

## **Initial Steps to Enter the PGA/PGM Education Program**

In order to become a PGA Member, you will need to become a registered associate and go through the PGA Professional Golf Management (PGA PGM) Program. To register, you must:

1. Have a high school diploma or be at least 18 years of age and have the equivalent of a high school education. You are eligible for educational credits toward PGA membership with a college degree.
2. Satisfy the Playing Ability Test requirement. We encourage all participants to pass their PAT before entering the PGA/PGM Program. However, there is another option that allows players to pass their PAT while they are in the program. For information view – <http://www.pgalinks.com/patinfo/pat.cfm>
3. All individuals registering or re-registering as an associate must complete a Background Check. To complete the background check, visit – <http://validex.com/pgasp>  
*(If you have been convicted of a felony, misdemeanor or equivalent, you should submit documentation to the PGA Membership Department to determine your eligibility for PGA Membership prior to proceeding. Per the PGA Code of Ethics, certain transgressions are cause for permanent preclusion to PGA Membership.)*
4. Access the Qualifying Level Courses on the PGA Knowledge Center and pass the Qualifying Test. To purchase the qualifying levels visit – <http://apps.pgalinks.com/pgandyou.pro.cfm?ctc=5416>
5. Meet the Eligible Employment requirements described:
  - a. You must be full-time eligibly employed at the time of registration
  - b. Participation in an amateur event will forfeit all work experience credits earned prior to the event.
6. An associate registration form verifying employment must be signed and submitted.
7. Please contact one of the following companies to submit your diploma, certificate or degree if your education was completed in a country other than the United States:

Josef Silny & Associates, Inc.  
7101 SW 102 Avenue  
Miami, FL 33173  
Phone: (305) 273-1616  
Fax: (305) 273-1338

World Education Services  
P.O. Box 01-5060  
Miami, FL 33101  
Phone: (800) 937-3899

8. Pay appropriate associate fees

### **Other Important Notes Before Entering:**

- Individuals previously terminated for failure to purchase the Level 1 Kit, must now access the Qualifying Test to be eligible to register as an associate.
- Please keep in mind an individual must either be a U.S. Citizen or resident alien to be elected to PGA Membership
- All applicants are required to read and write in English to successfully complete the PGA Professional Golf Management Program

*If you have any questions concerning this information or requirements to become a PGA Member, call PGA Membership Services at (800) 474-2776.*

## **PGA PGM 2.0 Associate Program Overview**

Those following the associate pathway are not considered PGA associates until they satisfy all requirements at the Qualifying Level and register as an associate.

### **Qualifying Level**

Applicants must complete three online courses:

1. Introduction to the PGM and the Golf Profession
2. PGA History and Constitution
3. Rules of Golf 1

At the conclusion of the online courses, you must pass a knowledge test on the subjects.

Along with the knowledge/qualifying test, applicants must complete an online background check, satisfy the PAT requirements, be eligibly employed at a PGA Recognized Golf Facility and pay the appropriate fees for registration in order to become a registered associate. Access will then be granted to Level 1 online courses after all these steps have been completed. Associates must maintain eligible employment throughout the PGA PGM Program.

## **General Process to Advance Past Each Level of the PGA PGM Program**

### **PGA Knowledge Center / Online Pre-Seminar Courses**

Associates will pay the initial fee at each level for access to online courses and pre-seminar courses. Associates are then required to complete and document pre-seminar activities prior to attending seminars required for each level. These activities are designed to facilitate discussions during seminar learning exercises. Also included in these online courses are one or two self-directed courses on topics that will solely be taught online and not discussed at the seminars.

### **Seminars**

Next up associates will attend five days of seminars at the PGA Education Center for each level. The seminars will recap and address the topics that were taught during the pre-seminar online courses. Level three seminars will also include the required final experience with a presentation.

- All seminars are conducted at the PGA Education Center in Port St. Lucie, FL.

### **Work Experience**

Upon returning from the seminars associates are required to complete a work experience portfolio for each level. The work experience portfolio emphasizes activities linked to on-the-job application and performance. There is a combination of subject specific tasks as well as integrated projects that the associate must accomplish. The portfolio is then submitted to the PGA of America for review.

### **Knowledge Test**

Concluding each level, each associate must pass a knowledge test before moving on to the next level. The tests will be comprised of multiple-choice and true/false items linked to each of the content domains listed above. Test registration is available on the PGA Knowledge Center and tests are taken at one of many sites available through a national network of testing centers.

