



# CAPM<sup>®</sup> SmartStart<sup>™</sup> Guide

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June 2016



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# WELCOME

**Congratulations.** Downloading your free Cheetah SmartStart™ Guide for the CAPM® exam puts you on the fast track toward Certified Associate in Project Management (CAPM) certification. Thousands of people have downloaded this guide, learning from the valuable tips and tactics we include for passing the CAPM exam and then keeping the guide as a handy reference.

We designed the guide so you can easily read through it in 30 minutes, dividing it into four sections for easy access to information: CAPM – What, CAPM – Why, CAPM – How and CAPM – The Cheetah Way. So get comfortable for the next half hour, and find out what you need to know to be prepared for the CAPM exam.

## CAPM – WHAT

At Cheetah, we do things differently. Cheetah’s PM Fundamentals Online Certificate Program is designed so you can pass the CAPM exam, not just prepare for it. We provide these prep tools for the exam for free in this guide. Enough said. Let’s take a look at what Project Management and the CAPM certification are.

There is no “secret” to Project Management success; it’s the science of getting things done. But when did it start and how has it evolved?

### The Science of Project Management

Every person and every organization does projects. Projects have been around for as long as the Earth has existed, and Project Management has continued to evolve. In today’s fast-paced, business-oriented world, we now have modern Project Management standards, tools and techniques to quickly and efficiently reach our milestones and complete our projects.

Modern Project Management has been evolving since the days of World War II and the Manhattan Project, which is its birthplace. To successfully create the world’s first nuclear weapons, the brains behind the effort developed new methods of planning, execution and control. The Manhattan Project had enormous unknowns and overwhelming logistics. Three secret cities were built to support the project, each with close to 20,000 residents. It was an enormous undertaking to plan, execute, and control the process of building, populating, and sustaining the cities. Many of the concepts and tools we use today in Project Management were developed during the Manhattan Project.

## PM OBSERVATION 1

Studies indicate that only 25% of all projects worldwide succeed in achieving budget, schedule, and quality objectives. However, these same studies indicate a 75% success rate for projects that employ Modern Project Management concepts, tools, and techniques. These facts, coupled with our new ANSI Standard, are the driving forces behind today’s enormous interest in modern Project Management.

## PM OBSERVATION 2

In Harold Kerzner’s recent must-read book, “In Search of Excellence in Project Management,” he studies 200 of the world’s top corporations. His findings indicate that only 29 of the 200 companies achieve his highest rating as “excellent or on the right track.” We have a long way to go before a high Project-Management maturity level is achieved throughout the industry as a whole.

More than 20 years later, in 1969, the Project Management Institute (PMI®) was established to create industry standards, advance the science of Project Management and promote professional responsibility. In 1984, a small handful of project managers became the first PMPs, and three years later, PMI published the industry's first comprehensive set of accepted Project Management standards, A Guide to the Project Management Body of Knowledge (*PMBOK® Guide*). The *PMBOK® Guide* was updated in 1996 and again in 2000, with the *PMBOK® Guide Third Edition* released in November 2004 and the fourth edition in 2008 and the fifth edition in 2013.

In September 1999, The *PMBOK® Guide* became a formal American National Standards Institute (ANSI) Standard, ANSI/PMI 99-001-1999. Now, with the *PMBOK® Guide* serving as an ANSI Standard, industries throughout the world have uniform tools and techniques to manage projects, along with a worldwide Project Management common language.

## PM OBSERVATION 3

PMI audits 5-6 percent of accepted certification applications, so don't even stretch the truth. During the audit process, PMI requires formal verification by your employer(s) and schools of all information. This process is designed to maintain quality in the certification program. If incorrect information is found during the audit process, you will have your certification of eligibility revoked.

Although the ANSI Standard is quickly being embraced worldwide by industries, governments, institutions and academia, there is still a lot of catching up to do. PMI estimates there are 16.5 million professionals currently working in Project Management worldwide, with 4.5 million in the United States alone. While some professions within the information technology sector have made major strides in adopting modern Project Management practices, we can't forget that every part of an organization is involved in project work and can benefit tremendously by adopting modern Project Management techniques.

