

Certified Associate in Project Management (CAPM)[®] Handbook

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How to Use the CAPM Certification Handbook

This handbook contains information on how you can apply for the Certified Associate in Project Management (CAPM)[®] certification—a certification designed to reflect an individual’s knowledge of project management processes and terminology. This handbook applies to online proctored testing candidates as well as center-based and paper-based testing candidates.

PMI requires that all CAPM 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 renewing the CAPM certification.

The features in this handbook allow you to:

- Find information on each policy or procedure by clicking on a topic in the left navigation bar
- Find tips and important information by reading **NOTES** throughout the handbook
- Access the online application system and other information by clicking on links within this handbook

PMI CONTACT INFORMATION

For general information about the PMI[®] certification program, contact the Customer Care Service Centre in your region. Find this information at <https://www.pmi.org/about/contact>

PMI Customer Care email:
customercare@pmi.org

PMI Certification Complaints email:
certcomplaints@pmi.org

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

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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, PMI Agile Certified Practitioner (PMI-ACP), PfMP and Portfolio Management Professional (PfMP) are marks of Project Management Institute, Inc.

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 rigorous process.

The certification program includes:

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

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

PMI's certifications are distinguished by their global development and application, which makes them transferable across industries and geographic borders. The strength of PMI's certifications is that they are portable and not tied to any single method, standard or organization.

The CAPM Certification tests an individual's knowledge of the *Project Management Body of Knowledge (PMBOK[®] Guide)* and merely requires those who attain it to retest and recertify at the end of a five-year certification cycle.

PMI's certification program is designed to ensure that all certification holders have demonstrated their competence through fair and valid measures. Steps are taken to ensure only the most reliable testing measures are used in the assessment of candidates. For example, interviews can be influenced by how difficult the interviewer tends to be, how well the candidate is performing that day, and even how many questions the interviewer asks along the same line of questioning. We have taken caution to ensure factors like these don't affect the outcome of the interview.

PMI certifications are also developed by project management practitioners *for* practitioners. The certification program is driven by the thousands of certification holders who volunteer to spend time constructing and refining the exam questions used by PMI. These volunteers represent the diversity of PMI's market, coming from every region of the world, industry, and job and experience level.

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

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

A candidate is assessed by examining his or her knowledge 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 (except for the CAPM, which is solely based on the individual's knowledge of the *PMBOK[®] Guide*).
- **Ongoing Development** – Maintenance of a PMI certification requires the accumulation of ongoing professional development and education or, in the case of the CAPM certification, recertification.