## **PGA PGM Level 1 Topics**

Self-Directed Online Course – Golf Cart Fleet Management

Pre-Seminar Online Course/Seminar Topics – Customer Relations, Introduction to Teaching & Golf Club Performance, Business Planning and Tournament Operations

## **PGA PGM Level 2 Topics**

Self-Directed Online Course – Turfgrass Management

Pre-Seminar Online Course/Seminar Topics – Golf Operations, Intermediate Teaching and Golf Club Alteration and Merchandising & Inventory Management

## **PGA PGM Level 3 Topics**

Self-Directed Online Course – Food & Beverage Control

Pre-Seminar Online Course/Seminar Topics – Human Resources (Supervising & Delegating), Advanced Teaching & Club Fitting, Player Development Programs & Teaching Business & Career Enhancement / Final Experience

## **Requirements to Gain Membership Pertaining to the Program**

1. Pass all knowledge tests and levels of the PGA/PGM Program
2. Maintain acceptable progress throughout the program
3. A total of 36 work experience credits must be earned in addition to fulfilling the PGA/PGM Program. One credit per month is earned while eligibly employed full time. 12 credits are awarded for a four year college degree and six credits for a two year college degree.
4. Pass the Playing Ability Test.

## **Professional Golf Management Program 2.0 Associated Costs**

### QUALIFYING LEVEL

PORTAL ACCESS TO ONLINE COURSES .....	\$200.00
(Valid for 6 months-If the Qualifying Test is not passed within 6 months of the purchase date, a renewal fee of \$200.00 will be required.)	
QUALIFYING LEVEL TEST FEE AT TEST CENTERS.....	\$40.00
(A passing score is valid for 12 months. Failure to register as an Associate with that time period will invalidate the test and require re-purchase of the online access and re-test)	

### ASSOCIATE FEES

PLAYING ABILITY TEST ENTRY FEE.....	\$ 100.00
Per Attempt Plus additional fees required by the Section/Facility	
ASSOCIATION DUES AND FEES.....	Refer to Fees Calculator on
PGALinks.com BACKGROUND CHECK	
FEE.....	\$60.00

### LEVEL 1

PORTAL ACCESS TO ONLINE LEVEL 1 COURSES.....	\$560.00
SEMINAR SESSION AT THE PGA EDUCATION CENTER .....	\$2,000.00
LEVEL 1 TESTS AT TEST CENTER (INCLUDES ALL 5 COURSES).....	\$78.00
LEVEL 1 RETAKES .....	\$32.00 per
course	

(Business Planning, Customer Relations, Tournament Operations, Golf Car Fleet Management) LEVEL 1 RETAKE (Intro to Teaching/Golf Club Performance).....\$40.00

### LEVEL 2

PORTAL ACCESS TO ONLINE LEVEL 2 COURSES.....	\$350.00
SEMINAR SESSION AT THE PGA EDUCATION CENTER.....	\$2000.00
LEVEL 2 TESTS AT TEST CENTER (INCLUDES ALL 4 COURSES).....	\$78.00
LEVEL 2 RETAKES (Merchandising and Turfgrass Management).....	\$32.00 per
course LEVEL 2 RETAKES (Golf Operations and Intermediate	
Teaching).....	\$40.00 per course

### LEVEL 3

PORTAL ACCESS TO ONLINE LEVEL 3 COURSES.....	\$350.00
SEMINAR SESSION AT THE PGA EDUCATION CENTER.....	\$2,000.00
LEVEL 3 TEST FEES AT TEST CENTERS (INCLUDES ALL 4 COURSES).....	\$78.00
LEVEL 3 RETAKES (Food and Beverage, HR/Supervising and Delegating and Player	
Development).....	\$32.00 per
course LEVEL 3 RETAKE (Advanced Teaching/Golf Club	
Fitting).....	\$40.00

SEMINAR TRANSFER OR CANCELLATION FEE..... \$300.00 +  
airline transfer fees

SEMINAR RE-ATTEND FEE per day.....\$250.00  
per class Fee does not include travel and/or lodging  
(All classes must be attended in their entirety to receive credit)

SINGLE ROOM FEE paid at the time of registration into the seminar session.....\$500.00  
This fee is non-refundable  
Test fees are paid directly to PSI (the PGA's testing center) and are based on current seat time rates  
and are subject to change.

Note: All fees are subject to change.

In addition to the program costs, there are also yearly association / section dues.

You can find the above information at

<http://pgajobfinder.pgalinks.com/helpwanted/empcenter/pgaandyou/getdues.cfm?dues=yes>

## **PGA/PGM Acceptable Progress Policy**

Acceptable Progress in the PGA PGM Program is defined by successful completion of each Level and matriculation into the subsequent Level. Check your status by [clicking here](#).

