PSI Project Management, Inc.
TRAINING PROJECT MANAGERS

Enrollment Agreement
May 4, 2026

Included In Cost:

- Live Virtual Classroom Instruction
- Textbooks
- Workbook (As Appropriate)
- Handouts (As Appropriate)
- Simulated exam questions (As Appropriate)

*Copy of PMBOK® Guide is not included in the cost. Recommend becoming a PMI member and download the electronic version of the PMBOK® Guide.

Additional Costs Associated With Certifications:

If the student is going to take a Project Management Institute Certification Exam, there will be additional costs that must be paid by the student directly to PMI. Visit www.pmi.org under the appropriate certification to determine the exam fee that would be required.

PSI Project Management's Course Warranty:

PSIPM under no circumstances warrants that students taking the certification courses, Advanced Project Management Training Program, will pass the PMP®, or CAPM® exams. Curriculum for the course covers the subject materials and provides the methodology and instruction required to enable the student to pass the specific exam. If the student takes the exam within 30 days of completion of this course and is unable to pass it, the student may participate in another class, some fees may apply if course materials have changed. Attendance will be scheduled in the earliest available class depending on class availability and the number of students scheduled for the class.

PSI Project Management's Refund Policy:

Refund Or Cancellation Is Requested By Student – If the student cancels the enrollment agreement or contract within seventy-two hours, before midnight of the third day, excluding Saturday, Sunday, legal holidays, a full refund will be provided. If this notification is not met and the student does not attend class, a $100 administrative fee will be retained by the organization.

If the student is unable to attend the course, substitution of another person may be made, or the student may reschedule to a later course.

Should it be necessary for a student to withdraw from the course for unforeseen mitigating circumstances, such as sickness, emergencies, etc., the student may request a refund. The refund will be made on a prorated basis of where the student is currently in the class. The student also has the option of rescheduling to a future class. If the

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textbooks and material change, the student will be required to pay for the new textbooks and material. In addition to the above, a $100 administrative fee will be charged for all early withdrawals or cancellations after the class has started.

In all classes, if the student has activated the digital training license, the cost of the training materials will be deducted from the refund. The license is no longer usable and cannot be assigned to other students.

Course is cancelled by PSIPM - All classes are guaranteed to run unless there are special mitigating circumstances, such as sickness, emergencies, etc.

Should it be necessary for PSIPM to cancel the class for some reason, such as above, the student will be contacted by phone, text, or email. A make-up course will be scheduled as soon as possible. If the student requests a refund if a course is cancelled, a full refund will be made unless the student has activated the digital training material. If the digital training material has been activated, the cost will be deducted from the refunded amount.

PSIPM Courses Refund Table Based On Hours Of Participation**			
Course	**Description**	**Hours Completed**	**Refund Percentage**
Advanced Project Management Course	Precourse Study Wk 1	1 ½	90%
	Precourse Study Wk 2	3	80%
	Precourse Study Wk 3	4.5	70%
	Precourse Study Wk 4	6	80%
	Precourse Study Wk 5	7.5	60%
	Class Day 1	8	50%
	Class Day 2	8	40%
	Class Day 3	8	30%
	Class Day 4	8	20%
	Class Day 5	8	0%
Course	**Description**	**Hours Completed**	**Refund Percentage**
Project Management Fundamentals/CAPM	Four Day Course (30 Hrs)	8	66%
		16	33%
		24	0%
Course	**Description**	**Hours Completed**	**Refund Percentage**
Practical Project Management Course	Three Day Course (24 Hrs)	8	
		8	33%
		8	0%
Course	**Description**	**Hours Completed**	**Refund Percentage**
Introduction To Project Management	One Day Course (7 Hrs)	7	0%

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Course	Description	Hours Completed	Refund Percentage
Lead Effective AI Projects In This New Dynamic Era	Leaves program before completing self-paced		90% if training material has not been activated
	Leaves program after training material has been activated	8	84% after deduction of training material
		16	68% after deduction of training material
		24	52% after deduction of training material
		32	36% after deduction of training material
		40	20% after deduction of training material
		48	4% after deduction of training material
**Note: If student shows up for class, they are assumed to have attended class for the day.			

All refunds will be made within 40 days from the effective date of termination.

Job Placement:

PSIPM does not provide job placement services.

PSIPM does not guarantee that enrollment or completion of any of the project management courses will enable a person to find employment.

Continuous Improvement:

PSIPM is committed to continuous improvement of each course it offers. Feedback from each student is requested through a course survey which is issued to the student at the end of the class, and the information provided by the student is used to improve the appropriate course.

PSI Project Management's Issue/Complaint Resolution Policy:

PSI Project Management is always concerned about any issues or complaints its clients may have. It is PSIPM's objective to resolve all issues or complaints immediately if possible, and within ten business days from being reported if possible. The issue should be reported to Roy Mathena, President, PSI Project Management by completing the "Issues/Complaint Form" which is downloadable from www.psipm.com. The completed form should be emailed to roym@psipm.com. Receipt of the form will be acknowledged, and after careful investigation, a response will be provided to the sender by the President. The goal is for all issues/complaints to be resolved and agreed to by both parties.

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To access the form, go to: http://psipm.com/wp-content/uploads/2020/05/PSIPM-Client-Issue-Complaint-Form.pdf

The client agrees that any dispute which cannot be resolved between the parties, client and PSIPM will be handled under the jurisdiction of the State of South Carolina, preferably through generally accepted alternative dispute resolution methods. Litigation is not preferred and is the last alternative.

If the complaint cannot be resolved at the school level through its complaint procedure, students may contact the South Carolina Commission on Higher Education. The form is available on the Commission's website at http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf.

Hours Earned For Courses:

PSIPM courses are not generally transferable to other institutions. The exception would be contact hours of training that are required by the Project Management Institute for the Project Management Professional exam and the Certified Associate in Project Management exam. The hours earned through PSIPM courses can be used to satisfy the prerequisite project management contact hours of training that is required for these certifications.

PSIPM does not claim or guarantee that that credit earned will transfer to another institution.

Truth in Lending:

All payments are due at the time of registration.

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