**APPENDIX A (i)**

**Evidence Matrix – APM Project Fundamentals Qualification**

|  |  |  |
| --- | --- | --- |
| **Syllabus learning outcomes and assessment criteria** | **Evidence** | **Assessor comment** |
| 1. **Understand project management and the operating environment** |  |  |
| * 1. define the term ‘project’ |  |  |
| * 1. state the differences between a project and business as usual |  |  |
| * 1. define the term ‘project management’ |  |  |
| * 1. state the key purpose of project management |  |  |
| * 1. define the terms ‘programme management’ and ‘portfolio management’ and their relationship with project management |  |  |
| * 1. describe why PESTLE analysis might be used by a project manager |  |  |
| 1. **Understand project life cycles** |  |  |
| * 1. state the phases of a typical linear project life cycle |  |  |
| * 1. state the phases of a typical iterative project life cycle |  |  |
| * 1. define the term ‘hybrid life cycle’ |  |  |
| * 1. define the term ‘extended project life cycle’ |  |  |
| **3.**  **Understand the roles and responsibilities within projects** |  |  |
| 3.1 outline project management roles and responsibilities (including the project sponsor, project manager, project governance, project team members, end users, product owner and the project management office) |  |  |
| 1. **Understand project management planning** |  |  |
| * 1. define the term ‘deployment baseline’ |  |  |
| * 1. state how deployment baselines differ between linear and iterative life cycles |  |  |
| * 1. outline the stakeholders of a project management plan |  |  |
| * 1. outline the purpose and typical content of a business case |  |  |
| * 1. explain the role of a project sponsor and project manager in relation to developing a business case |  |  |
| * 1. explain how a stakeholder analysis supports effective stakeholder engagement |  |  |
| * 1. define the term ‘benefits management’ |  |  |
| * 1. state typical estimating methods (including analytical, comparative, parametric) |  |  |
| * 1. outline the purpose of the estimating funnel |  |  |
| * 1. explain why establishing success criteria is important at the start, during, and at the handover of a project |  |  |
| * 1. outline the purpose and benefits of project progress reporting |  |  |
| 1. **Understand project scope management** |  |  |
| * 1. define the term ‘scope management’ |  |  |
| * 1. differentiate between scope management within linear projects and scope management within iterative projects |  |  |
| * 1. describe how product breakdown structures (PBS) and work breakdown structures (WBS) are used to illustrate the required scope of work |  |  |
| * 1. outline how a project manager would use cost breakdown structures (CBS), organisational breakdown structures (OBS) and the responsibility assignment matrix (RAM) |  |  |
| * 1. define the terms ‘configuration management’ and ‘change control’ in the context of scope management |  |  |
| * 1. explain the relationship between change control and configuration management |  |  |
| * 1. outline the stages in a typical change control process |  |  |
| * 1. outline the activities in a typical configuration management process (including planning, identification, control, status accounting and verification audit) |  |  |
| 1. **Understand resource, scheduling and optimisation in a project** |  |  |
| * 1. state the purpose of scheduling |  |  |
| * 1. state the purpose of critical path analysis |  |  |
| * 1. state the purpose of milestones |  |  |
| * 1. define the term ‘time boxing’ |  |  |
| * 1. outline options for resource optimisation (including resource levelling and resource smoothing) |  |  |
| * 1. define the term ‘procurement strategy’ |  |  |
| 1. **Understand project risk and issue management in the context of a project** |  |  |
| * 1. define the term ‘risk’ |  |  |
| * 1. explain the purpose of risk management |  |  |
| * 1. outline the stages of a typical risk management process (including identification, analysis, response and closure) |  |  |
| * 1. describe the use of risk registers |  |  |
| * 1. define the term ‘issue’ |  |  |
| * 1. outline the purpose of ‘issue management’ |  |  |
| * 1. differentiate between an issue and a risk |  |  |
| * 1. state the stages of an issue resolution process |  |  |
| 1. **Understand** **quality in the context of a project** |  |  |
| * 1. define the term ‘quality’ |  |  |
| * 1. outline the purpose of ‘quality management’ |  |  |
| * 1. define the term ‘quality planning’ |  |  |
| * 1. define the term ‘quality control’ |  |  |
| * 1. outline the purpose of ‘quality assurance’ |  |  |
| * 1. state the purpose of; decision gates, post project reviews, benefit reviews and project audits |  |  |
| 1. **Understand communication in the context of a project** |  |  |
| * 1. define the term ‘communication’ |  |  |
| * 1. outline the advantages of different communication methods (including face to face, physical and virtual) |  |  |
| * 1. outline the disadvantages of different communication methods (including face to face, physical and virtual) |  |  |
| * 1. outline the contents of a communication plan |  |  |
| * 1. explain the benefits, to a project manager, of a communication plan |  |  |
| 1. **Understand leadership and teamwork within a project** |  |  |
| * 1. define the term ‘leadership’ |  |  |
| * 1. explain how a project team leader can influence team performance |  |  |
| * 1. outline the challenges to a project manager when developing and leading a project team |  |  |
| * 1. outline how a project manager can use models to assist team development (including Belbin and Tuckman) |  |  |