### **Successful Completion of Level 1 - Two years (24 months) from Level 1 Start Date**

- Level 1 Testing must be successfully completed within two years of the Level 1 Start Date. If the Level 1 Testing is not successfully completed within two years of the Level 1 Start Date, the associate is put on suspension until the Level 1 Testing is completed. If the Level 1 Testing is not completed within four years of the Level 1 Start Date, the associate is terminated. After termination, if the Level 1 Testing is completed within six years of the Level 1 Start Date, the former associate may re-register and continue in the PGA PGM Program. If not completed within six years, the former associate may request early termination of Acceptable Progress or must wait until eight years past the Level 1 Start date to re-register and must complete the PGA PGM Program in its entirety.

### **Successful Completion of Level 2 – within Two years (24 months) from Level 2 Start Date**

- Level 2 Testing must be successfully completed within two years of the Level 2 Start Date. If the Level 2 Testing is not successfully completed within two years of the Level 2 Start date, the associate is put on suspension until the Level 2 Testing is completed. If the Level 2 Testing is not completed within four years of the Level 2 Start date, the associate is terminated. After termination, if the Level 2 Testing is completed within eight years of the Level 1 Start Date, the former associate may re-register and continue in the PGA PGM Program, however, Level 3 Testing and election to Membership must occur within eight years of the Level 1 Start date. If not, the former associate must wait until eight years past the Level 1 Start date to re-register and must complete the PGA PGM Program in its entirety.

### **Successful Completion of Level 3 and Election to PGA Membership – within Eight years (96 months) from the Level 1 Start Date**

- Level 3 Testing and election to PGA Membership must be successfully accomplished within eight years of the Level 1 Start Date. If the associate does not become elected in within eight years of the Level 1 Start Date, the Associate is terminated from the program and must complete the PGA PGM Program again in its entirety, including passing the PAT.

**Note:** Individuals who have not successfully completed their Testing requirement at the end of their 2-year suspension period will be terminated from the Associate program.

### **Election to PGA Membership – Eight years from Level 1 start date**

- Associates have eight years from their Level 1 start date to be elected to PGA Membership. If associates do not become elected in eight years, they are terminated from the program and must complete the PGA PGM program again in its entirety, including passing the PAT.

# Information On The PGA / PGM Seminars

## About This Guide

The purpose of this guide is to help you understand the general makeup of the seminars before you attend one of them. If you have any questions or concerns about what is expected of you, contact The PGA Education Department at 1.866.866.3382. You may also email a PGA PGM Mentor at [pgapgmmentor@pgahq.com](mailto:pgapgmmentor@pgahq.com).

All seminars will be held at the PGA Education Center in Port St. Lucie, FL. When the Center opened in 2001, the PGA Board of Directors assured equity for all associates by creating a package fee to include seminar delivery, airfare and lodging.

## Prior to Attending Level Seminars

- Review all the pre-seminar materials on the PGA Knowledge Center.
- Review the class schedule and select a session you would like to attend. • Register by calling PGA Membership at 1.800.474.2776

Have available the following information: ✓ Name

- ✓ Address
- ✓ Phone and fax numbers
- ✓ E-mail address
- ✓ Credit card information
- ✓ Your gender (for lodging purposes) ✓ Departing airport
- ✓ Seat preference (window or aisle)

- Pay the registration fee of \$2,000. This fee includes:

Travel - round-trip travel from your departing airport to Palm Beach International Airport (PBI) and transportation to the PGA Education Center. You will be sent an itinerary via email from Premier Golf for your approval. Upon approval, your e-ticket will be secured. If you choose not to accept the flight arrangements, you will be assigned a voucher, which is valid for 1 year. This voucher is worth \$250 toward any air-travel package booked with Premier Golf.

✓ Lodging - 6 nights lodging at Hilton Garden Inn. Arrangements will be made to lodge you with another associate in a double room.

- ✓ Breakfast and Lunch will be provided.
- ✓ Dinner is at your own expense.
- ✓ Evening dinner shuttles to local restaurants provided by Palm Beach Tours and Transportation.

If you have not satisfied the 36-hole PAT, an additional fee of \$50 will be collected for you to attend a Player Development Course while attending the seminars.

## **Arrival**

Upon arrival at Palm Beach International, you should check in with the Palm Beach Tours & Transportation greeter at baggage claim. You will be advised of the time for the next shuttle run to Hilton Garden Inn. If you choose to rent a car and not use the shuttle service, please advise the greeter. If you have any problems or questions upon your arrival, Palm Beach Tours & Transportation can be contracted directly at 1.888.773.7288 or 561.655.5515.

## **Delays/Cancel**

Since you will be traveling over the weekend and the Education Center is closed, you must contact Premier Golf at 1.800.283.4653 and Palm Beach Tours & Transportation at 1.888.773.7288 directly regarding any changes in your travel. If, over the weekend, you find yourself unable to attend the session you must call Premier Golf or the airline directly to cancel your ticket to avoid forfeiting your entire fee. Please follow-up with a call to PGA Membership on Monday.

