

# PMI Professional in Business Analysis (PMI-PBA)<sup>®</sup> Handbook



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## How to Use this Handbook

This handbook contains information on how you can apply for the PMI Professional in Business Analysis (PMI-PBA)<sup>®</sup> certification. It applies to both computer-based and paper-based testing candidates.

PMI requires that all certification applicants read the entire handbook. The purpose of this handbook is to provide you with important information about the policies and procedures for obtaining and maintaining the PMI-PBA<sup>®</sup> certification.

### This handbook allows you to:

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

### **PMI CONTACT INFORMATION**

For general information about the Certification Program, contact the Customer Care Service Center in your region. Find this information at <https://www.pmi.org/about/contact>

PMI Customer Care email:  
[customercare@pmi.org](mailto:customercare@pmi.org)

PMI Certification Complaints email:  
[certcomplaints@pmi.org](mailto:certcomplaints@pmi.org)

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

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

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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 Scheduling Professional (PMI-SP)”, “PMI-SP”, “PMI Agile Certified Practitioner (PMI-ACP)”, “PMI-ACP”, “PfMP”, “Portfolio Management Professional (PfMP)”, “PMI Practitioner in Business Analysis (PMI-PBA)” and “PMI-PBA” are registered marks of Project Management Institute, Inc.

For a comprehensive list of PMI marks, contact the PMI Legal Department.

# About PMI's Certification Program

PMI offers a comprehensive certification program for practitioners with many different levels of education and experience. There are currently eight certifications which are developed and maintained through a vigorous process.

The certification program includes:

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

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

PMI's certifications are distinguished by their global development and application, which makes them transferable across industries and geographic borders. The roles and tasks of professionals around the globe are researched and documented to define each certification. The strength of PMI's certifications is that they are portable and not tied to any single method, standard or organization.

PMI's certification program is designed to ensure that all certification holders have demonstrated their competence through fair and valid measures. Steps are taken to ensure only the most reliable testing measures are used in the assessment of candidates. For example, interviews can be influenced by how difficult the interviewer tends to be, how well the candidate is performing that day and even how many questions the interviewer asks along the same line of questioning.

PMI certifications are also developed by 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. These volunteers represent the diversity of PMI's market, coming from every region of the world, industry, job level and experience level. The exam questions are monitored through industry-standard statistical procedures, also overseen by volunteers.

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

Candidates are assessed by examining their competence using:

- **Reviewing Education and Experience** – A combination of education and/or experience is required for each certification. For example, the PMP requires both training specifically in project management and experience in the role of a project manager by leading and directing project teams while delivering project results.
- **Testing Competence** – The candidate is required to apply concepts and experience to potential on-the-job situations through a series of scenario-based questions.
- **Ongoing Development** – Maintenance of a PMI certification requires the accumulation of ongoing professional development and education or, in the case of the CAPM<sup>®</sup> certification, re-certification.

