Authorized Training Partner Program FAQ

Pricing Structure

1. Why does the Authorized Training Partner Program cost more than the R.E.P. program?

We developed our regionalized pricing structure based on extensive research. This included understanding the purchasing power of individuals in global regions. We surveyed students on training costs, and also conducted market research to understand the prevailing market conditions and current pricing for PMP exam prep classes. Once this program launches, we will begin collecting data to determine how we can add more value or iterate on the program as needed.

2. Will PMI do anything to stop companies in lower-cost countries from poaching students in high-cost areas?

When reviewing the historical data, we found that very few R.E.P.s in Asia Pacific/Latin America or India/Middle East/Africa regions train students in other regions. Under the new program, we will have better visibility into where students are located and completing their training and plan to proactively monitor the situation. If it becomes a problem, we will address it and if there is a high volume, we will bill or refund the difference.

3. When is PMI offering parity pricing for other offerings like certifications and membership?

Offering parity pricing for the Authorized Training Partner program is a big step toward parity pricing, and something we are considering in the future for our other offerings.

4. If I'm an Authorized Training Provider conducting PMP exam prep or Disciplined Agile workshops , how will you collect my per person fee? Will I be invoiced?

The per person fee covers the cost of the licensed exam prep materials. Therefore, you will be charged the per person fee when you order your course materials from the Logical Operations online store - https://store.logicaloperations.com/.

For example, if you are a Premier Authorized Training Partner in the U.S. teaching a PMP exam prep course for 30 individuals, you will need to purchase 30 student manuals whether they are

digital or print copies. This will cost US$99 per manual, as this is the per person fee for Premier ATPs in North America.

5. **What is the price difference for the in-person instructor led, virtual instructor-led, and on-demand Train the Trainer sessions for instructors teaching PMP exam prep courses?**

Attending the in-person instructor led Train the Trainer session will cost US$999 per instructor. The virtual instructor-led session will be US$699 per instructor and the on-demand session will be US$499 per instructor. At this time, only on-demand sessions are available until COVID restrictions are lifted.

6. **If I apply for and am accepted into the Authorized Training Partner program, but for whatever reason do not wish to continue, can I get a refund?**

No, we are not offering refunds in this program.

Program Requirements

7. **When will the program requirements for Authorized Training Partners who deliver PMP exam prep or Disciplined Agile workshops apply to other PMI certifications?**

We are currently only requiring these stipulations from partners who provide PMP examp prep and Disciplined Agile workshops. Other credentials may be considered in the future, but we do not currently have a timeline for when those program changes would be implemented.

8. **What are "guaranteed to run" courses?**

"A guaranteed to run" class is a PMP exam prep course an Authorized Training Partner is offering to the general public. If you are offering private PMP exam prep courses to the federal government, for example, Authorized Training Partners do not need to upload this course as guaranteed to run. However, they have to register it in the Education Provider Portal so participants in those private courses can claim their hours. Please note, only PMP exam prep and Disciplined Agile workshop need to be guaranteed to run – we do not have this requirement for other courses training partners may offer, such as PDU opportunities or other exam prep courses.

9. **What happens if an Authorized Training Partner needs to cancel a "guaranteed to run" course?**

Our customers' experience is our priority and we have seen poor student experiences due to classes being cancelled days before they were scheduled to be delivered.

In order to ensure candidates can adjust their intended exam date without incurring a penalty fee, all in-person, instructor-led guaranteed to run courses that are canceled need to be done at least 30 days before the first day of the course's scheduled start.

However, virtual instructor-led courses cannot be cancelled and must run, without exceptions. In today's environment, all providers should be able to meet the needs of modern day learners and provide virtual instructor-led courses, regardless of the class size.

Should an Authorized Training Partner violate these guidelines, we will address this with the training partner.

10. **For virtual instructor-led courses, are Authorized Training Partners allowed to apply a maximum cap on registration to maintain an optimal instructor-to-student ratio?**

This is up to the Authorized Training Partner, but we encourage you to maintain an optimal ratio. Please note, students will be encouraged to rate their instructor's performance, as well as their overall experience in the class so maintaining an optimal ratio is in your best interest.

