

Questions & Answers

Project Management Institute® (PMI) Registered Education Provider (R.E.P.)

This document supplements the detailed description in the course brochures and provides answers to the most frequently asked questions.

What does the Project Management Institute R.E.P designation mean?

As a PMI R.E.P., Learning Tree is committed to enhancing the ongoing professional development of PMI members, PMI-certified Project Management Professionals (PMP)® and other project management stakeholders. Furthermore, at least some of the material covered in our PMI-aligned courses concurs with one or more of the knowledge groups or process areas described in the *Project Management Body of Knowledge (PMBOK®) Guide –Fifth Edition*.

As a PMI R.E.P., Learning Tree has agreed to abide by PMI-established operational and educational criteria and is subject to random audits for quality assurance purposes.

Can I earn Professional Development Units (PDUs) by attending a Learning Tree course?

Yes. Completion of certain Learning Tree courses provide professional development units (PDUs), which can be applied toward the minimum PDUs required to sit an exam or to maintain your certification.

Please refer to the chart at the end of this document to see the number of PDUs provided per each Learning Tree PMI-aligned course.

How do I earn PDU credits for Learning Tree courses?

Certification candidates and existing credential holders are responsible for reporting all Continuing Certification Requirements Program (CCR) activities to PMI. To report the completion of a Learning Tree course, you can use the [Online PDU Resources System](#).

1. Go to the PMI Continuing Certification Requirements System <https://ccrs.pmi.org/>
2. Log in with your username and password
3. At the bottom of this page, locate the activity number associated with your course in the chart, ex. 00A276
4. Search activity number on the PMI site
5. Click on “Report PDU for this activity”
6. Fill in the date started and date completed
7. Click on the box agreeing this claim is accurate and then submit

What is Learning Tree’s provider number?

When applying for PDU credits, you will need Learning Tree's provider number, which is **1154**, and the PMI program numbers listed in the charts on the following pages. To apply these Learning Tree course PDUs, be sure to select “Category A” when completing the PDU form.

What are the 3 skill categories of the PMI® Talent Triangle?

1. **Technical Project Management:** Knowledge, skills and behaviors related to specific domains of Project, Program and Portfolio Management.
2. **Leadership:** Knowledge, skills and behaviors specific to leadership-oriented, cross-cutting skills that help an organization achieve its business goals.
3. **Business and Strategic:** Knowledge of and expertise in the industry or organization that enhances performance and better delivers business outcomes.

What is the PMP® certification?

PMI grants a Project Management Professional (PMP)® certification that is well-known in the field. This certification recognizes experience, education and accomplishment in project management. To become certified, candidates must pass an exam.

If you are an experienced project manager and intend to take the PMP® exam, you should take Course 276, *Project Management Professional (PMP)® Exam Prep*. In this course you learn essential *PMBOK® Guide* terminology and gain practical test-taking experience. This course also provides you with 35 contact hours, fulfilling your pre-exam education requirement.

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What is the CAPM® certification?

PMI grants a Certified Associate in Project Management (CAPM®) certification that is beneficial to project team members or early stage project managers who are looking for a stepping-stone to the PMP certification.

If you intend to take this exam, Course 3601, *Certified Associate in Project Management (CAPM)® Exam Prep*, can help you learn the terms and definitions of the *PMBOK® Guide* and prepare for the CAPM® exam. You will also learn how to identify significant steps of the project life cycle, evaluate your exam preparedness and create a personalized plan for self-study.

What is PMI-ACP® certification?

PMI grants a PMI-Agile Certified Practitioner (PMI-ACP)® certification that is beneficial to experienced or aspiring Agile certified practitioners wishing to demonstrate knowledge of agile principles, practices, tools and techniques across agile methodologies.

If you intend to take the exam, Course 3605, *PMI-Agile Certified Practitioner (PMI-ACP)® Exam Prep*, can help you gain the skills necessary to prepare for the (PMI-ACP)® exam. You learn essential Agile terminology, tools and techniques through practice exams and workshops. You also create a personalized study plan identifying your specific strengths and weaknesses designed for ultimate exam success.

