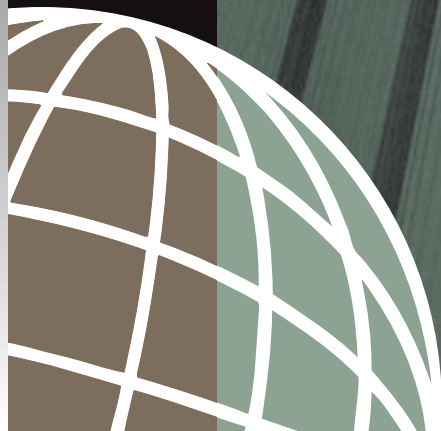Project Management Institute

Project Management Professional (PMP®)

CREDENTIAL HANDBOOK

Contains Examination Information for Computer-Based
Testing and Paper-Based Testing Candidates

PMP

CREDENTIAL HANDBOOK

Project Management
Institute Credentialing Program Mission

Initiate, establish evaluate, maintain and administer professional credentialing programs to promote and support project management practitioners and the project management profession.

*T*he Project Management Institute (PMI) sponsors a project management Credentialing Program, the purpose and goal of which is the development, maintenance, evaluation, promotion, and administration of a rigorous education, experience and examination-based, professional credential – the Project Management Professional (PMP®).

A PMP credential grants an applicant with a globally recognized designation that serves as the foundation from which they can competently practice as a project manager leading and directing project tasks. PMPs are in tune with the latest trends in project management profession. They have also demonstrated their commitment to the profession.

The PMP Credential Program supports the international community of Project Management Professionals and is designed to objectively assess and measure experience, education and professional knowledge, the components of the foundation of competent practice as a project manager. PMP program requirements and eligibility standards are applied fairly, impartially, and consistently with applicable laws. The PMP program complies with all United States state and federal government nondiscriminatory statutes and laws, and grants a credential independently of a candidate's membership or non membership in any organization, association or other group.

To achieve the PMP credential, candidates must satisfy all educational and experiential requirements established by PMI, candidate must also demonstrate an acceptable and valid level of understanding and knowledge of project management that is tested by the Project Management Professional credential examination. In addition, those who have been granted the PMP credential (certificants) must demonstrate ongoing professional commitment to the field of project management by satisfying PMI's Continuing Certification Requirements (CCR) Program.

ELIGIBILITY REQUIREMENTS

At the time of application, the candidate must meet the following requirements:

Educational Background	Project Management Experience	Project Management Education
High School Diploma or global equivalent*	7,500 hours in a position of responsibility leading and directing project tasks** and 60 months of project management experience	35 hours

*Applicants who hold a baccalaureate degree (or equivalent) are only required to have 4500 hours and 36 months of project management experience leading and directing project tasks.

**Project tasks are identified in the PMP Examination Specification within eight years from the date of application.

Candidates choosing to apply for the PMP credential are directed to the online application. If candidates are unable to apply online, please contact PMI.

Experience Verification Information
The Project Management Experience Verification Form is the portion of the application used to properly document and report project management experience. Candidates should complete one form per project. Applications containing incomplete forms will be returned to candidates. *PMI defines a project as temporary endeavor undertaken to create a unique project product or service. Temporary means that every project has a definite beginning and a definite end.*

35 Contact Hours of Education
Candidates must verify at least 35 contact hours of specific instruction that addresses learning objectives in project management. Candidates can document all project management education hours regardless of when they were accrued so long as course work has been completed at the time of application. These hours may include content on project quality, scope, time, cost, human resources, communications, risk, procurement and integration management.

Candidates can satisfy the project management educational requirement by successfully completing courses, workshops and training sessions through one or more of the following types of education providers:

- Courses or programs offered by PMI Registered Education Providers (R.E.P.)
- University/college academic and continuing education programs
- Courses or programs offered by PMI Component organizations
- Courses or programs offered by employer/company-sponsored programs
- Courses or programs offered by distance-learning companies ending with a tutorial segment
- Courses or programs offered by training companies or consultants

The following education does not satisfy the education requirements:

- PMI Chapter meetings
- Self-study (e.g. reading books)

Project management can be organized into five groups of one or more processes.

Initiating processes
Recognizing that a project or phase should begin and committing to do so.

Planning processes
Devising and maintaining a workable scheme to accomplish the business need that the project was undertaken to address.