## PMI Certification Department Mission

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

# Overview of the PMI-PBA Certification

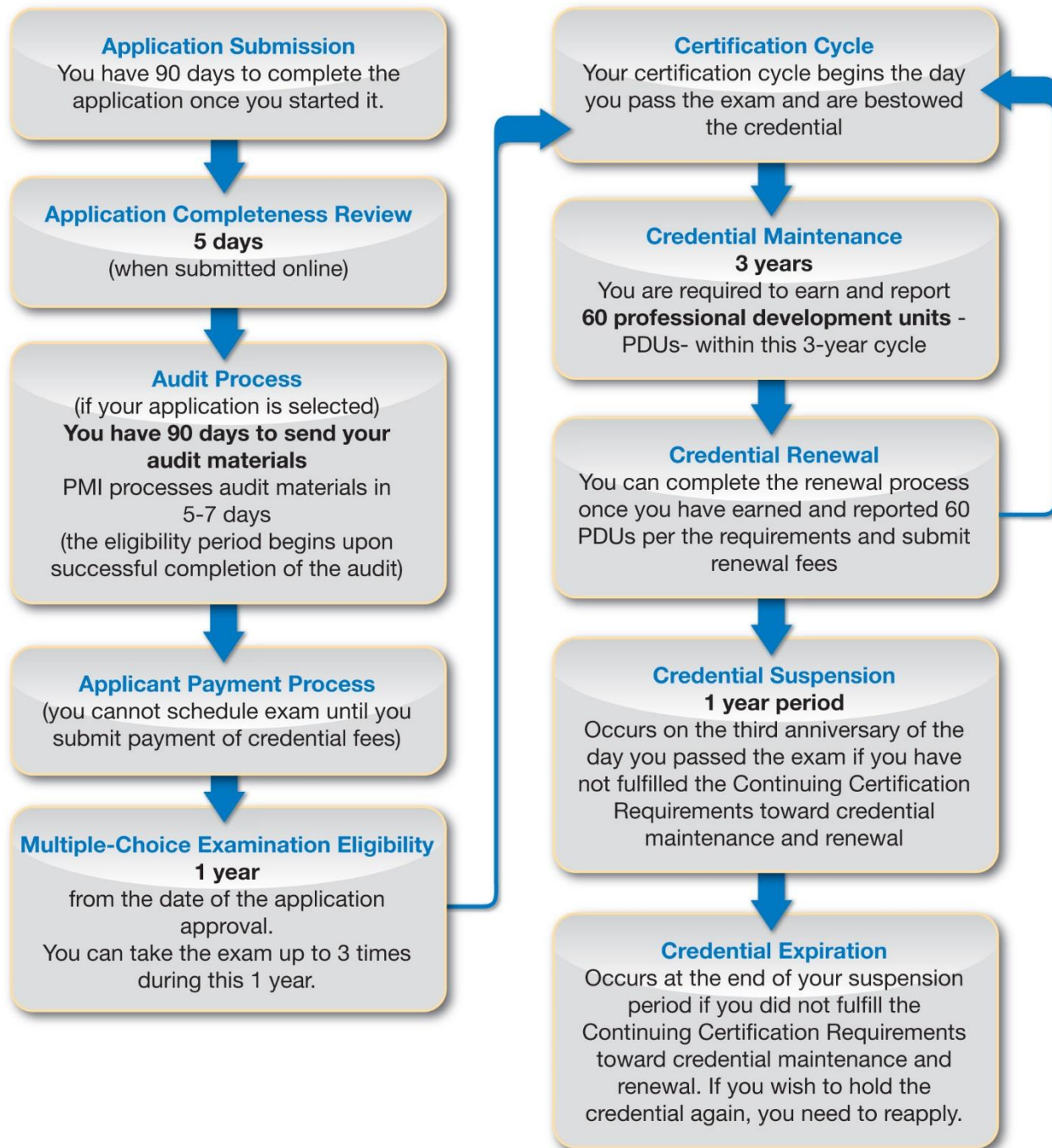
## About the PMI-PBA Certification

Business analysis is a topic of growing importance to projects and programs. The marketplace reflects this importance, as practitioners increasingly embrace business analysis as a technique for uncovering business needs, managing requirements, and creating effective solutions to business problems. The PMI-PBA certification recognizes an individual's expertise in business analysis, and using these tools and techniques to improve the overall success of projects.

In addition, the PMI-PBA certification carries a high level of professional credibility. It requires a combination of business analysis training, experience working on projects, and examination on business analysis principles, practices, tools, and techniques. This global certification also supports individuals in meeting the needs of organizations that rely on business analysis practitioners to play key roles on their teams.

# Overview of the PMI-PBA Certification

## Timeline of the PMI-PBA Certification Process



# Overview of the PMI-PBA Certification

## Business Analysis Role Delineation

PMI conducted a Role Delineation Study (RDS) in the development of the certification in alignment with industry best practices. This study determined the level of importance of each of the tasks, tools and techniques, and knowledge and skills required to use business analysis principles and practices in project management. It is the basis for the creation of the examination. The examination for the PMI-PBA certification is a vital part of the activities that lead to earning this certification. Thus, it is imperative that the examination accurately reflect the business analysis practices, tools and techniques being used by practitioners of business analysis.

