PMI® Certifications

PMI® Certification Handbook

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How to Use the PMI® Certification Handbook

The features in this handbook allow you to:

Find information on each policy or procedure by clicking a topic in the left navigation bar. Find tips and important information by reading *Notes*.

Access the online application system and other information by clicking links within this handbook.

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

The PMI professional certification program includes:

Certified Associate in Project Management (CAPM)® certification
Cognitive Project Management in AI (CPMAI)™ certification
PMI Agile Certified Practitioner (PMI-ACP)® certification
PMI Construction Professional (PMI-CP)™ certification
PMI Professional in Business Analysis (PMI-PBA)® certification
PMI Risk Management Professional (PMI-RMP)® certification
PMI Scheduling Professional (PMI-SP)® certification
PMI PMO Certified Professional (PMI-PMOCP)™ certification
Portfolio Management Professional (PfMP)® certification
Program Management Professional (PgMP)® certification
Project Management Professional (PMP)® certification

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

As a courtesy, PMI provides translated versions of the Certification Handbook in multiple languages. In the event of a conflict between different language versions, the English version of the Certification Handbook shall be the primary reference.

PMI Certification Service Statement

Our purpose is to maximize project success to elevate our world. In service to this purpose, we will ensure that PMI professional certifications are the "gold standard" trusted source for practitioners throughout their career continuum—from their first résumé to retirement. With each certification product, we will support as many project professionals as possible to qualify for the career of their dreams and support organizations in building high-performing teams that achieve project success.

PMI CONTACT INFORMATION

For general information about the certification program, contact the
Customer Care Service Center in your region.

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

Certification Handbook last updated September 2025

About the PMI Certification Program

PMI certifications are distinguished by their global development and application, which makes them transferable across industries and geographic borders. The strength of PMI certifications is that they are portable.

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

PMI certifications are also developed by project professionals for project professionals. 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 the project management market, coming from every region of the world, industry, job level, and experience level.

Candidates for each certification are assessed using:

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

Panel Review—For the PgMP® and PfMP® certifications, panel reviews are also required. The panel review consists of essay questions graded by panels of external subject matter experts with active relevant program or portfolio certifications. Candidates must successfully complete the panel process and the examination to earn these certifications. .

Exam—Each candidate is required to apply portfolio, program, and/or project management concepts and their own experience to on-the-job situations through a series of scenario-based questions.

Ongoing Development—Maintenance of a PMI certification requires the accumulation of ongoing professional development units.

PMI Application and Audit Process

To be eligible to sit for a certification exam, you must document certain educational and professional experience requirements in the online PMI application. Please refer to the appropriate certification Exam Content Outline using the links in *How to Use the PMI® Certification Handbook* for more specific requirements.

The submission of your 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.

Audit Process

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

PMI allows you 90 days to submit the requested documentation. If you provide the necessary documentation to meet the terms and requirements of the audit process, the audit should take about 5–7 business days to complete. You can access your audit package from your mypmi.org dashboard. Once all information has been downloaded and received, you may submit your audit package.

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

Once you successfully complete the audit, your 1-year exam eligibility period starts. If you do not fulfill the requirements of your audit or choose not to comply, you will fail your audit, and a 1-year suspension will be enforced before you are eligible to reapply.

*Note: Please be advised that while the selection process for an audit is random, PMI reserves the right to select any candidate to be audited at any time, including after the certification has been bestowed. PMI audits all applications from employees and volunteers. If you fail to meet the audit requirements after attaining the certification, you are not entitled to a refund.

Exam Policies and Procedures

Exam Eligibility

After payment of the certification fee has been received, PMI will send you an email notification with your PMI Eligibility ID, which you will utilize for scheduling a test appointment. **You must retain the unique PMI Eligibility ID located on your scheduling notification. This number will be required to register for the exam**. Once your application has been approved, you have 1 year to take the exam. You may take the exam three times within this 1-year eligibility period. Please save all exam scheduling verifications and correspondence received for your records.