Executing processes
Coordinating people and other resources to carry out the plan.

Monitoring and Controlling processes
Ensuring that project objectives are met by monitoring and measuring progress and taking corrective action when necessary.

Closing processes
Formalizing acceptance of the project or phase and bringing it to an orderly end.

ELIGIBILITY NOTIFICATION

PMP online applications will be processed and reviewed within 5 business days.

Paper applications will be processed as follows:

- PMP credential applications received from individuals will be processed within 10-14 business days of PMI's receipt;

- PMP credential applications received from corporations will be processed within 20 business days of PMI's receipt;

After the applications have been processed, eligibility letters will be sent electronically to all qualifying candidates. The eligibility letter confirms that a candidate is eligible to take the examination and expires after one year. If you are not considered eligible, a notification will be sent electronically with further instructions. **Please ensure that a valid e-mail address is provided.**

Eligibility letters will provide specific details regarding examination site requirements.

SCHEDULING NOTIFICATION

Upon receipt of the eligibility letter, online candidates must choose where they wish to schedule an examination and remit payment. Upon receipt of payment, a scheduling notification will be sent electronically to confirm your scheduling preference. Candidates will be directed to a Prometric site to schedule their examination appointment. The scheduling notification will provide complete details for scheduling an examination.

APPLICATION AUDIT

All eligible applications are subject for audit. Upon successful completion of the audit, candidates will be able to sit for the PMP examination. Submission of an application indicates agreement to comply with audit terms. Please be advised, that while the selection process for the audit is primarily random, PMI does reserve the right to manually select any candidate to be audited at any time, including after the credential has been bestowed.

Candidates who are selected for audit will receive an e-mail notification from PMI with detailed information on how to comply with the terms of the audit. During an audit, candidates will be asked to submit supporting documentation, such as copies of their diploma/global equivalent, signatures of their supervisor(s) or manager(s) from the project(s) documented on the Experience Verification Forms, or a certificate or letter from the training institute(s) for each course submitted to meet the 35 contact hours of project management education.

PMI retains a non-refundable application-processing fee for all PMP credential applications.

Examination Item Development

PMP credential examination questions:

- are developed and validated by global work groups of content experts;
- are referenced to current resources from project management textbook sources;
- are monitored through psychometric analysis; and
- satisfy the test specifications of a job analysis.

Determining the Passing Score

The passing score for the PMP examination is determined by a criterion-referenced approach called the Modified Angoff Technique, a certification industry standard practice relying on the collective judgments of groups of PMPs from around the globe.

Examination Format

The PMP examination is comprised of 200 multiple-choice questions. Of the 200 questions, 25 questions are considered pretest questions. Pretest questions do not affect the candidate's score and are used in examinations as an effective and legitimate way to increase the number of future PMP examination questions. The pretest questions are randomly placed throughout the exam.

The allotted time to complete the examination is four hours. The four-hour examination is preceded by a 15-minute computer tutorial, which is not part of the allotted four hours.

Examination Results Notification and Score Report

Upon completion of the computer-based test, the candidate is provided with a printed copy of results indicating pass or fail status. For paper-based exams, answer sheets are returned to Prometric for scoring. Candidates will receive their results by postal mail in approximately 6-8 weeks following the exam date. PMI reports candidate scores using a diagnostic score report. Candidates are provided their overall pass or fail status and given a percentage breakdown of their performance by performance domain.

If a candidate challenges the accuracy of a score report, the candidate can request PMI to hand score the answers. The fee for hand scoring is $45.00 (US). Please contact PMI.

Re-examination

Candidates must pass the examination in order to be awarded the PMP credential. Candidates are granted a one-year eligibility window. Candidates have a maximum of three attempts to receive a passing score on the PMP examination within the one-year eligibility period. After the third unsuccessful attempt, candidates will have to wait one year before re-applying for the PMP credential and attempting to test again.

If a candidate is unsuccessful taking the exam or if a candidate is beyond the one-year eligibility window, they can apply for a re-examination via the online application.

PMP
Credential
Application

Candidates must complete the PMP Credential Application online or via downloadable forms.