**APPENDIX A (ii)**

**Evidence Matrix – APM Project Management Qualification (3 hour and 2 hour exams)**

**Those areas that appear in green will not be examined in the 2 hour exam (PRINCE2 2017)**

|  |  |  |
| --- | --- | --- |
| **Syllabus learning outcomes and**  **assessment criteria** | **Evidence** | **Assessor comment** |
| 1. **Understand how organisations and projects are structured** |  |  |
| * 1. differentiate between types of permanent and temporary organisation structures (including functional, matrix, and project) |  |  |
| * 1. explain the way in which an organisational breakdown structure is used to create a responsibility assignment matrix |  |  |
| * 1. explain the role and key responsibilities of the project manager |  |  |
| * 1. differentiate between the responsibilities of the project manager and the project sponsor throughout the project |  |  |
| * 1. describe other roles within project management (including users, project team members, the project steering group/board and the product owner) |  |  |
| * 1. describe the functions and benefits of different types of project office (including project/programme/portfolio management office (PMO), embedded PMO, central PMO and hub-and-spoke PMO) |  |  |
| * 1. explain why aspects of project management governance are required (such as the use of; policies, regulations, functions, processes, procedures and delegated responsibilities) |  |  |
| 1. **Understand project life cycles** |  |  |
| * 1. differentiate between linear, iterative and hybrid life cycles |  |  |
| * 1. explain why projects are structured as phases in a linear life cycle |  |  |
| * 1. explain the differences between a project life cycle and an extended life cycle |  |  |
| * 1. outline the role of knowledge and information management to inform decision making |  |  |
| * 1. explain the benefits of conducting reviews throughout the life cycle (including decision gates, benefits reviews and audits) |  |  |
| * 1. explain why projects may close early |  |  |
| 1. **Understand the situational context of projects** |  |  |
| * 1. differentiate between projects and business as usual (BAU) |  |  |
| * 1. differentiate between project management, portfolio management and programme management |  |  |
| * 1. outline the relationship between programmes, projects and strategic change |  |  |
| * 1. describe situations where the use of programme management may be appropriate |  |  |
| * 1. describe situations where the use of portfolio management may be appropriate |  |  |
| * 1. explain tools and techniques used to determine factors which influence and impact projects (including PESTLE, SWOT and VUCA) |  |  |
| * 1. explain the impact of the legal and regulatory environment on projects (such as the impact on working conditions, risk management, governance and sustainability) |  |  |
| 1. **Understand communication within project management** |  |  |
| * 1. explain the benefits, to a project, of a communication plan |  |  |
| * 1. explain the relationship between stakeholder analysis and an effective communication management plan |  |  |
| * 1. state factors which can positively or negatively affect communication |  |  |
| * 1. state sources of conflict within a project |  |  |
| * 1. explain ways in which conflict can be addressed (such as Thomas Kilmann Conflict Mode Instrument) |  |  |
| * 1. explain how to plan and conduct negotiations (including ZOPA, BATNA and ‘Win Win’) |  |  |
| 1. **Understand the principles of leadership and teamwork** |  |  |
| * 1. explain how leadership impacts on team performance and motivation (using models such as Maslow, Herzberg and McGregor) |  |  |
| * 1. explain why it may be necessary to change leadership styles to effectively support the management of a project |  |  |
| * 1. describe the characteristics and benefits of effective teams and teamwork |  |  |
| * 1. explain factors which impact on the leadership of virtual teams |  |  |
| * 1. explain factors which influence the creation, development and leadership of teams (using models such as Belbin, Margerison- McCann, Myers-Briggs, Hackman, Tuckman, Katzenbach and Smith) |  |  |
| 1. **Understand planning for success** |  |  |
| * 1. explain the importance of a business case throughout the project life cycle |  |  |
| * 1. explain what is meant by benefits management (including identification, definition, planning, tracking and realisation) |  |  |
| * 1. explain investment appraisal techniques used by a project manager (including Internal Rate of Return (IRR) and Net Present Value (NPV)) |  |  |
| * 1. explain an information management process (including collection, storage, curation, dissemination, archiving and the destruction of information) |  |  |
| * 1. explain factors which would typically be reported on to help ensure successful project outcomes |  |  |
| * 1. explain the relationship between the deployment baseline and the development of a project management plan in linear and iterative life cycles |  |  |
| * 1. explain the importance of producing a project management plan |  |  |
| * 1. describe the typical contents of a project management plan |  |  |
| * 1. explain approaches to producing estimates (including parametric, analogous, analytical and Delphi) |  |  |
| * 1. explain the reasons for and benefits of re-estimating throughout the project life cycle |  |  |
| * 1. explain the relationship between stakeholder analysis, influence and engagement |  |  |
| * 1. explain the importance of managing stakeholder expectations to the success of the project |  |  |
| * 1. explain why a project manager would use earned value management |  |  |
| * 1. interpret earned value data (including variances and performance indexes) |  |  |
| * 1. explain the benefits of using the interpretation of earned value data |  |  |
| * 1. explain the role of contingency planning in projects |  |  |
| 1. **Understand project scope management** |  |  |
| * 1. define scope in terms of outputs, outcomes and benefits (including use of product, cost and work breakdown structures) |  |  |
| * 1. explain how to establish scope through requirements management processes (such as gather, analysis, justifying requirements, and baseline needs) |  |  |
| * 1. explain how to manage scope through configuration management processes (such as planning, identification, control, status accounting, and verification audit) |  |  |
| * 1. explain different stages of a typical change control process (such as request, initial evaluation, detailed evaluation, recommendation, update plans, and implement) |  |  |
| 1. **Understand schedule and resource optimisation** |  |  |
| * 1. describe ways to create and maintain a schedule (including critical path, and Gantt charts) |  |  |
| * 1. differentiate between critical path and critical chain as scheduling techniques |  |  |
| * 1. describe how resources are categorised and allocated to a linear life cycle schedule |  |  |
| * 1. describe how resources are categorised and allocated to an iterative life cycle schedule |  |  |
| * 1. differentiate between resource smoothing and resource levelling |  |  |
| * 1. differentiate between cost planning for iterative life cycles and cost planning for linear life cycles |  |  |
| 1. **Understand project procurement** |  |  |
| * 1. explain the purpose, typical content and importance of a procurement strategy |  |  |
| * 1. differentiate between different methods of supplier reimbursement (including fixed price, cost plus fee, per unit quantity, and target cost) |  |  |
| * 1. differentiate between different contractual relationships |  |  |
| * 1. explain a supplier selection process |  |  |
| 1. **Understand risk and issue management in the context of project management** |  |  |
| * 1. explain each stage in a risk management process (such as identification, analysis, response, and closure) |  |  |
| * 1. explain proactive and reactive responses to risk (such as avoid, reduce, transfer or accept and exploit, enhance, share and reject) |  |  |
| * 1. explain the benefits of risk management |  |  |
| * 1. explain the key aspects of issue management |  |  |
| 1. **Understand quality in the context of a project** |  |  |
| * 1. explain what is meant by quality planning |  |  |
| * 1. differentiate between quality control and quality assurance |  |  |

