

**PGA
Professional Golf Management
3.0**

How to Prepare Manual



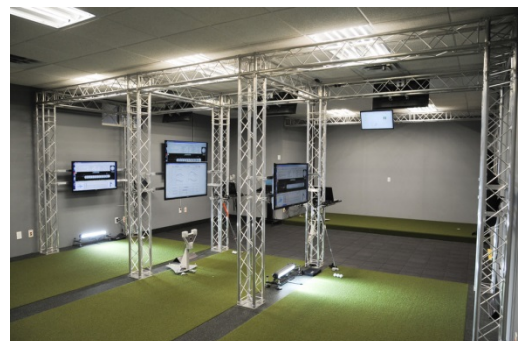
PGA™



PGA PGM 3.0 Program How to Prepare

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How to Prepare PGA Professional Golf Management 3.0 Program

Mission Statement

The PGA Professional Golf Management Program provides world-class training for aspiring golf professionals by offering skill-based training programs that provide state-of-the-art skills and knowledge. Graduates of this program will become outstanding golf professionals who provide exceptional service to their customers, employers, fellow professionals and the game of golf.

About This Guide

The purpose of this guide is to help you prepare for each trip to the PGA Education Center to attend the seminars for each level (3) of the PGM Program. You should create an action plan and determine the best time of the year for you to attend.

The registration fee to attend the seminars includes five days of classes, airfare, ground transportation, lodging and breakfast and lunches each day. This all-inclusive package fee was established by the Board of Directors to ensure equity for all associates regardless of their location.

You should read this guide thoroughly before attending your session, and if you have any questions or concerns about what is expected of you, contact The PGA Professional Development Department at 1.866.866.3382. You may also email a PGA PGM Mentor at pgapgmmentor@pgahq.com. Mentors are full-time faculty on staff at the PGA Education Center.

Acceptable Progress Policy

Acceptable Progress in the PGA PGM Program is defined by successful completion of each Level and matriculation into the subsequent Level.

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.

General Information

- PGA PGM 3.0 program materials and resources are found on PGA.org.
- PGA of America Headquarters is located at 100 Avenue of Champions, Palm Beach Gardens, FL 33418. PGA Membership Services representatives are available Monday through Friday from 8:00 a.m. - 5:00 p.m., EST.
- The PGA Education Center is located at 8555 Commerce Centre Drive, Port St. Lucie, FL 34986. Telephone 866.866.3382 or 772.462.8540. The PGA Education Center is open Monday - Friday from 8:00 a.m. - 4:30 p.m.
- Omega World Travel arranges the air travel for associates traveling to a seminar session. Omega's dedicated associate travel line is 866-450-0403 which is available 24/7. During business hours Omega may be reached by email at pgaedu@owt.net.
- Palm Beach Tours and Transportation (PBTT) provides ground transportation from the airport to the Hilton Garden Inn. PBTT is located at 5900 Georgia Avenue, West Palm Beach, FL, 33405. Telephone 561.655.5515, 888.773.7288 or email info@pbtt.com.
- The Hilton Garden Inn provides lodging for associates and is located directly across from the PGA Education Center at 8540 Commerce Centre Drive, Port St. Lucie, FL 34986. Telephone 772.871.6850
- If you have specific questions relating to the PGM 3.0 courses or seminar schedule, please call the mentor line at 866.866.3382 option #6 or contact a mentor via email at pgapgmmentor@pgahq.com. The mentor line is staffed by individuals who are full time faculty at the PGA Education Center.

Policies & Procedures

Pre-seminar Activities

Most PGA PGM courses require pre-seminar activities, which should be completed prior to the seminar to enhance the learning experience.

Seminars

Each PGA PGM seminar 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 if you have to re-attend.

Dress Code

Business attire must be worn during the Facility Management seminars. Business attire for gentlemen consists of slacks and a tie with either a suit or sports jacket. Ladies may wear a suit, jacket with pants or skirt or dress. Professional golf attire is appropriate for the Teaching and Coaching seminars and consists of slacks and golf shirt with collar for men and slacks or golf skirt and golf shirt with collar for ladies.

