# Service Level Requirements for Examinations

## Section 1: Paper-based examinations

* 1. **Booking a paper-based examination**
* APM requires at least **ten** working days’ prior notification of an examination (fifteen working days for overseas examinations).
* APM will try to accommodate any late bookings but they may be rejected, therefore please contact the qualifications department for confirmation of acceptance of any late bookings.
* To book a paper-based examination with APM, the accredited provider must complete an **Examination Notification Booking Form** with **all** required details.
* Exact details of date, venue, room number, map and timing of the examination together with the trainer name and a contact name at the venue with contact details are required.
* Once complete please email the appropriate form directly to the APM qualifications department at **qualifications@apm.org.uk**.

**1.2 Registering candidates for a paper-based examination**

* For paper-based examinations, candidate details must be submitted on the **Examination Notification Booking Form** in the ‘Candidate Data’ worksheet. The first name, surname and individual email address for each candidate is required to register the candidate for the examination.
* Once complete please email the appropriate form directly to the APM qualifications department at **qualifications@apm.org.uk**.
* All ‘Candidate Data’ worksheets must be received by APM midday at least **five** working days prior to the examination date (ten working days for overseas examinations).

**1.3 Dispensations and adjustments**

APM is committed to promoting a positive attitude towards people with learning and physical needs. APM has a great deal of experience in facilitating individual requirements and tailoring adjustments with the aim of removing any unfair disadvantage that an individual may encounter as a consequence of his or her medical condition.

* Requests for reasonable adjustments or dispensations must be made in writing and received by the APM qualifications department by midday at least **ten** working days prior to the examination date (fifteen working days for overseas examinations).
* All requests must be supported by a medical certificate or other relevant medical documentation from the candidate’s GP or other medical professional.
* All medical evidence must be received by APM by midday at least **ten** working days prior to the examination date (fifteen working days for overseas examinations).
* Access to the facilities or arrangements described below may be granted at the discretion of APM to candidates with disabilities/learning difficulties who apply to the APM qualifications department in accordance with the above requirements:
* **Extra time –** Extra time is available to candidates with dyslexia or a medical requirement. The normal additional time is 15 minutes per hour of examination;
* **Scribe –** A scribe is someone to whom a candidate can dictate his or her answers during the examination; scribes can be made available to candidates who have dyslexia or difficulty in writing; the scribe must not have knowledge in the field of project management; extra time is available in an instance when a scribe is used;
* **Use of a PC –** PCs can be made available for dyslexic candidates or those with a medical condition who are unable to write or find it easier to type out their answers using a keyboard; examination answers will normally be written in Microsoft Word; Microsoft Excel or other software allowing calculations must not be used;
* **Other aids/equipment available –** Large print papers may be produced for partially sighted candidates or dyslexic candidates;
* **Resting aids –** Candidates may bring cushions, special seats and any other resting aids by prior arrangement with the APM qualifications department.

**Note:** A candidate with a scribe will sit the examination in a separate room with the scribe who will act as the invigilator and therefore a separate examination room will be required. If a candidate requires the use of a PC he/she may sit in the main examination room only if all the other candidates provide consent to this in writing and such consent is provided to the APM qualifications department by midday five working days prior to the examination date, otherwise the candidate will be required to use a separate examination room. Candidates using a PC must have access to a printer and extra time is allowed for printing.

**1.4 Late candidate bookings and substitutions**

* APM will attempt to accommodate late candidate bookings when possible. An extra five examination papers will be sent out with examinations up to a maximum of 20 examination papers in total (e.g. if 17 candidates are registered for an examination, three extra papers will be sent instead of five). No extra papers will be sent with special dispensation examinations (e.g. where the candidate is using a laptop).
* Substitutions and late candidate bookings can be made up to 30 minutes prior to the start of the examination.
* All requests for substitutions and late booking of candidates must be made in writing to the APM qualifications department.
* If the substitution or late candidate booking is made on the day of the examination the candidate(s) must complete the relevant section of the examination booklet or answer sheet.