11. **Can one instructor work with multiple Authorized Training Partners?**

Yes, certified instructors can work with multiple Authorized Training Partners and PMI must be advised of the multiple relationship.

12. **Can Authorized Training Partners have affiliates?**

The way the Authorized Training Partner Program is designed, a trainer can only use PMI-provided course materials if delivering the training through an Authorized Training Partner.

For example, say John Smith is authorized to be an instructor for ABC Training, an Authorized Training Partner. If he is then hired by XYZ Training, which is not recognized as an Authorized Training Partner, John is not able to deliver the PMI-provided PMP exam prep content through XYZ Training. Nor can John promote himself as a PMI Certified instructor for XYZ Training. Additionally, XYZ Training cannot benefit from John's status as a PMI Certified Instructor and XYZ Training cannot benefit from ABC Training's Authorized Training Partner status.

In short, should an authorized instructor choose to deliver a training through a company not recognized as a PMI Authorized Training Partner, the instructor would not be permitted to use the licensed content and would loose theira PMI Certified Instructor.

13. **Who can offer PDUs? If I offer PDUs only, do I have to be an Authorized Training Partner?**

PDUs will still be accepted from outside the Authorized Training Partner program. This means chapters, companies, or training providers who provide professional development opportunities – Authorized Training Partner or not – can provide PDU opportunities. However, customers submitting a PDU claim against a course offered by a non-Authorized Training Partner may be subjected to our PDU audit process.

This is one of the benefits of the Authorized Training Partner program for those offering PDUs – a smoother experience for your customers when submitting a PDU claim. Any PDU claim made against a course delivered by an Authorized Training Partner will automatically be accepted by PMI without audit as the course will have already reviewed and approved.

Additionally, Authorized Training Partners will have an exclusive listing a preferred partner on PMI.org, making it easier for customers to find your offerings. Also, Authorized Training Partners

access to PMI IP – excerpts and figures from PMI Standards – to create excellent PDU-eligible courses, and will be able to do batch upload PDU claims on behalf of their students.

For Chapters

14. **I'm a chapter who currently offers PMP exam prep or Disciplined Agile workshop and I want to become an Authorized Training Partner. Are there any specific requirements?**

Effective 2 January 2021, chapters wishing to offer PMP exam prep and/or PMI Disciplined Agile workshops and certification training for their members will be required to join the Authorized Training Partner program or use an Authorized Training Partner to offer training to their community. Chapters who apply to the program will be subject to the same criteria for admission as non-chapter entities, and if accepted, will enjoy the same benefits as all Authorized Training Partners. Requirements for chapters who what to join include:

- Chapters that are accepted into the program will need to select individuals from their chapter to attend the required Train the Trainer session to become certified instructors if they plan to deliver PMP Exam Prep training.
- Chapters that become an Authorized Training Partner may not permit their Chapter Board members or those in a decision making role within the chapter to serve as certified instructors, nor can they be the Authorized Training Partner owner, in order to avoid conflict of interest.
- Additionally, Authorized Training Partner owners and certified instructors cannot serve as a chapter leader or a decision-making volunteer within a chapter while they are still an owner or certified instructor.
- Authorized Training Partner owners and certified instructors will confirm via a check box in the program application that they are aware of this requirement, that they are not a chapter leader, and will not volunteer as one while an owner or instructor.
- Chapters who are Authorized Training Partners cannot select individuals from non-Authorized Training Partner chapters to become certified instructors for them

15. **How can Chapters help their members prep for the PMP or Disciplined Agile exams if they do not want to be an Authorized Training Partner?**

We want to continue to encourage Chapters to empower its community of members preparing for the PMP and Disciplined Agile exams. If becoming an Authorized Training Partner is disadvantageous for a Chapter, it can still offer PMP study groups and mentoring programs. Chapters can also create Request for Proposals (RFPs) for their training needs. All you have to do is fill out a form detailing your needs, and we will create the RFP and send it to all Premier Authorized Training Partners as they will exclusive access to RFPs starting in January 2021 when the current R.E.P. program officially retires. We will launch the Authorized Training Partner RFP form on our website soon. Additionally, we are piloting Chapter/Authorized Training Partner collaboration models. We're exploring different partnership models, which will provide critical insight into how partnerships between Authorized Training Partners and Chapters will be mutually beneficial.