Facility Management seminars:

- Business Planning
- Customer Relations
- Tournament Operations
- Golf Operations
- Merchandising and Inventory Management
- Golf Car Fleet Management
- Career Enhancement
- Turfgrass Management
- USGA Rules
- Supervising and Delegating
- Food and Beverage

Teaching and Coaching seminars:

- Introduction to Teaching
- Intermediate Teaching
- Advanced Teaching
- Player Development

Transfer/Cancellation

A fee of \$300 will be charged anytime you need to transfer or cancel a seminar session.

If you cancel over the weekend you must contact Omega World Travel at 866.450.0403 directly to cancel your airline ticket. Failure to do so will result in forfeiting all fees. Cancellations and transfers may result in airfare change fees which are to be paid directly to Omega World Travel.

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. If a determination is made by PGA's Legal Counsel that the medical documentation meets the criteria of ADA, accommodations can be arranged. Requests for Non-Testing Accommodations related to a disability, for example lodging, food, etc. are handled in the same manner. The **Non-Standard Accommodations Form** can be found in the Knowledge Center under Resources.

PGA Code of Ethics

The Association Board of Directors has the inherent power and duty to prescribe standards of conduct for members and associates, to determine what constitutes grounds for discipline of members and associates, to discipline members and associates for cause, and revoke the membership of every member and/or associate whose conduct materially breaches the Code of Ethics of the Association. Violations include:

Work Experience Portfolio

While many of the activities involve working and communicating with other associates, PGA Golf Management University students, and faculty staff members, the work entered into work experience portfolio must be yours and yours alone. As such, any submission related to your work experience activities completed entirely by you and/or intentionally misrepresenting someone else's work as your own may result in a failing grade, a requirement of a new submission, and/or the PGA of America, including, but not limited to expulsion from PGA PGM program and/or review by the PGA's Board of Control as a potential Code of Ethics violation.

Testing

Cheating is considered a violation of the PGA Code of Ethics which specifies sportsmanship and ethical practices. Anyone who brings any unauthorized materials to the testing site or who is discovered to copy or attempt to copy work from another may be expelled from the program for period of up to 5 years. Individuals agree to neither give nor receive any form of unauthorized assistance during the test or any breaks. Individuals agree to not remove any written, printed or recorded materials of the test from the testing center. The test questions remain the property of the PGA of America and individuals shall maintain the confidentiality of the questions and answers

Next Steps

- Review all the materials for your current level on PGA.org.
- Review the seminar schedule on PGA.org and select a session you would like to attend. Registration will close once the maximum enrollment has been met or at the registration deadline.
- Register for a seminar session online at PGA.org. Click on REGISTER for the seminar session you would like to attend.
- Have available the following information:
 - ✓ PGA ID#
 - ✓ Name as it appears on your government issued identification card (Example: driver's license or passport) for air travel security purposes
 - ✓ Address
 - ✓ Phone and fax numbers
 - ✓ E-mail address
 - ✓ Credit card information
 - ✓ Departing airport preference
 - ✓ Seat preference (window or aisle)
- Pay the registration fee of \$2,000. This fee includes:
 - ✓ Air Travel - round-trip travel from your departing airport to Palm Beach International Airport (PBI). You will receive a proposed itinerary via email from Omega World Travel for your approval. Upon approval, your e-ticket will be secured
 - If you did not request air during the seminar registration process, you will be responsible for your own travel. A refund check of \$250 payable to you will be processed upon your attendance at the seminar.
 - ✓ Ground Transportation - Palm Beach Tours and Transportation (PBTT) will provide round-trip ground transportation from PBI airport to the Hilton Garden Inn at PGA Village, Port St. Lucie. PBTT will also provide evening dinner shuttles to local restaurants on a pre-determined route.
 - ✓ Lodging - Arrangements will be made to lodge you with another associate in a double room at the Hilton Garden Inn. A credit card must be presented for incidental charges upon check-in at the hotel. A \$20 hold will be placed on the card. The PGA Education Center is a 5 minute walk from the Hilton Garden Inn.
 - ✓ Meals - Sam Snead's Restaurant within the Hilton Garden Inn will provide breakfast and lunch Monday through Friday. (Dinner is at your own expense)

- Receive a Seminar memo via email approximately 3 weeks prior to the seminar session. The email will include a list of other associates attending the session who have elected to share their emails. You may want to network with your classmates before you attend.
- Receive a Reminder email the week before the Seminars.

