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4 How to Use the PMP Credential Handbook This handbook contains information on how you can apply for the globally recognized, highly valued PMP credential. This handbook applies to both computer-based and paper-based testing candidates. PMI requires that all PMP credential applicants read this entire handbook. The purpose of this handbook is to provide you with important information about the policies and procedures for obtaining and maintaining the PMP credential. The features in this handbook allow you to: Find information on each policy or procedure by clicking on a topic in the left navigation bar. Find tips and important information by reading NOTES throughout the handbook. Access the online application system and other information by clicking on links within this handbook. PMI CONTACT INFORMATION For general information about the Certification Program, contact the Customer Care Service Centre in your region. Find this information at PMI Customer Care Use the Online Certification System to Apply Use the Online Continuing Certification Requirements (CCR) System for continued certification maintenance PMP Credential Handbook last updated 24 September Project Management Institute, Inc. All rights reserved. Revised: 2005, 2006, 2007, 2008, 2009, 2010, 2011, 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 and PMI Agile Certified Practitioner are marks of Project Management Institute, Inc. PMP Credential Handbook revised 24 September 5 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) credential Agile Certified Practitioner (PMI-ACP) SM certification PMI Risk Management Professional (PMI-RMP) credential PMI Scheduling Professional (PMI-SP) credential Program Management Professional (PgMP) credential Project Management Professional (PMP) credential The PMP credential scheme is accredited by the American National Standards Institute (ANSI) against the International Organization for Standardization (ISO) The standard includes vigorous requirements for examination development and maintenance and for the quality management systems for continuing quality assurance. In addition, the PMP credential is also registered against the ISO 9001:2008 standard for quality management systems. This accreditation provides a third-party affirmation of quality in the development, management and governance of the PMP credential. It also gives credential holders and organizations who employ them additional confidence in the PMP credential. PMI s certification and credentials are distinguished by their global development and application, which makes them transferable across industries and geographic borders. The strength of PMI s credentials is that they are portable and not tied to any single method, standard, or organization. PMI s certification program is designed to ensure that all 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 the same time of questioning. PMI certification and credentials are also developed by project management practitioners for practitioners. The certification program is driven by the thousands of certification and credential 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 credential holders who have a Board mandate to oversee PMI s credentials. A candidate is assessed by examining his or her competence using: Reviewing Education and Experience A combination of education and/or experience in project management is required for each certification. Testing Competence The candidate is required to apply project management concepts and experience to potential on-the-job situations through a series of scenario-based questions. Ongoing Development Maintenance of a PMI certification requires the accumulation of ongoing professional development and education or, in the case of the CAPM certification, re-certification. PMI Certification Department Mission Initiate, establish, evaluate, maintain and administer a professional credential program to promote and support project management practitioners and the profession. PMP Credential Handbook revised 24 September 6 Overview of the PMP Credential Overview of the PMP Credential Globally recognized and demanded, the PMP credential demonstrates to employers, clients and colleagues that a project manager possesses project management knowledge, experience and skills to bring projects to successful completion. As the demand for skilled project managers is at a critically urgent level, practitioners who hold the PMP credential are well positioned to provide the professional skills necessary to lead project teams and achieve successful project results. The PMP recognizes the competence of an individual to perform in the role of a project manager, specifically experience in leading and directing projects. Year after year, the PMP credential has garnered global recognition and commanded a higher salary for credentialed individuals over noncredentialed individuals. PMP Credential Handbook revised 24 September 7 Overview of the PMP Credential Timeline of the PMP Credential Process PMP Credential Handbook revised 24 September 8 Overview of the PMP Role Delineation (Job Analysis) PMI conducts Role Delineation Studies for each credential every five to seven years. A third party, independent of PMI, conducts the study, which includes volunteer project management professionals from around the