For Disciplined Agile Authorized Partners

16. **Why did PMI integrate the Disciplined Agile Authorized Partner Program into the Authorized Training Partner program?**

We merged the Disciplined Agile Authorized Partner program (where Disciplined Agile Partners provided workshops for DA certifications) with the PMI Authorized Training Partner program (where Authorized Training Partners provided PMP exam prep courses, as well as PDU-only offerings) into one program: the PMI Authorized Training Partner program, where Partners can deliver Disciplined Agile exam prep offerings, PMP exam prep offerings, or PDU-only offerings. We merged the programs to alleviate confusion, standardize the requirements and quality of services for both, and to bring the Disciplined Agile Partners into the PMI community. This integration will help bring Disciplined Agile certification trainings to more practitioners and further our commitment to supporting practitioners regardless of the project management approach they use on the job.

17. **What is the benefit of this integration for Disciplined Agile Authorized Partners?**

Existing Disciplined Agile Partners will be recognized by PMI customers as an approved training provider and will be listed as an Authorized Training Partner program on PMI.org. They have redesigned and PMI-branded Disciplined Agile licensed exam prep content to teach for a better student experience and a sleeker look. Their instructors, currently called Certified Disciplined Agile Instructors, will be accepted into the Authorized Training Partner program without needing to complete a Train the Trainer session and will receive PMI-branded instructors' badges. Certified Disciplined Agile Instructors do not need to take the Train the Trainer because they already possess the experience and knowledge provided in the Train the Trainer since they had to take a very similar course to earn their Certified Disciplined Agile Instructors certification.

Like Authorized Training Partners, Disciplined Agile Partners will be able to list guaranteed to run courses on PMI.org, will receive onboarding sessions to learn the PMI Choice Platform, and will have access to the PMI ATP Support Team. Additionally, their administrative processes such as invoicing and fulfillment will become more streamlined using new technology portals from Logical Operations.

18. **How will this integration affect Disciplined Agile Authorized Partners?**

Existing Disciplined Agile Partners have been automatically accepted into the Authorized Training Partner program with limited benefits. Disciplined Agile waived the first year of annual membership fees for its Disciplined Agile Partners, and we are honoring that so Disciplined Agile Partners will not need to pay Authorized Training Partner program annual membership fee until their current Disciplined Agile Partner contract expires. For example, if a Disciplined Agile Partner's contract terms are from March 2020 to March 2021, they will not need to complete the Authorized Training Partner program application and pay the annual membership fee until March 2021. The annual renewal dates for Disciplined Agile Partners are unique to the partner. Disciplined Agile Partners also have the option of ending their existing agreements to join the Authorized Training Partner program now to realize all of the benefits of being an Authorized Training Partner or to access to the PMP licensed exam prep content.

19. **How will this integration affect Certified Disciplined Agile Instructors?**

Since the existing DA instructors are Certified Disciplined Agile Instructors (CDAIs), we are automatically accepting them into the program as certified instructors without requiring that they take a Train the Trainer session, unless they want to become PMP instructors. Instructors will not pay an instructor fee, but will be required to maintain their certification renewals at the market rate. We are still finalizing the process for how someone can become a certified DA Instructor for the ATP program because we put a freeze on accepting new CDAI applications because of the impending integration. Once this is finalized, we will communicate it with DA Partners and ATPs.

20. **What are the requirements of being an instructor for Disciplined Agile?**

All Disciplined Agile instructors must have the certification they want to teach and must maintain it in order to be able to be an instructor. Additionally, new instructors who want to teach Disciplined Agile must hold at least the Disciplined Agile Senior Scrum Mater certification (equivalent to the previously named Disciplined Agile Lean Scrum Master).

Licensed PMP® Exam Prep Content

21. **Can licensed exam prep content – whether they are digital or print copies – be co-branded with my training company's logo?**

At this time, we are not supporting co-branding.