PMI Certification Department Mission

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

Overview of the CAPM Certification

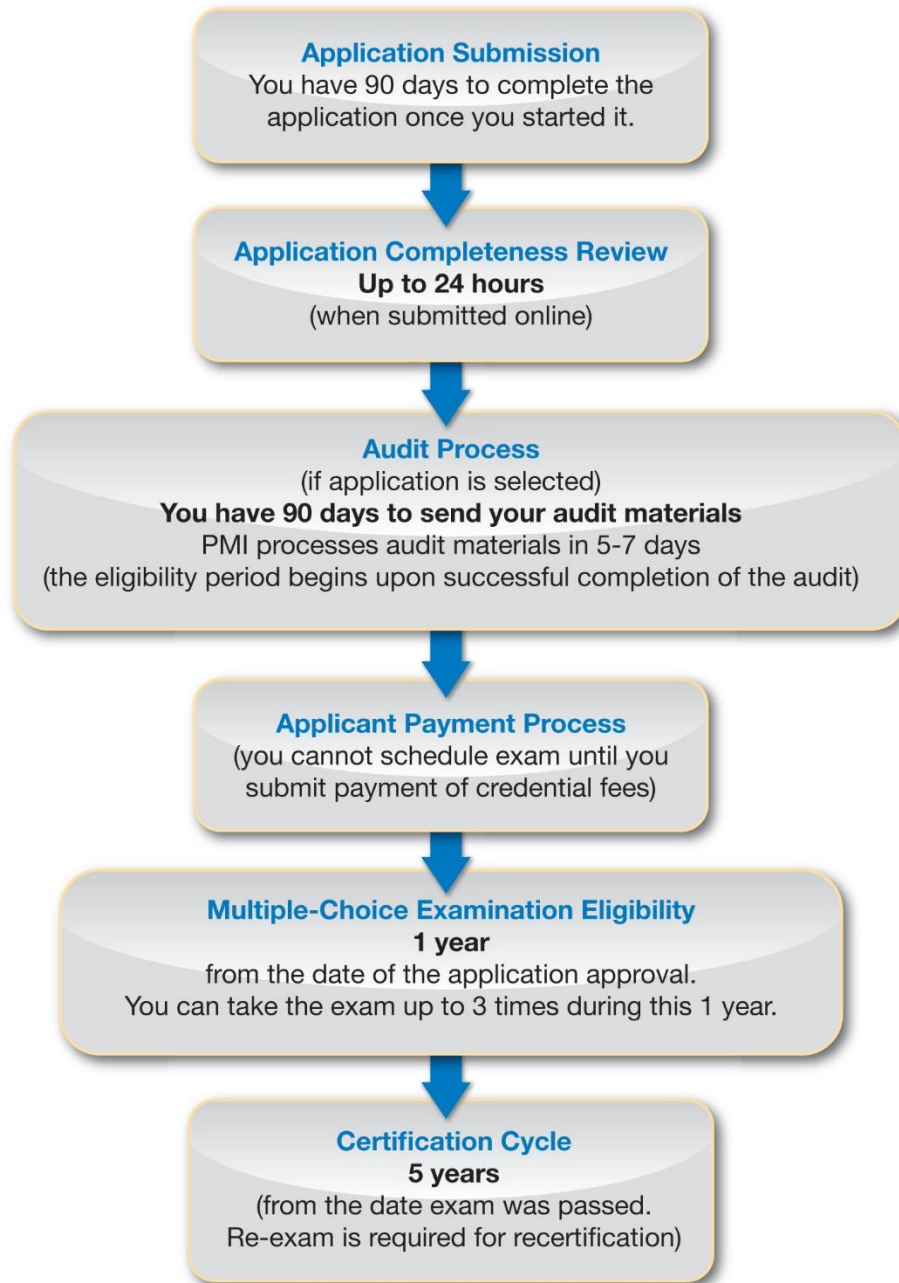
Overview of the CAPM Certification

The CAPM certification offers recognition to practitioners who are interested in or are just starting a career in project management, as well as project team members who wish to demonstrate their project management knowledge. This certification denotes that the individual possesses the knowledge in the principles and terminology of *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)*, which outlines generally recognized good practices in project management.

Individuals who do not have project experience but are interested in project management can benefit from this certification because it demonstrates their professional knowledge. Individuals who contribute specialized skills to a project team can benefit from this certification as well by allowing them to align their work with that of project managers. This knowledge can be applied to on-the-job experiences that help develop growing levels of competence in the practice of project management. Individuals who carry the CAPM designation after their name enjoy a high level of credibility from Project Management Professional (PMP)® certification holders, project managers, employers and peers.

Overview of the CAPM Certification

Timeline of the CAPM Certification Process



Overview of the CAPM Certification

CAPM Eligibility Requirements

To be eligible for the CAPM certification, you must meet certain educational and professional experience requirements. At minimum, you need a high school diploma or global equivalent and must meet one of the following eligibility requirements.

OPTION 1

Educational Background		Project Experience
Secondary diploma (high school diploma/global equivalent)	AND	1,500 hours of professional experience on a project team

OR

OPTION 2

Educational Background		Project Management Education
Secondary diploma (high school diploma/global equivalent)	AND	23 contact hours of formal education

CAPM Certification Application and Payment

How to Complete the Online Application

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

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

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

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

NOTE: Electronic communications from PMI may inadvertently be blocked or forwarded to bulk mail folders by some spam filters. Please add customercare@pmi.org to the personal address book in your email program to help ensure that you don't miss important updates from PMI.

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

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

You can also use the online certification system to:

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

CAPM Certification Application and Payment

How to Record Your Experience or Education on the Application

Use the experience verification section of the online application to record your professional project experience (Option 1) or use the project management education section of the online application to record your project management education (Option 2).

OPTION 1: PROFESSIONAL PROJECT EXPERIENCE

If you choose to report 1,500 hours of professional project experience, record your work on projects. Record projects individually, regardless of the number of projects you worked on. Do not group project experience. Also, summarize your experience on each project.

NOTE: The *PMBOK® Guide* defines a project as a temporary endeavor undertaken to create a unique product, service or result (*PMBOK® Guide – Sixth Edition*, p.4).

OPTION 2: PROJECT MANAGEMENT EDUCATION

If you choose to record 23 contact hours of specific instruction that addressed learning objectives in project management, you must record all education hours regardless of when they were accrued. **The course work must be completed at the time of your examination.**

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 document 45 contact hours on the application. If only a portion of a course dealt with project management, only the hours spent on project management can be applied toward the total.

The course hours may include content on project quality, scope, time, cost, resources, communications, risk, procurement and 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*
- 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

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 hour(s) spent in that activity can be counted toward 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.

CAPM Certification Application and 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. Applications that are submitted online will be processed in 24 hours or less. Paper applications will take longer based on the speed of delivery and our processing workload.

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).

CAPM Certification Application and Payment

CAPM Certification Fees

The proper fees for payment are determined by your PMI membership status. Refer to the Examination Administration section in this handbook to see if you qualify for paper-based test delivery. Otherwise, plan on taking an online proctored test or center-based test and submitting the associated fees. Use the following chart to determine the certification fee.

Exam Administration Type	PMI Member Status	US Dollars	Euros
Online proctored test Center-based test Paper-based test	member	\$225	€185
Online proctored test Center-based test Paper-based test	nonmember	\$300	€250
Reexamination (all types)	member	\$150	€125
Reexamination (all types)	nonmember	\$200	€170
Certification renewal (all types)	member	\$225	€185
Certification renewal (all types)	nonmember	\$300	€250
Certification renewal reexam (all types)	member	\$150	€125
Certification renewal reexam (all types)	nonmember	\$200	€170

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

If PMI membership is obtained after you submit payment for the certification, PMI will not refund the difference.

Review all the [benefits of PMI membership](#) or [join now](#).