The PMI-PBA Role Delineation states that candidates for the PMI-PBA certification:

- Perform their duties under general supervision and are responsible for working with stakeholders to define an organization's business requirements in order to shape the output of projects and ensure they deliver the expected business benefit. .
- Spearhead the discovery, analysis and overall management of the requirements for a project.
- Demonstrate sufficient knowledge and experience to appropriately apply business analysis tools and techniques to enable project success.



# Overview of the PMI-PBA Certification

## PMI-PBA Eligibility Requirements

To be eligible for the PMI-PBA certification, you must meet the following educational and professional experience requirements.

<b>Educational Background</b>	<b>+</b>	<b>Business Analysis Experience</b>	<b>+</b>	<b>Training in Business Analysis</b>
Secondary degree (High school diploma, associate's degree or global equivalent).		7,500 hours (5 years) working as a practitioner of business analysis.  This experience must have been earned in the last 8 years.		35 contact hours.  Hours must have been earned in business analysis practices.
Bachelor's degree or higher degree (or global equivalent).		4,500 hours (3 years) working as a practitioner of business analysis.  This experience must have been earned in the last 8 years.		35 contact hours.  Hours must have been earned in business analysis practices.

\*Note: for those who hold active PMP and/or PgMP certifications, PMI has already verified you have exceeded the project experience requirements. In other words, active PMP and/or PgMP certification holders will be accepted as fulfilling the general project experience requirements.

# PMI-PBA Application & Payment

## How to Complete the Online Application

You can use our [online certification system](#) to apply for all certifications and certifications.

**Before you begin:** Check to make sure you meet the 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 email address as this will be the primary mode of communication from PMI throughout the certification process. **Although PMI will email you reminders during the process, you have the responsibility to schedule and sit for your examination within the one-year eligibility period** (see Exam Eligibility section of this handbook for more details).

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

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 report with your 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

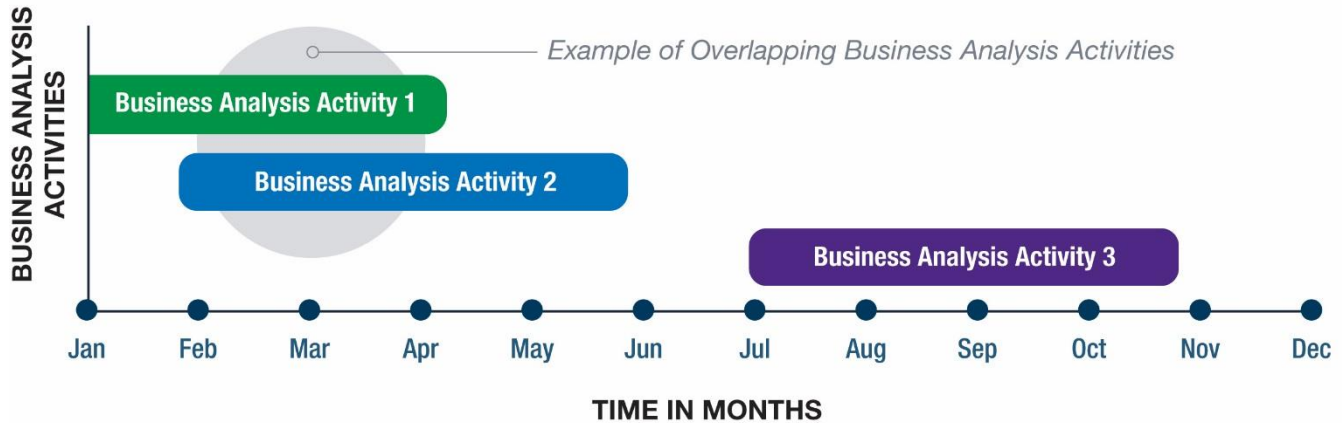
# PMI-PBA Application & Payment

## How to Record Your Experience on the Application

### Business Analysis Experience

Use the Business Analysis Experience Worksheet in the application to record your business analysis experience. The experience does not necessarily have to be paid work, but it does need to be in a professional setting. Activities such as school projects or planning personal events would not qualify.