**APPENDIX A (iii)**

**Evidence Matrix – Project Risk Management Certificate Level 1**

|  |  |  |
| --- | --- | --- |
| ***Project Risk***  ***Analysis and Management (PRAM) Guide 2nd edition*****section reference** | **Evidence** | **Assessor comment** |
| 1. **General** |  |  |
| a) Define project risk management |  |  |
| b) Define project risk |  |  |
| c) Define risk event |  |  |
| **2. Benefits** |  |  |
| a) List benefits of risk management |  |  |
| b) List possible threats to effective  risk management |  |  |
| **3. Principles** |  |  |
| a) Define threat and opportunity |  |  |
| **4. Process** |  |  |
| a) Define the PRAM process |  |  |
| 4.1 Initiate  a) Define project objectives |  |  |
| b) Define scope |  |  |
| c) Define success criteria |  |  |
| d) Define stakeholder and  stakeholder analysis |  |  |
| 4.2 Identify |  |  |
| * 1. Assess |  |  |
| 4.4 Plan responses |  |  |
| **5. Organisation and control** |  |  |
| a) Define the risk management  plan |  |  |
| b) Define roles and responsibilities of those involved in the risk management process |  |  |
| c) Define the contents of a risk register |  |  |
| d) Define the contents of a risk report |  |  |
| e) Define risk reviews |  |  |
| f) Define project contingency /  management reserve |  |  |
| **6. Behaviour** |  |  |
| a) Define risk attitude |  |  |
| b) Define risk-averse |  |  |
| c) Define risk-tolerant |  |  |
| d) Define risk-neutral |  |  |
| e) Define risk-seeking |  |  |
| f) Define the triple strand |  |  |
| g) Define situational factors |  |  |
| h) Define the availability heuristic |  |  |
| i) Define the representativeness  heuristic |  |  |
| j) Define the anchoring and adjustment heuristic |  |  |
| k) Define the confirmation trap |  |  |
| l) Define the affect heuristic |  |  |
| m) Define emotion |  |  |
| n) Define groupthink |  |  |
| o) Define the “Moses factor” |  |  |
| p) Define risky and cautious shift |  |  |
| q) Define cultural conformity |  |  |
| r) Define power distance |  |  |
| s) Define uncertainty avoidance |  |  |
| **7. Application** |  |  |
| a) List the main steps of  introduction of risk  management to an organisation |  |  |
| * 1. Risk identification techniques   a) Define risk identification techniques |  |  |
| 8.2 Qualitative risk assessment  a) Define:  i. Probability / impact assessment  ii. Structured risk descriptions, i.e. cause – risk - effect  iii. Risk breakdown structures |  |  |
| * 1. Quantitative risk assessment   a) Define quantitative risk assessment techniques |  |  |
| 8.4 Risk response  a) Define risk response techniques |  |  |