world. These individuals discuss the specific roles associated with each credential and the tasks and responsibilities that are expected to be performed within that role. In other words, a Role Delineation is a job analysis. It also provides a blueprint for the exam and links the exam questions to the role. The PMP Role Delineation states that candidates for the PMP credential: Perform their duties under general supervision and are responsible for all aspects of the project for the life of the project Lead and direct cross-functional teams to deliver projects within the constraints of schedule, budget, and scope Demonstrate sufficient knowledge and experience to appropriately apply a methodology to projects that have reasonably well-defined requirements and deliverables PMP Credential Handbook revised 24 September 9 Overview of the PMP Credential PMP Eligibility Requirements To be eligible for the PMP credential, you must meet certain educational and professional experience requirements. All project management experience must have been accrued within the last eight consecutive years prior to your application submission. Educational Background Project Management Experience Project Management Education Secondary degree (high school diploma, associate s Minimum five years/60 months unique nonoverlapping professional project 35 contact hours of formal education degree or global equivalent) Minimum three years/36 months unique non-overlapping professional project management experience during which at least 4,500 hours were spent leading and directing the project* 35 contact hours of formal education *Leading and directing the project as identified with the tasks, knowledge, and skills specific in the Project Management Professional Examination Content Outline. You should have experience in all five process groups across all your project management experience submitted on the application. However, on a single project, you do not need to have experience in all five process groups. NOTE: The A Guide to the Project Management Body of Knowledge (PMBOK Guide) defines a project as a temporary endeavor undertaken to create a unique product, service or result (PMBOK Guide Fourth Edition, p. 434). PMP Credential Handbook revised 24 September 10 PMP Application & Payment How To Complete the Online Application PMI encourages you to use the online certification system to apply for all credentials. However, printable application forms are available on PMI.org. Before you begin, make sure you meet the credential eligibility requirements and can record the necessary information on the application. Once you start an online application, you cannot cancel it. You can save it unfinished, come back to it later, and edit any information you already entered. The application will remain open for 90 days during which time PMI will send you an email reminder to complete the application. Please ensure that the application includes your valid, unique address as this will be the primary mode of communication from PMI throughout the credential process. Although PMI will you candidates 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 to the personal address book in your program to help ensure that you don t miss important CCR program updates from PMI. Before you submit the application, you will be required to read and agree to the PMI Code of Ethics and Professional Conduct and the Certification Application/Renewal Agreement, which can be found in this handbook and on PMI.org. NOTE: Incomplete applications and faxed applications will not be processed or returned. You can also use the online certification application View your examination eligibility status Download PMI audit forms Download your exam report with your pass/fail status Apply and submit payment to take or retake any PMI examination and/or evaluation Submit payment for credential renewal Download receipts Access your certification record and update your contact information View your listing on the Certification Registry PMP Credential Handbook revised 24 September 11 PMP Application & Payment How to Record Your Experience & Education on the Application Use the appropriate verification section of the online application to record your experience leading and directing the project. Record projects individually regardless of the number of projects you include. Number of Months of Project Management Experience Each month in which you worked on multiple, overlapping projects, you can only count the time spent on ONE of those projects toward fulfilling your eligibility requirements. Using this example below, the time spent working on Project 1 from January April would count as four months toward the eligibility requirement, while the time spent working on Project 2 during May June would count as two months toward the eligibility requirement. 