For example, look at the marketing department in a standard company. Marketing expenditures are typically 10% to 20% of a company's gross revenue, so a company generating \$100 million in revenue spends \$20 million in marketing. People in marketing are managing multi-million-dollar projects with minimal Project Management skills, and research shows that projects managed without using modern Project Management techniques have a 75% failure rate. Couldn't marketing professionals drive significant improvement in their organizations' marketing projects by becoming certified in Project Management? Definitely! And it's not just the marketing department that could benefit. The same can be said for professionals who work in engineering, product development, facilities management – all areas of an organization where projects are the life blood of day-to-day life.

### The CAPM Credential

As the Project Management profession's flag bearer, PMI does extraordinary work to advance the science and application of modern Project Management. One of its significant accomplishments and on-going programs is the formal certification of project managers. In 2003, PMI introduced the CAPM certification. The CAPM recognizes people with a demonstrated understanding of the fundamental knowledge, processes and terminology of The *PMBOK® Guide*. With a CAPM credential, you contribute to a project team as a subject matter expert, facilitator, sponsor, liaison or coordinator.

## CAPM – WHY

At Cheetah Learning, we have helped people from a wide variety of professions become CAPMs. Everyone does projects – it's part of life. By becoming a professional in how you pursue projects, you can move your career in the right direction. It's easy to tell someone you can get things done. But when you have a CAPM certification to prove your knowledge of Project Management processes and procedures, your story rings true.



Look at your own organization and determine which areas spend a significant amount of time and/or money on projects. Those are the groups that benefit tremendously from having a standard approach to Project Management. This is where you, as a CAPM, can deliver significant value while benefiting your career and your organization.

## CAPM – HOW

### **CAPM Certification Process Overview**

The PMI certification program is designed to objectively assess and measure professional knowledge. CAPM program requirements and eligibility standards are applied fairly and impartially, and are consistent with applicable laws.

To achieve CAPM certification, you must satisfy all the educational and experiential requirements established by PMI and must demonstrate an acceptable and valid level of understanding and knowledge about Project Management that is tested by the CAPM certification examination.

### **Educational and Experiential Requirements**

In order to be considered eligible to take the CAPM exam, you must meet PMI's experience and educational requirements. You at least need a high-school diploma or global equivalent and must meet one of the following eligibility requirements



- **Category 1** – Secondary education AND 1,500 hours of professional experience on a Project Management team.

### **Required Documentation**

1. The number of hours on your Experience Verification Form(s) must total at least 1,500 hours. The projects must be documented individually, regardless of the number of projects. Do not group Project Management experience. You must also document the number of hours applied to the five Project Management Process Groups (below), and summarize, by process, your experience on each project. Cheetah students learn how to position their project efforts in the correct terminology to ensure they meet eligibility requirements for the CAPM exam.

### **Project Management Process Groups**

**Initiating Processes: Recognizing that a project or phase should begin and committing to do so.**

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

**Executing Processes:** Coordinating people and other resources to carry out the plan.

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

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

- **Category 2** – Secondary education AND 23 contact hours of formal education. You can qualify under this category if at the time you apply, you do not hold a baccalaureate or equivalent university degree but hold a high-school diploma or equivalent secondary-school credential and have a minimum of 23 hours of formal Project Management education. Again, Cheetah students learn how to position their project efforts in the correct terminology to ensure they meet eligibility requirements for the CAPM exam.

### ● **Required Documentation**

1. Document all education experience regardless of when it was accrued. The course work must be completed at the time you submit your application. The educational requirements can be satisfied by successfully completing courses, workshops or training sessions offered by the following types of education providers: PMI Registered Education Providers (Cheetah is a R.E.P.), PMI component organizations, employer/company-sponsored programs, training companies or consultants, distance-learning companies, university/college academic and continuing education programs.



