PMI Program Management Professional (PgMP)® Handbook

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How to Use the PgMP® Certification Handbook

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

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

The features in this handbook allow you to:

- ✓ Find information on each policy or procedure by clicking on a topic in the left navigation bar.

- ✓ Find tips and important information by reading *NOTES* throughout the handbook.

- ✓ Access the online application system by clicking on links within this handbook.

PMI CONTACT INFORMATION

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

PMI Customer Care email:
customercare@pmi.org

PMI Certification Complaints email:
certcomplaints@pmi.org

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

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

PgMP® Certification Handbook last updated 1 April 2019.

About PMI's Certification Program

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

The certification program includes:

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

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

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. 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 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.

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

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

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

- **Reviewing Education and Experience** – A combination of education and/or experience in project management is required for each certification. For example, the PMP requires both training specifically in project management and experience in the role of a project manager by leading and directing project teams, while delivering project results.
- **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, recertification.

PMI Certification Department Mission

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

Overview of the PgMP Certification

About the PgMP Certification

The PgMP certification recognizes advanced experience, skill and performance in the oversight of multiple, related projects and their resources aligned with an organizational objective. PgMP certification holders oversee the success of a program — a way to group multiple, related projects to achieve benefits that may not be realized if the projects were managed in a stand-alone fashion.

As project managers advance in their careers, the experience they gain in managing multiple, related projects and making decisions that advance strategic and business objectives demonstrates this competence. As employers demand program managers who can support the strategic objectives of the organization, PgMP certification holders will gain a distinct advantage in employment and promotional opportunities over their peers.

PgMP Certifying Process Overview

You must pass two evaluations to obtain the PgMP certification. This process takes approximately four weeks to complete.

Evaluation 1—Panel Review: The initial evaluation occurs through an extensive application review during which a panel of certified program managers will assess your professional experience based on your responses to the Program Management Experience Summaries provided on the application.

Evaluation 2—Multiple-Choice Examination: The next step occurs with the multiple-choice examination in which you will be called upon to demonstrate your competence in both situational and scenario-based questions.

Overview of the PgMP Certification
Timeline of the PgMP Certification Process

Application Submission
You have 90 days to complete the application once you started it.

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Application Completeness Review
10 days

↓

Audit Process
(if your application is selected)
You have 90 days to send your audit materials
PMI processes audit materials upon receipt

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Applicant Payment Process
(you cannot schedule exam until you submit payment of credential fees)

↓

Panel Review
Approximately 4 weeks

↓

Multiple-Choice Examination Eligibility
1 year
from the date you pass the panel review.
You can take the exam up to 3 times during this 1 year.

→

Certification Cycle
Your certification cycle begins the day you pass the exam and are bestowed the credential

↓

Credential Maintenance
3 years
You are required to earn and report **60 professional development units** - PDUs- within this 3-year cycle

↓

Credential Renewal
You can complete the renewal process once you have earned and reported 60 PDUs per the requirements and submit renewal fees

↓

Credential Suspension
1 year period
Occurs on the third anniversary of the day you passed the exam if you have not fulfilled the Continuing Certification Requirements toward credential maintenance and renewal

↓

Credential Expiration
Occurs at the end of your suspension period if you did not fulfill the Continuing Certification Requirements toward credential maintenance and renewal. If you wish to hold the credential again, you need to reapply.

Overview of the PgMP Certification

PgMP Role Delineation (Job Analysis)

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

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

- Under minimal supervision, program managers are responsible and accountable for the coordinated management of multiple, related projects directed toward strategic business and organizational objectives. These programs contain complex activities that may span functions, organizations, geographic regions and cultures. Program managers build credibility, establish rapport and maintain communication with stakeholders at multiple levels, including those external to the organization.

- Program managers define and initiate projects and assign project managers to manage cost, schedule and performance of component projects, while working to ensure the ultimate success and acceptance of the program. Program managers maintain continuous alignment of program scope with strategic business objectives, and make recommendations to modify the program to enhance effectiveness toward the business result or strategic intent. Program managers are responsible for determining and coordinating the sharing of resources among their constituent projects to the overall benefit of the program.