**1.5 Fees**

Information about fees can be found on APM’s website. All qualification fees are subject to VAT.

**1.6 Requirement for identification and eligibility**

* All candidates need to be made aware in advance that they must provide photographic proof of identity to the examination invigilator, such as a passport, driving licence, or work or student photographic identification.
* For candidates applying for the examination *APM Project Management Qualification recognising the prior learning of PRINCE2®[[1]](#footnote-1) Practitioner qualification*, documentary evidence of a candidate’s eligibility to access this prior learning route must be provided, i.e. on the day they are due to take the examination, they need to show they hold the *PRINCE2* Practitioner qualification.

**1.7 Examination Room**

The examination room must:

* Be sited in a quiet area and free from distractions
* Have disabled access
* Have a clock visible to all candidates at all times
* Be adequately lit and well ventilated
* Have a front desk for registration of candidates
* Have individual tables/desks and chairs that are sufficiently spaced (at least one metre apart)
* Have a telephone for emergency use by the examination invigilator, and
* Have water available for the candidates and the invigilator.

**1.8 Invigilation of paper-based examinations by an APM invigilator**

* Unless the exam is to be self-invigilated, APM will provide an invigilator for the examination. An invigilator provided by APM will be independent of the candidates and deliverers of the course.
APM will advise the name of the invigilator when confirming the examination booking.
* APM will provide examination papers in a sealed envelope for the invigilator to distribute to each of the registered candidates.
The examination invigilator will be responsible for collecting all examination papers, materials and answer sheets, ensuring that the correct candidate number has been entered by each candidate and for returning them directly to APM.
* A fee will be payable for invigilation by an APM invigilator. The invigilator fee is still payable if an examination is cancelled within five working days of the examination (ten working days for international examinations).

## Section 2: Online examinations

**2.1 Online examinations access**

* APM may provide online examinations via an online portal.
* In order to access online APM examinations, provide to APM the name, email address and telephone number of the person who will be the main contact for the administration of the online APM examination. The designated main contact will then administer the Group area on the portal in accordance with guidance provided by APM.
* Please read and follow the instructions and guidance in the *APM Project Fundamentals Qualification online examination – user manual.*
* APM may issue additional guidance regarding online examinations, which must be followed.

**2.2 Booking online examinations and registration of candidates**

* APM does not require advance notification of the online examination event and APM does not require an application form from candidates.
* Please ensure that the candidate provides a current email address that is accessible via the internet. APM will use this registered email address to send the candidate their verified examination result and any certificate.
* Candidates need to be informed that they can take the examination only once for this registration.

**2.3 Dispensations and adjustments**

* The online examinations portal screens and their appearance can be altered by the candidate when they log on to take the examination. Candidates may change the contrast or the size of the font before they start.
* Other dispensations may be allowed and will be dealt with in accordance with the rules prescribed in section 1.3 above. Please note that requests for dispensation for online examinations must be made when the candidate is registered for the examination.
* The request and a copy of all medical evidence to be submitted in support must be received by APM at least three working days before the examination. Such requests and copies must be sent by email to PFQonline@apm.org.uk and must be headed ‘REQUEST FOR DISPENSATION’.

	1. **Examination arrangements**
* The online examination must be held as a separate event and not in the same room as a paper examination.
* The premises where the examination takes place must have a broadband internet connection. The following are also required:
* Each candidate will need a computer with an internet connection
* Computers can either belong to the provider or to the candidate; PCs, laptops and Apple Macs are all acceptable
* Javascript must be enabled in the internet settings
* Date and time on the computer must be correct
* **Questionmark Secure** must be downloaded to each machine before the examination can be taken, not applicable for proctored examinations.
* Candidates need to complete the download well in advance of the examination to avoid stress on examination day
* Please send each candidate the URL and their login credentials before the examination
* Ensure that candidates understand that they can take the examination only once for this registration and that they should not log into the online examination portal until instructed
* Online APM examinations are available in the English language only.