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. Number of Hours that You Led or Directed Project Consider all of the projects that you have worked on and identify how many hours you spent leading and directing the project. For this section of the application, if you worked on multiple projects at one time, all the hours count toward the total. Contact Hours of Project Management Education Verify at least 35 contact hours of specific instruction that addressed learning objectives in project management. Record all education hours regardless of when they were accrued. The course work must be completed at the time you submit the application. NOTE: One hour of classroom instruction equals one contact hour. If you have completed a university or college course on project management that met for three hours per week for 15 weeks, you would record 45 contact hours. If only a portion of a course dealt with project management, only the hours spent on project management can be applied toward the total. PMP Credential Handbook revised 24 September 12 PMP Application & Payment The course hours may include content on project quality, project scope, project schedule, project budget, project procurement, and project integration management. You can satisfy the education requirements by demonstrating the successful completion of courses, workshops and training sessions offered by one or more of the following types of education providers: A. PMI Registered Education Providers (R.E.P.s)* B. PMI chapters or communities of practice* C. Employer/company-sponsored programs D. Training companies or consultants (e.g., training schools) E. Distance-learning companies, including an end-of-course assessment F. University/college academic and continuing education programs *Courses offered by PMI R.E.P.s, PMI chapters and communities of practice or by PMI are pre-approved for exam hours in fulfillment of the educational eligibility requirement. The following education does not satisfy the education requirements: PMI chapter meetings* Self-directed learning (e.g., reading books, watching instructional videos or sessions with coaches or mentors) *If at least one hour of a chapter meeting is spent conducting a learning activity, the hours spent in that activity can be counted towards the educational eligibility requirement. NOTE: While you may be able to record applicable classes that counted toward a degree, you cannot record the degree program in its entirety because some classes within the program will not apply to the requirement. PMP Credential Handbook revised 24 September 13 PMP Application & Payment Application Processing PMI strives to process applications in a timely manner. The application processing timeline depends on how you submit your application either online using the certification system, or on paper sent by postal mail to PMI. The following table details the application processing timeline. Application Processing Timeline Application submitted: Process time: Online 5 business days Paper by individuals 10 business days by corporations 20 business days NOTE: This processing timeline does not apply if your application has been selected for PMI s audit process (refer to the PMI Audit Process section in this handbook for more details). PMP Credential Handbook revised 24 September 14 PMP Application & Payment PMP Credential Fees The proper fees for payment are determined by your PMI membership status and the examination delivery type (computer-based versus paper-based) for your geographic location. Refer to the Examination Administration section in this handbook to see if you qualify for paper-based exam delivery. Otherwise, plan on taking a computer-based exam and submitting the associated fees. Use the following chart to determine the credential fee. Exam Administration Type PMI Member Status US Dollars Euros Computer-based testing (CBT) member $ Computer-based testing (CBT nonmember $ Paper-based testing (PBT) member $ Paper-based testing (PBT) nonmember $ Reexamination CBT member $ Reexamination CBT nonmember $ Reexamination PBT member $ Reexamination PBT nonmember $ CCR credential renewal member $60 USD only CCR credential renewal nonmember $150 USD only The PMP membership rate will apply only if you are a member of PMI in good standing at the time you submit payment for the credential. If you apply for membership right before you apply for the credential, make sure you receive confirmation of your membership before you pay for the credential. If your membership has not been completely processed before you pay for the credential, you will be charged the nonmember rate. If PMI membership is obtained after you submit payment for the credential, PMI will not refund the difference. Review all the benefits of PMI membership or Join Now! PMP Credential Handbook revised 24 September 15 PMP Application & Payment How to Submit Payment Once your online application has been processed and determined to be complete, PMI will send electronic notification to you requesting payment. This requires you to go back into the online certification system to complete the following steps: 1. Select your examination delivery method (refer to the Examination Administration section in this handbook for more details) 2. Request a language aid for your examination at an extra cost, if appropriate (refer to the Language Aids section in this handbook for more details) 3. Request special accommodations for your examination at no extra cost, if necessary (refer to the Special Accommodations section in this handbook for more details) 4. Submit payment (refer to the Credential Fees section[s] of this handbook for more details) You can submit payment of the certification fees in any of the following ways: Payment type Credit card Check Money Order Wire transfer Method for sending payment Online certification system or postal mail to PMI Postal mail to