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About This Guide

The purpose of this guide is to help you prepare for your first PGA PGM session. Inside you will find details on preparing for both the Level 1 Checkpoint and the Level 2 Seminars.

Read this guide thoroughly before attending your session, and give yourself ample time to prepare your materials. If you follow the instructions provided in this guide, you should find the checkpoint and seminars both rewarding and enjoyable.

**Note:**

*Failure to adhere to these guidelines may prevent you from advancing to the next level of the program.* If you have any questions or concerns about what is expected of you, contact The PGA PGM Mentor Line at 866-866-3382 Ext. 6, or email pgapgmmentor@pgahq.com.
What to Bring

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

<table>
<thead>
<tr>
<th>Level 1 Checkpoint items:</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Photo ID (you will not be admitted without one)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level 2 Seminar items:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business Planning &amp; Operations Seminar</strong></td>
</tr>
<tr>
<td>✓ Completed Business Planning pre-seminar assignments</td>
</tr>
<tr>
<td>✓ Business Planning &amp; Operations Pre-seminar Manual</td>
</tr>
<tr>
<td>✓ Calculator</td>
</tr>
<tr>
<td>✓ Business Planning Seminar Manual (you will receive onsite at the Tee-Off)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Analysis of the Swing Seminar</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Analysis of the Swing Pre-seminar Manual</td>
</tr>
<tr>
<td>✓ Analysis of the Swing Seminar Manual (you will receive onsite at the Tee-Off)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Customer Relations Seminar</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Completed Customer Relations pre-seminar assignment</td>
</tr>
<tr>
<td>✓ Customer Relations Pre-seminar Manual</td>
</tr>
<tr>
<td>✓ Customer Relations Seminar Manual (you will receive onsite at the Tee-Off)</td>
</tr>
</tbody>
</table>

Combining the various manuals into one binder may make travel more convenient. Be sure to reorganize your materials when you return home.
Section 1:
Preparing for the Level 1 Checkpoint
Prior to Attending the Level 1 Checkpoint

- Refer to your Long Range Plan (in your Roadmap) and determine what your target date is to complete your Work Experience Kit.

- Complete all Level 1 work experience activities and place in your Work Experience Kit.

- Complete all Level 2 pre-seminar work and place in your Work Experience Kit.

- Mail your Work Experience Kit to The PGA Education Center for approval at 8555 Commerce Centre Drive, Port St. Lucie, FL 34986. Be sure to keep a copy.

- Upon notification of approval of your Work Experience Kit, determine availability of the checkpoint you would like to attend.

- Register for a Level 1 Checkpoint by calling the Member Information Service Center at 800-474-7776. 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 checkpoint registration fee (See *Associated Costs* listed on PGALinks.com). This includes:

- ✔ Checkpoint Fee
- ✔ 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 for your approval. If you choose not to accept the flight arrangements, you will be assigned a voucher, which is valid for 1 year and entitles you to $250 off an air-travel package.
- ✔ Lodging (5 nights lodging at Hilton Garden Inn)
  Arrangements will be made to lodge you with another student in a double room.
- ✔ Breakfast- voucher from Sam Snead’s Tavern within the Hilton Garden Inn)
- ✔ Lunch, and breaks at the PGA Education Center
- ✔ Dinner is on your own
- ✔ Evening dinner shuttles to local restaurants provided by Palm Beach Tours and Transportation.
**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, contact Palm Beach Tours & Transportation directly at (888) 773-7288 or 561-655-5515.

**Delays/ Cancels**

Since you will be traveling over the weekend and the MISC is closed, you must contact Premier Golf (800) 283.4653 and Palm Beach Tours & Transportation directly regarding any changes in your travel. If you find yourself unable to attend the Checkpoint, you must call Premier Golf or the airline directly to cancel your ticket to avoid forfeiting your entire fee. If your airline flight is cancelled due to inclement weather, arrangements will be made to re-schedule you for the next available checkpoint at no additional fee.
Checkpoint Overview

A Checkpoint is the name given to the testing process of the PGA PGM. The Level 1 Checkpoint uses three different methods for evaluating your mastery of the skills and knowledge covered in Level 1. You must pass all testing components of one level to advance to the next.

Knowledge Test

Knowledge tests are standardized and comprised of multiple choice and true/false questions. These questions are linked directly to the course objectives and are designed to assess your level of knowledge of the course materials.

Skill Simulation

Skill Simulations are activities designed to assess your proficiency at skills that correspond to a PGA member’s day-to-day operations. Simulations can include using tournament software programs, increasing a club's swing weight, and analyzing a golf swing.