**APPENDIX A (iv)**

**Evidence Matrix – Project Risk Management Certificate Level 2**

|  |  |  |
| --- | --- | --- |
| ***Project Risk***  ***Analysis and Management (PRAM) Guide 2nd edition*****section reference** | **Evidence** | **Assessor comment** |
| 1. **Introduction** |  |  |
| Not included. Covered in level 1. |  |  |
| 1. **Benefits** |  |  |
| a) Explain benefits of risk management and how they apply at different levels within an organisation |  |  |
| b) Explain possible threats to effective risk management |  |  |
| **3. Principles** |  |  |
| a) Explain the concept of risk as threat and opportunity |  |  |
| b) Explain the differences between risk events and project risk |  |  |
| **4. Process** |  |  |
| a) Demonstrate understanding of the PRAM process and apply it to a case study |  |  |
| b) Demonstrate application of scaling project risk management to a case study |  |  |
| 4.1 Initiate  a) Identify project objectives, scope and success criteria |  |  |
| b) Carry out stakeholder analysis |  |  |
| 4.2 Identify  a) Identify risks from a case study, in the form cause - risk event - effect |  |  |
| 4.3 Assess  a) Explain the difference between qualitative and quantitative risk assessment and when they should be applied |  |  |
| b) Assess risks qualitatively |  |  |
| c) Assess risks quantitatively |  |  |
| d) Explain the need to prioritise project risks |  |  |
| * 1. Plan responses   a) Suggest assignment of risk owners based on a case study |  |  |
| b) Plan response strategies for differing threats and opportunities identified from a case study |  |  |
| c) Calculate cost/benefit analysis of risk responses |  |  |
| **5. Organisation and control** |  |  |
| a) Produce a risk management plan |  |  |
| b) Explain, and distinguish between, the differing roles in project risk management |  |  |
| c) Create a risk register |  |  |
| d) Explain the importance of continued risk ownership and regular risk reviews |  |  |
| e) Explain methods for determining levels of contingency on projects |  |  |
| f) Explain the importance of post-project reviews, lessons learnt, and how to obtain information for future risk management |  |  |
| **6. Behaviour** |  |  |
| a) Explain how human factors (individual and group risk attitudes) could generically have an effect on the stages of the PRAM process and the effectiveness of risk management |  |  |
| b) Explain how situational assessments, heuristics, feelings/emotions and/or group biases can have an effect on the risk management process and how they can be overcome. Apply to a case study |  |  |
| **7. Application of PRAM** |  |  |
| a) Describe ways to introduce risk management to a project, including getting buy-in from senior management |  |  |
| * 1. Risk identification techniques   a) Explain the different identification techniques, their advantages and disadvantages |  |  |
| b) Use the appropriate risk identification technique for the situation. |  |  |
| * 1. Qualitative risk assessment   a) Define project specific probability and impact scales |  |  |
| b) Use a 5x5 probability/impact grid to prioritise risks |  |  |
| * 1. Quantitative risk assessment   a) Explain Probability distribution functions and demonstrate their use |  |  |
| b) Explain the uses and benefits of risk assessment techniques |  |  |
| c) Explain the theory behind Monte Carlo Analysis and its application on projects |  |  |
| d) Interpret data from a Monte Carlo analysis |  |  |
| e) Calculate mean, median, mode, variance |  |  |
| f) Explain criticality and cruciality |  |  |
| g) Explain net present value (NPV) and internal rate of return (IRR) in risk assessment |  |  |
| h) Use a decision tree to decide the best option |  |  |
| i) Use sensitivity analysis to determine key risk drivers |  |  |
| j) Calculate expected value of threats |  |  |
| * 1. Risk response   a) Suggest the most appropriate responses for a variety of threats and opportunities |  |  |

**APPENDIX A (v)**

**Evidence Matrix – APM Project Professional Qualification – Professionalism & Managing Others (core module)**

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| --- | --- | --- |
| **Syllabus learning outcomes and**  **assessment criteria** | **Evidence** | **Assessor comment** |
| 1. **Promote the wider public good in all actions, and act in an ethically and legally appropriate manner in dealings with stakeholders and members of project teams and the organisation** |  |  |
| * 1. Identify legal, regulatory, ethical and social requirements, and assess the consequences of non-compliance |  |  |
| * 1. Identify sources of advice and direction regarding compliance with legal, regulatory, ethical and social requirements |  |  |
| * 1. Discriminate between behaviours that would be characterised as being ethically and legally acceptable and those that would not, taking account of different contexts over time |  |  |
| * 1. Recognise ways in which the values, culture, behavioural norms, and transparency expectations of others may vary, and devise strategies to cater for these differences |  |  |
| * 1. Identify ethical concerns relating to a change initiative or the wider working environment, and devise strategies to address such concerns |  |  |
| * 1. Recognise the limits of own competence, identify opportunities to develop that competence, and/or draw on relevant sources of expertise as appropriate |  |  |
| 1. **Develop and manage teams** |  |  |
| 1. Determine ways of working consistent with the team’s stage of development |  |  |
| 1. Align team and individual objectives with regard to the needs of the change initiative |  |  |
| 1. Apply the techniques and standards to maintain regular communication with the team and wider networks, delegating tasks, asking for support, and offering assistance as appropriate |  |  |
| 1. Apply the techniques and standards to encourage a culture of openness and honesty within the team |  |  |
| 1. Identify and negotiate opportunities for team development, including coaching and/or mentoring |  |  |
| 1. Monitor the performance of individual team members and the team as a whole, address any issues or concerns, provide regular, constructive feedback, and acknowledge the contributions of individuals |  |  |
| 1. **Identify, address and resolve differences between individuals and/or interest groups** |  |  |
| * 1. Discriminate between healthy and negative conflicts and their effects on individuals, teams and the delivery of the change initiative |  |  |
| * 1. Devise pre-emptive strategies to minimise or prevent negative conflicts |  |  |
| * 1. Recognise indicators of negative conflicts, and apply the techniques and standards used for conflict resolution |  |  |
| * 1. Determine requirements for help from colleagues or specialists when the conflict cannot be resolved within the team and/or requires additional expertise |  |  |
| * 1. Monitor the success of measures used for conflict management and recognise indicators of additional need |  |  |
| 1. **Empower and inspire others to deliver successful change initiatives** |  |  |
| * 1. Explain why a leader needs to accept being held personally accountable |  |  |
| * 1. Communicate the vision, values and objectives of a change initiative in formats suitable for different stakeholders and team members |  |  |
| * 1. Identify the features of working environments that will encourage high performance and empower team members to reach their full potential, and devise strategies to sustain such environments |  |  |
| * 1. Determine appropriate leadership styles to gain and maintain the trust, confidence, commitment and collaboration of others throughout a change initiative and to ensure continued momentum |  |  |
| * 1. Apply the techniques and standards used to encourage and facilitate open discussion in order that any difficulties or challenges are identified and addressed in a timely manner |  |  |