Candidates need to be informed that whilst using **Questionmark Secure** only key presses and mouse clicks appropriate to the examination are enabled. The following actions are disabled for the duration of the examination:

* **Navigation –** Tabbing backwards and forwards, moving backwards
* **Control functions –** Escape and refresh
* **Screen –** Print screen or active window
* **System key combinations –** Exit and close window, start menu, next window and cycle windows, shutdown.

For self-invigilation examinations, please see Section 3. Also note that at the end of the examinations taken in the classroom the invigilator must email **PFQonline@apm.org.uk** to confirm that all candidates have completed the examination and that no irregularity has occurred.

This email must be sent as soon as all candidates have submitted their test and before the invigilator leaves the examination centre and must contain the following information:

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| **Format of invigilator’s email to APM (****PFQonline@apm.org.uk****) at end of online examination*****Please note: This email must be sent before the invigilator leaves the examination venue*** |
| Accredited provider |  |
| Name of exam | APM Project Fundamentals Qualification online |
| Name of invigilator |  |
| Examination date |  |
| Examination report | Confirm either that no incidents to reports or report an incident |
| Details of incident | Report details of incident. In the case of a candidate please include name and participant ID of candidate |

***Failure to send this confirmation email to APM will mean that there may be delays in all candidates in that session receiving their verified result.***

## Section 3: Self-invigilation

**3.1 Self-Invigilation by an accredited provider**

 You can opt to apply to self-invigilate APM examinations at any time in accordance with these self-invigilation requirements.

Following receipt of such an application APM will, if the application is accepted, issue the AP with all, or any of, ***Essential information for examination invigilators*** and ***Instructions to examination self-invigilators APM Project Fundamentals Qualification online***.

An accredited provider that has opted to self-invigilate will:

* Abide by the instructions and requirements in ***Essential information for examination invigilators***, the service level requirements and standards notified by APM and operate a quality assurance process to confirm that its nominated invigilators also abide by such instructions and requirements in **E*ssential information for examination invigilators***, the service level requirements and standards
* Provide contact details of all persons proposed by the accredited provider as self-invigilators
* Provide APM with a signed agreement in the form prescribed by APM (a copy of the current form is appended to this document) from every self-invigilator appointed by the accredited provider prior to that person undertaking any self-invigilation of an APM examination
* Pay self-invigilation fees charged by APM on an annual basis
* Comply with the provisions of relevant data protection laws including (i) the General Data Protection Regulation (EU) 2016/679 (GDPR) and any national implementing law, regulations and secondary legislation, as amended or updated from time to time in the UK and (ii) any successor legislation to the GDPR or the Data Protection Act 2018
* Inform APM of a self-invigilation event at the time of booking an examination and include the details of the self-invigilator’s name and venue delivery address for examination papers using APM’s prescribed form (not applicable for Online examinations)
* Ensure all examination material is held securely at examination venues, or at the accredited provider’s premises, ensuring that the examination material is stored in a safe, a locked cupboard to which only authorised staff of the accredited provider or authorised staff of the venue provider have access, or in a locked briefcase (not applicable to Online examinations)
* Return all examination papers to APM no later than the next working day after the examination via secure traceable post (courier or special delivery are preferred) (not applicable to Online examinations).
* APM will, for paper-based examinations, courier examination papers to the examination venue specified by the AP on APM’s prescribed form not more than **five** working days before the examination (10 working days for overseas venues) (not applicable to Online examinations).

APM reserves the right to operate a quality assurance process to ensure adherence to these standards, including, but not limited to, visiting any examination venue and/or observing any self-invigilated examination without giving prior notice.