Work Experience Evaluation

This is an evaluation of how you have applied your new skills and knowledge to real-life work situations. The first phase of the evaluation process is a review of your Work Experience Kit. The second phase is the Work Experience interview, which you will attend at the checkpoint. The group discussions are led by faculty members and provide you with the opportunity for self-assessment.
**Americans With Disabilities Act**

- If you are a qualified individual with a disability pursuant to the Americans With Disabilities Act, you must submit written medical documentation to The PGA of America. This documentation must be on file and approved to receive appropriate accommodations before you register for a checkpoint.

**Testing Policy**

- Regardless of the number of tests and/or simulations failed on Day One, you will be given an opportunity to retake. A knowledge test retake session will be held on Day Two and a simulation retake session on Day Three. If you do not pass after the retake sessions, you will receive an incomplete for the level. You will attend the tee-off and the next level seminars the remainder of the week.
- To reattend the testing portion only of a checkpoint to retake those tests you have not satisfied, you must call the PGA MISC department to register. You may register In Package which includes travel and lodging or Out-Of-Package in which you are responsible for securing your own transportation and lodging. Please refer to the Associated Costs Document for applicable fees.

All applicants will be required to read and write in English to successfully complete the testing requirements.

You must be on time for each segment of the checkpoint. Failure to do so will result in forfeiting your opportunity to test.
<table>
<thead>
<tr>
<th>Day</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Day 1</em></td>
<td>Knowledge testing</td>
</tr>
<tr>
<td></td>
<td>Simulations</td>
</tr>
<tr>
<td><em>Day 2</em></td>
<td>Knowledge Test Retake Session</td>
</tr>
<tr>
<td></td>
<td>Level 2 Tee-Off Seminar</td>
</tr>
<tr>
<td></td>
<td>Business Planning &amp; Operations Seminar</td>
</tr>
<tr>
<td><em>Day 3</em></td>
<td>Simulation Retake Session</td>
</tr>
<tr>
<td></td>
<td>Analysis of the Swing Seminar</td>
</tr>
<tr>
<td><em>Day 4</em></td>
<td>Customer Relations Seminar</td>
</tr>
</tbody>
</table>
Knowledge Testing

You will take a paper and pencil knowledge test for six of the Level 1 courses (listed below). Each test will consist of multiple choice and true/false questions.

- PGA Constitution
- Rules of Golf
- Tournament Operations
- Career Enhancement
- Golf Car Fleet Management
- Introduction to Teaching / Golfer Development

Note:
- A current copy of The USGA Rules of Golf book will be distributed for testing.
- No other books, manuals, or written materials are permissible.
- The test administrator will supply pencils and forms at the testing session.

Scoring

Tests will be machine-scored. Scores will be posted the evening of testing. You will receive a Knowledge Test Report. This report will show what objectives you were stronger and weaker in for each course. If you have failed a knowledge test, you can use this report to help prepare for the retake. You will not be able to see your graded tests or incorrectly answered questions.
Skills Simulation Testing

There are simulations for three of the Level 1 PGA PGM courses. Each simulation presents you with a situation you are likely to encounter as golf professional.

Simulation testing may include paper-and-pencil, role-playing, video, one-on-one, and hands-on activities.

At each simulation you will receive simulation handouts that include instructions and worksheets you need to complete the simulations.

A summary of the three Level 1 simulations is provided on the next page.

Work Experience Interview

You will attend the Work Experience Interview. The group discussions are led by faculty members.
## Level 1 Simulation Summary

<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Golf Club Design &amp; Repair Simulation</strong></td>
<td>✓ Regrip a club</td>
</tr>
<tr>
<td></td>
<td>✓ Measure the club’s face angle, loft, lie, length, weight, etc.</td>
</tr>
<tr>
<td></td>
<td>✓ Identify club design impact on performance</td>
</tr>
<tr>
<td><strong>Rules of Golf Simulation</strong></td>
<td>✓ Review Rules scenarios and provide rulings for those situations using the</td>
</tr>
<tr>
<td><strong>Tournament Operations – Computer Simulation</strong></td>
<td>✓ Use tournament software to create an event, make pairings, enter scores,</td>
</tr>
<tr>
<td></td>
<td>and determine results. Apprentices will be tested on <em>ScoreCast Tournament</em></td>
</tr>
<tr>
<td></td>
<td><em>Software.</em></td>
</tr>
</tbody>
</table>

### Scoring

Results will be posted the evening of testing. *Simulation Objectives Forms* are provided to apprentices who fail. These forms will help you study for the retake testing. You will not be able to see your graded simulations or incorrectly answered questions.
After Testing

Retake Testing Session
Knowledge test and simulation retake sessions will be scheduled for those who have not passed all tests. If after the retake sessions you still have not passed all tests, you will receive an “incomplete” for that course. You will need to retest and pass before you are eligible to submit the next level’s work experience kit and register for a checkpoint.