## ● Accelerating Your Application Process

The eligibility application includes your Experience Verification Forms that detail your Project Management work experience and educational background, and your examination application with appropriate fee. Your application and documentation must be in English and must be thorough and accurate. With the Cheetah process we show you how to reduce the time needed to file your application from eight hours to two hours.

Our PM Fundamentals Online Certification Program helps you every step of the way to move you quickly and easily through the exam-prep process, from confirming your eligibility and thoroughly preparing you for the exam to sitting for – and passing – the CAPM exam.

### Filing Your Application

Summarize your Project Management experience, including the project names and companies for which you did the projects. The verification form has to summarize your project experience by Project Management process group. If you are a Cheetah student, and you have questions about filling this out, contact our career counselors for help.

### File Your Information Online By Going To:

<https://www.pmi.org/authentication/default.aspx?r=www.pmi.org/certapp/Default.aspx>. This online form is available through PMI to file your application. It's best to first become a member (<http://www.pmi.org/GetInvolved/Pages/The-Benefits-and-Types-of-Membership.aspx>) before filing this form as the exam fee drops from \$225 to \$300 for members.

### Application Processing Time

PMI states it will process your certification application within 5 working days if you file online. Once your application is processed, however, you receive your eligibility letter, usually via e-mail. Your eligibility letter tells you to pay PMI directly for the first exam fee. Approximately five-to-six percent of those receiving eligibility letters are selected for a random audit that must be completed before your eligibility is confirmed. If you are not audited, your letter will include an eligibility number (ending in E1) along with directions on how to schedule your exam at [www.prometric.com](http://www.prometric.com).

## CHEETAH TIP 1

There is a science to preparing people for the CAPM exam. The key is not in the “what,” it’s in the “how.” At Cheetah, we are masters of the “how” of using accelerated learning in our curriculum design. Others may copy us, but they don’t compare to us. We guarantee you will pass the CAPM. Our methodologies are unusual, probably not like anything you’ve experienced before. So put what you know aside, don’t argue with success, and we’ll show you how to pass the CAPM exam – guaranteed.

## CHEETAH TIP 2

When people file their CAPM eligibility applications online with PMI, their applications are processed within 5 days. During that time frame, you receive a letter authorizing you to take the CAPM exam within one year of that date. However, you’re not home free yet. In that e-mail are instructions on how to pay PMI directly for your first exam fee. (The fee you pay for our PM Fundamentals Online Certificate Program does not cover the exam fee.) Once you pay PMI, you will either be chosen for a random audit or issued a number that ends in “E1” along with directions on how to schedule an exam at [www.prometric.com](http://www.prometric.com).

## Eligibility Duration

You must take the CAPM exam within one year of receiving your eligibility, since you cannot renew it. If it expires, you have to apply and pay again. You can request a partial refund in writing at least one month before the exam eligibility expiration date. However, PMI retains a processing fee of \$100 USD if you have not yet scheduled or taken the exam. If you fail to meet audit requirements, you will receive a refund, less a \$100 USD processing fee.

## PMI Professional Development Program

Once you have successfully completed the certification process and passed the exam, you are officially CAPM certified for five years. Congratulations! Remember that before the end of your five-year certification period you must renew your CAPM credential. You can do this by:

1. Submitting the online application for renewal.
2. Reaffirming the PMI Code of Ethics and Professional Conduct and the PMI Certification Application/Renewal Agreement.
3. Submitting the appropriate credential renewal fee and PMI will e-mail you a web link to the examination scheduling instructions.
4. Scheduling, sitting for and passing the CAPM examination.
5. Receiving a new certificate with your original credential number and certification cycle dates.

## The CAPM Exam

Once you get your eligibility letter, it's time to focus on the CAPM exam. For many CAPM candidates, the exam is the most challenging part of the certification process. So let's take a look at what you'll encounter.