- Program managers possess the knowledge and skills needed to be effective in the project, business and/or government environments, and to make decisions that accomplish strategic objectives. In addition, the program manager should have advanced skills in finance, cross-cultural awareness, leadership, communication, influence, negotiation and conflict resolution.

Overview of the PgMP Certification

PgMP Eligibility Requirements

To be eligible for the PgMP certification, you must meet certain educational and professional experience requirements. All project and program management experience must have been accrued over the last 15 consecutive years.

Educational Background	Project Management Experience	Program Management Experience
Secondary diploma (high school diploma, associate's degree or global equivalent)	Minimum four years (6,000 hours) of unique non-overlapping professional project management experience*	Minimum seven years (10,500 hours) of unique non-overlapping professional program management experience**
OR		
Educational Background	Project Management Experience	Program Management Experience
Four-year degree (bachelor's degree, global equivalent or higher degree)	Minimum four years (6,000 hours) of unique non-overlapping professional project management experience*	Minimum four years (6,000 hours) of unique non-overlapping professional program management experience**

*Project Management Experience—as identified under the five Process Groups defined in *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)*.

**Program Management Experience—for each program listed, there must be at least two corresponding projects that share the common strategic goal and budget of the program.

PgMP Application & Payment

How to Complete the Online Application

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

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

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

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

> *NOTE:* Electronic communications from PMI may inadvertently be blocked or forwarded to bulk mail folders by some spam filters. Please add customercare@pmi.org and CertificationSupport@pmi.org to the personal address book in your email program to help ensure that you receive important PgMP and CCR program updates from PMI.

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

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

You can also use the online certification system to:

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

PgMP Application & Payment

How to Record Your Experience on the Application

Record Your Experience

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

> List projects and programs individually
>
> For your program management experience, you will be asked to include details on at least two projects that are associated with each program (e.g., two projects that share the common strategic goal and budget of the program)

The application also requires a primary contact for each project and each program listed. If you are self-employed or the most senior person in your organization, you may use a client or program sponsor to serve as the primary contact for the program(s). If you are a consultant, the primary contact for your program may include peers and direct reports who work for an external organization.

In the event that you hold the PMP, you will need to re-enter your project management professional experience on your PgMP application.

1. **Number of Months of Project and Program Management Experience**

   Months of professional experience are calculated based on the start and end dates you provide for:

   - each program you record as your program management experience and
   - each project you record as your project management experience

   A. Project Management Experience
   You will have to record 48 months of project management experience to meet the four-year eligibility requirement. For each month in which you worked on multiple, overlapping projects, only the time spent on ONE of those projects will qualify toward fulfilling your eligibility requirements. However, projects may not be component projects of the program claimed under your program management experience.

   Using this example below, the time spent working on Project 1 from January–April would count as four months toward the eligibility requirement, while the time spent working on Project 2 during May–June would count as two months toward the eligibility requirement. You can enter Project 2 as starting in February, but only the non-overlapping months of May–June will qualify.

PgMP Application & Payment

You cannot count the time working on both projects during February–April twice. Therefore, Project 1 and Project 2 equal six months (January–June) of project management experience toward your eligibility requirement.

Example of Overlapping Projects

TIME IN MONTHS

B. Program Management Experience

You will have to record 48–84 months of program management experience to meet the four to seven–year eligibility requirement for program management experience.

For each month in which you worked on multiple, overlapping programs, only the time spent on ONE of those programs will qualify toward fulfilling your eligibility requirements.

Using this example below, the time spent working on Program 1 from January–April would count as four months toward the eligibility requirement, while the time spent working on Program 2 during May–June would count as two months toward the eligibility requirement. You can enter Program 2 as starting in February, but only the non-overlapping months of May–June will qualify.

You cannot count the time working on both projects during February–April twice. Therefore, Program 1 and Program 2 equal six months (January–June) of program management experience toward your eligibility requirement.

Example of Overlapping Programs

TIME IN MONTHS

Further, you will be asked to enter information about the multiple, related projects that serve as component projects of your program. You will not need to enter the time in months spent on these projects, but they will need to fall under the time duration of the corresponding program.

> **NOTE:** Any professional experience that began more than 15 years before the application submission but ended less than 15 years before the application submission may qualify. However, the portion of that experience that exceeds 15 years is not considered qualified and will not count toward fulfilling the eligibility requirement.