Record each business analysis activity you worked on individually. You need a minimum of 4,500 hours of unique, non-overlapping experience accrued within the last eight years. This means that each month you worked on multiple, overlapping activities (projects that ran simultaneously) counts as one month toward the total requirement.



## PMI-PBA Application & Payment

### How to Record Your Training on the Application

Record at least 35 contact hours of training on business analysis practices. Business Analysis training can include topics covering business analysis methodologies, principles and practices.

Record all training hours, regardless of when they were accrued. **The course work must be completed by the time you submit your application.**

**NOTE:** One hour of classroom instruction equals one contact hour. If you have completed a university or college course on business analysis that met for three hours per week for 15 weeks, you would record 45 contact hours. If only a portion of a course dealt with business analysis practices, only the hours spent on business analysis practices can be applied toward the total.

You can satisfy the training requirements by demonstrating the successful completion of courses, workshops and educational sessions offered by one or more of the following types of providers:

- PMI Registered Education Providers (R.E.P.s)\*
- PMI chapters or communities of practice\*
- Employer/company-sponsored programs
- Training companies or consultants (e.g., training schools)
- Distance-learning companies, including an end-of-course assessment
- University/college academic and continuing education programs

The following education does not satisfy the training 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 towards the training 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.

## PMI-PBA Application & Payment

### Application Processing

PMI strives to process applications in a timely manner. The following table details the application processing timeline.

Application Processing Timeline		
Application submitted:		Process time:
Online		5 calendar days

**NOTE:** This processing timeline does not apply if your application has been selected for PMI's audit process (refer to the PMI Audit Process section in this handbook for more details).

## PMI-PBA Application & Payment

### PMI-PBA Certification Fees

The proper fees for payment are determined by your PMI membership status and the examination delivery type (computer-based versus paper-based) for your geographic location. Refer to the Examination Administration section in this handbook to see if you qualify for paper-based exam delivery. Otherwise, plan on taking a computer-based exam and submitting the associated fees. Use the following chart to determine the certification fee.

Exam Administration Type	PMI Member Status	US Dollars	Euros
Computer-based testing (CBT) Paper-based testing (PBT)	member	\$405	€ 340
Computer-based testing (CBT) Paper-based testing (PBT)	nonmember	\$555	€ 465
Reexamination CBT/PBT	member	\$275	€ 230
Reexamination CBT/PBT	nonmember	\$375	€ 315
CCR certification renewal	member	\$60	USD Only
CCR certification renewal	nonmember	\$150	USD Only

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

# PMI-PBA Application & Payment

## How to Submit Payment

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

This requires you to go back into the [online certification system](#) to complete the following steps:

1. Select your examination delivery method.  
(Refer to the Examination Administration section in this handbook for more details).
2. Request test accommodations for your examination at no extra cost, if necessary.  
(refer to the Test Accommodations section in this handbook for more details).
3. Submit payment.  
(Refer to the Certification Fees section of this handbook for more details).

**You can submit payment of the certification fees in any of the following ways:**

Payment type	Method for sending payment
Credit card	Online certification system or postal mail to PMI
Check	Postal mail to PMI
Money Order	Postal mail to PMI
Wire transfer	Contact <a href="mailto:customercare@pmi.org">customercare@pmi.org</a> for details

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

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

**OR**

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

## PMI-PBA Application & Payment

### PMI-PBA Refund Policy

To obtain a refund for the PMI-PBA certification, you must make a request at least **30 days before the exam eligibility expiration date**. A refund of US\$200 will be made if you have not yet scheduled or taken the CBT exam. A refund of US\$135 will be made if you have not yet scheduled or taken the PBT exam. After the refund is processed the application will be closed and the eligibility period will no longer be valid.

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

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

**NOTE:** You can send a request for refund to [customercare@pmi.org](mailto:customercare@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 prior to payment of the certification fee. The electronic audit notification provides detailed information on how to comply with the terms of the audit.