PMI Postal mail to PMI For details If you choose to submit payment by postal mail, you must also complete and include a Credential Payment Form with your payment. If you submit your application has been selected for PMI s audit process, you may submit payment by to submit credit card payment. This will enable PMI to process your payment more quickly. OR 2. By Postal Mail Mail a check, money order, credit card information or wire payment information to PMI. For all mail-in payments, please download and complete the Credential Payment Form and submit the completed form with your payment. Include your PMI identification number and user name. NOTE: When credential payment is received, PMI will send electronic notification indicating one of the following next steps: Examination scheduling instructions to help you schedule your examination Application has randomly been selected for PMI s audit process PMP Credential Handbook revised 24 September 16 PMP Application & Payment PMP Refund Policy To obtain a refund for the PMP credential, you must submit a written request to PMI at least 30 days before the exam eligibility expiration date. PMI will retain a processing fee of US$100 if you have not yet scheduled or taken the examination. Also, you can receive a refund, less a US$100 processing fee, if you fail to meet audit requirements (refer to the PMI Audit Process section of this handbook for details on the audit process). With a refund in the following instances: If your one-year eligibility period has expired and you have not scheduled the exam, you will forfeit the entire fee. You will not be able to use the initial fees for anything else. If you still wish to obtain the credential, you will have to reapply and submit all associated fees again. If you have scheduled the exam and did not take it, nor provided the necessary cancellation/rescheduling notification to PMI s testing administration partner, Prometric, you will not receive a refund. Again, you will forfeit the fee and not be able to apply it to anything else. NOTE: You can send a request for refund to or by fax to PMI PMP Credential Handbook revised 24 September 17 PMI Audit Process PMI Audit Process The submission of an application also 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 after payment of the credential fee is received. The electronic audit notification provides detailed information on how to comply with the terms of the audit. During an audit, you will be asked to submit documentation such as: Copies of your diploma/global equivalent Signatures from your supervisor(s) or manager(s) from the project(s) recorded in the experience verification section of the application Copies of certificates and/or letters from the training institute(s) for each course recorded on the application to meet the required contact hours of project management education PMI provides you with 90 days to submit the requested documentation. If you are able to provide the necessary documentation to meet the terms and requirements of the audit process, the audit should take about five to seven business days to complete. You can send your completed audit forms by regular postal mail or express courier service, to the address below. Please send all materials at one time, in one envelope. Sending audit documents separately can cause delay in the audit review timeframe. PMI Attn: Certification Audit 14 Campus Blvd. Newtown Square, PA USA You may not continue with the credential process until you have complied with the audit requirements. Once you successfully complete the audit, your one-year examination eligibility period starts. Incomplete submissions will not be processed and will result in failure of the audit. If you fail to meet the audit requirements, you will receive a refund (refer to the Refund Policy section in this handbook for the credential you are pursuing for more details). NOTE: Please be advised that while the selection process for an audit is primarily random, PMI reserves the right to select any candidate to be audited at any time, including after the credential has been bestowed. If you fail to meet the audit requirements after attaining the credential, you are not entitled to a refund. PMP Credential Handbook revised 24 September 18 Exam Policies & Procedures PMP Examination Information The PMP examination is comprised of 200 multiple-choice questions. Of the 200 questions, 25 are considered pretest questions. Pretest questions do not affect the score and are used in examinations as an effective and legitimate way to test the validity of future examination questions. All questions are randomly placed throughout the examination. No. of Scored Questions No. of Pretest (Unscored) Questions Total Examination Questions Computer-based testing (CBT) is the standard method of administration for PMI examinations. Paperbased testing (PBT) is available under limited circumstances (refer to the Examination Administration section in this handbook for more details). When you complete the computer-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 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 PMP examination questions: are developed in accordance with the ISO/IEC standard are developed and independently validated by global work groups of PMP credential holders: are referenced to current project management titles, which include but