CAPM Certification Application and 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 no extra cost, if appropriate
(refer to the Language Aids section in this handbook for more details)
3. Request test accommodations for your examination at no extra cost, if necessary
(refer to the Test Accommodations section in this handbook for more details)
4. Submit payment
(refer to the Certification Fees section of this handbook for more details)

The following are valid forms of payment:

Payment Type	Method for Sending Payment
Credit card	Online certification system or postal mail to PMI
Check	Postal mail to PMI
Money Order	Postal mail to PMI
Wire transfer	Contact customer care@pmi.org for details

If you **submit your application by postal mail**, include payment with your application.

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

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

OR

2. By postal mail—Mail a check, money order, credit card information or wire payment information to PMI. Include your PMI identification number and username.

CAPM Certification Application and Payment

CAPM Refund Policy

To obtain a refund for the CAPM certification, you must make a request 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.

PMI will **NOT** provide you with a refund in the following instances:

- If your one-year eligibility period has expired and you have not scheduled the exam, you will not receive a refund. You will forfeit the entire fee. You will not be able to use the initial fees for anything else. If you still wish to obtain the certification, you will have to reapply and submit all associated fees again.
- If you have scheduled the exam and did not take it, nor provided the necessary cancellation/rescheduling notification to PMI's testing administration partners Pearson VUE (online proctored and center based test) and Prometric (paper based test), you will not receive a refund. Again, you will forfeit the fee and will not be able to apply it to anything else.

NOTE: You can send a request for refund to customer care@pmi.org or by fax to +1 610 482 9971.

PMI Audit Process

PMI Audit Process

The submission of an application indicates your agreement to comply with the terms of the audit process. All applications are subject to an audit, although only a percentage of applications are selected for audit. The selection of an application for audit is random.

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

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

- Copies of your diploma/global equivalent
- Signatures from your supervisor(s) or manager(s) from the project(s) recorded on the application
- Copies of certificates and/or letters of registration from the training institute(s) for each course recorded on the application to meet the required contact hours of training in project management practices

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 process.

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

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

Once you successfully complete the audit, your one-year examination eligibility period starts.

Incomplete submissions will not be processed and will result in failure of the audit. If you choose not to comply with the audit, it will result in an audit failure. There is a one-year suspension period before you may apply for that certification again.

NOTE: Please be advised that while the selection process for an audit is primarily random, PMI reserves the right to select any candidate to be audited at any time, including after the certification has been bestowed. If you fail to meet the audit requirements after attaining the certification, you are not entitled to a refund.

CAPM Recertification

CAPM Recertification

Once you pass the CAPM examination, you are certified for a period of five years. Before the end of your five-year certification cycle, you have the option to pursue recertification or, if you are eligible, apply for any other PMI certifications.

CAPM recertification assures employers, peers and project team members that you are versed in the most current project management processes and terminology.

Overview of the Process for CAPM Recertification

1. Submit the online CAPM application
2. Affirm PMI Code of Ethics and Professional Conduct and the PMI Certification Application/Renewal Agreement
3. Submit the appropriate recertification fee. PMI will email you a web link to the examination scheduling instructions
4. Schedule, sit for and pass the CAPM examination
5. Receive a new certificate with your certification number and certification cycle dates

How to Determine Your Certification Cycle

Your active certification cycle begins the day you pass the examination and ends five full years later.

You can determine your certification cycle in one of the following ways:

- Check your CAPM certificate
- Use the online certification system
- Calculate your cycle (i.e., if you passed the examination on 15 September 2017, your certification ends on 14 September 2022). Your next certification cycle begins on 15 September 2022 and ends on 14 September 2027.

Process for CAPM Recertification

You must apply for recertification and take the examination during the last year of your certification cycle.

Using the sample dates above, if you passed your examination and earned the initial certification on 15 September 2017, your renewal period begins 14 September 2021, which provides you with one year during which you can take the exam up to three times. You must apply for renewal and pass the examination by 14 September 2022 (your certification end date).

	Calculations
Certification begins the day you pass the exam. If you pass the exam on...	15 September 2017
Your certification cycle begins...	15 September 2017
Your certification cycle ends...	14 September 2022
Therefore, your renewal period begins...	14 September 2021
And you must renew the certification by...	14 September 2022
Your new cycle begins (if you pass the exam)...	15 September 2022

NOTE: You do not need to provide the eligibility information again on your renewal application that you did on your original application. The certification system has maintained this information from the initial application you completed. Also, your renewal application is not subject to PMI's audit process.

CAPM Recertification

You can start your one-year examination eligibility period at any point during the fifth year of the CAPM certification cycle.

- If you wait until the month before your certification expires to apply for certification renewal, you have 12 months to take the examination, but only one month in which to take the examination to be considered for recertification.
- If you pass the examination after your certification end date, you will be considered a new CAPM, which means that you will receive a new certification identification number and a new certification cycle date.

NOTE: The difference between the renewal period and the eligibility period is that the recertification period starts 12 months before your certification end date. The examination eligibility period is always one year, during which you may take your certification examination a maximum of three times. These periods may, or may not, run simultaneously depending on when you apply for recertification.

If your certification expires and you wish to renew it, you have to go through the full application process again as though you are new candidate. This process requires you to complete an online application with eligibility information, be subject to PMI's audit process and submit associated fees.