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

- Copies of your diploma/global equivalent.
- Signatures from your supervisor(s) or manager(s) from the project(s) recorded in the experience verification section of 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 business analysis 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 timeframe.

PMI

Attn: Certification Audit

14 Campus Blvd.

Newtown Square, PA 19073-3299 USA

You may not continue with the certification process until you have complied with the audit requirements. **Once you successfully complete the audit, 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 and there is a one-year suspension period to apply for that certification again.

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

## Exam Policies & Procedures

### PMI-PBA Exam Information

The PMI-PBA exam is comprised of 200 multiple-choice questions. Of the 200 questions, 25 are considered pre-test questions. Pre-test questions do not affect the score and are used in examinations as an effective and legitimate way to test the validity of future questions. All questions are randomly placed throughout the exam.

No. of Scored Questions	No. of Pre-test (Unscored) Questions	Total Examination Questions
175	25	200

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

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

Allotted Examination Time
4 hours

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

There are **no scheduled breaks** during the exam, although you are allowed to take a break if needed. If you take a break during the exam, your exam clock continues to count down.

The examination is **preceded by a tutorial and followed by a survey**, both of which are optional and can take up to 15 minutes to complete. The time used to complete the tutorial and survey is not included in the examination time of four hours.

### Item Development

PMI-PBA exam questions:

- Are developed and independently validated by global work groups of business analysis professionals;
- Are referenced to the current business analysis reference list;
- Are monitored through psychometric analysis; and
- Satisfy the *PMI-PBA Examination Content Outline*.

## Exam Policies & Procedures

### PMI-PBA Exam Blueprint

The PMI-PBA certification exam is developed based on the [PMI-PBA Examination Content Outline](#). The exam blueprint details the topic areas in which exam questions will focus. The allocation of questions will be as follows:

	Percentage of Questions
Domain 1: Needs Assessment (5 tasks)	18%
Domain 2: Planning (6 tasks)	22%
Domain 3: Analysis (8 tasks)	35%
Domain 4: Traceability and Monitoring (5 tasks)	15%
Domain 5: Evaluation (4 tasks)	10%
<b>Total</b>	<b>100%</b>

For details on the topic areas covered in each of these categories, access the [PMI-PBA Examination Content Outline](#).

## Exam Policies & Procedures

### Examination Administration

#### New PBT Policy effective as of 1 July 2017

Paper-based testing is available in the following instances:

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

Pricing for PBT exams will also change as of 1 July 2017. At that point, all PBT prices will equal CBT prices.

**NOTE:** As part of the certification payment process, you need to indicate whether you will be taking a computer-based or paper-based examination. If you need to take a PBT examination, include the site location, date, and group testing number on your application.

**NOTE:** The PMI-PBA certification exam is administered in English only. Language aids for the PMI-PBA exam are not currently available.

## Exam Policies & Procedures

### Test Accommodations for the Exam

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

**NOTE:** Record your need for test accommodations as part of the payment process.

You must submit to PMI, by fax or postal mail, supporting medical or other appropriate documentation to complete your request. Please keep a copy of all submitted forms for your records.

## **Exam Policies & Procedures**

### **Legal Restrictions on Taking the Examination**

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

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

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

## Exam Policies & Procedures

### Exam Eligibility

Once an application has been approved, the one-year eligibility period begins. After you successfully completed the application audit (if your application was selected), you will be prompted for payment of the certification fee, and PMI will send you an email notification with:

- PMI Eligibility ID and
- The examination 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 examination scheduling instructions direct you to the section of the [Prometric website](#) where you can select and schedule your examination date and location. Prometric is PMI's examination administration partner.

**PMI cannot guarantee seating at the testing centers** and recommends that you schedule the examination as soon as you select a date on which you want to take it and at least three months before the expiration of your eligibility period.

**NOTE:** You must retain the unique PMI Eligibility ID located on your scheduling notification. This number will be required to register for the examination.