## Section 4: After the exam

**4.1 Marking the examination and notifying results**

* The paper based APM Project Fundamentals Qualification (PFQ) and Risk Level 1 examination papers are automatically marked using Optimal Mark Recognition (OMR). Candidates will normally be advised of their result by email within 6 weeks of completing the examination. You will also be advised of their result. Candidates will be graded on a pass/fail basis and will be provided with their score.
* For the online PFQ candidates will receive on-screen confirmation that their examination has been submitted with an indication of their result on screen (pass or fail), subject to APM’s verification. Provided that the invigilator has confirmed to APM at the correct time that there are no irregularities, APM’s verification and, if the candidate has passed, a PDF certificate will normally be received within three working days. The APM branded certificate should be printed on good quality paper using a colour printer if possible. Candidates who would like APM to provide a printed certificate by post should email qualifications@apm.org.uk. There is a charge for this service.
* For APM and IPMA short written answer examinations, candidates will normally be notified by email of their results within 10 weeks of completing the examination. Candidates will receive notification of their total mark and the score achieved for each question.
* Feedback will only be given for failed questions. If a candidate’s paper scores a borderline fail, it will automatically be remarked and moderated
* APM will not disclose results by telephone.

**4.2 Enquiries, Complaints and Appeals**

* By sitting the examination, candidates are confirming that they are fit to do so; no appeals will be heard concerning a candidate's wellbeing during the examination. If there are extenuating circumstances candidates feel would impair their performance they must request that the AP rebooks the exam.
* Enquiries can be made regarding examination conditions and re-marking of assessments. The examination conditions enquiry will only be accepted if the issue has been declared at the time of the examination or via the post examination survey. There is a charge for the re-marking of assessments.
* Complaints can be made regarding dissatisfaction with the standard of service from APM or the accredited provider.
* Appeals will only be heard on the grounds that procedures and processes have not been applied consistently or fairly. There is a charge for all appeals which is refunded if the appeal is upheld. No appeal can be heard on grounds of technical judgement. All appeals must be heard by the Appeals Panel whose decision is final.
* An enquiry, complaint or appeal must be made in writing to the APM qualifications department and be received no later than 30 days after the dispatch of results. To help candidates provide the necessary information concerning an appeal, the appropriate form may be obtained from the APM qualifications department.

In this *Service Level Requirements for Examinations*:

 “**APM**” means Association for Project Management - Association for Project Management is incorporated by Royal Charter RC000890 and a registered charity No: 1171112. Principal office is Ibis House, Regent Park, Summerleys Road, Princes Risborough, Buckinghamshire HP27 9LE.


**SELF-INVIGILATOR AGREEMENT**

1. I confirm that I have been appointed by the Association for Project Management (APM) accredited provider(s) named below to carry out the duties associated with the self-invigilation of APM examinations.
2. I confirm that I have read, understood and will comply with 1) the self-invigilation section of the APM Service Level Requirements for Examinations, 2) Essential information for examination invigilators, and 3) Instructions to examination self-invigilators -APM Project Fundamentals Qualification online.
3. I agree to ensure that APM is kept up to date with my contact details.
4. I agree to conduct assessment events in accordance with APM’s ‘Essential information for examination invigilators’, for all APM paper based examinations, and ‘Instructions to examination self-invigilators -APM Project Fundamentals Qualification online’ for all online examinations.
5. I agree to maintain the security of examination papers (not applicable for APM Project Fundamentals Qualification online) and the required examination environment, confirm identity of candidates and advise in writing of any issues that arise during the examination.
6. I agree to return all examination paperwork to APM no later than the next working day after the examinations, via secure, traceable delivery service (not applicable for Project Fundamentals Qualification online).
7. I agree to maintain confidentiality regarding the candidate details, the examination papers and the examinations and comply with the provisions of relevant data protection laws including (i) the General Data Protection Regulation (EU) 2016/679 (GDPR) and any national implementing law, regulations and secondary legislation, as amended or updated from time to time in the UK and (ii) any successor legislation to the GDPR or the Data Protection Act 2018.
8. I agree to co-operate with any APM visits to observe exam delivery (either spot checks or arranged), and to support any requests for data or information as part of the APM self-invigilation quality assurance process.

Accredited Provider(s)

 1.

 2.

3.

4.

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| Name: | APM Membership Number (if applicable): |
| Address: |
| Telephone: | Email: |
| Signed: |
| Date: |

1. *PRINCE2® is a registered trade mark of AXELOS Limited* [↑](#footnote-ref-1)