



## ***Professional Development Portfolio***

Certification Series

Refund and Retake Policy

Ratified by the Board: 03/10/2016

### Fee Refund Policy

1. 100% refund if the certification class is cancelled by PMI Portland Chapter due to insufficient enrollment.
2. 90% refund if the participant withdraws 25 calendar days before the start of the certification course.
3. 75% refund if the participant requests cancellation within 72 hours of the first class and does not attend more than 6 hours of instruction.
4. No refund is available after 72 hours after the first class in a series has been held.

### Class Retake Policy

1. No retake is allowed beyond one year after the conclusion of an exam prep series.
2. The participant is required to consult with the Director of PMP or ACP Certification before being allowed to retake the series. The Director of PMP or ACP Certification may require the participant to first consult one of the certification instructors or join a study group.
3. 75% discount is available in the following scenarios:
  - a. At the discretion of VP of Professional Development, the participant can retake the series, if the participant had an emergency and did not take the certification exam after the exam prep series. The VP of Professional will present his or her decision for ratification by the PMI Portland Board.
  - b. If the participant has taken the class before, took the test within 6 months of class conclusion, and failed the certification exam.

### How to Request a Refund:

1. Participant must request a refund via email to the certification director listed on the PMI Portland Chapter website
2. The refund amount is determined and calculated per the aforementioned policies.
3. The refund is issued by the Portland Chapter finance department either to the credit card used during enrollment or via check sent to participant's registered address.