22. **Will I be able to embed case studies and other supplemental learning activities into the digital or print copies of the licensed exam prep content? Or will I have to provide them to my students in another way?**

The digital or print copies of the licensed exam prep content, which you will obtain through the Logical Operations online store, will be read-only files so you will not be able to embed your supplement materials. However, we do encourage you to offer these additional learning tools to your students, whether it be through Google Docs, file sharing services, or email.

The locked material will be in the form of the licensed PDF and ebook Manuals supplied to the student/instructor. Those are not subject to edit. Materials provided such as the PowerPoint slides, can be added to, but the existing/provided content cannot be altered. However, we do encourage you to offer these additional learning tools to your students, whether it be through Google Docs, file sharing services, or email.

23. **If I order the print version of the licensed exam prep content, how much does it cost to ship them?**

In the Program Details PDF posted on the Resource Center, we included estimates for shipping one or 15 student guide print copies to a variety of cities. However, these are simply estimates and actual shipping costs will be subject to your local carrier.

As you order your print version of the content from the Logical Operations online store , you will have the choice to use the rates offered by their long-term, preferred relationship with FedEx or you can choose to use your own shipping carrier if you think they will have lower rates. Before

purchasing the shipment, you will be asked to review the shipping costs. If the shipping costs are too high, you can opt for digital versions, which do not include additional shipping fees.

Please note, you will have to request to use your own shipping carrier ahead of purchasing the materials. This will require several days to set-up and program in your profile in the Logical Operations Store, and can be addressed during the onboarding process.

24. How do I deliver my course virtually?

Our licensed exam prep content for the PMP and Disciplined Agile certifications will live in the PMI Choice Platform. Students will use their digital key to access their digital materials on the platform.

In order for you to actually deliver your instructor-led class virtually, however, you will still need to use a videoconference tool such as WebEx, Zoom, or Adobe Connect. This will allow your students to see you AND the content – and you to see your students.

25. How long will students have access to the licensed exam prep content after they take my class?

Students will be able to access theirstudent manuals for 12 months from the start of their course.

26. If I'm an Authorized Training Partner who does NOT provide PMP exam prep or Disciplined Agile workshops, do my instructors have to use licensed content? ?

No, this requirement is only applicable for Authorized Training Partners that provide PMP and/or Disciplined Agile programs.

27. Will the licensed PMP exam prep content be updated to reflect new questions?

As a benefit of being members of the program, we will keep Authorized Training Partners and instructors well-informed of new developments to our exams and credentials. However, if a question is added to the PMP exam, we will not necessarily add a question to the course materials. The course materials were developed to address the Exam Content Outline. A benefit of being in the program is if the Exam Content Outline changes, you will have access to updated course materials.

28. What does "access to cloned PMP questions to create PMP exams" mean? Does the licensed PMP exam prep content not include practice exams?

As an exclusive benefit for Premier Authorized Training Partners, these partners will have access to 200 cloned PMP exam questions. They can then use these to create practice PMP exams for students as the licensed PMP exam prep content we are providing does not include them.

29. How does PMI create these cloned PMP questions?

The cloned PMP questions provided to Premier Authorized Training Partners are created by PMI in conjunction with a vendor that specializes in exam content and security. The items developed are based on the PMP Exam Content Outline and are structured using the same guidelines as

PMP exam items, including item format and cognitive level. The answers to the practice questions were verified by project management subject matter experts.

30. Is the PMP exam going to change after *PMBOK® Guide -- 7th Edition* is published?

The PMP certification exam questions are developed based on the certification exam content outline, which is informed by research regarding the evolution of the profession. The *PMBOK® Guide* remains one of the references useful for exam preparation. Information about PMI certifications and future changes can be found at www.PMI.org/certifications.

It is important to remember that the *PMBOK® Guide* is an input to preparing for the exam—and is listed as a reference—but it is not a test-preparation tool. The PMP exam is created based on the Exam Content Outline and uses many references for question development.

31. If the PMP or Disciplined Agile licensed exam prep content is not translated into the language I need for facilitation, can I translate them myself?