What to Bring to the Seminars

- Photo ID
- Laptop or Tablet - Download and save the seminar manuals to your laptop or tablet and bring to the seminar session. You may also choose to bring hard-copies.
- You will walk each day to the PGA Education Center from the Hilton Garden Inn and back to the Hilton for lunch.
- Appropriate gear for the outdoor session of the Teaching seminars such as a hat, sunglasses, golf glove, golf shoes, and sunscreen. Outdoor sessions are scheduled for each of the two days of Teaching.
- Golf clubs are not necessary and the additional airline fees to check them as baggage could be excessive although you may bring them if you choose.

Arrival and ground transportation

Check in with the PBTT greeter at baggage claim before collecting your luggage. You will be advised of the time for the next shuttle run to the Hilton Garden Inn. If you choose to rent a car instead of using the shuttle service, please advise the PBTT greeter. If you have any problems or questions upon your arrival, PBTT can be contacted directly at 888.773.7288 or 561.655.5515 or by e-mail at info@pbtt.com.

Delays/Cancel

Contact Omega World Travel (airfare) at 866.450.0403 and/or PBTT (ground transportation) at 888.773.7288 directly regarding any changes in your travel over the weekend as the PGA will be closed. If, over the weekend, you find yourself unable to attend the session you MUST call Omega World Travel directly to cancel your ticket to avoid forfeiting your entire fee. Please follow-up with a call to PGA Membership at 800.474.2776 on Monday.

If your airline flight is cancelled or delayed and you cannot arrive for the start of the program on Monday morning, you will be transferred to any future seminar session at no fee. Do not attempt to arrive late as any missed seminars will need to be made up.

Prior to the Seminars

You should refer to the Seminar memo sent via email approximately 3 weeks prior to the session for the latest schedule information.

Level 1 Seminars

Prior to Arrival

You are encouraged to complete and document pre-seminar activities prior to attending seminars. These activities are designed to facilitate discussions during seminar learning exercises.

Day	Event
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 a 5 minute walk to the PGA Education Center in Port St. Lucie, FL.
Day 1 - Monday	Welcome Facility Management 1 Business Attire
Day 2 - Tuesday	Facility Management 1 Business Attire
Day 3 - Wednesday	Facility Management 1 Business Attire
Day 4 - Thursday	Teaching and Coaching 1 Professional Golf Attire
Day 5 - Friday	Teaching and Coaching 1 Professional Golf Attire

Level 2 Seminars

Prior to Arrival

You are encouraged to complete and document pre-seminar activities prior to attending seminars. These activities are designed to facilitate discussions during seminar learning exercises.

Day	Event
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 a 5 minute walk to the PGA Education Center in Port St Lucie, FL.
Day 1 - Monday	Welcome Facility Management 2 Business Attire
Day 2 - Tuesday	Facility Management 2 Business Attire
Day 3 - Wednesday	Facility Management 2 Business Attire
Day 4 - Thursday	Teaching and Coaching 2 Professional Golf Attire
Day 5 - Friday	Teaching and Coaching 2 Professional Golf Attire

Level 3 Seminars

Prior to Arrival

You are encouraged to complete and document pre-seminar activities prior to attending seminars. These activities are designed to facilitate discussions during seminar learning exercises.

Day	Event
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 a 5 minute walk to the PGA Education Center in Port St. Lucie, FL.
Day 1 - Monday	Welcome Facility Management 3 Business Attire
Day 2 - Tuesday	Facility Management 3 Business Attire
Day 3 - Wednesday	Facility Management 3 Business Attire
Day 4 - Thursday	Teaching and Coaching 3 Professional Golf Attire
Day 5 - Friday	Teaching and Coaching 3 Professional Golf Attire

Work Experience Portfolio

An explanation of the Work Experience Portfolio and activity requirements will be given during the seminars. You have access to the portfolio but we recommend that you do not complete these activities until you have attended the seminars for the corresponding level.