**APPENDIX A (vi)**

**Evidence Matrix – APM Project Professional Qualification – Planning and Control (core module)**

|  |  |  |
| --- | --- | --- |
| **Syllabus learning outcomes and**  **assessment criteria** | **Evidence** | **Assessor comment** |
| 1. **Identify and monitor risks (threats and opportunities), plan and implement responses to them, and respond to other issues that affect change initiatives** |  |  |
| * 1. Explain the hierarchies of risk (e.g. to a project, programme, portfolio, and organisation) |  |  |
| * 1. Identify risks, issues and problems on an initial and ongoing basis using appropriate techniques |  |  |
| * 1. Analyse the probabilities and impacts of the risks and opportunities using qualitative and quantitative methods, and develop suitable response plans |  |  |
| * 1. Evaluate the implications of the combination of different risks |  |  |
| * 1. Document the risks and responses within a risk management plan |  |  |
| * 1. Analyse, plan and record issues, how they were resolved, and their implications to inform future planning |  |  |
| 1. **Prepare and maintain schedules for activities and events for change initiatives, taking account of dependencies and resource requirements** |  |  |
| * 1. Define, to appropriate levels of detail, the scope of activities, events and deliverables to be completed |  |  |
| * 1. Analyse dependencies between activities and events and their implications for the organisation |  |  |
| * 1. Estimate durations, using appropriate techniques based on information available, for the activities and identify critical dates relevant to events |  |  |
| * 1. Create a schedule of major phases or tranches, using appropriate techniques, including milestones and review points sufficient to inform the direction of work and monitoring of progress |  |  |
| * 1. Determine and apply techniques for the choice, capture and analysis of relevant data which is sufficient to monitor progress and control the direction of work |  |  |
| * 1. Evaluate progress against the baseline schedule, and prepare appropriate reports for stakeholders |  |  |
| 1. **Develop, implement and update resource allocation plans (other than finance) for change initiatives, taking account of availabilities and scheduling** |  |  |
| 1. Explain the nature and deployment of tangible and non-tangible resources, including the capabilities and responsibilities of personnel |  |  |
| 1. Determine, using appropriate techniques, what resources will be needed to carry out activities and to deliver events required |  |  |
| 1. Analyse the availability of internal and external resources and dependencies between those availabilities |  |  |
| 1. Create a schedule for resource use, reconciling resource limits and time constraints by applying appropriate techniques including resource smoothing and/or levelling |  |  |
| 1. Determine techniques for the choice, capture and analysis of relevant data which is sufficient to monitor progress and allocation of resources |  |  |
| 1. Evaluate progress against the schedule, and refine the resource allocation to take account of variances as appropriate |  |  |
| 1. **Develop and agree budgets for change initiatives, and control forecast and actual costs against budgets** |  |  |
| 1. Estimate, using appropriate techniques, the costs of activities, events, deliverables and overheads |  |  |
| 1. Develop a budget and cash flow forecast, using appropriate techniques, in accordance with a business case, and arrange funding |  |  |
| 1. Monitor and manage costs against budgets and prepare appropriate reports for stakeholders |  |  |
| 1. Refine budget allocations and cost management, where relevant |  |  |
| 1. Apply metrics to analyse cost trends and to update estimates of final costs |  |  |
| 1. **Consolidate and document the fundamental components for change initiatives: scope; schedule; resource requirements; budgets; risks, opportunities and issues; and quality requirements** |  |  |
| 1. Explain the purpose of a consolidated plan and its relationships to other plans including stakeholder management and communications, risk management, and quality management |  |  |
| 1. Evaluate how well a consolidated plan balances different components including scope, schedule, resource requirements, budgets, risks and issues, and how well it matches the requirements of the change initiative |  |  |
| 1. Determine how to amend a consolidated plan to take account of lack of balance or of developments within or external to the change initiative |  |  |