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

**NOTE:** If your one-year eligibility period has ended 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.

# Exam Policies & Procedures

## How to Schedule Your Exam

### FOR PBT ADMINISTRATION

If you qualified to take a paper-based examination, **you will not have to do anything to schedule a PBT appointment** because you indicated this administration type as part of the application or payment process. Although you are required to do nothing, you will receive the exam scheduling instructions because PMI's system sends it to everyone automatically.

To confirm your PBT exam appointment, PMI will send an electronic confirmation 20 days before your scheduled appointment. This confirmation will contain site instructions including your eligibility dates, your examination date and location, your arrival times for the examination, information on your government-issued identification and contact information.

### FOR CBT ADMINISTRATION

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

#### Schedule your Examination Online

You can schedule your CBT exam appointment online at the [Prometric website](#). Upon arrival, you will notice that the page is divided into the two options. Under the section labeled "**I want to...**," please select the left side, for PMI-PBA candidates.

1. Select **Schedule my test**.
2. Choose the country and state/province in which you would like to sit for the examination.
3. First time test takers will need to create an account by selecting the link **Are you a New User?**. By creating this account, you are using a Prometric login and password that is different than your PMI.org login and password.
4. Select **PMI-Project Management Institute** in the "Client" field and **PMI-Project Management Institute (PR0, PR1)** in the "Program" field.
5. Review PMI-PBA eligibility requirements and scheduling information.
6. Select **PMI-Professional in Business Analysis (PMI-PBA)®** in the "Exam" field. Choose your currency.
7. Make a selection from the available test sites offerings in your area and select **Schedule Appointment**.
8. Select the examination date and time.
9. Enter your PMI Eligibility ID, confirm your email address, agree to the Data Privacy Notice and click on "**Commit Registration**."

**NOTE:** Print out your exam confirmation information once you schedule your exam online. Please maintain a copy of the CBT examination confirmation in your files in the unlikely event that there are any discrepancies. PMI will not be able to advocate for you if this confirmation notice is not provided.



## Exam Policies & Procedures

### Schedule your Examination by Telephone

- If you live inside North America, you can use the Prometric Telephone System, an Interactive Voice Response System that enables you to use a touch-tone phone to schedule, reschedule, cancel, or confirm existing examination appointments. Test center information (phone number, address and directions) can also be obtained over the telephone or online.

This telephone service is available Monday through Friday, 8 a.m. to 8 p.m. (U.S. Eastern Time). Please call +1 800 268 2802 and follow the prompts. The hearing impaired may schedule by calling +1 800 529 3590.

- Outside North America: Please visit the [Prometric website for the service center information for your region](#).

**NOTE:** Please be advised that when scheduling by telephone, you must go to the [Prometric website](#) to print your confirmation information.

When calling Prometric's Customer Care Center, the customer service representative will ask for:

1. Testing program: (Project Management Institute)
2. Name of examination: (PMI-PBA, CAPM, PgMP, PMI-RMP, PMI-SP, or PMP)
3. PMI Eligibility ID (e.g. 1234567E1)

**NOTE:** Please maintain a copy of the CBT examination confirmation in your files in the unlikely event that there are any discrepancies. PMI will not be able to advocate for you if this confirmation notice is not provided.

## Exam Policies & Procedures

### How to Schedule an Examination with Test Accommodations

If you have been approved for test accommodations for the examination administration from PMI, please follow these steps:

- Candidates in North America must call Prometric Special Conditions Department at +1 800 967 1139
- Candidates who live outside North America must contact Prometric's Regional Service Center in your region. Please see the phone list above.

When scheduling your exam with test accommodations, be prepared to provide the following:

1. Testing program: (Project Management Institute)
2. Name of examination: (PMI-PBA, CAPM, PgMP, PfMP, PMI-RMP, PMI-SP or PMP)
3. PMI Eligibility ID (e.g. 1234567E1)

If you need to reschedule or cancel an appointment with test accommodations, you will need to call the same number you used when scheduling.