CAPM Policies and Procedures

The CAPM recertification process contains the same policies and procedures as the initial certification process. Refer to following sections in this handbook for details on:

- CAPM Certification Fees and Refund Policy
- CAPM Examination Information and Blueprint
- PMI Certification Examination Policies and Procedures
- PMI Audit Process
- PMI Code of Ethics and Professional Conduct
- PMI Certification Application/Renewal Agreement

CAPM Recertification Refund Policy

To obtain a refund for the CAPM recertification, you must submit a written request to PMI at least one month before your examination eligibility expiration date. For initial examination fees, if you have not taken the examination, PMI will grant a refund of **US\$125** for members and US\$200 for nonmembers. For the reexamination fee, PMI will grant a refund of **US\$50** for members and US\$100 for nonmembers. If your one-year eligibility period ends and you have not taken the examination, you will not receive a refund.

PMI will not consider giving you a refund if:

1. You have not taken the examination
2. You have scheduled an exam appointment, but have not taken the exam or provided the necessary cancellation/rescheduling notification to PMI's testing administration partners, Pearson VUE (online proctored and center based test) or Prometric (paper based test), (refer to the Cancellation, Rescheduling, No Show section in this handbook for more details).

CAPM Examination Policies and Procedures

CAPM Examination Information

The CAPM examination is comprised of 150 multiple-choice questions. Of the 150 questions, 15 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 placed throughout the examination randomly.

No. of Scored Questions	No. of Pretest (Unscored) Questions	Total Examination Questions
135	15	150

Online proctored test and center-based test (CBT) are the standard methods of administration for the CAPM examination. Paper-based testing (PBT) is available under limited circumstances (refer to the Examination Administration section in this handbook for more details).

The allotted time to complete the CAPM examination is **three hours**.

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

NOTE: There are no scheduled breaks during the exam. If you take the exam at a test center, you may take a break if needed. However, if you do take a break during the exam, your exam clock will continue to count down.

Breaks are not allowed during the online proctored test for any reason and leaving your desk will terminate the exam. Eating, drinking, smoking and chewing gum are also prohibited during the exam.

Item Development

CAPM examination questions:

- Are developed and independently validated by global work groups of project management practitioners
- Reference information in *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)* – Sixth Edition
- Are monitored through psychometric analysis

CAPM Examination Policies and Procedures

CAPM Examination Blueprint

The CAPM examination blueprint identifies the proportion of questions from each chapter of the *PMBOK® Guide* that will appear on the examination. The questions are derived by combining the overall evaluations of importance, criticality and frequency, and by converting the results into percentages.

The percentages are used to determine the number of questions related to each chapter that appear on the examination.

<i>PMBOK® Guide</i> – Sixth Edition Chapter	Percentage of Questions
1	6%
2	6%
3	7%
4	9%
5	9%
6	9%
7	8%
8	7%
9	8%
10	10%
11	8%
12	4%
13	9%
TOTAL	100%

CAPM Examination Policies and Procedures

Examination Administration

Online proctored test and center-based test (CBT) are the standard methods of administration for the CAPM examination. However, paper-based test (PBT) is available in the following situations only:

1. Candidates who live at least 240 km (150 miles) from a Pearson VUE test center site. Test centers are listed on the [Pearson VUE website](#). If you are unable to locate a Pearson VUE test center within a 240-km (150-mile) radius of your home, **we strongly recommend you take the online proctored test.**
2. A test center site is not available within your country of residence and traveling across country borders is prohibited/unduly burdensome. **We strongly recommend these candidates also take the online proctored test.**

Pearson VUE, a leading global provider of comprehensive testing and assessment services, is PMI's examination administration partner for online proctored test and center based test for the CAPM exam.

Prometric, a leading global provider of comprehensive testing and assessment services, is PMI's paper based test examination administration partner for the CAPM exam. Please review the PBT listing on the Prometric website to see if there is a PBT event available in your area.

NOTE: You may 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 cert.examdelivery@pmi.org.

NOTE: As part of the payment process, indicate whether you will be taking an online proctored, center-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.

CAPM Examination Policies and Procedures

Examination Language Aids

All PMI examinations are administered in English. Language aids for the questions and answers of the CAPM examination are available if English is your second language. There are no additional costs for language aids.

Language aids are available in the following 13 languages:

Arabic	Hebrew
Brazilian Portuguese	Italian
Chinese (Simplified)	Japanese
Chinese (Traditional)	Korean
French	Russian
German	Spanish
	Turkish

Language aids are provided at the time the examination is administered and are protected under the PMI Test Security and Confidentiality rules.

NOTE: If you would like a language aid, 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 you complete the examination payment process, you will receive an email notification containing your exam eligibility information (if sitting for online proctored test or center-based test) or confirming your group examination details (if sitting for a paper-based test). Please review this email to verify that your request for a language aid has been received and processed. If you are requesting a language aid, but the email did not contain it, please contact customercare@pmi.org.

The language aid is provided for the examination questions and answers only. The pre-exam tutorial and post-exam survey will be administered in English only.

For online proctored test, the proctoring software, greeter support and proctor support are available in English only.

Please note, PMI cannot add any language aid onto an existing CAPM examination appointment. If you schedule your examination in English only, but will require a language aid, you must cancel your examination prior to contacting PMI to request one.