What is the Learning Tree PMP Exam Prep Guarantee?

Learning Tree stands behind the quality of its courses. If for any reason you do not pass your PMP® exam after completing course 276, *Project Management Professional (PMP)® Exam Prep*, contact us within **60 days** of the last day you attended the course to schedule a free course retake.

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Professional Development Units (PDUs) for Learning Tree Courses

For more information about these courses, please refer to the individual Course Q&As.

Project Management Courses

These courses provide the knowledge and skills needed to manage projects and programs of varying complexity and to complete them on time and within budget.

| Course Title | Crs # | Activity # | PDU Breakdown | | | |
|-------------------------------------------------------------|-------|------------|---------------|------------|-----------|-------|
| | | | Technical | Leadership | Strategic | TOTAL |
| PRINCE2®: Achieving Foundation & Practitioner Certification | 177 | 000177 | 13 | 8 | 8 | 29 |
| PRINCE2® Practitioner and Re-registration Certification | 178 | 001178 | 9 | 4 | 4 | 17 |
| Project Management Professional (PMP)® Exam Prep | 276 | 00A276 | 25 | 5 | 5 | 35 |
| Risk Management for Projects, Programs and Operations | 286 | 000286 | 13 | 0 | 10 | 23 |
| Complex Project Management | 287 | 001287 | 22 | 0 | 0 | 22 |
| Project Management: Skills for Success | 296 | 001296 | 16 | 3 | 3 | 22 |
| Project Management for Software Development | 340 | 00A340 | 18 | 2 | 3 | 23 |
| Project Leadership: Building High-Performance Teams | 346 | 000346 | 2 | 18 | 3 | 23 |
| SharePoint for Project Management | 919 | 000919 | 15 | 0 | 2 | 17 |
| Project Time and Cost Management | 923 | 000923 | 14 | 0 | 3 | 17 |
| Certified Associate in Project Management (CAPM)® Exam Prep | 3601 | 003601 | 19 | 2 | 2 | 23 |
| PMI-Agile Certified Practitioner (PMI-ACP)® Exam Prep | 3605 | 003605 | 19 | 1 | 1 | 21 |
| Building and Evolving a Project Management Office | 3610 | 003610 | 12 | 1 | 4 | 17 |
| Lean IT: Achieving Foundation Certification | 3630 | 003630 | 7 | 2 | 2 | 11 |
| APMG AgilePM®: Achieving Practitioner Certification | 3633 | 003633 | 19 | 0 | 2 | 21 |
| Implementing Lean-Agile for Business and Operations | 3641 | 013641 | 20 | 1 | 2 | 23 |
| Microsoft Project Introduction | 3702 | 003702 | 16 | 0 | 1 | 17 |
| Project Management Fundamentals | 4621 | 014621 | 4 | 2 | 1 | 7 |
| Earned Value Management | 4623 | 004623 | 4 | 2 | 1 | 7 |
| Project Rescue | 4624 | 004624 | 2 | 1 | 4 | 7 |
| Project Scope Management | 4626 | 004626 | 3 | 0 | 4 | 7 |
| Project Time Management | 4627 | 004627 | 7 | 0 | 0 | 7 |
| Project Communications and Stakeholder Management | 4628 | 004628 | 1 | 1 | 5 | 7 |
| Project Risk Management | 4629 | 004629 | 5 | 0 | 1 | 6 |
| PMP®: A Project Management Certification | 4631 | 004631 | 5 | 1 | 1 | 7 |
| Negotiation Skills for Project Managers | 4633 | 004633 | 5 | 1 | 1 | 7 |
| Project Cost and Schedule Management | 4916 | 004916 | 6 | 0 | 1 | 7 |
| Project Procurement Management | 4917 | 004917 | 5 | 0 | 2 | 7 |

Management and Leadership Skills Courses

These courses provide the skills that managers can apply to build the performance of individuals, teams and organizations.