**APPENDIX A (vii)**

**Evidence Matrix – APM Project Professional Qualification – Governance (core module)**

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| **Syllabus learning outcomes and**  **assessment criteria** | **Evidence** | **Assessor comment** |
| 1. **Establish and maintain structures that define clear roles, responsibilities and accountabilities for the governance and delivery of change initiatives, and that align with organisational practice** |  |  |
| 1. Analyse the roles, responsibilities, interfaces, reporting lines and levels of authority within the governance structures for a change initiative |  |  |
| 1. Evaluate the implications of decision making and reporting hierarchies used to direct a change initiative, and how these hierarchies relate to stakeholder organisations’ overarching governance structures |  |  |
| 1. Evaluate the implications of the organisational structures used to manage a change initiative, taking into account the initiative’s context and complexity |  |  |
| 1. Apply the techniques and standards used to ensure that responsibilities and accountabilities associated with different roles within governance structures are understood and accepted by the relevant individuals |  |  |
| 1. Monitor the effectiveness of governance structures and recommend their amendment where appropriate |  |  |
| 1. **Manage stakeholders, taking account of their differing levels of influence and of their particular interests** |  |  |
| 1. Identify all stakeholders, analyse their interests and requirements, and evaluate their levels of influence |  |  |
| 1. Devise stakeholder engagement, management and communications plans that will address stakeholders’ needs and the objectives of the change initiative |  |  |
| 1. Apply the techniques and standards required to provide stakeholders with clear, timely and relevant information in accordance with the communications plan |  |  |
| 1. Apply the techniques and standards required to seek and assess information and feedback from stakeholders that may impact on the change initiative |  |  |
| 1. Monitor the effectiveness of the communications, and amend the plans as necessary |  |  |
| 1. **Establish and manage reviews, during and after change initiatives, which will inform governance of the change initiatives, by providing evaluations of progress, methodologies and continuing relevance** |  |  |
| 1. Plan and schedule reviews at key milestones during and after change initiatives to evaluate:    * Alignment with the business case    * Management processes    * Overall progress towards outputs in terms of time, cost and quality    * Stakeholder relationships and perceptions    * Final outcomes and lessons    * Benefits plans and realisation |  |  |
| 1. Evaluate the relevance, accuracy and reliability of the information provided for the reviews |  |  |
| 1. Analyse the information to assess deviations from the original plans, identify reasons for the deviations, and recommend remedial actions as appropriate |  |  |
| 1. Communicate the analysis and recommendations in formats suitable for different stakeholders, including the sponsor |  |  |
| 1. Identify lessons learned to inform the design and/or delivery of future change initiatives |  |  |
| 1. **Establish protocols to alter change initiatives, implementing the protocols when necessary, and updating configuration documentation** |  |  |
| 1. Specify a change control process of appropriate rigour for a change initiative |  |  |
| 1. Determine the impact of proposed changes, identifying the need for further information or clarification where necessary |  |  |
| 1. Develop recommendations based on the impact assessments about whether to approve, reject, defer or escalate the proposed changes, or to request further information |  |  |
| 1. Update relevant plans, schedules, budgets and communications to reflect approved changes, in accordance with the change control process |  |  |
| 1. Analyse patterns of change to identify trends and to inform the design and/or delivery of future change initiatives |  |  |
| 1. **Prepare, gain approval of, refine and update business cases that justify the initiation and/or continuation of change initiatives** |  |  |
| 1. Identify and analyse the factors that affect the business case for a change initiative, including as appropriate:    * Strategic alignment    * Options appraisal    * Benefits and disbenefits    * Commercial aspects (including investment appraisal)    * Risk    * Timescales    * Success criteria |  |  |
| 1. Evaluate the relevant factors for adoption (or rejection) of the change initiative |  |  |
| 1. Communicate the justification for the business case in formats suitable for different stakeholders, including the sponsor |  |  |
| 1. Monitor internal and external factors during implementation of the change initiative, assess their impact on the business case, and evaluate the business case’s continuing relevance |  |  |

**APPENDIX A (viii)**

**Evidence Matrix – APM Project Professional Qualification – Project Management (elective module)**

|  |  |  |
| --- | --- | --- |
| **Syllabus learning outcomes and**  **assessment criteria** | **Evidence** | **Assessor comment** |
| 1. **Prepare and maintain definitions of the requirements of a project** |  |  |
| 1. Compare the advantages of one-off and iterative approaches to defining requirements |  |  |
| 1. Identify the different stakeholders for the project, and determine appropriate consultation and analysis methods to investigate their wants and needs |  |  |
| 1. Prioritise the stakeholders’ wants and needs by using appropriate techniques and standards |  |  |
| 1. Assess the practicalities of addressing the stakeholders’ wants and needs, by taking account of dependencies and constraints, and of other factors such as legal, financial, resource, safety and HR considerations |  |  |
| 1. Specify requirements for the project balancing the priorities and practicalities, making clear the relationships between outputs, acceptance criteria, benefits and success criteria |  |  |
| 1. **Determine the most appropriate solution to satisfy requirements within the context of a project’s objectives and constraints** |  |  |
| 1. Evaluate different options to satisfy the requirements defined for the project |  |  |
| 1. Recommend and justify a solution, including the use of modelling, prototyping and/or testing if appropriate |  |  |
| 1. **Secure the provision of resources needed for a project from internal and/or external providers** |  |  |
| 1. Assess the type, quality and quantity of resources required |  |  |
| 1. Create specifications for procurement of the resources, drawing on specialist input where necessary |  |  |
| 1. Evaluate the technical and commercial options for fulfilling the requirements (including the use of internal and external suppliers), taking account of the implications of different procurement options |  |  |
| 1. Create strategies to liaise with internal suppliers and to resolve any difficulties with their availability or contribution |  |  |
| 1. Apply a tender process to select external suppliers best placed to meet the requirements of the project and the organisational context |  |  |
| * 1. Create strategies for negotiations with preferred external suppliers to reach agreements that will be acceptable to both parties |  |  |
| * 1. Review contracts and statements of work, including performance criteria, to confirm that they satisfy the requirements of the project and the organisational context |  |  |
| 1. **Agree contracts and statements of work for the provision of goods and/or services, monitor compliance, and manage variances** |  |  |
| 1. Identify the forms and components of a contract, and assess the implications for the contracting parties |  |  |
| 1. Assess the performance of suppliers in terms of the quality, timeliness and reliability of goods and/or services against their obligations |  |  |
| * 1. Assess the performance of the organisation in terms of meeting its own obligations to the suppliers |  |  |
| * 1. Develop strategies to resolve any problems in accordance with the terms of the agreement, including negotiating and managing variances |  |  |
| * 1. Apply techniques and standards that will help maintain productive relationships with the suppliers throughout the agreement |  |  |
| * 1. Assess progress including delivery of goods and services, completion of financial arrangements, accounting for variances and making follow-on arrangements to determine when the agreement can be closed |  |  |
| 1. **Develop, maintain and apply quality management processes for project activities and outputs** |  |  |
| 1. Evaluate the advantages and limitations of different quality metrics for activities and outputs, including the use of external standards |  |  |
| 1. Select quality metrics for the activities and outputs of the project by reference to the business case and stakeholder interests |  |  |
| 1. Create and document a quality management plan (including a quality log) for the project in accordance with the processes, culture and values of the organisation |  |  |
| 1. Assess whether the activities and outputs of the project meet quality requirements by reference to quality control and quality assurance data, and develop strategies to remedy failings |  |  |
| 1. Analyse lessons learned during the project to contribute to continual improvement |  |  |