PMI Test Security and Confidentiality Policy

The PMP examination, answer sheets, work sheets, 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 scores are confidential and will not be disclosed to anyone other than the candidate without the candidate's consent unless directed by valid and lawful subpoena or court order. A candidate requesting that an examination score be released to a third party must provide PMI with a written request to PMI specifically identifying which examination score may be disclosed and the person or organization to whom the score should be revealed. Any violation of the PMI Test Security and Confidentiality Policy may be subject to disciplinary action(s) by the PMI Certification Program Department.

EXAMINATION DELIVERY

Examination Administration

The PMP credential examination is offered via testing centers around the world. For a complete list of testing locations, please visit Prometric's Web site.

For the most up-to-date information regarding PMP examination administration, please visit PMI's Certification department Web site.

Special Examination Accommodations

Any candidate may request a modification to the PMP examination administration procedure due to disability, handicap and/or other conditions that may impair the candidate's ability to take the test. To request special testing accommodations, candidates must indicate their needs on the special testing application form during the online application process or applicants applying via a paper application, must indicate their needs for special testing accommodations on the PMP application and a form will be issued to the candidate from PMI electronically. All candidates must send the necessary supporting medical documentation to PMI by fax at +1 610 356-4647 marked "Attention Special Testing Accommodations". Upon receipt of this information, PMI will send the candidate a scheduling notification electronically.

POLICIES AND PROCEDURES

Examination Site Requirements

Identification Required for Admittance into the Testing Facility

In order to be admitted into the testing center, candidates must bring Government Issued Identification that shows both a photograph and a signature. If a candidate's Government Issued Identification does not have a photograph or a signature, candidates must bring an additional Secondary Identification with a photograph and/or signature (which ever is missing from the Government Issued Identification), to the testing center.

Candidates taking the PMP credential examination are required to follow guidelines and policies relating to examination administration and examination security.

Further, a candidate's identification must match their name exactly as it appears on the scheduling notification. If the name on candidate's identification and scheduling notification do not exactly match, candidates will not be permitted to test. PMI will not make any exceptions to this policy.

Candidates who are disallowed to test because of a name issue will have to complete a re-examination form and pay the appropriate re-examination fee.

The following are acceptable forms of Government Issued Identification:
- Valid driver's license
- Valid passport
- Valid military ID
- Valid national identity card

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

Please note that Library cards and Social Security cards are not acceptable forms of identification.

Candidates are expected to conduct themselves in a professional manner at all times at the testing center. Test site personnel will dismiss any disruptive candidates from the site. No refunds will be given to candidates expelled or required to leave the test site due to disruptive behavior. The test center administrator/proctor is authorized to dismiss you from an examination administration and the PMI Certification Program may cancel your scores, or take other appropriate action as stated in the Grounds for Dismissal document included in your Scheduling Notification.

No visitors are permitted into the testing rooms (including children). Candidates may not bring food, beverages, coats, book bags, luggage, pagers, cellular telephones, tape recorders, dictionaries and/or other personal items to the examination desks. In addition, smoking and any other electronic devices are prohibited in the testing center.

Examination Cancellation / Rescheduling / No-shows

Candidates who are canceling or rescheduling an examination appointment must do so no later than noon (12:00 p.m. local time) three business days prior to the scheduled examination appointment. Example: To cancel an examination scheduled for Monday morning, you must notify Prometric by 12:00 noon on Wednesday before the Monday appointment. When calling to cancel, candidates should call Prometric directly and not the local sites at which they are scheduled to take the exam. Failure to contact Prometric to cancel an appointment within the three-day time frame or failure to meet a scheduled appointment will result in the forfeiture of the full PMP credential examination fee. Candidates will have to pay the re-examination fee in order to reschedule to take the examination. Contact telephone numbers for Prometric can be located in the scheduling notification. Candidates may also cancel online by following the prompts on Prometric's Web site.

Candidates taking a paper-based test must cancel or reschedule 25 calendar days prior to the scheduled test administration date by e-mailing PMI at specialexams@pmi.org.

Candidates failing to meet a scheduled appointment with Prometric due to a medical emergency must submit written notification, including official medical documentation, to the Certification Program Department at PMI, Four Campus Boulevard, Newtown Square, Pennsylvania 19073-3299 USA. This information must be submitted no later than 72 hours after the scheduled examination date and a rescheduling fee will be charged. In the event of a death of a family member, please submit written notification including a copy of a death certificate, to the Certification Program department. All letters will be reviewed on a case-by-case basis.