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| Course Title | Crs # | Activity # | PDU Breakdown | | | |
|------------------------------------------------------------------|-------|------------|---------------|------------|-----------|-------|
| | | | Technical | Leadership | Strategic | TOTAL |
| Leading and Managing Virtual Teams (UK/FR/On-Site available) | 275 | 000275 | 11 | 3 | 3 | 17 |
| Disaster Recovery Planning: Ensuring Business Continuity | 289 | 000289 | 15 | 6 | 2 | 23 |
| Management Skills | 290 | 00A290 | 10 | 9 | 4 | 23 |
| Business Relationship Management: Aligning IT & the Business | 902 | 000902 | 6 | 2 | 9 | 17 |
| Management Skills for an IT Environment | 906 | 000906 | 11 | 9 | 3 | 23 |
| High Impact Leadership: Expanding Your Influence | 909 | 00B909 | 1 | 8 | 8 | 17 |
| Strategic Thinking for Operational Management | 3310 | 003310 | 2 | 3 | 12 | 17 |
| High Performance Leadership: Inspiring Excellence and Engagement | 3311 | 003311 | 0 | 17 | 0 | 17 |
| Developing Your Leadership Voice for Presence and Impact | 3405 | 003405 | 1 | 12 | 4 | 17 |
| Emotional Intelligence: Achieving Leadership Success | 3411 | 003411 | 3 | 11 | 3 | 17 |
| Professional Services Professional: Business Executive | 3821 | 003821 | 0 | 0 | 17 | 17 |
| Professional Services Professional: Personal Athlete | 3823 | 003823 | 0 | 17 | 0 | 17 |
| Effective Leadership Skills (UK/SE/FR/On-Site available) | 222 | 000222 | 5 | 7 | 5 | 17 |
| Coaching Employee Performance (FR/SE On-Site available) | 224 | 000224 | 7 | 1 | 3 | 11 |
| Strategic Planning and Implementation (UK/On-Site available) | 252 | 000252 | 1 | 4 | 12 | 17 |
| Achieving Success as a New Manager | 4660 | 004660 | 2 | 3 | 1 | 6 |
| Responding Productively to Stress | 4661 | 004661 | 1 | 1 | 5 | 7 |
| Time Management Essentials | 4662 | 004662 | 1 | 2 | 4 | 7 |
| Professional Development Essentials | 4663 | 004663 | 1 | 3 | 3 | 7 |
| Competency-Based Interviewing Essentials | 4664 | 004664 | 2 | 1 | 4 | 7 |
| Performance Management Essentials | 4665 | 004665 | 1 | 2 | 4 | 7 |
| Coaching Essentials for Managers | 4667 | 004667 | 0 | 6 | 1 | 7 |
| Customer Service Essentials | 4669 | 004669 | 0 | 2 | 5 | 7 |

Communication and Time Management Skills Courses

These courses offer the tools needed to improve your communication skills and personal effectiveness in the workplace.

| Course Title | Crs # | Activity # | PDU Breakdown | | | |
|-------------------------------------------------------------|-------|------------|---------------|------------|-----------|-------|
| | | | Technical | Leadership | Strategic | TOTAL |
| Business and Report Writing Introduction | 219 | 000219 | 10 | 0 | 7 | 17 |
| Assertiveness Skills: Communicating with Authority & Impact | 244 | 001244 | 13 | 1 | 3 | 17 |
| Communication Skills: Results through Collaboration | 292 | 00A292 | 14 | 1 | 2 | 17 |
| Influence Skills: Getting Results without Direct Authority | 294 | 000294 | 15 | 6 | 2 | 23 |
| Personal Skills for Professional Excellence | 297 | 00C297 | 16 | 4 | 3 | 23 |
| Technical Writing Introduction | 319 | 000319 | 22 | 0 | 1 | 23 |
| Time Management Essentials | 344 | 000344 | 11 | 0 | 0 | 11 |
| Public Speaking: Compelling Speeches & Presentations | 903 | 000903 | 16 | 0 | 1 | 17 |
| Facilitation for Successful Business Meetings | 4971 | 004971 | 0 | 0 | 7 | 7 |
| Conflict Management and Resolution Essentials | 4972 | 004972 | 2 | 2 | 3 | 7 |
| Communication & Engaging with Others | 4974 | 004974 | 2 | 1 | 4 | 7 |