are not limited to PMI s global standards; are monitored through psychometric analysis; and satisfy the test specifications of the PMP Examination Content Outline. PMP Credential Handbook revised 24 September 19 Exam Policies & Procedures PMP Examination Blueprint The PMP examination is developed based on the PMP examination blueprint contained in the PMP Examination Content Outline. The examination blueprint details the percentage of questions contained in each project management process group. The following represents the percentage of questions in each domain that are included in the examination. PMP Exam Blueprint From the PMP Examination Content Outline Domain Percentage of Items Initiating 13% Planning 24% Executing 30% Monitoring and Controlling 25% Closing 8% TOTAL 100% PMP Credential Handbook revised 24 September 20 Exam Policies & Procedures Examination Administration Computer-based testing (CBT) is the standard method of administration for all PMI examinations. However, paper-based testing (PBT) is available in the following situations only: 1. Candidates who live at least 300 km (186.5 miles) from a Prometric CBT site. 2. Employers (Corporate Sponsors) who wish to administer a PMI examination to their employees. In this case, there is no restriction on distance; however, only employees of the corporation may test at these events. NOTE: You do not have the option of taking a CBT or PBT exam. You can only take a PBT exam if you meet one of the two criteria listed above. PMI reserves the right to cancel a PBT event that does not have a minimum of 10 candidates. Additional restrictions apply. Sponsors can obtain a copy of the PBT Handbook by contacting CBT test centers are listed on the Prometric website. If you are unable to locate a Prometric CBT center within a 300 km (186.5 mile)-radius of your home, review the PBT listing on the Prometric website to see if there is a PBT event available in your area. Prometric, a leading global provider of comprehensive testing and assessment services, is PMI s examination administration partner. NOTE: As part of the credential payment process, you will be taking a computer-based or paper-based examination. If you need to take a PBT examination, include the site location, date, and group testing number on your application. PMP Credential Handbook revised 24 September 21 Exam Policies & Procedures Examination Language Aids All PMI examinations are administered in English. Language aids for the questions and answers of the PMP and CAPM examinations are available to assist you if English is your second language. There are no additional costs for language aids. Language aids are available in the following 13 languages: Arabic Brazilian Portuguese Chinese (Simplified) Chinese (Traditional) French German Hebrew Italian Japanese Korean Russian Spanish Turkish Language aids are provided at the time the examination is administered and are protected under the PMI Test Security & Confidentiality rules. NOTE: If you would like a language aid, you should indicate your need as part of the payment process (if you submit your application online) or as part of the application process (if you submit a paper application). Once the examination is scheduled, you should review the confirmation notice to verify that your request for a language aid has been processed. If you had selected a language aid, and the confirmation notice makes no indication, contact Special Accommodations for the Examination You may request the administration of any PMI examination to be modified due to disability, language, and/or other conditions that may impair your ability to take the examination. There are no additional costs for special accommodations. Record your need for special accommodations as part of the payment process (if you applied online) or as part of the application process (if you submit 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 your Examination section in this handbook for more details. PMP Credential Handbook revised 24 September 22 Exam Policies & Procedures Examination Eligibility Once payment of the credential fee has been received, and you successfully completed the application audit (if your application was selected), you are deemed eligible to take the examination. PMI will send you an notification with: PMI Eligibility ID The start and end dates for your examination eligibility period and The examination scheduling instructions. NOTE: If your application was selected for audit, your eligibility period begins the day you successfully completed the audit. The exam eligibility period (the period of time during which you are able to test) is one year. You may take the examination three times within this one-year eligibility period should you not pass on the first attempt. The examination scheduling instructions direct you to the section of the Prometric website where you can select and schedule your examination date and location. Prometric is PMI s examination administration partner. PMI cannot guarantee seating at the testing centers and recommends that you schedule the examination as soon as you select a date on which you want to take it and at least three months before the expiration of your eligibility period. NOTE: You must retain the unique PMI Eligibility ID located on your scheduling notification. This number will be required to register for