Tee-Off Seminars
• You will purchase materials for the next level in the Tee-Off Seminar held on Day Two. MasterCard, Visa, American Express or a corporate check are all accepted for payment. You should inventory your materials prior to your departure. Any missing items will be replaced at no charge. If you discover any missing items after you have departed, these items must be replaced at your own expense.
• The Tee-Off Seminar will review the requirements of the level and for completing your work and managing your time in accordance with the policies of the program.

Incomplete Checkpoint Registration Procedures
To register to complete any tests failed, contact the PGA Member Information Service Center (MISC) at 1-800-474-2776. Advise the PGA MISC representative that you received an incomplete at your previous checkpoint and mention the specific tests you need to complete. In Package registrants must adhere to the posted deadlines for the checkpoint. Out of Package registrants may register up to ten days before the checkpoint.
Mentor Line
To help you prepare for your next testing opportunity, PGA Education Faculty serve as mentors and are available to discuss the course objectives of the subject(s) you must retake. You may contact a mentor by calling 1-866-866-3382 option 6 or email PGAPGMMentor@pgahq.com.
Section 2:
Preparing for the Level 2 Seminars
PGA PGM Level 2 Seminars

The PGA PGM Seminars are based on the three core courses: People, Game and Business.

Pre-seminar manuals and pre-work activities are designed to introduce you to the concepts and objectives of the course.

You are required to bring the completed Pre-Seminar activities and Pre-Seminar manuals for Business Planning and Customer Relations to the Level 2 Seminars. You will refer to these throughout the seminars. Although the Analysis of the Swing Seminar does not have any work experience activities, you are required to read and be familiar with the material prior to attending the seminar. You should also bring the Analysis of the Swing Pre-Seminar Manual to the Seminar. You will be required to work in teams and do individual activities during the seminars.

If you have not satisfied the 36-hole PAT, you will be required to attend a Player Development Course. A registration fee will be collected for this course which is held at the PGA Learning Center. You will be advised of the time and day during the check-in process on Day One.
# Level 2 Seminar Schedule/Summary

<table>
<thead>
<tr>
<th>Course</th>
<th>Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Day 2</strong></td>
<td>✓ Describe the value of business planning and the key elements of a business plan, including the importance of the facility’s mission statement</td>
</tr>
<tr>
<td><strong>Business Planning Seminar</strong></td>
<td>✓ Demonstrate how to develop financial forecasts and budgets, and understand how they can be affected by assumptions and factors</td>
</tr>
<tr>
<td></td>
<td>✓ Understand how to develop and use budgets to track financial performance</td>
</tr>
<tr>
<td></td>
<td>✓ Understand the direct link between operational policies and procedures and fulfilling the facility’s mission and business objectives</td>
</tr>
<tr>
<td></td>
<td>✓ Describe the purpose of organization charts</td>
</tr>
<tr>
<td></td>
<td>✓ Describe the purpose and characteristics of effective job descriptions</td>
</tr>
<tr>
<td></td>
<td>✓ Describe the characteristics and value of effective procedures and how to write them</td>
</tr>
<tr>
<td></td>
<td>✓ Understand the key role played by computer technologies in managing facility operations</td>
</tr>
<tr>
<td>Course</td>
<td>Objectives</td>
</tr>
<tr>
<td>--------</td>
<td>------------</td>
</tr>
</tbody>
</table>
| **Day 3**<br>Analysis of the Swing Seminar | ✓ Discuss and demonstrate an effective framework for student-teacher interaction  
✓ Perform an opening interview with a new student  
✓ Identify student needs and characteristics that affect performance and approach to the game  
✓ Evaluate the skills and performance of some typical students, and suggest a course of instruction  
✓ Evaluate and discuss teaching techniques and effective lesson planning  
✓ Describe the role of club fitting and its effects in the teaching experience  
✓ Identify, measure, and evaluate important club-fitting factors |
| **Day 4**<br>Customer Relations Seminar | ✓ Appreciate the value of people skills in the golf business  
✓ Define the “moment of truth” and describe its impact on the customer  
✓ Describe the golf experience from the customer’s perspective  
✓ Identify the key requirements for good customer relations and potential causes of problems  
✓ Understand and use the five-step GEODE model  
✓ Understand and demonstrate the appropriate use of the seven interpersonal skills  
✓ Understand and demonstrate the effective use of the four interaction strategies  
✓ Use interpersonal skills and strategies |
Section 3:
Policies & Procedures
Policies & Procedures