Candidates are allowed a maximum of one year to test.

Refunds

A refund can be obtained by submitting a written request to PMI one month before the eligibility expiration date. No refunds will be considered for candidates who have taken the PMP credential examination or have not provided the necessary cancellation/rescheduling notification to Prometric. A processing fee of $100.00 (US) will be retained by PMI. Applicants who fail to meet the audit requirements will receive a refund less a processing fee of $100.00 (US).

Appeals Procedure

The PMP Credential Program is administered and supervised by the PMI Certification Program Manager. All challenges regarding actions of and by the PMP Credential Program are governed by the comprehensive and exclusive rules of the PMI Certification Governance Council's Certification Appeal Procedures. This appeal process is the only method to review all decisions made by the PMI Certification Department regarding applications, eligibility, examinations, test administration and results, and other application- or testing-related certification issues and/or challenges or complaints. Disciplinary decisions made by PMI regarding PMI Certificants are governed by and reviewed under a separate procedure, detailed in a separate PMI policy document entitled "PMI Certification Disciplinary Case Procedures."

Candidates for the credential, or individuals who currently hold the credential, may submit a written request to the PMI Certification Program Manager for review of an adverse PMP Credential Program action, decision or determination.

PMI Continuing Certification Requirements (CCR) Program

The purpose of the PMI CCR Program is to:
- enhance the ongoing professional development of PMPs;
- encourage and recognize individualized learning opportunities;
- offer a standardized and objective mechanism for attaining and recording professional development activities; and
- sustain the PMP as a global credential.

Each PMP must satisfy the PMI CCR Program in order to maintain the PMP credential. PMPs are required to attain no less than 60 professional development units (PDUs) during each renewal cycle and agree to continue to adhere to PMI's Project Management Professional Code of Professional Conduct.

As part of this process, PMPs will be required to submit payment for each cycle.

Upon award of a PMP Credential, certificants are added to an Online Registry. The Online Registry allows verification of the candidate's PMP status. The Online Registry can be accessed on the Certification section of the PMI Web site.

Additional information concerning the PMI Continuing Certification Requirements Program and professional development units can be found in the Certification section of the PMI Web site at www.pmi.org. All PMPs receive the PMI Continuing Certification Requirements Program Handbook once the credential is attained.

Project Management Institute PMP Code of Professional Conduct

As a PMI Project Management Professional (PMP) I agree to support and adhere to the responsibilities described in the PMI PMP Code of Professional Conduct.

I. Responsibilities to the Profession

A. Compliance with all organizational rules and policies

    1. Responsibility to provide accurate and truthful representations concerning all information directly or indirectly related to all aspects of the PMI Certification Program, including but not limited to the fol lowing examination applications, test item banks, examinations, answer sheets, candidate information and PMI Continuing Certification Requirements Program reporting forms.

    2. Upon a reasonable and clear factual basis, responsibility to report possible violations of the PMP Code of Professional Conduct by individuals in the field of project management.

    3. Responsibility to cooperate with PMI concerning ethics violations and the collection of related information.

    4. Responsibility to disclose to clients, customers, owners or contractors, significant circumstances that could be construed as a conflict of interest or an appearance of impropriety.

B. Candidate/Certificant Professional Practice

    1. Responsibility to provide accurate, truthful advertising and representations concerning qualifications, experience and performance of services.

    2. Responsibility to comply with applicable laws, regulations and ethical standards governing professional practice in the state/province and/or country when interacting with PMI and when providing project management services.

    3. Responsibility to act in an honest and ethical manner when interacting with PMI and when providing project management services.

    4. Responsibility to maintain and respect the confidentiality of the contents of the PMP credential exam.

C. Advancement of the Profession

    1. Responsibility to recognize and respect intellectual property developed or owned by others, and to otherwise act in an accurate, truthful and complete manner, including all activities related to professional work and research.

    2. Responsibility to support and disseminate the PMP Code of Professional Conduct to other PMI certificants.

II. Responsibilities to Customers and the Public

A. Qualifications, experience and performance of professional services

    1. Responsibility to provide accurate and truthful representations to the public in advertising, public statements and in the preparation of estimates concerning costs, services and expected results.

    2. Responsibility to maintain and satisfy the scope and objectives of professional services, unless otherwise directed by the customer.

    3. Responsibility to maintain and respect the confidentiality of sensitive information obtained in the course of professional activities or otherwise where a clear obligation exists.

