Citizen Developer Practitioner Micro-Credential FAQ

What is a Micro-credential?
Micro-credentials certify achievements in specific skills, knowledge and competencies. They differ from high stakes certification (Like PMP) as they are skills focused on particular content areas, and relatively new topics. They are shorter and can be industry-specific. Micro-credential badges help showcase your credentials on new topics and helps your achievement stand out among other project managers.

What is the Citizen Developer Practitioner eLearning course?
Citizen Developer Practitioner is for the "doers." It provides the tools and methodologies needed to efficiently create effective and scalable applications using low-code and no-code platforms, solving the problems that organizations face. In this self-paced online course, you will learn how to determine if your problem can be solved using citizen development, effectively brainstorm solutions, evaluate the challenges that your app must overcome, gather the data and resources you will need, and bring your project to life.

This course consists of eight modules:

1. **Introduction –** An introduction to the role and responsibilities of the Citizen Developer Practitioner.
2. **Hyper-Agile SDLC** - This module gives you an understanding of the standard SDLC methods, as well as the additional steps and modifications we use to improve the process in Hyper-Agile SDLC projects.
3. **Ideation 2.0** - This module gives you an effective set of tools for generating ideas through an iterative process that takes advantage of the best solutions derived by you and your team.
4. **Suitability Assessment** - This module gives you the insights and tools to ensure that you ask the right questions to determine whether citizen development is the right approach for your project.
5. **Business Analysis & Design** - This module allows you to understand how your app works in the context of your entire organization.
6. **Project Risks & Enterprise Risk Requirements** – This module gives you the insights and tools you will need to identify a project's risks and requirements so that you can design and develop the most effective solution possible.
7. **Application Design, Development, and Deploymen**t - This module gives you the tools you need to get your project from the idea stage through application design and development to successful app deployment.
8. **Conclusion –** A review of the resources and course objectives and preparation for the Citizen Developer Practitioner exam.

You will be given access to downloadable tools, templates, and case studies based on real-life experiences.

The course will take approximately 6-8 hours to complete and upon completion, you will be awarded 6 PDUs (Technical-4.0; Strategic-1.0; Leadership-1.0). Your knowledge of the course material will be tested with a 60-minute assessment. Upon passing, you will be awarded a micro-credential, which includes a credential badge for placement on your profile and resume.

Where can I learn more about PMI Citizen Developer?
Visit our webpage for more details: https://www.pmi.org/citizen-developer

What is the structure of the eLearning course?
The course consists of 6-8 hours of eLearning content delivered through 8 modules, which include case studies, a sample project, knowledge checks and FAQs. To earn a micro-credential you must pass a 60 minute exam containing 40 MCQs.

Who can take Citizen Developer Practitioner?
PMI's Citizen Developer Practitioner Course is for the "doers." It provides the tools and methodologies needed to efficiently create effective and scalable applications using low-code and no-code platforms, solving the problems that organizations face.

What languages are available for the course and exam?
Initially this on-demand, eLearning course and assessment will only be available in English.

How do I access the course?
Once you have purchased the course you can navigate to your 'Courses Library' via your myPMI account. To access course modules hover over the title and click on the active link.

How do customers schedule the exam?
Exams are on-demand, un-proctored and cannot be scheduled. Once you feel confident in your preparation and have completed the Citizen Developer Practitioner course. You can start your exam via the myPMI 'dashboard' which will navigate to the PearsonVue portal. After reviewing policies and procedures you can begin your exam experience.

Are the exams online or in the test center?
All micro-credential exams will be administered online in a non-proctored format. You can take the exam any time, anyday of your choice from your couch! It will take 60 minutes to complete. However when you purchase the course and exam **you will only have 6 months access to take your exam.**

Will learning the course be sufficient to pass the exam?
Yes, all content in the exam is covered in the course.

How long is the exam?
The exam will consist of 40 multiple-choice questions, and test-takers will have a total of 60 minutes to answer all questions.

Can I retake the exam?
An exam retake is available for each subsequent attempt for a fee. Retake fees are subject to change. For up-to-date pricing, visit PMI.org and navigate to the Citizen Developer product listings. You will have three exam attempt opportunities over a period of 180 days inclusive of the intial attempt. If you require additional retakes (after three opportunities) there will be a 45-day waiting period prior to eligibility for continued retakes.

What resources are available for test-takers to prepare for the exam?
As well as the course, PMI's Citizen Development handbook can also be used as a resource to help prepare for the exam.

Does it include exam practice questions?
The knowledge check questions at the end of each module provide an idea of the types of questions you might be asked in the exam.

How much will the Micro-credential cost me?
Micro-credential pricing is subject to change. For up-to-date prices please visit PMI.org and navigate to Citizen Developer micro-credential listings.

Will I receive a badge for passing the exam?
YES. The credential will be available on your dashboard after passing the required exam. When you pass the exam, you will receive a digital badge within a week via email from Credly.

Does the Micro-credential have an expiration date?
No, the Micro-credential does not expire and it does not need to be renewed.

Are there PDU's for completing the course?
Upon completion of the course, you can report **6 PDUs** towards maintaining a PMI certification that you already hold. 4 for Technical, 1 for Leadership, and 1 for Strategic & Business Management.

Question or feedback, who can I contact?
All inquiries and escalations should go to:

Citizen Development Team: citdev@pmi.org

PMI Customer Care: customercare@pmi.org