PgMP Application & Payment

2. Hours of Program Management Experience in Each Domain

To satisfy your professional program management experience requirement, you are asked to record the number of hours spent performing tasks in each of the five program management domains. The five domains are defined in the *PgMP Examination Content Outline*, a brief outline that details the knowledge and skills associated with each domain. A description of the domains also is provided on the application.

The total number of hours spent performing tasks in the program management domains must equal:

- 6,000 if you have a four-year degree (bachelor's degree, global equivalent or higher degree)
- 10,500 if you have a high school diploma, associate's degree or global equivalent

> **NOTE:** If your professional experience consists of more than one program, you do not need to have experience in all domains within every program. In other words, the total program management experience recorded (the sum of all programs), must include at least some experience in each domain in order to be eligible.

3. Program Management Experience Summaries

On the PgMP application, you will be required to record detailed descriptions regarding your professional program management experience in the Program Management Experience Summaries. For each of these questions, indicate which program you are choosing to use as an example in your response. Be thorough, yet concise, in your response, as you may only use a maximum of 1,000 characters (about 350 words) to answer the questions.

Tips for Completing the Experience Summaries

- Your answers should be clear and concise and you should use proper English.
- Consider using a word processing application to write/type out your responses and then copy and paste your experience summaries into your application.
- Be sure to address all elements of the Option you select for each experience summary.
  For example, if the Experience Summary Option requires you to describe how you identified and evaluated risks, be sure to give examples of how *you* identified *and* evaluated the risks.
- Responses that adequately address all elements of the experience summaries will likely be 200–350 words.
- Program background information provided in the work experience section of your application will be provided to panel reviewers. You do not have to repeat the program description in your responses.
- Please respond in the first person. We are interested in examples of your personal and individual contribution to the program.
  Correct: I developed (or led the development of) the program governance model by…
  Incorrect: The program team/We developed the program governance model by…
- Do not describe program management activities performed by others. Again, we are interested in YOUR role.
  Correct: I ensured the program maintained alignment with the organization's objectives by…
  Incorrect: The program sponsor ensured the program maintained alignment with the organization's objectives by…
- Describe how you applied program management practices; avoid theoretical responses.
- Do not respond with "textbook" definitions of program management terms. Instead, provide specific examples from your personal experience as a program manager.
- Re-read your responses before submission to ensure that they are correct and complete.

PgMP Application & Payment

Application Processing

PMI strives to process certification 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	10 calendar days

NOTE: This processing timeline does not apply if your application has been selected for PMI's audit process (refer to the PMI Audit Process section in this handbook for more details) or the panel review process (refer to the Evaluation 1—Panel Review section).

PgMP Application & Payment

PgMP Certification Fees

The corresponding fee for PgMP certification is determined by your PMI membership status and the examination delivery type you select (center-based versus paper-based). Refer to the Examination Administration section in this handbook to see if you qualify for paper-based exam delivery. Otherwise, plan on taking a center-based test and submitting the associated fees.

Use the following chart to determine your PgMP certification fee. Most PgMP candidates are members of PMI and sit for the center-based test.

Exam Administration Type	PMI Member Status	US Dollars	Euros
Center-based testing or Paper-based testing (CBT/PBT)	member	$800	€655
Center-based testing or Paper-based testing (CBT/PBT)	nonmember	$1,000	€815
Reexamination CBT or PBT	member	$600	€490
Reexamination CBT or PBT	nonmember	$800	€655
CCR certification renewal	member	$60	USD only
CCR certification renewal	nonmember	$150	USD only

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

PgMP Application & Payment

How to Submit Payment

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

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

1. Select your examination delivery method
   (refer to the Examination Administration section in this handbook for more details)

2. Request test accommodations for your examination at no extra cost, if necessary
   (refer to the Test Accommodations section in this handbook for more details)

3. Submit payment
   (refer to the Certification 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	Email customercare@pmi.org for details

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

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

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

   OR

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

PgMP Application & Payment

PgMP Refund Policy

To obtain a refund for the PgMP certification, you must make a request to PMI at least 30 days before the exam eligibility expiration date. After the refund is processed the application will be closed and the eligibility period will no longer be valid. **PMI will refund you US$375 if you fail Evaluation 1 – Panel Review, or if you have not yet scheduled or taken the PgMP examination.**

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 (refer to the Cancellation, Rescheduling, No Show section in this handbook for more details). 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 the audit process. All applications are subject to an audit, although only a percentage of applications are selected for audit. The selection of an application for audit is random.