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

Exam Options in China

The online proctored PMI professional certification exam option (OPT) is not available for citizens of the People's Republic of China, Macau, and Hong Kong, regardless of location. In Mainland China, only paper-based testing (PBT) is available.

Exam Translations

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

Certification	PMP®	CAPM®	PgMP®	PfMP®	PMI-ACP®	PMI-RMP®	PMI-PMOCP™	PMI-PBA®	PMI-CP™
Arabic	X	X			X	X			
Bahasa Indonesian	X								
Brazilian Portuguese	X	X			X		X		
English	X	X	X	X	X	X	X	X	X
French	X	X			X				
German	X	X			X				
Hebrew	X								
Italian	X	X							
Japanese	X	X			X				
Korean	X								
Polish	X								
Russian	X								
Simplified Chinese	X		X		X	X	X		
Spanish	X	X			X		X		
Traditional Chinese	X				X				
Turkish	X								

All PMI professional certification exams, regardless of language, are protected under the PMI Test Security and Confidentiality rules.

PMI Certifications provides end-to-end localized process in every modality available if a translated exam is selected: In the translated exam experience the exam content is presented in the selected language. Additionally, for computer based exams, all screens before and after the exam are translated. If you would still like to see the question and answer options in English during the exam, there is also an exhibit button on the screen for each question that will show the content in English. For paper-based examinations, the English content is also included in the printed test booklet.

Please note, PMI cannot change the language for an existing exam appointment. If you schedule your exam in English only, but will require a different language, you must cancel your exam prior to contacting PMI to request one. For more information on canceling an exam, see *Scheduling, Canceling, and Rescheduling Policy and Procedures*.

Exam Accommodations

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

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

Once your request is submitted, you must submit supporting medical documentation to PMI using the *Contact Us* page. No requests for accommodations will be considered without supporting documentation. You will be unable to schedule an exam until your accommodations are approved by PMI.

PMI is unable to add any accommodations onto an existing exam appointment. If you do not request accommodations during the exam payment process, but will require them, please *Contact Us* as soon as possible. If you have already scheduled your exam, you will have to cancel the appointment prior to requesting the accommodation. There are no exceptions to this policy. See *Scheduling, Canceling, and Rescheduling Policy and Procedures* for more information.

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

Scheduling, Canceling, and Rescheduling Policy and Procedures

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

You can reschedule or cancel your online proctored exam or center-based exam up to 48 hours before your scheduled exam appointment. However, because of limited seating capacity (both physical and virtual), late rescheduling and cancellations will result in a fee. It is recommended that you reschedule or cancel your exam as soon as you know you will not 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 plus taxes. This fee helps to improve seating availability, since candidates who wait until the last minute to reschedule or cancel their exams are reserving seats that could be used by others.

The fee will be charged when you go online to the exam delivery vendor's website to reschedule or cancel your exam within the 30-day period. The US$70 charge will appear on your credit card as a charge from the vendor.

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

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

Within 48 Hours of Your Appointment

You may not reschedule your exam within 48 hours of your exam appointment. If you are not present for your exam, you will forfeit the entire exam fee and will need to pay associated fees to schedule a new exam.

Examples:

Exam appointment date	Date you reschedule/cancel	Fee amount
30-day policy		
5 May	4 April (or before)	No fee
5 May	5 April (up until 2 May)	US$70
48-hour policy		
5 May, 8:00 a.m.	Before 3 May, 8:00 a.m.	US$70
5 May, 8:00 a.m.	After 3 May, 8:00 a.m. (You are unable to reschedule or cancel the appointment.)	Forfeit the entire exam fee

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

You may reschedule or cancel your appointment online at the PMI.org website. Upon logging in to your PMI.org account, click the **Reschedule Exam** or **Cancel Exam** link under the **Your exam has been scheduled** menu." You will be directed to reschedule or cancel your exam through the exam delivery vendor, and you can review the current appointment details. You will be presented with options to reschedule or cancel your appointment.