## Computer-based Examination Administration

The CAPM exam is offered via computer at approximately 1,700 testing centers worldwide, with 300 in North America. The testing centers in North America are operated by the Prometric (Sylvan Learning Centers) organization. When you receive your CAPM eligibility letter, you must schedule a date/time directly with the testing center. Detailed information is provided with your letter. As soon as you find out that CAPM has processed your online application, you can call Prometric to schedule your exam or go to [www.prometric.com](http://www.prometric.com).

When you arrive for the exam, you must sign in. The exam proctor calls your name to start the exam in the order in which you have signed in. Before starting your exam, you must show two forms of identification along with your eligibility letter. One must be a government form of identification such as a driver's license or a passport that has your picture and signature. The other can

## CHEETAH TIP 3

You do not have to start the exam when you first sit down. We recommend you do the tutorial first, then start the exam. Cheetah test takers are able to quickly record the key PM concepts and equations on scratch paper provided by the test center when they first arrive. This keeps them calm when they encounter difficult questions that require working through complex calculations or thought processes. It also makes them feel less rushed to get their answers down before they forget them.

## EXAM TIP 1

Being relaxed is the best way to pass this exam. Eat an adequate meal before the exam, and learn stress-reduction techniques for when things get tense. Drive to the exam location several days before your exam to be sure you know how to get there. Have someone come with you to the exam so they can offer moral support when you come out for breaks.



be a credit card or your PMI membership card, as long as it has your signature. The test center will give you a locker outside of the testing room for your belongings. Some centers watch to make sure you empty everything out of your pockets, including your wallet. You will not even be allowed to bring in your own pen. Many test centers do not let you access your locker during the exam. If you bring snacks and water, which you will find necessary, you can keep it on top of the lockers.

Once you have taken care of your personal belongings, your proctor will give you ear plugs, scratch paper and two pencils. The proctor then takes you to your specific testing station, which is separated from the other stations by partitions that look like office cubicle walls. Depending on the test center, the room may be dimly or brightly lit. It might be hot or cold, so dress in layers just in case. You may also have a desk lamp. The computer screen is normally 19" to give you a large viewing area, and the test questions are presented one at a time in plain black and white to avoid screen clutter. Some people find the computer screen is too close to their face, and they have a hard time viewing the questions. If you have trouble viewing close up, bring your glasses.

If you have special considerations, such as ADD, a visual impairment, cerebral palsy, etc., you can contact PMI and request special consideration. Usually you have to provide a doctor's note specifying the condition and request additional time or help, such as a reader if you have a visual impairment. In our experience, PMI is generous in giving extended time for the test or providing a resource if needed. Do not be shy about requesting this consideration as you want to pass the test the first time. The consideration must be approved and in place before you receive your eligibility. The test center cannot provide special consideration unless it is part of your eligibility.

When you sit down at your testing station, the proctor helps start the exam process. You are given the option of doing the computer tutorial before starting. Definitely do this, since it will help you get acclimated to the testing environment. Once you start the exam, a clock also starts showing how much time you have remaining to complete the exam. The tutorial **IS NOT PART OF THE THREE-HOUR TEST**. The exam is 150, multiple-choice questions, about each chapter of The PMBOK® Guide, and you are given three hours to complete all 150 questions.

### Passing Score

The CAPM exam has 150 multiple-choice questions, with 135 of those items scored and 15 unscored. You either pass with a score of 65 percent or better or you don't. In addition to the overall-result score, you receive a proficiency score for each chapter of Proficient, Moderately Proficient or Below Proficient, showing your strengths and weaknesses.

## CHEETAH TIP 4

Most people find the examination process very stressful, but those who go through the exam after the PM Fundamentals Online Certificate Program are encouraged and supported by following our diet, exercise, lifestyle and attitude plan to significantly decrease their stress levels. Our program also improves their focus and concentration, even under the most difficult circumstances. Course participants say they have never felt better – passing the exam is sure to help with that overall feeling of well being.

## CHEETAH TIP 5

When people can absorb new information in at least three different formats and contexts, they can more quickly and easily recall that information. When studying for the CAPM exam, find a variety of formats that present the information on the test and review your study material at least three times.