If your airline flight is cancelled due to inclement weather, arrangements will be made to re-schedule you for a future session at no additional fee.

## **Itinerary**

Arrivals – Sunday Transportation to the Hilton Garden Inn will be provided from Palm Beach International Airport.

Check-in time at the Hilton Garden Inn is 3:00 pm. A credit card must be presented for incidental charges.

The Hilton Garden Inn is directly across from the PGA Education Center in Port St Lucie, FL.

Departures – Saturday Transportation will be provided to Palm Beach International Airport from the Hilton Garden Inn. All associates will depart on Saturday. If you are not using the shuttle service, you may depart after class on Friday.

## **Example Level One Seminar Schedule**

Day 1- Monday, 8:00 am – 5:00 pm. Orientation, Tournament Operations Seminar, Business Attire. Day 2 – Tuesday, 8:00 am – 5:00 pm. Business Planning Seminar, Business Attire.

Day 3 – Wednesday, 8:00 am – 5:00 pm. Customer Relations Seminar, Business Attire.

Day 4 – Thursday, 8:00 am – 5:00 pm. Introduction to Teaching & Golf Club Performance

Seminar – Day One, Professional Golf Attire.

Day 5 – Friday 8:00 am – 5:00 pm. Introduction to Teaching & Golf Club Performance Seminar – Day Two, Professional Golf Attire.

## **What to Bring to the Seminars**

Here is a checklist indicating all of the items you should bring:

Photo ID  
Notebook  
Laptop

Appropriate gear for outdoors during inclement weather:

Hats  
Sunglasses  
Sunscreen

## **Policies & Procedures**

### **Seminars**

Most PGA PGM seminars require pre-seminar activities, which must be completed prior to the seminar to enhance the learning experience. Each seminar in the PGA PGM must be attended in its entirety. If you are late or leave early, you will not receive credit for the seminar and must pay a retake fee and re-attend. You will be responsible for your transportation and lodging.

### **Dress Code**

Business attire must be worn during the People and Business seminars. Business attire is a suit or sport jacket with tie for gentlemen and a suit, pantsuit, or slacks and jacket for ladies. Casual golf attire is appropriate for the Game seminars and consists of slacks and golf shirt with collar for men and slacks and/or golf skirt and golf shirt with collar for ladies.

### **Transfer/Cancellation**

A fee will be charged anytime you need to re-schedule your attendance. If you cancel over the weekend you must contact Premier Golf or the airlines directly to cancel your airline ticket. Failure to do so will result in forfeiting all fees.

### **Work Experience Portfolio**

You will receive work experience assignments when you attend the seminar session. These assignments will be completed upon your return to your facility. Work experience activities must be submitted and then evaluated by PGM faculty. You will be emailed an evaluation of your portfolio. If approved, you will be notified by an email from ACT that you are eligible to test on Level 1 courses.



## Testing

You will receive an email from ACT with an eligibility code and password when your work experience portfolio has been approved.

Using the link provided in the email you may schedule a testing session for the Level 1 courses. Testing sessions may be scheduled at any of the more than 230 ACT Center sites across the country. The fees for the testing session will be paid directly to ACT and will be based on the number of tests you schedule and the time allowed for each test. A confirmation email will be sent with detailed testing information including location, date and time. ACT requires a 2-business day cancellation notice.

You should arrive at least 30 minutes prior to your testing appointment. A photo ID will be required. You will receive your results immediately at the test center. If you have failed a test, you will be sent another eligibility email within one week.

Once you have received that email you may register with ACT to test on the course(s) you have failed.

If you have passed all tests, you will advance to the next level. You should then pay the access fee and begin the next level's courses on the PGA Knowledge Center.

## General Information

- The PGA Education Center is located at 8555 Commerce Centre Drive, Port St. Lucie, FL 34986. Telephone 1.866.866.3382 or 772.462.8540.
- PGA Membership is located at the PGA of America Headquarters, 100 Avenue of Champions, Palm Beach Gardens, FL 33418. To register for a session, please contact PGA Membership at 1.800.474.2776. PGA Membership representatives are available from 8:00 a.m. - 5:00 p.m., EST, Monday through Friday.
- If you have specific questions relating to the PGA PGM Courses or seminar schedule, you should call the mentor line at 1.866.866.3382 option #6 or contact a mentor via email at [pgapgmmmentor@pgahq.com](mailto:pgapgmmmentor@pgahq.com)
- Americans With Disabilities Act  
The PGA of America is in full compliance with the Americans With Disabilities Act (ADA). The PGA of America offers reasonable accommodations to individuals for their testing needs due to a disability. Individuals seeking accommodations for testing must submit the Non-Standard Accommodations Form with medical documentation to the PGA Membership Department prior to registering for any tests.