CAPM Examination Policies and Procedures

Test Accommodations for the Examination

You may request the administration of any PMI examination to be modified due to disability, handicap or medical condition that may affect your ability to take the examination. There are no additional costs for test accommodations.

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

Once your request is submitted, you must forward supporting medical documentation to PMI by fax (+1 610 239 2257) or email (cert.examdelivery@pmi.org). No requests for accommodations will be considered without supporting documentation. You will be unable to schedule an examination until your accommodations are approved by PMI.

PMI is unable to add any accommodations onto an existing examination appointment. If you do not request accommodations during the examination payment process, but will require them, please contact customercare@pmi.org as soon as possible. If you have already scheduled your examination, you will have to cancel it prior to requesting the accommodations. There are no exceptions to this policy.

NOTE: Candidates who require test accommodations are not eligible for online proctored test and must take the exam in a test center.

CAPM Examination Policies and Procedures

Legal Restrictions on Taking the Examination

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

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

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

CAPM Examination Policies and Procedures

Examination Eligibility

Once an application has been approved, the one-year eligibility period begins. After payment of the certification fee has been received, PMI will send you an email notification with:

- PMI eligibility ID and scheduling instructions

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

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

The CAPM examination is delivered by PMI's testing partners, Pearson VUE (online proctored and center based test) and Prometric (paper based test). The examination scheduling instructions for online proctored test and center based test contained within this handbook and in your eligibility letter will provide you with details.

PMI cannot guarantee or reserve seating at the testing centers or an available time for an online proctored test appointment. PMI recommends that you schedule the examination as soon as you select a date, and at least three months before the expiration of your eligibility period.

Please print and save all examination scheduling verifications and correspondence received from Pearson VUE or Prometric for your records.

CAPM Examination Policies and 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 after you have successfully submitted your examination payment.** Candidates sitting for a PBT should submit their examination registration along with the examination payment. Once your payment is submitted, you will receive a confirmation notice with the details of the event you have registered for.

Approximately 20 days before the date of the event, you will receive an additional notification containing your final testing site instructions. This confirmation will contain your eligibility dates, your examination date and location, your arrival times, information on what to bring to the testing site and a contact name.

CAPM Examination Policies and Procedures

About the Online Proctored Test

Online proctored test delivery allows you to take an exam in the comfort of your home or office while being monitored by a proctor via webcam and microphone. To learn more about online proctoring, please visit <http://www.pmi.org/CAPM-OP>.

Before you select and pay for an online proctored exam delivery:

Please review the minimum system requirements and run a [system test and exam simulation](#) before selecting and paying for the exam. If you purchase an online proctored test and your computer equipment does not meet the requirements, you are **unlikely** to receive a refund. If your computer does not meet these requirements, please select to take the exam at a [test center](#) during the payment process.

Scheduling Instructions with Pearson VUE for Center-Based Test (CBT) and Online Proctoring

Schedule your appointment online at [PMI.org](#). Upon logging into your PMI.org account, click “Schedule Exam” link under “You may now schedule your CAPM examination”. You will be directed to schedule your exam through Pearson VUE.

If you selected Test Center during payment:

1. When you are directed to your Pearson VUE account, the CAPM exam will be available under **Pre-approved Exams**. Click the CAPM exam link.
2. On the next page, you will see the CAPM exam and language aid you have selected. Please make sure to click **View Testing Policies**, then click “Schedule This Exam”.
3. Next, search for a test center. Once you have located a test location with availability, select a date and time.
4. After making your selection, review your appointment details and then click **Proceed to Checkout**.
5. Follow the next steps to complete checkout, and then click **Submit Order**.
6. Your appointment is confirmed and you will receive a confirmation email from Pearson VUE.

If you selected Online Proctoring during payment:

1. When you are directed to your Pearson VUE account, the CAPM exam will be available under **Pre-approved Exams**. Click the CAPM exam link.
2. Read through and agree to the online proctoring policies and click **Next**.
3. The next page will display the CAPM exam and language aid you have selected. Please make sure to click **View Testing Policies**, then click **Schedule This Exam**.
4. Choose the date and time you wish to take your exam. You do not need to select a location. You may schedule online at any time of day, but will only be able to schedule appointments for Tuesday – Saturday. Select the date you would like to take your exam and then the time.
5. After you make your selection, you will review your appointment details and then click **Proceed to Checkout**.
6. Follow the next steps to complete checkout and then click **Submit Order**.
7. Your appointment is confirmed and you will receive a confirmation email from Pearson VUE.

NOTE: Please maintain a copy of the online proctoring and center based test 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.

CAPM Examination Policies and Procedures

Schedule Your Examination by Telephone with Pearson VUE

When calling Pearson VUE's Contact Center, the representative will ask for:

1. Testing program: PMI – Project Management Institute
2. Name of examination: CAPM
3. Your PMI ID
4. You will then be asked to verify your first name, last name, email address, address and phone number that you used in your application

NOTE: Please be advised that when scheduling by telephone, you will still receive an email confirmation of your examination appointment. You will also be able to retrieve your confirmation from the Pearson VUE website.

Inside North America:

Use the Pearson VUE Telephone System to schedule, reschedule, cancel or confirm your exam appointment.