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

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

- Copies of your diploma/global equivalent
- Signatures from your supervisor(s) or manager(s) from the project(s) and/or program(s) recorded in the experience verification section of the application

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 materials should be reviewed upon receipt.

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

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

You may not continue with the certification process until you have complied with the audit requirements.

Once you successfully complete the audit, you will be prompted for payment for the certification fee, then Evaluation 1, the panel review, will begin. You will be notified within approximately 4 weeks if you are eligible to sit for the PgMP exam based on how you perform in the panel review.

If you fail to meet the audit requirements, you will receive a refund (refer to the Refund Policy section in this handbook for the certification you are pursuing for more details).

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 there is a one-year suspension period to apply for that certification again.

> *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.

Evaluation 1—Panel Review

The panel review process begins once the audit is completed (if your application is selected) and the certification payment is received.

A panel of volunteer PgMP-certified program managers will assess your professional experience based on your responses to the Program Management Experience Summaries on the PgMP application.

This review panel consists of individuals from around the world who, through an application process, have been identified as subject matter experts in program management and have been trained and calibrated to assess your answers to the Program Management Experience Summaries. To protect against any potential review bias, PMI will ensure that your identity will not be known to the panel reviewers.

The review will verify that you, under very limited supervision, have been responsible for the coordinated management of multiple, related component projects and directed toward a common organizational objective.

If you fail the panel review, a certification associate will contact you to discuss your status. It is not possible to continue on to the examination without passing this review.

Once you pass the panel review, you will be eligible to take the examination (refer to the Examination Eligibility section in this handbook for more details).

This process takes approximately four weeks to complete.

Evaluation 2—Examination Information

The PgMP examination consists of 170 multiple-choice questions. Of the 170 questions, 20 are considered pretest questions. Pretest questions do not affect the score but are used in examinations as an effective and legitimate way to test the validity of future examination questions. All questions are randomly placed throughout the examination.

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

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

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

Allotted Examination Time
4 hours

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

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 four hours.

Item Development

PgMP examination questions:

- are developed and independently validated by global groups of program management content experts;
- are referenced to current program 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 *PgMP Examination Content Outline*.

All About PgMP's Two Evaluations

Examination Blueprint

The PgMP examination is developed based on the PgMP examination blueprint contained in the *PgMP Examination Content Outline*. The examination blueprint details the percentage of questions contained in each performance domain. The following represents the percentage of questions in each of the five performance domains that are included in the examination.

PgMP Exam Blueprint	
Domain/Sub-domain	**Percentage of Questions**
Domain 1—Strategic Program Management (11 tasks)	15%
Domain 2—Program Life Cycle (35 tasks)	44%
Initiating (6 tasks)	(6%)
Planning (9 tasks)	(11%)
Executing (9 tasks)	(14%)
Controlling (6 tasks)	(10%)
Closing (5 tasks)	(3%)
Domain 3—Benefits Management (8 tasks)	11%
Domain 4—Stakeholder Management (7 tasks)	16%
Domain 5—Governance (11 tasks)	14%
TOTAL	**100%**

Exam Policies & Procedures

Examination Administration

Alternative Testing Option
Alternative testing options are available in the following instances:

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

> *NOTE:* **The PgMP examination is administered in English only. Language aids for the PgMP examination are not currently available.**

Exam Policies & Procedures

Test Accommodations for the Examination

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

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

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.

Exam Policies & Procedures
Legal Restrictions on Taking the Examination

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

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

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

Exam Policies & Procedures

Examination Eligibility

Once you pass Evaluation 1—the panel review of your application, you will be eligible to take the examination. PMI will send you an email notification with your PMI eligibility ID, which you will utilize for scheduling a test appointment.

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

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

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 notification. This code will be required to register for the examination.