We are actively partnering with a third-party translation company to translate the licensed exam prep content. The instructor-led PMP exam prep course into the following 8 languages: Arabic; French; Japanese; Korean; Traditional Chinese; Simplified Chinese; Brazilian Portuguese; and Latin American Spanish. The Disciplined Agile training workshops and exams will be translated into Simplified Chinese, Arabic, Brazilian Portuguese, Spanish, and Japanese in the coming months. These languages were selected because they are the most common languages in which the exams are taken, outside of English. Authorized Training Partners are not allowed to translate the content themselves as this could result in an inconsistent learning experience across the area or region.

However, the translated content will not be available for Authorized Training Partners to purchase from the Logical Operations online store until later this year.

32. Do the licensed PMP exam prep and Disciplined Agile workshop content meet the requirements of various accessibility laws?

The student instructional guide is a digital PDF or eBook and can be read by screen readers and size adjusted as needed, as well as be read by screen readers. We ask those that need an additional type of accommodation to reach out to us

33. Can I share the licensed PMP and/or Disciplined Agile materials with a non-Authorized Training Partner or use content from it for another offering?

The licensed PMP and/or Disciplined Agile exam prep content is made available under license and agreement solely to Authorized Training Partners, and solely for the purpose of providing PMP or Disciplined Agile exam prep training within the Authorized Training Partner Program. Any other use of the content is strictly prohibited. The content may **not** be transferred, assigned, licensed, sold to or used by non-Authorized Training Partners for any reason without the express, written permission of an authorized PMI representative. Authorized Training Partners may not use

the content for any reason other than exam prep within the Authorized Training Partner Program. Violation of the foregoing restrictions may lead to removal from the Authorized Training Partner Program and legal action.

Train the Trainer

34. How will I know if an instructors needs to complete a Train the Trainer session?

The below table will help you determine if an instructor needs to take a Train the Trainer session.

Scenario	PMP Train the Trainer (Two-Day)	DA Train the Trainer (One-Day)
I'm an Authorized Training Partner/Disciplined Agile Partner with a new instructor who wants to teach Disciplined Agile exam prep.	Not applicable	Must take one-day course for Disciplined Agile exam prep
I'm an Authorized Training Partner with a new instructor who wants to teach PMP exam prep.	Must take two-day course for PMP exam prep	Not applicable
I'm an Authorized Training Partner with a certified PMP instructor who also wants to teach Disciplined Agile exam prep	Not applicable	Not applicable (but the PMP certified instructor must hold at least their Disciplined Agile Lean Scrum Master certification)
I'm an Authorized Training Partner/Disciplined Agile Partner with a Certified Disciplined Agile Instructor (CDAI).	Not applicable	Not applicable

35. When can instructors teaching PMP exam prep courses complete the required Train the Trainer session?

The on-demand Train the Trainer session is now available for registration. Before instructors can register, Authorized Training Partners must first complete and submit their Authorized Training Partner program application and payment. Then they must get their instructors approved by submitting instructors'' resumes/CVs with PMP ID and agile experience, and/or their agile certification to ATPTrainer@pmi.org. Once vetted and paid, approved trainers will be registerd for the on-demand session.

36. Do PMP exam prep instructors need to complete the Train the Trainer annually to get recertified or is it a one-time certification?

Initially, our Train the Trainer program will be a one-time certification for our PMP exam prep instructors that will not require annual renewal. However, the purpose of this Train the Trainer program is to ensure instructors are appropriately prepared to deliver PMP exam prep. Therefore, it may be necessary for instructors to learn new materials or recertify alongside of exam or program content changes. Please note, we will offer Authorized Training Partners their complementary vouchers annually so they can train any new instructors they hire. Basic Authorized Training Partners will receive one voucher annually and Premier receive two annually.

37. **Can a freelance instructor register for the Train the Trainer in order to offer PMP exam prep?**

No, instructors must be affiliated with an Authorized Training Partner before registering for the Train the Trainer. An instructor must be sponsored by an Authorized Training Partner.