**NOTE:** If you neglect to apply for test accommodations at the time you complete the application and wish to do so as you schedule your exam, you must first contact PMI by email at [certexamdelivery@pmi.org](mailto:certexamdelivery@pmi.org). **You cannot schedule the exam with test accommodations without first applying for the accommodations and getting them approved.**

## Exam Policies & Procedures

### Rescheduling/Cancellation Policy for CBT Exams

You can reschedule or cancel your computer-based exam at any time, as long as you do so more than two full calendar days before your scheduled exam appointment. However, because of limited seating capacity at Prometric Testing Centers, late rescheduling and cancellations will result in a fee. It is recommended that you reschedule or cancel your exam as soon as you know you won't be able to make the appointment. Please read the following policy carefully:

#### Within 30 Days of Your Appointment

If you reschedule or cancel your exam within 30 days of your scheduled appointment, you will be charged a fee of US\$70. This fee helps to ensure greater seating availability at Prometric Testing Centers since candidates who wait until the last minute to reschedule or cancel their exams are “reserving” seats that could be used by others.

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

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

For emergency situations in which you are unable to change your exam appointment within 30 days, the Extenuating Circumstances 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 2 Days of Your Appointment

You need to reschedule or cancel your appointment **before** two calendar days of your exam appointment. If you wait until you are within two days of your exam appointment, you will be able to cancel your appointment but you will forfeit the entire exam fee. You will not be able to reschedule your appointment at this point and will need to pay associated reexamination fees to schedule a new exam.

#### Examples

Date of Exam Appointment	Date that you Reschedule or Cancel	Fee Amount
<b>30-Day Policy</b>		
5 May	4 April (or before)	No Fee
5 May	5 April (up until 2 May)	US\$70
<b>2-Day Policy</b>		
5 May	2 May	US\$70
5 May	3 May (you are unable to reschedule, but can cancel the appointment)	Forfeit the entire exam fee

## Exam Policies & Procedures

### How to Reschedule or Cancel Your CBT Appointment

To reschedule or cancel your CBT exam appointment, go to the [Prometric website](#) and follow the prompts. Emails to Prometric or PMI are not acceptable forms of communication to reschedule or cancel your exam appointment.

If you have Internet connectivity problems, you can call Prometric directly to reschedule or cancel your appointment. Call Prometric using the same number you called when scheduling your exam and not the local test site where you are scheduled to take the examination. Contact telephone numbers for Prometric are located on your Examination Scheduling Instructions and in this handbook.

### Rescheduling/Cancellation Policy for PBT Exams

To reschedule or cancel a paper-based testing (PBT) exam appointment, you must email [pbtextams@pmi.org](mailto:pbtextams@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](#) or from the PBT sponsor.

### Extenuating Circumstances

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

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

These are referred to as extenuating circumstances and can include:

- medical emergency
- military deployment
- death in immediate family
- illness in immediate family
- 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 circumstances force you to reschedule or cancel your exam within 30 days of the appointment:

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

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

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

## **Exam Policies & Procedures**

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

### **No-Show Status**

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

## Exam Policies & Procedures

### PMI Examination Security & Confidentiality

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

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

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

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

## Exam Policies & Procedures

### Examination Site Requirements & Instructions

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

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

**Your government-issued identification must match your name exactly as it appears on the scheduling notification.** The identification documents must be the originals, and cannot be photocopies. You will not be permitted to test if the name on your government-issued identification does not exactly match the name on your scheduling notification. Neither PMI nor Prometric will make any exceptions to this policy.

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

The following are acceptable forms of government-issued identification:

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

The following are acceptable forms of secondary identification:

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

The following are not acceptable forms of identification:

- Social Security cards
- Library cards

### Name Change Procedure

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

**Email:** [CertQuestions@pmi.org](mailto:CertQuestions@pmi.org)

**Fax:** +1 610 482 9971

**Attn:** Name Change for Exam

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

- First Name [Given Name]
- Middle Name
- Last Name [Surname/Family Name]

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

# Exam Policies & Procedures

## Check-in procedure

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

## 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:

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

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

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

If you will require any personal items in the testing room due to a medical condition, such as food, beverages or medication, you will need authorization from PMI prior to scheduling your examination appointment. Please review the Test Accommodations policy on pages 18 and 23 for additional information on obtaining authorization.