Service available	Monday – Friday, 7:00 a.m.–7:00 p.m. CT (closed on local holidays)
Number:	+1 866 241 5527 (toll-free) +1 952 905 7397 (toll)

Outside North America:

Please visit the [Pearson VUE](#) website for the service center information for your region.

CAPM Examination Policies and Procedures

How to Schedule an Examination with Test Accommodations with Pearson VUE

If you have been granted test accommodations for the exam, please follow these steps for scheduling:

- Candidates who live inside North America must call the Pearson VUE Accommodation Specialist Department at +1 800 466 0450
- Candidates who live outside North America must contact the Pearson VUE Contact Center in their region. Please visit <http://www.pearsonvue.com/pmi/contact/> for contact information.

When calling Pearson VUE's Contact Center, the representative will ask for:

- Testing program: PMI – Project Management Institute
- Name of examination: CAPM
- Your PMI ID
- You will be asked to verify your first name, last name, email address, address and phone number that you used in your application
- If you need to reschedule or cancel an appointment with test accommodations, you will need to call the same number you used when scheduling your appointment

PMI is unable to add any accommodations onto an existing examination appointment. If you do not request accommodations during the examination payment process, but will require them, please contact customercare@pmi.org as soon as possible. If you have already scheduled your examination, you will have to cancel it prior to requesting the accommodations. There are no exceptions to this policy.

CAPM Examination Policies and Procedures

Rescheduling/Cancellation Policy for online proctored and center based Exams

You can reschedule or cancel your online proctored exam or center based exam at any time, up to 48 hours before your scheduled exam appointment. However, because of limited seating capacity at 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 testing centers, 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 Pearson VUE'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 Pearson VUE.

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 of 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.

Within 48 hours of Your Appointment

You need to reschedule or cancel your appointment **before** you are within 48 hours of your exam appointment (local time). If you wait until you are within 48 hours of your exam appointment, you will not be able to cancel your appointment and you will forfeit the entire exam fee if you do not show up. You will not be able to reschedule your appointment at this point and will need to pay associated reexamination fees to schedule a new exam.

Examples

Date of Exam Appointment	Date That You Reschedule or Cancel	Fee Amount
30-Day Policy		
5 May	4 April (or before)	No fee
5 May	5 April (up until 2 May)	US\$70
48 Hours Policy		
5 May, 8:00 AM	Before 3 May, 8:00 AM	US\$70
5 May, 8:00 AM	After 3 May, 8:00 AM (you are unable to reschedule or cancel the appointment)	Forfeit the entire exam fee

CAPM Examination Policies and Procedures

How to Reschedule or Cancel Your online proctored and center based Appointment

Rescheduling/Canceling Instructions With Pearson VUE for Center-Based Test and Online Proctoring

Reschedule or cancel your appointment online at the PMI.org website. Upon logging into your [PMI.org](https://www.pmi.org) account, click “Reschedule Exam” or “Cancel Exam” link under “Your CAPM examination has been scheduled”. You will be directed to reschedule or cancel your exam through Pearson VUE.

- When you are directed to your Pearson VUE account, you can review the current appointment details. You will be presented with options to reschedule or cancel your appointment.

Please note, if you want to change your exam delivery type (online proctoring to center based or center based to online proctoring), you will need to contact PMI Customer Care. The cancellation policy still applies.

If you are within 48 hours of your examination, 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 Pearson VUE or PMI are not acceptable forms of communication to reschedule or cancel your examination appointment.

If you have internet connectivity problems, or experience any issues rescheduling or canceling your examination online, call Pearson VUE directly to reschedule or cancel your appointment. Contact telephone numbers for all Pearson VUE Service Centers are located in your Examination Scheduling Instructions in this handbook. **Do not call the testing site to reschedule or cancel the examination.**

Rescheduling/Cancellation Policy for PBT Exams

To reschedule or cancel a paper-based testing (PBT) exam appointment, email cert.examdelivery@pmi.org 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 email) and the location of the PBT event in your email. The group ID number is available on the [Prometric website](https://www.prometric.com) or from the PBT sponsor.

CAPM Examination Policies and Procedures

Extenuating Circumstances

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

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

These are referred to as extenuating circumstances and can include:

- Medical emergency
- Military deployment
- Death in the immediate family
- Illness in immediate family
- 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 Pearson VUE website or Prometric website (if you take PBT) as soon as you know you are unable to make 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 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 Pearson VUE, 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. A no-show status means you will forfeit the exam fee and have to pay the full reexamination fee in order to schedule another examination.

CAPM Examination Policies and Procedures

PMI Examination Security and Confidentiality

The examination, answer sheets, worksheets and/or any other test or test-related materials remain the sole and exclusive property of PMI. These materials are confidential and are not available for review by any person or agency for any reason.

Examination (pass/fail) results are confidential and will not be disclosed to anyone without candidate consent, unless directed by valid and lawful subpoena or court order. If you would like your examination results to be released to a third party, you must provide PMI with a written request that specifically identifies the types of details (e.g., examination date, pass/fail status, etc.) about the examination results that the third-party person or organization should receive.