38. **Who pays the fee for instructors to complete the Train the Trainer session? The Authorized Training Partner or the instructor?**

We will provide Authorized Training Partners complementary vouchers annually so they can train any new instructors as needed. Basic Authorized Training Partners will receive one voucher annually and Premier receive two annually. If additional instructors need to be trained, Authorized Training Partners will be required to pay the Train the Trainer fee for instructors. The only situation when Authorized Training Partners will not need to pay the fee is if the instructor is going to teach Disciplined Agile workshops and is currently a Certified Disciplined Agile Instructor (CDAI).CDAIs are not required to complete a Train the Trainer session to teach Disciplined Agile courses.

39. **Is the Train the Trainer session PDU-eligible? Can I claim PDUs for completing the session?**

Yes, the Train the Trainer 2-day session has been approved for 14 PDUs.

40. **When an instructor completes the Train the Trainer, they receive a digital badge to show this. Why? Where will this badge be displayed?**

When a training provider is accepted into the Authorized Training Partner program, they will receive a digital badge so candidates know they are affiliated by PMI. Similarly, when an instructor completes the Train the Trainer program and passes the end-of-session assessment, they will receive a digital badge so candidates know the instructor is approved by PMI.

Authorized Training Partners' badges will be displayed on our "Find an ATP" page on PMI.org. This is where certification candidates will go to find their preferred exam prep partners. On each listing, you will see the digital badge given to the Authorized Training Partner. Instructors should embed this badge on their own websites so candidates know instructors are certified. Directions for instructors will be included in the Authorized Training Partner program Welcome Kit.

41. **Does the Train the Trainer digital badge transfer with the instructor or is it affiliated with the Authorized Training Partner?**

The digital Train the Trainer badge is tied to the instructor, not the Authorized Training Partner. If an instructor moves from one Authorized Training Partner to another, they can take their digital badge, but must advise PMI of the change.

42. **Is there a deadline for instructors to complete the Train the Trainer session?**

Instructors must complete the Train the Trainer session and receive their badge before they can begin leading PMP exam prep or Disciplined Agile workshops.

43. **Why are you offering regional pricing for annual membership and per student fees, but not for Train the Trainer vouchers?**

Regardless of the location, instructor-led sessions require time and investment from our staff. The Train the Trainer vouchers are priced to cover the event costs, not to generate revenue for PMI. This is part of the reason we created the on-demand Train the Trainer session – to offer you a lower-cost option. The on-demand Train the Trainer session for PMP instructors will be USD$499 per instructor. Pricing for the on-demand Train the Trainer session for new Disciplined Agile instructions is still to be determined. We will share pricing once finalized.

44. **It is a requirement that PMP exam prep instructors to have agile project experience. How much experience is needed? And why?**

Instructors who will be teaching PMP exam prep courses need to have agile experience because the new PMP exam launching 2 January 2021 is heavily reliant on agile and hybrid approaches – they account for 50% of the exam. The questions are geared toward professionals with 1-3 years of experience managing agile projects. For this reason, we had both waterfall and agile Subject Matter Experts helping us develop the Train the Trainer coursework. During their work, it became apparent to them that it was necessary for instructors to have agile project experience in order to adequately prepare candidates for the new PMP exam.

PMI's On-demand PMP Exam Prep Course

45. **Why did PMI create an on-demand PMP exam prep course?**

Modern day learners have different needs – and some of them want on-demand exam prep. We developed the PMI Authorized On-demand PMP Exam Prep course to address this need while also ensuring consistent high-quality for both instructor-led and on-demand training experiences for candidates.

46. **Can I offer blended learning solutions for my students using a combination of the On-demand PMP Exam Prep Course and the Licensed PMP Exam Prep Content?**

Our on-demand PMP exam prep course is truly meant for the small percentage of students who wish to self-prepare for the PMP exam. However, we are exploring how we can create a resellers agreement so that Authorized Training Partners can purchase the on-demand course in bulk and resell it to B2B clients. We will have minimum sales requirements, but we are still finalizing these details.

Please note, Authorized Training Partners can create blended learning opportunities using other digital or online materials outside of the on-demand PMP exam prep course. In fact, we highly encourage this. You can do this by breaking up direct, instructor-led learning by driving students to online readings, case studies, activities, and more.