Your completed Work Experience Portfolio must be submitted to the PGA Professional Development Department and evaluated by PGM faculty. **Allow 30 days for evaluation of your Work Experience Portfolio.**

Once the Work Experience Portfolio is approved, you will receive an email from PGA. Approximately 5 business days after that, you will receive another email from PSI to schedule testing.

When your **Level 3** portfolio is approved, submit the Membership Application. Call Membership Services for details at 800-474-2776.

Testing

An appointment to test may be made upon receipt of an email from support@psionline.com (PSI).

Using the link provided in the email you will schedule an appointment for the test. The fee for the testing session will be paid directly to PSI. Refer to Associated Costs on PGA.org.

A confirmation email will be sent with detailed testing information including location, date and time. PSI requires a 2-business day cancellation notice by phone.

You should arrive at least 30 minutes prior to your testing appointment. A Non-Expired, Government issued photo ID is required. The name on the ID must match the name on record with PGA and PSI.

Upon completing the test, there is a review opportunity. Be sure you completely understand the directions on the screen. Upon review, you will then select the scoring option which is permanent. You will receive your results immediately on the screen. You may not go back to that test and revise any answers at that point.

The test is created directly from each Course Manual. Thoroughly reviewing each course manual is the most appropriate way to prepare for the tests. This approach to studying allows you to be prepared to answer any question related to the subject matter. It is also beneficial to review any notes taken during seminar attendance and to review the course blueprint found on the following pages. The blueprint identifies how the test is constructed and outlines how the subject areas are organized. Use this blueprint to assist with managing and organizing the material in the course manuals.

Level 1 Test

A non-programmable calculator, provided by the test site, is allowed.

Subjects:

- Facility Management 1
 - Business Planning
 - Customer Relations
 - Golf Car Fleet Management
 - Tournament Operations
 - Career Enhancement
 - USGA Rules
- Teaching and Coaching 1
 - Introduction to Teaching
 - Player Development

Level 2 Test

A non-programmable calculator, provided by the test site, is allowed.

Subjects:

- Facility Management 2
 - Golf Operations
 - Merchandising
 - Turfgrass Management
- Teaching and Coaching 2
 - Intermediate Teaching

Level 3 Test

A non-programmable calculator, provided by the test site, is allowed.

Subjects

- Facility Management 3
 - Business Simulation
 - Food and Beverage
 - Supervising and Delegating
- Teaching and Coaching 3
 - Advanced Teaching

After passing all Level 3 tests, to be eligible for election to PGA Membership you must have passed the PAT, completed the PGA PGM program, earned 36 work experience credits, be eligibly employed and submitted the Membership Application. Please call Membership Services at 800-474-2776 for more information.

Printing Test Reports

A printout of your test results is available through www.testrac.com/pga website. You will use your TesTrac ID and Pin to access your exam history. Click the test you want to print a report for. This report will show the percentage of answers you got correct in a given category. You may use this report to help prepare you for any retesting.

Steps to printing test reports

- 1) www.testrac.com/pga
- 2) Sign in
- 3) TesTrac ID and Pin
- 4) History
- 5) Click Exam Outcome and print

Retakes

If you have failed, an email will once again be sent by support@psionline.com (PSI) to schedule your retest appointment. It is advisable to contact a PGA PGM Mentor to help you study for any retake prior to scheduling your appointment. Email a mentor at PGAPGMmentor@pgahq.com or call 866.866.3382 option #6.

Advancing to Next Level

When you meet all the requirements of the Level by attending the seminars, completing a work experience portfolio and passing the Level test, you are eligible to advance to the next level.

You advance by purchasing the online access to the next Level courses. Click on "Advance to (the next level)" on PGA.org or contact PGA Membership Services at 800.474.2776. Acceptable Progress is based on your advancement to the next level. Refer to the Associated Costs on PGA.org.