You not only have to thoroughly know your stuff, you have to have a studied The PMBOK® Guide thoroughly. The people who score very high on the exam who complete Cheetah's PM Fundamentals Online Certification program are the ones who are able to completely immerse themselves in the intensive prep, and are able to use the techniques taught in the program to remain relaxed and focused during the exam.

### Re-examination

If you don't clear the "gate" with a score of 65% on your first attempt, you can take the exam again – just submit a Re-Examination Form online to PMI. There is no waiting period to submit the form or to re-take the exam. You can usually reschedule your exam within two weeks, but you must submit your re-examination form within one year from the original test date. Once PMI processes the re-examination fee, they send you a new eligibility letter containing testing information and an identification code. You are allowed to test three times in a year. If you don't pass, you must wait a year to reapply to sit for the exam again. The re-examination fee is \$150.00 USD for PMI members and \$200.00 USD for non-members. We get a number of students through our program that didn't pass the exam the first time through when they were using their own self-study approach or another exam-prep program on the market. We love having them in our PM Fundamentals class – the pass rate for that group is very high with our approach.

### Exam Questions

The CAPM exam is created based on a formula that identifies the number of questions from each chapter of The PMBOK® Guide that will be on the test. The exam is designed to fully test your understanding of the PMBOK® Guide, so you see a variety of question types.

**The exam includes some simple, factual questions such as these two examples:**

*Vendor bid analysis is a tool and technique of:*

*Plan Procurements*

*Estimate Costs*

*Close Procurements*

*Determine Budget*

*Your most recent project status report contains the following information:*

*$EV=\$3,500$ ,  $AC=4,500$  and  $PV=4,200$ . The schedule variance is:*

*+1,000*

*+700*

*-700*

*-1,000*

## EXAM TIP 2

You have a little more than one minute per question during the exam. The best strategy is to answer the easy questions first since you don't score more points by answering the hard ones.

## EXAM TIP 3

Some exam questions offer you all correct answers to choose from while others ask you to choose the "best" answer. You have to read some of these questions three or four times to understand them. Take your time, check your work, and answer each question from the PMI perspective.

Many questions will require you to eliminate the incorrect answer, such as:  
*Conduct Procurements is performed as part of which process group?*

*Planning*

*Executing*

*Monitoring and Controlling*

*Closing*

*Here's one more:*

*Which interpersonal skill is displayed by developing a vision and strategy, and inspires people to achieve that vision and strategy?*

*Motivation*

*Leadership*

*Influencing the organization*

*Effective communication*

*There are also some fill-in-the blank type questions. Here is an example:*

*A make-or-buy analysis is completed in the \_\_\_\_\_ process during Project \_\_\_\_\_.*

*Plan Procurements process during Project Execution.*

*Conduct Procurements process during Project Execution.*

*Conduct Procurements process during Project Planning.*

*Plan Procurements process during Project Planning.*

If you have studied the right materials, know The PMBOK® Guide, and stay focused throughout the exam, you will do fine with all question types.

### **Preparation and Study**

There is an unlimited amount of advice within the Project Management community about how to prepare to successfully pass the CAPM exam. There are scores of good reference books and commercial exam-prep courses available.

## **EXAM TIP 4**

During the test, mark the questions on the computer if you don't immediately know the answer, so you can easily find them when you go back to check them later. By the time Cheetah students get to the exam, they're already in the habit of recording whether they knew the answer immediately, could narrow their choices or had no idea. This allows them to focus on the questions they know and move through the exam quickly. Then they have time to go back to the ones they marked. Not only does this save time during the exam, but it builds your confidence as you answer the easier questions so your mind is clear for the more difficult ones.