the examination. Please print and save all examination scheduling verifications and correspondence received from Prometric for your records. PMP Credential Handbook revised 24 September 23 Exam Policies & Procedures How to Schedule Your Examination FOR PBT ADMINISTRATION If you qualified to take a paper-based examination, you will not have to do anything to schedule a PBT appointment because you indicated this administration type as part of the application or payment process. Although you are required to do nothing, you will receive the examination scheduling instructions because PMI s system sends it automatically to everyone. To confirm your PBT exam appointment, PMI will send an electronic confirmation 20 days before your scheduled appointment. This confirmation will contain site instructions including your eligibility dates, your examination date and location, your arrival times for the examination, information on your government-issued identification, and a contact person. FOR CBT ADMINISTRATION You cannot schedule an exam appointment until PMI receives payment of your credential fee. Schedule your CBT Examination Online Schedule your appointment online at the Prometric website (you will be prompted to complete the following steps: 1. Select the country and state/province where you live 2. Select Schedule an Appointment option 3. Read and Agree to the Policies and Data Privacy Notice 4. Enter your Eligibility ID and first four letters of your last name (the number ending with E located on your scheduling notification) 5. Make a selection from the Available Test Sites offerings in your area 6. Select the examination date and time 7. Click on Complete Appointment Schedule your Examination by Telephone If you live in North America, you can use the Prometric Telephone System, an Interactive Voice Response System that enables you to use a touch-tone phone to schedule, reschedule, cancel, or confirm existing examination appointments. Test center information (phone number, address and directions) can also be obtained over the telephone or online. This telephone service is available Monday through Friday 8 a.m. to 8 p.m. (U.S. Eastern Time). Please call and follow the prompts. The hearing impaired may schedule by calling If you live outside North America and wish to schedule your examination appointment by telephone, refer to the Prometric Regional Contact Center chart for the applicable telephone number. NOTE: Please be advised that when scheduling by telephone, you must go to the Prometric website to print your confirmation information. PMP Credential Handbook revised 24 September 24 Exam Policies & Procedures Prometric Regional Service Centers Region Phone Number Hours of Operation Local Time Australia, New Zealand (Auckland)* Mon. Fri. 8:30 a.m. 5 p.m. India Mon. Fri. 9 a.m. 5:30 p.m. Japan Mon. Fri. 9 a.m. 6 p.m. Korea Southeast Asia: Bangladesh, Hong Kong, Indonesia, Malaysia, Nepal, Pakistan, Philippines, Taiwan, Thailand Europe: Armenia, Belgium, Bulgaria, Croatia, Finland, France, Georgia, Germany, Greece, Hungary, Ireland, Italy, Kazakhstan, Lithuania, Netherlands, Norway, Poland, Portugal, Romania, Russia, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom, Uzbekistan Middle East: Egypt, Israel, Jordan, Kuwait City, Lebanon, Saudi Arabia, Syria, United Arab Emirates; North Africa Sub-sahara Africa: Botswana, Ghana, Kenya, Mauritius, Nigeria, South Africa, Tanzania, Uganda, Zimbabwe Latin America: Argentina, Bolivia, Brazil, Chile, Colombia, Dominican Republic, Guatemala, Mexico, Panama, Peru, Venezuela; Caribbean or Mon. Fri. 8:30 a.m. 6 p.m Mon. Fri. 8 a.m. 6 p.m. Mon. Fri. 9 a.m. 6 p.m Sun. Thurs. 9 a.m. 6 p.m Mon. Fri. 9 a.m. 6 p.m Mon. Fri. 9 a.m. 6 p.m., EST *Candidates who live in Christchurch or Wellington, New Zealand need to contact to schedule an exam appointment. When calling Prometric s Customer Care Center, the Customer Service Representative will ask for: 1. Testing program (Project Management Institute) 2. Name of examination: (CAPM, PgMP, PMI-ACP, PMI-RMP, PMI-SP, or PMP) 3. PMI Eligibility ID (e.g., E1) NOTE: Please maintain a copy of the CBT examination confirmation in your files in the unlikely event that there are any discrepancies. PMI will not be able to advocate for you if this confirmation notice is not provided. How to Schedule an Examination with Special Accommodations If you have been approved special accommodations for the examination administration from PMI, please follow these steps: Candidates in North America must call Prometric Special Conditions Department at Candidates who live outside North America must contact Prometric s Regional Service Center in your region. Please see the phone list above. When scheduling your exam with special accommodations, be prepared to provide the following: 1. Testing program: (Project Management Institute) 2. Name of examination: (CAPM, PgMP, PMI-ACP, PMI-RMP, PMI-SP, or PMP) 3. PMI eligibility ID (e.g., E1) NOTE: If you neglect to apply for special accommodations at the time you complete the application and wish to do so as you schedule your exam, you must first contact You cannot schedule the exam with special accommodations without first applying for the accommodations and getting them approved. PMP Credential Handbook revised 24 September 25 Exam Policies & Procedures Rescheduling/Cancellation Policy for CBT Exams You can reschedule or cancel your computer-based exam at any time, as long as you do so more than two full calendar days before your scheduled exam appointment. However, because of limited seating capacity at Prometric Testing Centers, late rescheduling and cancellations will result in a fee. It is recommended that you reschedule or cancel your exam as soon as you know you won t be able to make the appointment. Please read the following policy carefully. 