**APPENDIX A (ix)**

**Evidence Matrix – APM Project Professional Qualification – Programme Management (elective module)**

|  |  |  |
| --- | --- | --- |
| **Syllabus learning outcomes and**  **assessment criteria** | **Evidence** | **Assessor comment** |
| 1. **Identify, define, evaluate, plan, track and realise the business benefits of change initiatives** |  |  |
| 1. Identify the intended benefits of a change initiative, and assess whether they are tangible or intangible, financial or non-financial, or whether they relate to economy, effectiveness or efficiency |  |  |
| 1. Assess the contribution to strategic objectives from the trade-off between intended benefits and associated disbenefits, and define both in terms meaningful to stakeholders that will provide for consistent measurement |  |  |
| 1. Clarify dependencies between the intended benefits and the outputs, outcomes and business changes associated with the change initiative |  |  |
| 1. Specify the priorities, timescales and responsibilities for realisation of the intended benefits |  |  |
| 1. Set out how benefits realisation will be funded, monitored, tracked and assessed, using leading and lagging indicators as required, and including appropriate milestones and reporting schedules |  |  |
| 1. Recommend amendments to a programme and/or benefits realisation, taking account of new risks, issues, changes to internal and/or external business environments, so as to optimise the intended benefits |  |  |
| 1. **Plan the integration of the outputs of a project or outcomes of a programme into business-as-usual, addressing the readiness of users, compatibility of work systems and the realisation of benefits** |  |  |
| 1. Determine staffing requirements to support the transition process, at all relevant levels |  |  |
| * 1. Determine logistical requirements to support the transition process, including the acquisition and/or development of additional systems and/or resources |  |  |
| * 1. Determine the knowledge transfer requirements for the transition process, including the full range of participants and stakeholders |  |  |
| * 1. Devise strategies and a schedule for the transition process, taking into account priorities and the potential for disruption, and identify when ownership for project outputs or programme outcomes realisation are transferred to business-as-usual |  |  |
| * 1. Create a benefit review process to monitor benefits realisation and sustainability |  |  |
| 1. **Plan and control the finances of related projects and business as usual activities in a programme, as a means of driving performance and as part of the organisation’s overall financial management** |  |  |
| 1. Ensure the financial metrics used for related projects are comparable |  |  |
| 1. Create a financial plan showing profiled capital and revenue expenditure for the related projects, for periods aligned to the organisation’s overall financial management cycle |  |  |
| 1. Define financial reporting requirements and schedules for milestones and reviews for the related projects |  |  |
| 1. Define arrangements and control limits for reporting budget variances and for release of additional funding linked to stage or phase gates |  |  |
| 1. Create overall financial progress reports using financial information from the related projects |  |  |
| 1. Refine the financial plan as appropriate, on the basis of progress, taking account of external factors |  |  |
| 1. **Prepare and maintain an overall schedule for resource use across projects in a programme, which avoids bottlenecks and conflicting demands, and which sequences outcomes in order to enable the efficient realisation of benefits** |  |  |
| 1. Devise strategies to phase the related projects to make full use of the total resource capacity, balancing:  * demands, * dependencies, * opportunities for shared infrastructures and/or procurement, * the need to allow for contingency, * realisation of benefits. |  |  |
| * 1. Create a schedule of major tranches, milestones and review points for all of the related projects, sufficient to inform the direction of work and the monitoring of progress |  |  |
| * 1. Refine the overall schedule as appropriate, on the basis of progress in each of the related projects, and take account of external factors |  |  |
| * 1. Communicate overall progress, in formats suitable for different stakeholders, based on milestone reports from the related projects |  |  |
| 1. **Evaluate frameworks and methodologies used to ensure that the management of programmes will be comprehensive and will be consistent across different projects** |  |  |
| 1. Evaluate the characteristics and limitations of different frameworks and/or methodologies |  |  |
| 1. Explain the benefits and costs of applying the same frameworks and methodologies to different aspects of the programme |  |  |
| 1. **Ensure that information from related projects is valid through independent assurance, and that the programme is likely to achieve its aims** |  |  |
| 1. Explain the importance of ensuring the independence, rigour and timeliness of the assurance activities |  |  |
| 1. Assess the scope of independent assurance activities, ensuring that the total assurance burden does not become onerous |  |  |
| 1. Assess the risks associated with the programme and prioritise independent assurance activities accordingly |  |  |
| 1. Develop recommendations, based on the outcomes of independent assurance activities, aimed at addressing any failings in the management of the programme and instil confidence in stakeholders |  |  |
| 1. Communicate the outcomes of independent assurance activities to all relevant stakeholders, and respond promptly to any queries or concerns |  |  |
| 1. Determine advice, guidance and support needed in the implementation of recommendations |  |  |