B. Conflict of interest situations and other prohibited professional conduct

    1. Responsibility to ensure that a conflict of interest does not compromise legitimate interests of a client or customer, or influence/interfere with professional judgments.

    2. Responsibility to refrain from offering or accepting inappropriate payments, gifts or other forms of compensation for personal gain, unless in conformity with applicable laws or customs of the country where project management services are being provided.

After attaining the Project Management Professional credential, all PMPs must satisfy the requirements of the PMI Continuing Certification Requirements Program to maintain their PMP status.

III. Administration of Code of Conduct

By becoming a PMP, you agree to abide by this Code of Conduct. PMI reserves the right to suspend or revoke the credential of any PMP who is determined to have committed a violation of this Code or otherwise failed to adhere to the tenets of this Code.

PMP and PMP Candidate Agreement and Release

By signing the statement provided in the PMP Credential Application, you represent and agree to these terms, conditions and releases related to PMI credentialing.

1) I agree to satisfy and conduct myself in accordance with all PMI Certification Program policies and requirements and maintain confidentiality of examination questions and content. Furthermore, I agree not to discuss, debrief or disclose, in any manner, the specific content of the credential examination's questions and answers to any individual.

2) I agree that any intentional or unintentional failure to provide true, timely and complete responses to questions in this application or renewal form may lead to further investigation and/or sanctions by the PMI Certification Governance Council.

3) I agree to notify the PMI Certification Program Department in a timely manner of changes concerning the information I have provided, including my current address and telephone number.

4) I have reported, and will continue to report, to the PMI Certification Program Department, within sixty (60) days of occurrence, any matters, proceedings, lawsuits, settlements and/or other agreements, administrative agency actions, or organizational actions relating to my profession or occupation, including all complaints relating to my professional activities as a project manager, and matters or proceedings involving, but not limited to credentialing, malpractice, disciplinary ethics or similar matters. I also agree to promptly report, within sixty (60) days of occurrence, any felony criminal charges, convictions, or plea agreements or other criminal charges, convictions, or plea agreements relating to acts of dishonesty or unethical conduct.

5) I agree that if my compliance with any of the terms of this agreement requires or includes an explanation and supporting documents, I will provide a complete and accurate explanation and true copies of the materials to the PMI Certification Program Department with this application.

6) I agree that the PMI Certification Program Department has the right to communicate with any person, government agency or organization to review or confirm the information in this application or any other information related to my application for PMI credentialing. Further, I agree to and authorize the release of any information requested by the PMI Certification Program Department for such review and confirmation.

7) I agree that PMP credential status does not imply licensure, registration or government authorization to practice project management or to engage in related activities.

8) I agree that all materials that I submit to the PMI Certification Program Department become the property of the PMI Certification Program Department, and that the PMI Certification Program Department is not required to return any of these materials to me.

9) I agree that upon achieving the credential, my name may be posted on the PMI Web site as part of a PMP Registry to be created and maintained by PMI.

10) I agree that information related to my participation in the PMP credentialing process may be used in an anonymous manner for research purposes only.

11) I agree that all disputes relating in any way to my application for the credential examination, or profes-

sional development will be resolved solely and exclusively by means of PMI Certification Program Department policies, procedures and rules, including the Appeals Process.

12) I release and indemnify PMI and the PMI Certification Program Department from all liability and claims that may arise out of, or be related to, my project management and related activities.

13) I hereby release, discharge and indemnify PMI, its directors, officers, members, examiners, employees, attorneys, representatives, agents and the PMI Certification Program Department from any actions, suits, obligations, damages, claims or demands arising out of or in connection with this application, the scores given with respect to the examination or any other action taken by PMI with regard to credentialing, testing and professional development including, but not limited to, all actions related to ethics matters and cases. I understand and agree that any decision concerning my qualification for any credential, as well as any decisions regarding my continuing qualification for any credential and my compliance with the PMP Code of Professional Conduct, rest within the sole and exclusive discretion of PMI and that these decisions are final.

How to Apply

To apply online visit the Certification section of PMI's Web site.

Paper applications are available for candidates who do not have Internet access. To download all related forms for a paper application please visit the Certification Section of the PMI Web site.

PMI.

Project Management Institute

Making Project Management Indispensable for Business Results.™

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