Business Analysis Courses

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These courses provide the necessary tools to effectively assess business issues and technical specifications to achieve organizational goals and expectations.

| Course Title | Crs # | Activity # | PDU Breakdown | | | |
|---------------------------------------------------------------------|-------|------------|---------------|------------|-----------|-------|
| | | | Technical | Leadership | Strategic | TOTAL |
| Business Analysis Introduction: Defining Successful Projects | 211 | 01211 | 5 | 5 | 7 | 17 |
| Building an Effective Business Case | 212 | 000212 | 9 | 0 | 8 | 17 |
| Finance and Accounting for Nonfinancial Managers (US, CA available) | 281 | 000281 | 9 | 1 | 7 | 17 |
| Critical Thinking and Creative Problem Solving | 284 | 000284 | 9 | 1 | 7 | 17 |
| Developing User Requirements: The Key to Project Success | 315 | 00A315 | 19 | 2 | 2 | 23 |
| Introduction to Modeling for Business Analysis | 447 | 000447 | 20 | 1 | 2 | 23 |
| Introduction to Business Process Improvement (BPI) | 3505 | 003505 | 12 | 3 | 2 | 17 |
| BCS Foundation Certificate in Business Analysis | 3507 | 003507 | 9.25 | 0 | 9.5 | 18.75 |
| Agile Business Analysis | 3511 | 003511 | 13 | 0 | 4 | 17 |

ITIL® & COBIT® Training Courses

These courses help you prepare for ITIL® Certification.

| Course Title | Crs # | Activity # | PDU Breakdown | | | |
|-------------------------------------------------------------------------|-------|------------|---------------|------------|-----------|-------|
| | | | Technical | Leadership | Strategic | TOTAL |
| ITIL® Intermediate: Service Strategy | 982 | 000982 | 0 | 0 | 19 | 19 |
| ITIL® Managing Across the Lifecycle Qualification | 983 | 000983 | 0 | 0 | 30 | 30 |
| ITIL® Intermediate: Service Operation | 991 | 00A991 | 0 | 0 | 19 | 19 |
| ITIL® Intermediate: Service Transition | 992 | 00A992 | 0 | 0 | 19 | 19 |
| ITIL® Intermediate: Service Design | 993 | 00A993 | 0 | 0 | 19 | 19 |
| ITIL® Intermediate: Continual Service Improvement | 994 | 00A994 | 0 | 0 | 19 | 19 |
| ITIL® Intermediate: Operational Support and Analysis | 995 | 00A995 | 0 | 0 | 30 | 30 |
| ITIL® Intermediate: Release, Control and Validation | 996 | 00A996 | 0 | 0 | 30 | 30 |
| ITIL® Intermediate: Planning, Protection and Optimization | 997 | 00A997 | 0 | 0 | 30 | 30 |
| ITIL® Intermediate: Service Offerings and Agreements | 998 | 00A998 | 0 | 0 | 30 | 30 |
| Achieving ITIL® Foundation Certification | 1197 | 001197 | 0 | 0 | 18 | 18 |
| Achieving ITIL® Practitioner Certification | 1198 | 001198 | 1 | 3 | 7 | 11 |
| COBIT® 5 Foundation | 3922 | 003922 | 0 | 0 | 17 | 17 |
| Defining IT Skills, Roles and Responsibilities using the SFIA Framework | 3930 | 003930 | 0 | 0 | 7 | 7 |

Software Development and Agile Courses

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These courses provide the knowledge needed to improve your software development and Agile skills.