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

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

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

Emails to the exam delivery vendor or PMI are not acceptable forms of communication to reschedule or cancel your exam appointment. If you have internet connectivity problems or experience any issues rescheduling or canceling your exam online, call the exam delivery vendor directly to reschedule or cancel your appointment. **Do not call the testing site to reschedule or cancel the exam.**

No-Show Status

Failure to notify the exam delivery vendor or PMI within the specified time periods to reschedule or cancel your exam, and failure to meet a scheduled exam appointment, will result in a no-show status. If you reach a no-show status, you will forfeit the exam fee and will have to pay the full fee to schedule another exam.

If you are testing through Pearson VUE and need support, please visit the [Pearson VUE Help and Support](#) page.

If you are testing online in South Korea or Japan and need support, contact ATA customer support at [CustomerService@ata.net.cn.](#)

Name Change Procedure

After submitting your exam 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 exam, 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 exam, you must [contact PMI](#) as soon as possible to request the change.

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:

1. First Name [Given Name]
2. Middle Name
3. Last Name [Surname/Family Name]

Please send any name change information as soon as possible. **PMI is unable to guarantee that updates can be made to the name within 5 business days of a scheduled exam.**

Extenuating Circumstances

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

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

These are referred to as extenuating circumstances and can include:

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

*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 PMI certification system as soon as you know you are unable to make it to your scheduled appointment and reschedule or cancel your exam. You will be charged the US$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 Us **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.) 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 fee to reapply to sit for the exam.

Candidates taking their exam in mainland China need to follow the timeline and policies on CITEF's website for rescheduling, cancellation, and extenuating circumstances. Please visit the CITEF website for any questions or information.

Refund Policy

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

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

PMI will **NOT** provide refunds in the following instances:

If your 1-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 want 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 the PMI testing administration partner, you will not receive a refund. Again, you will forfeit the fee and not be able to apply it to anything else.

To send a request for refund, please Contact Us.

PMI Exam Security and Confidentiality

When you submit your application, you must agree to abide by the PMI Certification Application/Renewal Agreement. Among other things, this document addresses discussions post-exam regarding questions. Any such discussion would be a potential violation of the Certification Application/Renewal Agreement and could affect the status of your certification,

up to and including revocation of your certification or permanent suspension from any PMI certification exams.

Exam (pass/fail) results are confidential and will not be disclosed to anyone without your consent, unless directed by valid and lawful subpoena or court order. If you would like your exam 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., exam date, pass/fail status, etc.) about the exam results that the third-party person or organization should receive.

The exam, 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.

PMI uses independent third-party security vendors and other methods to perform forensic analysis. For more information, please visit the Exam Security page.

Candidate Security Acknowledgment

Prior to beginning the exam, you must agree to the Candidate Security Acknowledgment (CSA). To view the terms of the agreement, read the PMI Certification Application/Renewal Agreement online. Failure to agree with any part of the CSA will result in the immediate termination of the candidate's testing session.

Reporting Misconduct

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

Additional information about the PMI Exam Integrity Program may be found by visiting: https://www.pmi.org/certifications/exam-security.

Exam Day Instructions

To check in to your exam online or in person, you must have a valid and current (non-expired) form of government-issued identification. Your identification must include:

1. English language characters/translation
2. Your photograph
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 check-in 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 take the test if the name on your identification documents does not exactly match

the name on your scheduling notification, or if your identification is damaged. There are no exceptions to this policy.

If you do not provide the appropriate and/or matching identification, you will not be permitted to take the test. If you still want to take the exam, you will be required to reapply and pay the exam fee again to take the exam at a later date, when you can provide valid identification.