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 for special accommodations at the time you complete the application and wish to do so as you schedule your exam, you must first contact You cannot schedule the exam with special accommodations without first applying for the accommodations and getting them approved. PMP Credential Handbook revised 24 September25 Exam Policies & Procedures Rescheduling/Cancellation Policy for CBT Exams You can reschedule or cancel your computer-based exam at any time, as long as you do so more than two full calendar days before your scheduled exam appointment. However, because of limited seating capacity at Prometric Testing Centers, late rescheduling and cancellations will result in a fee. It is recommended that you reschedule or cancel your exam as soon as you know you won t be able to make the appointment. Please read the following policy carefully. Within 30 Days of Your Appointment If you reschedule or cancel your exam within 30 days of your scheduled appointment, you will be charged a fee of US$70. This fee helps to ensure greater seating availability at Prometric Testing Centers since candidates who wait until the last minute to reschedule or cancel could be used by others. The fee will be charged when you go online to Prometric s website to reschedule or cancel your exam within the 30-day period. The $70 charge will appear on your credit card as a charge from Prometric. 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. Read the FAQs document for more details on this new rule. Within 2 Days of Your Appointment You need to reschedule or cancel your appointment before you are within two calendar days of your exam appointment. If you wait until you are within two days of your exam appointment, you will 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 30-Day Policy Date that you Reschedule or Cancel Fee Amount 5 May 4 April (or before) No Fee 5 May 5 April (up until 2 May) US$70 2-Day Policy 5 May 3 May US$70 5 May 3 May (you are unable to reschedule, but can cancel the appointment) Forfeit the entire exam fee PMP Credential Handbook revised 24 September26 Exam Policies & Procedures How to Reschedule or Cancel Your CBT Appointment To reschedule or cancel your CBT exam appointment, go to the Prometric website and follow the prompts. or to Prometric or PMI are not acceptable forms of communication to reschedule or cancel your exam appointment. If you have Internet connectivity problems, you can call Prometric directly to reschedule or cancel your appointment. Call Prometric using the same number you called when scheduling your exam and not the local test site where you are scheduled to take the examination. Contact telephone numbers for Prometric are located on our Examination Scheduling Instructions and in this handbook. Rescheduling/Cancellation Policy for PBT Exams To reschedule or cancel a paper-based testing (PBT) exam appointment, you must no later than 35 calendar days before the scheduled examination administration date. Include your name, your PMI identification number, group ID number, (both found on your confirmation) and the location of the PBT event in your. The group ID number is available on the Prometric website or from the PBT sponsor. Extenuating Circumstances PMI understands that there are times when personal emergencies may cause you to: 1. Reschedule or cancel your exam within 30 days of the appointment, or 2. Miss a scheduled exam appointment (resulting in a no-show status). These are referred to as extenuating circumstances and can include: medical emergency, military deployment, death in immediate family, illness in immediate family, or natural disaster. *Extenuating circumstances do not include work-related circumstances.* Should a situation like this occur, PMI will examine your situation and take appropriate action. 1. If your circumstance forces you to reschedule or cancel your exam within 30 days of the appointment. Go online to the Prometric website as soon as you know you are unable to make your scheduled appointment and reschedule or cancel your exam. You will be charged the $70 fee; however, you can contact PMI Customer Care with an explanation and supporting documents (e.g., accident report, medical documentation, etc.) to obtain a refund on the late rescheduling/cancellation fee, if approved by PMI. PMP Credential Handbook revised 24 September27 Exam Policies & Procedures 2. If your circumstance forces you to miss your scheduled exam appointment (resulting in a no-show status): Please Contact PMI Customer Care within 72 hours following the missed exam appointment. You will be asked to provide an explanation along with supporting documentation (e.g., accident report, medical documentation, etc.) in order for you to reschedule or cancel your exam without penalty, if approved by PMI. PMI will review all claims on a case-by-case basis. If your extenuating