| Course Title | Crs # | Activity # | PDU Breakdown | | | |
|----------------------------------------------------------------|-------|------------|---------------|------------|-----------|-------|
| | | | Technical | Leadership | Strategic | TOTAL |
| User & System Requirements for Successful Software Development | 218 | 000218 | 0 | 0 | 23 | 23 |
| Software Quality Assurance: Delivering Consistent Quality | 312 | 000312 | 20 | 0 | 3 | 23 |
| ISTQB Certified Tester: Achieving Foundation Certification | 316 | 000316 | 20 | 0 | 3 | 23 |
| Software Change, Configuration and Release Management | 342 | 000342 | 0 | 0 | 17 | 17 |
| Agile Fundamentals: Scrum, Kanban, Lean and XP | 918 | 001918 | 8 | 4 | 5 | 17 |
| Agile Software Development and Modeling | 933 | 001933 | 17 | 0 | 0 | 17 |
| Certified Professional in Agile Software Design | 944 | 000944 | 17 | 0 | 0 | 17 |
| User Experience (UX) Design for Successful Software | 1802 | 001802 | 0 | 0 | 17 | 17 |
| Preparing for TOGAF® Certification | 1803 | 001803 | 19 | 1 | 3 | 23 |
| Accelerating Agile Development for Scrum Teams | 1812 | 001812 | 17 | 0 | 0 | 17 |
| Certified ScrumMaster® | 1813 | 011813 | 13 | 0 | 0 | 13 |
| Certified Scrum Product Owner | 1814 | 001814 | 13 | 0 | 0 | 13 |
| Agile Testing Strategies and Practices | 1815 | 031815 | 16 | 0 | 0 | 16 |
| Agile Software Development with Team Foundation Server | 1816 | 001816 | 0 | 0 | 23 | 23 |
| Agile Test Automation | 1820 | 001820 | 11 | 0 | 0 | 11 |
| Agile Leadership | 3401 | 003401 | 0 | 17 | 0 | 17 |
| Managing Agile Projects with Atlassian JIRA Software | 3642 | 003642 | 21 | 2 | 0 | 23 |
| Agile Adoption for Managers | 4590 | 004590 | 0 | 0 | 6 | 6 |
| Introduction to Scrum | 4591 | 004591 | 6 | 0 | 0 | 6 |

FAC-P/PM Courses

| | | | | | | |
|--------------------------------------------------|------|--------|---|---|----|----|
| FAC-P/PM-IT: Planning and Management | U210 | 00U210 | 3 | 0 | 26 | 29 |
| FAC-P/PM-IT: Architecture and Design | U211 | 00U211 | 0 | 0 | 23 | 23 |
| FAC-P/PM-IT: Security, Accessibility and Quality | U212 | 00U212 | 8 | 0 | 15 | 23 |

Additional Courses

| Course Title | Crs # | Activity # | PDU Breakdown | | | |
|--------------------------------------------------------|-------|------------|---------------|------------|-----------|-------|
| | | | Technical | Leadership | Strategic | TOTAL |
| Power Excel: Analyzing Data to Make Business Decisions | 195 | 00B195 | 7 | 0 | 4 | 11 |
| Creating & Designing Excel Workbooks | 4610 | 004610 | 6 | 0 | 0 | 6 |
| Excel PivotTables: Building Dashboards | 4611 | 004611 | 6 | 0 | 0 | 6 |
| Automating Excel with Macros | 4612 | 004612 | 6 | 0 | 0 | 6 |
| Managing Programs and Large Projects | 4613 | 004613 | 6 | 0 | 1 | 7 |
| Negotiation Skills (On-Site available) | 341 | 000341 | 13 | 2 | 2 | 17 |
| Delivering Dynamic Presentations (On-Site available) | 345 | 00A345 | 9 | 0 | 2 | 11 |
| Responding to Conflict (On-Site available) | 904 | 000904 | 13 | 0 | 4 | 17 |
| Facilitation Skills (On-Site available) | 905 | 000905 | 11 | 1 | 5 | 17 |
| IT Strategic Planning (On-Site available) | 907 | 000907 | 2 | 3 | 12 | 17 |

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