47. **How can Authorized Training Partners utilize the on-demand PMP exam prep course?**

While Authorized Training Partners cannot create their own on-demand PMP exam prep offerings, you can incorporate ours into your portfolio of exam prep options. For example, you

could create a study group offering based on our PMP exam prep course. The course would mandate that students purchase the on-demand course from us, and then discuss and receive additional support in groups through your study group. Additionally, we are exploring how we can create a resellers agreement so that Authorized Training Partners can purchase the on-demand course in bulk and resell it to B2B clients. We will have minimum sales requirements, but we are still finalizing these details.

48. **If I offered on-demand PMP exam prep as an R.E.P., can I offer it as an Authorized Training Provider?**

Authorized Training Partners will not be permitted to offer their own on-demand PMP exam prep courses. However, if you see the value in offering PMI's on-demand PMP exam prep course, you can create a different offering, such as a study group and promote it as a bundle. For this offering, you could mandate that students purchase the PMI Authorized On-demand PMP Exam Prep course, and once they complete it, you can host a study group for supplemental prep. Additionally, we are exploring how we can create a resellers agreement so that Authorized Training Partners can purchase the on-demand course in bulk and resell it to B2B clients. We will have minimum sales requirements, but we are still finalizing these details.

Please note, if you would like to develop and offer on-demand exam prep courses for certifications other than the PMP, this is permitted.

49. **If a candidate purchase the on-demand PMP exam prep course, can they request a refund?**

The on-demand PMP exam prep course is non-refundable.

Additional Support & Administrative

50. **What is happening to the R.E.P. program? When is it retiring?**

We are retiring the Registered Education Provider (R.E.P.) Program, for all regions except China, on 31 December 2020. Until then, all current R.E.P.'s contracts have been automatically extended so they can continue to provide exam prep as they do today.

Those R.E.P.s who paid for membership beyond June 2020 will receive a prorated refund. For example, if your renewal was for September 2019-September 2020, you will receive a prorated refund. If you received a prorated invoice for membership ending June 2020, you have no further action to take.

51. **Is there a possibility that PMI will close the Authorized Training Partner network?**

We launched the Authorized Training Partner program to deepen our partnership with you. Because of this, we will give you everything you need to be successful in the program, which in

turn, assures our candidates have great exam prep experiences when they work with you. As part of the program we will collect data showing that candidates have a superior experience with Authorized Training Partners. We will use the data to add more value to the program, which may include closing the network at a later date, to drive higher traffic into your candidate pipeline.

52. How will PMI help Authorized Training Partners grow their business?

One of the benefits of the Authorized Training Partner program is that you will receive more recognition and visibility with certification candidates. We're redesigning the candidate experience on PMI.org by driving them to a new "Find an ATP" landing page, making it easier than ever for candidates to find your offerings. Here, candidates can search our list of Authorized Training Partners for prep courses that fit their needs. They can filter results by certification, location, modality, price, dates, and more. Additionally, we will be promoting your services directly to certification candidates and educating them on the value of choosing an Authorized Training Partner.

53. What are the "channel management" services PMI will provide?

All Premier Authorized Training Partners will be assigned an account manager. Account Managers will support Premier Authorized Training Partners by:
- Delivering program assets and facilitate marketing readiness
- Providing sales training and coaching
- Facilitating instructor readiness by ensuring all materials are provided and appropriate preparation for utilizing licensed exam prep content has been completed
- Supporting other Authorized Training Partner marketing programs as necessary

54. How long will it take for me to complete the Authorized Training Partner application process?

We will be working diligently to process applications in a timely manner. This includes: reviewing applications, sending invoices, processing payments, approving instructor bios, and validating instructors post-training. The application process will take an average of 35 business days. However, the turnaround time may vary depending on the volume of applicants and if additional documentation is required.

55. I'm interested in teaching Disciplined Agile courses, but I'm not an Authorized Training Partner nor an existing Disciplined Agile Authorized Partner. What do I do?

We will be upgrading our application so that new education providers who are interested in teaching Disciplined Agile courses can apply to become an Authorized Training Partner Program.. To make sure your organization meets the requirements of the program, please read our Program and Pricing details PDF.