you have an active certification status. You are authorized to use the certification designation in block letters after your name on business cards, personal letterhead, resumes, and websites and in your email signature. Please note that as part of the application process, you agreed to adhere to the [PMI Code of Ethics and Professional Conduct](#) and the [Certification Application/Renewal Agreement](#). This means, among other things, that you will only use the certification designation in the manner stated above and that you will not use the certification designation in company names, domain names, product names, or any other unauthorized manner.

Certificate

You may download a digital version of your certificate.

To download a PDF copy of your certificate, please login to <https://certification.pmi.org>.

- Click on the “My XYZ®” section of the left-hand navigation.
- Click on the “Download Certificate” link at the bottom of the expanded section.

Digital Badge

You have the option of receiving a digital badge. You will be contacted by the digital vendor about your digital badge eligibility.

Online Certification Registry

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

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

Continuing Certification Requirements (CCR) Program

CCR Program Overview

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

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

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

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

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

For details and instructions on how to earn and track PDUs in CCR, download the [CCR Handbook](#)

PMI Code of Ethics & Professional Conduct

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

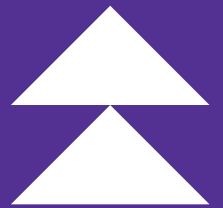
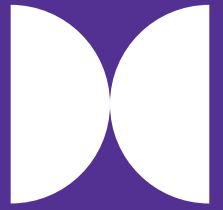
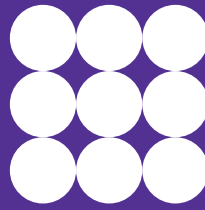
PMI members have determined that **honesty, responsibility, respect and fairness** are the values that drive ethical conduct for the project management profession. PMI's Code of Ethics and Professional Conduct applies those values to the real-life practice of project management, where the best outcome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

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

Please visit the [Code of Ethics](#) page to download and read our code.

PMI Certification Application/Renewal Agreement

Please visit the [Certification Application/Renewal Agreement](#) page to review the agreement.



POWERING THE PROJECT ECONOMY™