## Here is a general outline of what you must have down cold before taking the exam:

A thorough understanding and working knowledge of the current PMBOK® Guide:

- Project Management Context and Framework
- Project Management Processes and the Five Process Groups
- All Nine Project Management Knowledge Areas
  1. Project Integration Management
  2. Project Scope Management
  3. Project Time Management
  4. Project Cost Management
  5. Project Quality Management
  6. Project Human Resource Management
  7. Project Communications Management
  8. Project Risk Management
  9. Project Procurement Management
  10. Project Stakeholder Management
- Multiple sets of Inputs/Tools and Techniques/Outputs
- 42 Defined Project Management Processes
- 47 Common Project Management Acronyms
- 533 Project Management Term Definitions

There are many sources of training available to help you prepare for the exam. The important thing to recognize is that The PMBOK® Guide is the essential part of your study materials. You must know it inside and out, understanding that The PMBOK® Guide is an industry standard. It is not a teaching guide or textbook, so it may be difficult to read and intuitively understand.

### Self Study or Commercial Prep

If you're confident you can learn and assimilate all the material you need to know to clear the exam, and you can put in several hours per day for several months, try this route. It's not the fastest, but if you have more time than money (and you can't make money from your time), then it's the way to go. The worst that will happen is you spend three-to-six months studying and don't pass the exam. Self-guided study certainly works for some candidates, but for most, it represents the longest and riskiest path.

### Types of Courses

If passing the exam after investing hours of study time is important to you, then you might want to consider a prep course. But make sure your time is well spent. Some prep courses provide the same information you get in this guide and not much more, and there are many seminars and development courses from which to choose. PMI usually has a current list of Registered Education Providers on its web site. There are a variety of options for commercial training,



## CHEETAH TIP 6

There are a number of honest and reputable companies that offer CAPM exam-prep programs. But don't fall for deceptive advertising tactics. As the following questions:

- Do you guarantee I will pass the exam? Ask if the company pays for you to retake the exam if you don't pass.
- How do you document your pass rates? Many companies make undocumented claims about pass rates. If they don't verify every student's results, be careful. Do most people take the test immediately after the prep program? If the prep provider doesn't encourage you to take the exam immediately following the course, be guaranteed that you will have to do more studying after their program.
- Do I need to purchase extra prep material in addition to what I get in class? Not with Cheetah. Many other training companies, however, tell you what you need and what you should do and then leave you on your own to study. This can end up costing you more money and time than you thought, and may reduce your chances of passing the exam.

and there are pros and cons to consider with each approach. Before signing up for one of these programs, talk directly with the provider to clearly understand what you're getting. Many guarantee that you will pass using their method, but there are all types of hoops you have to jump through to validate the guarantee in terms of pre-course and post-course studying. They also over promote their pass rate and simply rely on their students to report their own scores. So our pass rates are the ONLY documented pass rates in the industry that undergo a full, internal audit.

It is important that you clearly understand what you're getting into with a CAPM exam-prep program. If Cheetah's PM Fundamentals Online Certificate Program is the right course for you, you should still be knowledgeable about what else is out there when you sit down with your employer to talk about CAPM exam-prep training options.

## CAPM – The Cheetah Way

With our complete immersion approach and guarantee, Cheetah Learning is your best chance to pass the CAPM. Cheetah PM Fundamentals Online Certificate Program is designed to prevent the retention leak that happens when you continually start and stop the study process.

Our online course follows the same accelerated learning principles with the same successful results. One of our online exam-prep alumni, E. Edmonds, said "I was amazed how quickly I was able to learn and use the concepts in this course. I just finished college, and now I am a CAPM...I've already lined up several interviews for project management positions."

Our approach is modeled on accelerated learning techniques that have been proven over the course of 40 years. Cheetah's method has the highest level of assurance that you will pass the exam — **NO MATTER WHAT ELSE IS GOING ON IN YOUR LIFE**. If you don't pass the exam after completing our course, we reimburse the PMI-member exam retake fee (\$150 USD). Even for the very small number of people who don't pass the exam the first time with our approach, they do so the second time within a month. We even reimburse the PMI-member retake exam fee (\$150 USD) a second time. If you still don't pass the exam, we fully refund your course fee. Time conditions do apply so check our web site for guarantee specifics.