For a list of identification requirements, see the following:

1. **Pearson VUE**: Requirements for testing center-based or online proctored testing programs worldwide.
2. **ATA**: Requirements for online proctored testing in Japan and South Korea.
3. **CITEF:** Identification requirements are provided when you receive your admission ticket for paper-based programs in mainland China.

Check-In Procedure for Testing Centers

On the day of your exam, please check in online or at the test center **30 minutes before your scheduled appointment**. Candidates who arrive late to an appointment will not be permitted to take the test. You must sign in, present the required identification, and provide your unique PMI Eligibility ID. In the test center 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.

The testing center administrator will ask you to empty your pockets and roll up your sleeves. The administrator will scan you with a metal-detecting wand. You will be provided with a locker and key to store your personal belongings. 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 exam appointment has been completed.

*Note: If you 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 exam appointment. Please review the Exam Accommodations section of the handbook for additional information on obtaining authorization.

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 depends on the testing center's available supplies; candidates will not have a choice between scratch paper and the marker boards.

Calculators are built into the computer-based exam; however, you may raise your hand at any time during the exam and request a handheld calculator. Handheld calculators will also be provided to all candidates taking a paper-based test (PBT) exam. If you require additional scratch paper at any time during the exam, you may raise your hand and request it. The testing center administrator will remove the used scratch paper and provide you with a fresh sheet of paper. Candidates may only have either one set of scratch paper or two marker boards at their testing terminal at any given time.

After checking in, you will then be escorted into the testing room by the testing center administrator, who will seat you at your workstation so you may begin your exam. On the first

screen, you will be asked to verify both your name and the exam you are taking. Once this information is verified, the exam tutorial will begin. A clock is built into the 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 exam will begin.

Depending on the length of your exam, there will be one or more scheduled breaks. If you want to take an unscheduled break, you may get up from your terminal and exit the testing room with permission from the proctor or test administrator. All candidates must sign in and out of the testing room and present their government-issued identification documents upon each entrance and exit. Upon re-entering after a break, the testing administrator will conduct security measures on your person again.

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

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

Prohibited From the Testing Area

You may NOT bring anything or anyone into the testing area or to the desk where you take the exam. Items such as sweaters and jewelry may be worn into the testing center, but they cannot be removed once you have entered the testing room.

Please consult the testing center website for more information about what is prohibited and allowed in the testing area.

Pearson VUE
https://www.pearsonvue.com/content/dam/VUE/vue/en/documents/onvue/pearson-vue-online-testing-guide-en.pdf
ATA: https://vip.eztest.org/client/pmi/home/index

Check-In Procedure for Paper-Based Exams

Each candidate will be provided with a 2B pencil, eraser, calculator, and scratch paper in the exam room. Nothing apart from the admission ticket and identification documents is allowed for be brought to your testing center. Restricted items, include but are not limited to, mobile phones, watches, smart bands, Bluetooth earphones, and other electronic, communication, or storage devices, as well as printed materials, personal stationery, personal scratch paper, food, or beverages.

During the exam, mobile phones and other electronic communication devices must remain turned off and stored in the designated location as required. If a candidate is found with prohibited items at their seat, it will be treated as a disciplinary violation.

Check-In Procedure for Online Proctored Exams

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

For Pearson VUE, please visit: **https://home.pearsonvue.com/Clients/PMI/OnVUE-online-proctored.aspx**

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

Termination of Exam Administration/Grounds for Dismissal

You are expected to always conduct yourself in a professional manner at the testing center or while taking an online proctored exam. Any person who violates the Candidate Security Acknowledgment (CSA) 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 exam administration, and/or the PMI certification department may cancel your scores or take other appropriate action, when there is a reasonable basis for concluding that you have engaged in any of the following conduct:

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

Although exams are administered under strict supervision and security measures, exam 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 exam, or using notes or unauthorized aids. All information will be held in strict confidence. For more information, please see the *Reporting Misconduct* section of this document.