circumstance claim is not approved, you will be required to pay the full reexamination fee to sit for the exam. No-Show Status Failure to notify Prometric or PMI within the specified time periods to reschedule or cancel your exam and failure to meet a scheduled examination appointment will result in a no-show status. If you reach a no-show status, you will forfeit the exam fee and have to pay the full reexamination fee in order to schedule another examination. PMP Credential Handbook revised 24 September28 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 stipulates that: You agree not to discuss, debrief or disclose, in any manner, the specific content of PMI examination questions and answers, to any individual. Any such discussion would be a potential violation of the Certification Application/Renewal Agreement and thus, could affect the status of your credential, up to and including revocation of your credential or permanent suspension from any PMI credential examinations. PMP Credential Handbook revised 24 September29 Exam Policies & Procedures Examination Site Requirements & Instructions In order to be admitted into the Prometric testing center, you must bring a valid, non-expired government/issued identification. Examples: Globally characters/translation 1. English characters/translation 2. your photograph and 3. 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 (not expired). Your government-issued identification does not match your name exactly as it appears on the scheduling notification. You will not be permitted to test if the name on your government-issued identification does not exactly match the name on your scheduling notification. Neither PMI nor Prometric will make any exceptions to this policy. If you do not provide the appropriate and/or matching identification, you will not be permitted to test. If you still wish to take the exam, you will be responsible for reexamination and pay the reexamination fee in order to take the exam at a later date. The following are acceptable forms of primary identification: Valid driver s license Valid military ID Valid passport Valid national identification card The following are acceptable forms of secondary identification: Valid employee ID Valid credit card with signature Valid bank (ATM) card The following are not acceptable forms of identification: Social Security cards Library cards Check-in procedure On the day of your examination, please arrive a half hour before your scheduled appointment. You must sign in, present the required identification, and provide your unique PMI Eligibility ID. You may also be asked to provide the confirmation number received when scheduling the appointment. There may be times when personal emergencies may cause you to: You may NOT bring anything or anyone into the testing area. Refer to the examination results that the third-party person or organization should receive when you take the exam. This includes: food beverages book bags coats sweaters luggage calculators eyeglass cases papers cellular telephones tape recorders dictionaries watches wallets any other personal items PMP Credential Handbook revised 24 September30 Exam Policies & Procedures Testing Aids Test candidates are prohibited from bringing calculators and scrap paper into the test site. However, these items will be provided for you by Prometric on the day of the exam: Calculators are built into the CBT exam and will be provided to those candidates taking a PBT exam Scrap paper and pencils, or Erasable note boards and markers Termination of Examination Administration/Grounds for Dismissal You are expected to conduct yourself in a professional manner at all times at the testing center. Any person who violates the PMI Test Security & Confidentiality Policy will be subject to disciplinary action(s) by the Certification Department. The test center administrator/supervisor or proctor is authorized to dismiss you from an examination administration and the 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 s test 2. Failing to provide acceptable personal identification 3. Having access to or using notes or any prohibited aid related to the test 4. Creating a disturbance (disruptive behavior in any form will not be tolerated; the test administrator/supervisor has sole discretion in determining whether specific conduct constitutes disruptive behavior) 5. Communicating, in any manner, with another person other than the test administrator/supervisor or proctor about the test during the administration, including attempting to give or receive assistance 6. Attempting to remove scrap paper from the testing room, or tearing the scrap paper 7. Eating or drinking in the testing room 8. Leaving the testing room or test center vicinity without permission 9. Removing or attempting to remove, examination-related material, or portions of a test in any format from the testing room 10. Attempting to tamper with a computer 11. Engaging in any dishonest or unethical conduct, such as cheating 12. Failing to follow any other examination administration regulations set forth in PMI Certification Program policies given by the test administrator/supervisor, or specified in any examination materials The 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. PMP Credential Handbook revised 24 September

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