### Joining PMI

Although there is no requirement to be a PMI member for CAPM certification, it makes sense to join. Annual membership fees are low, and you receive numerous benefits, including an immediate \$75 USD discount on your certification exam fee. As a member, you are part of the world's largest network of Project Management professionals and can enjoy the benefits of staying well informed and networking with other professionals in the field.





## About Cheetah PM Fundamentals Online Certification Program

You can learn all about the online certification program on our web site at [www.cheetahlearning.com](http://www.cheetahlearning.com) or by calling us at 888-659-2013.

### Cheetah Students

So who chooses to take the accelerated Cheetah approach to CAPM certification? People who know how to get things done. Think about it. If you had a project manager who came to you and said this project has a 65% chance of being successful, and it's going to take me a few months, and one who said this project has a 98% chance of being successful, and it will take me less than a month, who would you think was the better project manager? There are a lot of copy cats out there, but there's only one Cheetah. They don't have our success rate or our follow-up programs. If you're serious about your success in Project Management, tell your employer that Cheetah Learning is not only your best chance of passing the CAPM exam but the most logical choice from the three perspectives that drive all projects — cost, schedule, and quality.



### Course Materials

To start Phase 2, Part 2, Cheetah Exam Prep® for the CAPM® (3-week) Online Course, you will need to have the items listed below. All other material to complete the Cheetah CAPM® Exam Prep Program activities are delivered online including exams.

A copy of *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)*; colored index cards - 30 each of gray, orange, blue, red, green, brown, tan, purple, yellow, teal and pink "OR" colored paper cut resulting in four cards per piece of paper; colored markers to match the colored cards (gray, orange, blue, red, green, brown, tan, purple, yellow, teal and pink); sugar free mints (peppermint or evergreen); calculator; timer. All other material to complete the courses in this certificate program is delivered online.

Our course cost does not include the price PMI charges to take the exam. You are required to pay the exam fee directly to PMI once you receive your eligibility letter, and you are responsible for scheduling your own exam date.

### When to Take the CAPM Exam

We highly recommend you schedule your exam the next day after completing the course at the Prometric test facility near your home.

### Cheetah's Guarantee

We guarantee you will pass the CAPM® exam on the first attempt within three calendar days of completing the Cheetah Exam Prep for the CAPM three-week course or we cover the PMI member cost of \$150.00 USD to retake the exam up to two times. This guarantee is valid only for students who meet the following requirements:

1. Complete the CAPM pre-course work in one week after starting.
2. Have your PMI eligibility letter to sit for the exam.

3. Schedule your exam within one week of completing the three-week CAPM exam prep online course.
4. Complete all the activities in the CAPM exam prep three-week online course in three weeks.

Our experience shows most people pass on their first attempt. In the event that you fail the exam after fulfilling the above requirements, our guarantee offers you the following:

- Your online coach creates a personalized coaching program to help you shore up your weak areas and guides you through the process of rescheduling your exam. You must take the second exam within 30 days of the first exam. If you need to test for a third time, you must take the third test within 30 days of the second exam. We cover the PMI member cost of \$150.00 to retake the exam up to two times.

*NOTE: The above guarantee effective the date of this guide – please make sure you check for the most up to date guarantee on Cheetah’s Website when you register for class.*

### **Cheetah’s Success Rate**

Our three-year internally audited CAPM pass rate is 98 percent. If other companies suggest their pass rate is well above 90%, ask them to support their statistics. Some training companies make selected calls to students to support their statistics – through selective sampling. Others make a guess. Cheetah supports its 98% pass rate by tracking each and every student who completes the class and sits for the CAPM exam. We verify they have passed by having them fax their score sheet to their Cheetah Coach AND check to make sure their name is listed on the PMI registry.

### **How to Register**

You can register at our web site, [www.cheetahlearning.com](http://www.cheetahlearning.com), or by contacting our registration hotline toll free in the United States at 888-659-2013 or from outside the United States at 602-220-1623. Become CAPM certified and watch your career options soar.

Looking forward to becoming part of YOUR ongoing success story!

*Cheetah CAPM Exam Prep Team*