When you submit an application, you agree to abide by the PMI Certification Application/Renewal Agreement (found in this handbook). Among other things, this document addresses post-examination questions and discussions. It states: **...Furthermore, I agree not to discuss, debrief or disclose, in any manner, the specific content of PMI examination questions and answers, to any individual.**

Any such discussion would be a potential violation of the Certification Application/Renewal Agreement and thus, could affect the status of your certification, up to and including revocation of your certification or permanent suspension from any PMI certification examinations.

CAPM Examination Policies and Procedures

Examination Requirements and Instructions

In order to be admitted into the Pearson VUE testing center, the Prometric PBT event or during the check-in process right before the online proctored exam, you must bring a valid and current (nonexpired) form of government-issued identification. Your identification must include:

1. English 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 the testing center must match your name exactly as it appears on the scheduling notification. Your identification documents must be in good condition, and cannot be bent, frayed, taped, cracked or otherwise damaged in any way. The identification documents must be the originals, and cannot be photocopies. You will not be permitted to test if the name on your identification documents does not exactly match the name on your scheduling notification, or if your identification is damaged. Neither PMI, Pearson VUE 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 required to apply for reexamination and pay the reexamination fee in order to take the exam at a later date, when valid identification is available.

The following are acceptable forms of government-issued identification:

- Valid driver's license
- Valid military ID
- Valid passport
- Valid national identification card

The following are acceptable forms of secondary identification:

- Valid employee ID
- Valid credit card with signature
- Valid bank (ATM) card

The following are not acceptable forms of identification:

- Social Security cards
- Library cards

Name Change Procedure

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

Email: CustomerCare@pmi.org

Fax: +1 610 482 9971

Attn: Name Change for Exam

CAPM Examination Policies and Procedures

Along with your request, please include the following information exactly as it appears on the government-issued identification documents that you plan to present at the testing center:

- First name [given name]
- Middle name
- Last name [surname/family name]

Please send any name-change information as soon as possible. **PMI is unable to guarantee that any updates can be made to your name within five business days of a scheduled examination.**

Check-In Procedure for Center-Based Tests

On the day of your examination, please **arrive 15 minutes before your scheduled appointment**. You must sign in, present the required identification and provide your PMI ID number. You may also be asked to provide the confirmation number you received when scheduling the appointment.

PROHIBITED From the Testing Center:

You may NOT bring anything or anyone into the testing area or to the desk where you take the exam. This includes, but is not limited to:

food	beverages	book bags
coats	sweaters	luggage
calculators	eyeglass cases	paggers
cellular telephones	tape recorders	dictionaries
watches	wallets	medication
eye drops	any personal items	

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

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

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

What to Expect at the Testing Center

On the day of your examination, please arrive 15 minutes before your scheduled appointment. Candidates who arrive late to an appointment will not be permitted to test. You will be asked to sign into the testing center and present your identification documents. You may also be asked to provide your examination confirmation. The testing center administrator will ask you to empty your pockets and roll up your sleeves. You will be provided with your locker and key, and will be asked to relocate all personal items to your secure locker. The testing center administrator reserves the right to ask you to relocate any and all personal items in your pockets to your locker. The only items that may remain on your person at all times are your government-issued identification and your locker key. Once your items have been stored, you will be unable to access the locker again until your examination appointment has been completed.

CAPM Examination Policies and Procedures

Once you have completed the check-in process, the testing center administrator will provide you with an erasable note board and a dry-erase marker. Calculators are built into the CBT exam; however, you may raise your hand at any time during the examination and request a handheld calculator. Handheld calculators will be provided to all candidates taking a PBT exam. If you require additional note boards at any time during the examination, you may raise your hand and request it. The testing center administrator will remove the used note board and provide you with a fresh one. Candidates may only have one note board at their testing terminal at any given time.

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

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

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

Testing Aids

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

- Calculators are built into the CBT exam and will be available during the exam
- Erasable note board and markers for taking notes during the examination

CAPM Examination Policies and Procedures

Check-In Procedure for Online Proctored Test

On the exam date, please run the [system test and exam simulation](#) again to make sure your computer is ready to take the online proctored exam. Log in to [PMI.org](#) and click **Begin Exam** link under “Your CAPM examination has been scheduled”. The **Begin Exam** link will be available **30 minutes before your scheduled exam**. You will be directed to the Pearson VUE site to start the exam.

Once at the Pearson VUE site, you will see your scheduled exam listed under **Open Online Exams**. Select CAPM to proceed.

- Click on blue **Begin Exam** button.
The Begin Exam button will only be available within **30 minutes before** of your scheduled appointment time, and only **up until 15 minutes after** your scheduled appointment time. Please ensure you are logged in at the appropriate time or else the Begin Exam button will not be present.
- The next screen will display three steps to follow:
 - o Click on **Copy Access Code** button
 - o Click on **Download PVProctor** button to download the software. Once the software is installed, the application will open. **Note: If you have previously downloaded the software for previous appointments, you may be required to manually uninstall the application prior to proceeding. Please reference the instructions provided on the screen to complete this step.**
- After the application has opened, follow the prompts to complete your check-in process to begin your test session:
 - o Click on blue **Submit** button
 - o Select the microphone that will be used during your session
 - o Select the webcam that will be used during your session
 - o Turn up your speakers and volume until you can clearly hear the music
 - o Capture a picture of your headshot, and confirm the photograph is clear and acceptable
 - o Capture a picture of your ID, and confirm the photograph is clear and acceptable
 - o Confirm the phone number that can be used in case the proctor needs to contact you. If you don't have a phone number available, select this option.
 - o Review and agree to the listed exam policies
 - o Confirm that your workspace is ready and clear of prohibited items
 - o You are now ready for launch! A greeter will contact you to begin your testing session

Note: You may have to wait up to five minutes before connecting with a greeter.