## Testing Aids

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

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



## Exam Policies & Procedures

### Termination of Examination Administration/Grounds for Dismissal

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

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

- Using or attempting to use someone else to take the test.
- Failing to provide acceptable personal identification.
- Having access to or using notes or any prohibited aid related to the test.
- 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).
- 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.
- Attempting to remove scrap paper from the testing room, or tearing the scrap paper.
- Eating or drinking in the testing room.
- Leaving the testing room or test center vicinity without permission.
- Removing or attempting to remove, examination-related material, or portions of a test in any format from the testing room.
- Attempting to tamper with a computer.
- Engaging in any dishonest or unethical conduct, such as cheating.
- Failing to follow any other examination administration regulations set forth in PMI Certification Program policies given by the test administrator/supervisor, or specified in any examination materials.

The Certification Department reserves the right to take all action including, but not limited to, barring you from future testing and/or canceling your scores, for failure to comply with the test administrator/supervisor's directions. If your scores are cancelled, you will be notified of such action and its basis, and your examination fees will not be refunded.

Although tests are administered under strict supervision and security measures, examination irregularities may sometimes occur. You are required to contact PMI as soon as possible to report any observed behavior that may lead to an invalid score—for example, someone copying from another test taker, taking a test for someone else, having access to test questions before the examination, or using notes or unauthorized aids. All information will be held in confidence.

## **Exam Policies & Procedures**

### **Examination Report**

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

Candidates who take a computer-based examination receive the exam report at the test center the day they sit for the examination. You can also access your exam report on the online certification system no later than 10 business days after your examination date. You will receive an email notifying you when your exam report is available online.

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

### **Establishing the Passing Score**

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

### Reexamination

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

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

Exam Administration Type	PMI Member Status	US Dollars	Euros
Reexamination CBT/PBT	member	\$275	€ 230
Reexamination CBT/PBT	nonmember	\$375	€ 315

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

Reexamination fees apply to the second and third attempts to pass the examination. If your eligibility period expires without you passing the examination, you must reapply for the certification.

# Certification Policies & Procedures

## Certification Complaints Process

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

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

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

- Via email at [certcomplaints@pmi.org](mailto:certcomplaints@pmi.org) or
- Via postal mail at 14 Campus Boulevard, Newtown Square, PA 19073-3299, USA

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

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

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

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

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

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

## Certification Appeals Procedure

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

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

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

- Via email at [certappeals@pmi.org](mailto:certappeals@pmi.org) or
- Via postal mail at 14 Campus Boulevard, Newtown Square, PA 19073-3299, USA

## Certification Policies & Procedures

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

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

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

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

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

# Certification Policies & Procedures

## Use of Your PMI-PBA Certification

Once you pass the exam, you are granted the PMI-PBA certification. You may refer to yourself as a PMI-PBA certification holder as long as you have an active certification status. You are authorized to use the PMI-PBA designation in block letters after your name on business cards, personal letterhead, resumes, websites and in your email signature.

Please note that as part of the application process, you agreed to adhere to the PMI Code of Ethics and Professional Conduct and the Certification Application/Renewal Agreement. This means, among other things, that you will only use the PMI-PBA designation in the manner stated above and that you will not use the PMI-PBA designation in company names, domain names, product names, or any other unauthorized manner.

## Certificate Package

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

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

Both of these documents list your:

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

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

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

## Online Certification Registry

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

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

# Continuing Certification Requirements (CCR) Program

## CCR Program Overview

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

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

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

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

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

For details and instructions on how to earn and track PDUs in CCR, download the [CCR Handbook](#).

## PMI Code of Ethics & Professional Conduct

Ethics is about making the best possible decisions concerning people, resources and the environment. Ethical choices diminish risk, advance positive results, increase trust, determine long term success and build reputations. Leadership is absolutely dependent on ethical choices.

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

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

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

## PMI Certification Application/Renewal Agreement

Please visit the [Certification Application/Renewal Agreement](#) page to review the agreement.