Work Experience Kits

- The PGA must approve your work experience kit before you are eligible to register for any checkpoint.
- Only complete kits will be accepted for review.
- Work Experience Kits are evaluated on a first come, first served basis. Allow 30 business days for approval.
- It is your responsibility to submit your kit in the proper order. It must be neat and typed by utilizing the disk you received with your materials or another word processing format.
- Your kit will be returned to you via a trackable shipping service after evaluation.
- There are 2 ways to verify receipt and/or approval of your kit:
  - PGALinks.com – PGA Education – Apprentice/PGM Corner
  - MISC at (800) 474-2776.
- If you do not complete all the required work experience activities or submit illegible materials or materials that are not your own work, you will not be allowed to register for the Level 1 Checkpoint.
Checkpoints
- Visit PGALinks.com for Checkpoint schedule and deadlines.
- Register for a Checkpoint by calling The PGA’s Member Information Service Center (MISC) at 1-800-474-2776.
- There is a specific registration deadline noted on PGALinks for each Checkpoint. Registration is based on availability. A Checkpoint may close before the registration deadline if it reaches maximum capacity.
- If you are delayed for any circumstance and cannot arrive on site by the scheduled starting time of the Checkpoint, you must re-schedule. If your airline flight is cancelled due to inclement weather such as hurricanes or snowstorms, arrangements will be made to re-schedule you for the next available checkpoint at no additional fee.
- If you do not pass all testing components of the checkpoint, you will receive an Incomplete for the level. You will, however, attend the tee-off and next level seminars.

Seminars
- Most PGA PGM seminars require pre-seminar activities, which must be completed prior to the seminar to enhance the learning experience. All pre-seminar activities must be submitted with your Work Experience Kit and must be evaluated before you are able to register for a checkpoint.
- 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 reapply, pay a retake fee, and re-attend. You will be responsible for re-attend fees.
Transfer
A fee will be charged anytime you need to re-schedule your attendance.

Cancellation
A fee will be charged anytime you need to cancel 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.

Dress Code
The dress code for the checkpoint and game seminar is golf casual. Business attire must be worn during the People and Business seminars.

General Information
- You are responsible for notifying The PGA of any address or phone number changes. The PGA is not responsible for lost materials, or non-notification in the case of address changes.
- Always refer to PGALinks.com first for answers to your questions. It's available 24 hours a day, 365 days a year. Visit online at http://www.pgalinks.com.
- It is your responsibility to contact The PGA Member Information Service Center (MISC) regarding any concerns you may have. Representatives are available from 8:00 am - 5:00 pm, EST, Monday through Friday. Call 1-800-4-PGA-PRO (1-800-474-2776).
- If you have specific questions relating to the PGA PGM Courses, you may call the mentor line at 1-866-866-3382 option #6 or contact a mentor via email at pgapgmmentor@pgahq.com.
- Your apprentice fees must be paid and you must be eligibly employed to attend any PGA PGM session.
Acceptable Progress – Effective July 2005

Acceptable progress in the PGA PGM Program is defined by successful completion of each level.

Successful Completion of Level 1 -- Two years from Level 1 start date

- Level 1 Checkpoint must be successfully completed within two years of the Level 1 Start Date. If the Level 1 Checkpoint is not successfully completed by the end of two years the apprentice is put on suspension until the Level 1 Checkpoint is completed. If the Level 1 Checkpoint is not completed within four years, the apprentice is terminated. After termination, if the Level 1 Checkpoint is completed within six years, the former apprentice may re-register and continue in the PGA PGM Program. If not completed within six years, the former apprentice 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 -- Four years from Level 1 start date

- Level 2 Checkpoint must be successfully completed within four years of the Level 1 Start Date. If the Level 2 Checkpoint is not successfully completed by the end of four years the apprentice is put on suspension until the Level 2 Checkpoint is completed. If the Level 2 Checkpoint is not completed within six years, the apprentice is terminated. After termination, if the Level 2 Checkpoint is completed within eight years, the former apprentice may re-register and continue in the PGA PGM Program, however, the PGA PGM Program and election to Membership must occur within eight years of the Level 1 start date. If not, the former apprentice 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 -- Six years from Level 1 start date

- Level 3 Checkpoint must be successfully completed within six years of the Level 1 Start Date. If the Level 3 Checkpoint is not successfully completed by the end of six years the apprentice is put on suspension until the Level 3 Checkpoint is completed. If the Level 3 Checkpoint is not successfully completed within 8 years the apprentice is terminated and must complete the PGA PGM program in its entirety.

Election to PGA Membership -- Eight years from Level 1 start date

- Apprentices have eight years from their Level 1 Start Date to be elected to PGA membership. If apprentices 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.