CAPM Examination Policies and Procedures

Termination of Examination Administration/Grounds for Dismissal

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

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

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

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

CAPM Examination Policies and Procedures

Examination Report

Upon completion of the examination, you will see the overall pass/fail test results.

Candidates who take a center-based examination receive a printed copy of the exam report at the test center the day they sit for the examination. The printed exam report will show diagnostic information on your performance for each chapter. You can also access your exam report on the online certification system. Candidates who take an online proctored exam can print out their score report from the PMI online certification system.

Candidates who take a paper-based examination will NOT receive the exam report the day of the exam. You will be able to access your exam report on the online certification system approximately six to eight weeks after your examination date. You will receive an email notifying you when your exam report is available online.

Establishing the Passing Score

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

Reexamination

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

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

Exam Administration Type	PMI Member Status	US Dollars	Euros
Reexamination (all types)	member	\$150	€125
Reexamination (all types)	nonmember	\$200	€170

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

Reexamination fees apply to the second and third attempts to pass the examination during each eligibility period. If your eligibility period expires and you have not yet passed the examination, you must reapply for the certification.

Certification Policies and Procedures

Certification Complaints Process

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

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

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

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

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

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

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

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

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

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

Certification Policies and Procedures

Certification Appeals Procedure

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

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

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

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

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

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

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

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

*Disciplinary decisions made by PMI regarding persons already certified are evaluated under [PMI's Ethics Complaints Process](#).

Certification Policies and Procedures

Use of Your CAPM Certification

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

Certificate Package

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

- Congratulatory letter
- Information on how to renew your certification
- Certificate

Both of these documents list your:

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

You will want to file this information in a safe and easily accessible location. You will need to refer to it in order to renew your certification.

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

Online Certification Registry

The online [Certification Registry](#) automatically lists names of all certification holders. This feature allows verification of certification holders for the benefit of employers, service purchasers and others. Users can search for certification holders by first name, last name or country.

Certification holders can choose to be removed from the registry, so the absence of your name in the registry does not necessarily mean that you are not certified. You can opt out of inclusion in the registry or update your demographic information by visiting PMI.org.

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. PMI's Code of Ethics and Professional Conduct applies those values to the real-life practice of project management, where the best outcome is the most ethical one.

All PMI members, volunteers, certification holders and certification applicants must comply with the Code.

Please visit the [Code of Ethics](#) page to download and read our Code.

PMI Certification Application/Renewal Agreement

- 1) I agree to satisfy and conduct myself in accordance with all PMI certification program policies and requirements, including this Agreement and the PMI Code of Ethics and Professional Conduct (as they may be revised from time to time); and I shall maintain confidentiality of PMI examination questions and content. Furthermore, I agree not to discuss, debrief or disclose, in any manner, the specific content of PMI examination questions and answers to any individual.
- 2) I agree that I shall at all times act in a truthful and honest manner and provide truthful and accurate information to PMI. 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 PMI. I also agree to promptly report to PMI any possible violations of the terms of this Agreement or the PMI Code of Ethics and Professional Conduct by PMI members or by persons who have applied for a PMI certification or have been awarded a certification by PMI.
- 3) I agree to notify the PMI Certification 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 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 management practitioner, and matters or proceedings involving, but not limited to certification, 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 Department with this application.
- 6) I agree that the PMI Certification 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 certification. Further, I agree to and authorize the release of any information requested by the PMI Certification Department for such review and confirmation.
- 7) I agree that the PMI certification 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 Department become the property of the PMI Certification Department, and that the PMI Certification Department is not required to return any of these materials to me.
- 9) I agree that upon achieving the PMI certification, my name may be posted on the PMI website as part of an Online Registry to be created and maintained by PMI.
- 10) I agree that information related to my participation in the PMI certification 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 a PMI certification and/or my involvement generally in a PMI certification program, will be resolved solely and exclusively by means of PMI Certification Department policies, procedures and rules, including the Appeals Process.
- 12) PMI reserves the right to suspend or revoke the certification of any individual who is determined to have failed to uphold, or otherwise breached this Agreement, or committed a violation of the PMI Code of Ethics and Professional Conduct.
- 13) I release and indemnify PMI and the PMI Certification Department from all liability and claims that may arise out of, or be related to, my project management and related activities.
- 14) I hereby release, discharge and indemnify PMI, its directors, officers, members, examiners, employees, attorneys, representatives, agents and the PMI Certification 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 certification, 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 certification, as well as any decisions regarding my continuing qualification for any certification and my compliance with the PMI Code of Ethics and Professional Conduct, rest within the sole and exclusive discretion of PMI, and that these decisions are final.

This Agreement may be updated or revised from time to time. It is your responsibility to obtain the most up-to-date copy online.
Agreement last updated June 2017.