**APPENDIX A (x)**

**Evidence Matrix – APM Project Professional Qualification – Portfolio Management (elective module)**

|  |  |  |
| --- | --- | --- |
| **Syllabus learning outcomes and**  **assessment criteria** | **Evidence** | **Assessor comment** |
| 1. **Recommend how financial and other resources should be allocated amongst projects, programmes and business as usual activities in a portfolio** |  |  |
| 1. Determine how change initiatives (current and/or proposed) address an organisation’s strategic objectives by:    * categorising the change initiatives to aid in their comparison and evaluation,    * mapping intended outputs, outcomes and benefits of the change initiatives to the strategic objectives,    * identifying the change initiatives’ governance arrangements and states of progress. |  |  |
| 1. Identify gaps where changes required by the strategic objectives are not yet addressed within the portfolio, and outline proposals to address these gaps |  |  |
| 1. Determine and calculate appropriate measures to compare the likely value of the different change initiatives (current and proposed), including as appropriate:    * financial metrics,    * other return metrics,    * risk (threats and opportunities) analyses. |  |  |
| 1. Select, by reference to these measures, projects and programmes to balance the portfolio better towards the strategic objectives, taking account of the availability of finance and other resources, and risk |  |  |
| 1. Communicate recommendations for the initiation, continuation, adaptation, deferral and/or closure of projects, programmes and business as usual activities to implement this balanced portfolio, in formats suitable for different stakeholders, including sponsors |  |  |
| 1. **Ensure that information from related projects, programmes and business as usual activities in a portfolio is valid through independent assurance, and that the portfolio is likely to achieve its aims** |  |  |
| 1. Explain the importance of ensuring the independence, rigour and timeliness of the assurance activities |  |  |
| 1. Assess the scope of independent assurance activities, ensuring that the total assurance burden does not become onerous |  |  |
| 1. Assess the risks associated with the portfolio and prioritise independent assurance activities accordingly |  |  |
| 1. Develop recommendations, based on the outcomes of independent assurance activities, aimed at addressing any failings in the management of the portfolio and instil confidence in stakeholders |  |  |
| 1. Communicate the outcomes of independent assurance activities to all relevant stakeholders, and respond promptly to any queries or concerns |  |  |
| 1. Determine advice, guidance and support needed in the implementation of recommendations |  |  |
| 1. **Plan and control the finances of related projects and business as usual activities in a programme, as a means of driving performance and as part of the organisation’s overall financial management** |  |  |
| 1. Ensure the financial metrics used for the portfolio are comparable |  |  |
| 1. Create a financial plan showing profiled capital and revenue expenditure for the related projects, for periods aligned to the organisation’s overall financial management cycle |  |  |
| 1. Define financial reporting requirements and schedules for milestones and reviews for the related projects |  |  |
| 1. Define arrangements and control limits for reporting budget variances and for release of additional funding linked to stage or phase gates |  |  |
| 1. Create overall financial progress reports using financial information from the related projects |  |  |
| 1. Refine the financial plan as appropriate, on the basis of progress, taking account of external factors |  |  |
| 1. **Prepare and maintain an overall schedule for resource use across projects in a programme, which avoids bottlenecks and conflicting demands, and which sequences outcomes in order to enable the efficient realisation of benefits** |  |  |
| 1. Devise strategies to phase the related projects to make full use of the total resource capacity, balancing:   - demands,  - dependencies,  - opportunities for shared infrastructures and/or procurement,  - the need to allow for contingency,  - realisation of benefits. |  |  |
| 1. Create a schedule of major tranches, milestones and review points for all of the related projects, sufficient to inform the direction of work and the monitoring of progress |  |  |
| 1. Refine the overall schedule as appropriate, on the basis of progress in each of the related projects, and take account of external factors |  |  |
| 1. Communicate overall progress, in formats suitable for different stakeholders, based on milestone reports from the related projects |  |  |
| 1. **Evaluate frameworks and methodologies used to ensure that the management of programmes will be comprehensive and will be consistent across different project** |  |  |
| 1. Determine the characteristics and limitations of different frameworks and/or methodologies |  |  |
| 1. Explain the benefits and costs of applying the same frameworks and methodologies to different aspects of the programme |  |  |