Exam Reporting

Upon completion of your exam on a computer, you will receive a copy of our score report. In addition to the overall pass/fail status, important diagnostic information on your performance is provided for each domain. This information provides specific guidance for both passing and failing candidates.

Please note that for the PMP, any score provided at the conclusion of a candidate's testing session is considered preliminary until the candidate receives notice from PMI that the result is official. If you receive a preliminary exam report you can access your exam report on the online certification results system no later than 10 business days after your exam date. You will receive an email notifying you when your exam report is available online.

Candidates who take their exam via a paper-based testing session will receive their score report within 6-8 weeks after their testing session via email.

Establishing the Passing Score

The passing score for all PMI exams is determined by sound psychometric analysis.

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

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

Certification Fees

PMI certifications are subject to all applicable fees. Prices may vary based on a candidate's membership status and regional location. Membership rates will only be applied to candidates who have obtained membership prior to paying for the certification.

Certification Policies and Procedures

Eligibility Period

You are granted a 1-year eligibility period in which to pass the exam. If you do not pass the exam on your first attempt, you may attempt the exam two additional times. Repayment of fees applies to the second and third attempts to pass the exam.

If you fail to pass the exam three times within your 1-year eligibility period, you must wait 1 year from the date of your last exam to reapply for the certification. However, after failing to pass a certification exam three times, candidates may opt to apply for any other PMI certification.

If your eligibility period expires and you are unable to pass the exam, you must reapply for the certification if you wish to try again.

Certification Complaints Process

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

- A problem with a certification process,

- A problem with exam content, and
- A problem with the exam administration.

All certification-related complaints must be reported within 30 days of the event/incident cited, made in writing, and sent to PMI via email at certcomplaints@pmi.org.

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

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

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

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

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

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

Certification Appeals Process

All challenges to the PMI certification program are governed by the PMI Certification Appeals process. 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; and
- Invalidation of exam results and related actions due to candidate misconduct.

All certification-related appeals must be reported within 30 days of the event/incident cited, made in writing, and sent to PMI Certification Appeals via email at certappeals@pmi.org.

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

An appeal must include all of the following elements:

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

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

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

Disciplinary decisions affecting membership of existing members are evaluated under a separate appeals process approved by the PMI Board of Directors in accordance with the PMI Ethics Complaints process.

Use of Your PMI Certification

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

Certificate

You may download a digital version of your certificate.

To download a PDF copy of your certificate:

1. Log in to https://certification.pmi.org.
2. Select "My Certification" section in the left navigation pane.
3. To download your certificate, click "View Certificate." Your certificate will be downloaded into your default download folder.

Digital Badge

You will receive an email from Credly on behalf of PMI with a link to accept your digital badge. To accept the badge, click the **View Details** button in the email and follow the prompts. If you do not have a Credly account, you will need to create one using the same email address you used to register for your exam. If you do have a Credly account, you will need to sign in to accept your badge.

Online Certification Registry

The online Certification Registry automatically lists names of PMI 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, and 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 myPMI.

Continuing Certification Requirements (CCR) Program

CCR Program Overview

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

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

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

Participating in professional development and learning activities allows certification holders to earn professional development units (PDUs), fulfilling the Continuing Certification Requirements and ultimately growing and developing as a practitioner.

We know that everyone 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 the CCR program, and to download the CCR Handbook, please visit the Maintain page on PMI.org.

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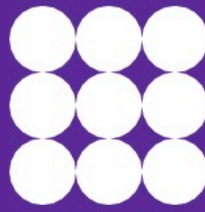
PMI members have determined that **honesty**, **responsibility**, **respect,** and **fairness** are the values that drive ethical conduct for the project management profession. The *PMI Code of Ethics and Professional Conduct* applies those values to the real-life practice of project management, where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

This agreement may be updated or revised from time to time. It is your responsibility to obtain the most up-to-date copy online. For details, read the PMI Certification Application/Renewal Agreement online.

POWERING THE PROJECT ECONOMY™

Project Management Institute.

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