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

Exam Policies & Procedures
How to Schedule Your Examination

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

If you are planning to test before 1 July 2019, follow these instructions for scheduling your test appointment with Prometric - Prometric Instructions

If you are planning to test on or after 1 July 2019, follow these instructions for scheduling your test appointment with Pearson VUE - Pearson VUE Instructions

Rescheduling/Cancellation Policy for CBT Exams

You can reschedule or cancel your 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 testing centersTesting Centers, late rescheduling and cancellations will result in a fee. It is recommended that you reschedule or cancel your exam as soon as you know you won't be able to make the appointment. Please read the following policy carefully.

Within 30 Days of Your Appointment

If you reschedule or cancel your exam within 30 days of your scheduled appointment, you will be charged a fee of US$70. This fee helps to ensure greater seating availability at testing centerssince 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 reschedule or cancel your exam within the 30-day period. The $70 charge will appear on your credit card as a charge from the test 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 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.

Exam Policies & Procedures

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	4 April (or before)	No Fee
5 May	5 April (up until 2 May)	US$70
2-Day Policy		
5 May	2 May	US$70
5 May	3 May (you are unable to reschedule, but can cancel the appointment)	Forfeit the entire exam fee

Exam Policies & Procedures

How to Reschedule or Cancel Your CBT Appointment

To reschedule or cancel your CBT appointment, log-in to [PMI's certification system](#) and click the links onscreen to reschedule or cancel.

Please note, if you are within two days of your examination appointment, not counting the date of the appointment itself, you will be unable to reschedule your appointment. The only option presented will be to cancel. Cancellation of an appointment within two days of the examination will result in the forfeiture of the full examination fee, as dictated by the policies on the previous page.

Emails 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 cancelling your examination online, you can call the test vendor directly to reschedule or cancel your appointment.

Contact telephone numbers for test vendor service centers are located in your Examination Scheduling Instructions. **All candidates are instructed not to call the testing site to reschedule or cancel the examination.**

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

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

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

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

No-Show Status

Failure to notify 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 & 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.

Exam Policies & Procedures
Examination Site Requirements & Instructions

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

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

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

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

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

The following are acceptable forms of government-issued identification:
- Valid driver's license
- Valid military ID
- Valid passport
- Valid national identification card

The following are acceptable forms of secondary identification:
- Valid employee ID
- Valid credit card with signature
- Valid bank (ATM) card

The following are not acceptable forms of identification:
- Social Security cards
- Library cards

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

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

Exam Policies & 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	pagers
cellular telephones	tape recorders	dictionaries
watches	wallets	medication
eye drops	any other personal items	

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

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

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

Exam Policies & Procedures
What to Expect at the Testing Center

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

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

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

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

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

Testing Aids

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

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

Exam Policies & Procedures

Termination of Examination Administration/Grounds for Dismissal

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

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

1. Using or attempting to use someone else to take the test
2. Failing to provide acceptable personal identification, as outlined on the preceding page
3. Having access to or using notes or any prohibited aid related to the test

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

The PMI Certification Department reserves the right to take all action including, but not limited to, barring you from future testing and/or canceling your scores, for failure to comply with the test administrator/supervisor's directions. 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 & Procedures

Examination Report

Upon completion of the center-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.

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.

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. You will receive an email notifying you when your exam report is available online.

Establishing the Passing Score

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

Exam Policies & Procedures

Reexamination

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

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

Exam Administration Type	PMI Member Status	US Dollars	Euros
Reexamination CBT or PBT	member	$600	490
Reexamination CBT or PBT	nonmember	$800	655

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

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

Certification Policies & Procedures

Certification Complaints Process

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

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

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

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

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

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

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

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

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

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

Certification Appeals Procedure

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

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

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

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

Certification Policies & Procedures

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

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

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

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

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

Certification Policies & Procedures

Use of Your PgMP Certification

Once you pass the exam, you are granted the PgMP certification. You may refer to yourself as a PgMP certification holder as long as you have an active certification status. You are authorized to use the PgMP 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 PgMP designation in the manner stated above and that you will not use the PgMP designation in company names, domain names, product names or any other unauthorized manner.

Certificate Package

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

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

Both of these documents list your:

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

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

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

Online Certification Registry

The online Certification Registry automatically lists names of all 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.

Continuing Certification Requirements (CCR) Program

CCR Program Overview

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

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

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

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

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

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

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.