

APM Accredited Provider

Service Level Requirements for Examinations

Because when projects
succeed, society benefits

Section 1: General Information

All relevant APM booking documentation can be found on APM's [MS Team's area for Accredited Providers](#).

Fees

Information about fees can be found on APM's [MS Team's area for Accredited Providers](#). All qualification fees are subject to VAT.

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.

Registering candidates

The following information needs to be provided to APM to book a candidate onto an examination:

- If applicable, the membership/candidate number*
- First name
- Last name
- Email address

**if a candidate is a member of APM or has previously sat an examination with APM. This number is needed to apply the correct fees when invoicing for the examination. If this number is not provided at the booking stage the candidate will be charged the non-member fee.*

Self-invigilation for classroom-based online

An accredited provider that has been approved by APM to self-invigilate will:

- Abide by the instructions and requirements in **Essential information for invigilators- Online examinations**, 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.
- Ensure all invigilators have completed the online APM Invigilation training module on an annual basis.
- 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

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.

Reasonable Adjustments

APM is committed to providing an inclusive learning environment for people that require reasonable adjustments.

Anyone who requires a reasonable adjustment needs to provide the appropriate evidence by midday 12 working days prior to your examination. These documents need to be sent to adjustments@apm.org.uk

Please see the [Reasonable Adjustment and Access Arrangements Policy](#).

APM examination rules and regulations

Accredited Providers need to ensure that they, and their candidates, are aware of and abide by the [Examination rules and regulations](#).

Candidate malpractice

A breach to the Examination Rules and Regulations may result in the candidate being referred to the Malpractice Panel for investigation. The Malpractice Panel have the authority to disqualify the candidate from the examination and prevent a candidate from sitting an APM qualification for a defined and reasonable period of time. Please see the [candidate malpractice policy](#).

Section 2: Remote Invigilated Examinations

Booking a remote invigilated examination

Candidates will take their examination using our qualification platform and a remote invigilation supplier:

- Accredited providers must ensure that candidates have read the [examination rules and regulations](#), prior to booking the examination.
- Accredited providers need to ensure the candidates equipment and internet meet the minimum requirements to take the examination.
- APM requires at least **eight** working days' prior notification of an examination. This is to ensure that candidates have time to complete the required system test.
- Accredited providers need to ensure that the candidate email address, provided when booking the examination, can be accessed on the computer that they will be using to take the examination. This email address will be used to access the system test and launch examination email links.
- System tests **must** be completed on the same devices that candidates will be using for the examination.
- It is the responsibility of the candidate to ensure their equipment meets the minimum recommended requirements before booking an examination.
- Candidates need to ensure the room they are using to take the examinations, is set up as per the guidance, and is free from distractions and noise.

Section 3: Online Classroom Examinations

Booking an online classroom examination

- Accredited Providers need to be approved for self-invigilation to run classroom-based examinations and any invigilator needs to have successfully passed the APM Invigilator training module prior to the examination date.
- Exact details of date and time of the examination are required.

Set-up prior to the examination (Online/virtual classroom – Secure)

- Accredited Providers must ensure that they or their candidates have downloaded [SecureClient](#) onto the equipment that is being used to take the examination. Full system requirements can be located [here](#).
- Ensure that the venue has a connection of 2 Mbps or greater for every 30 candidate tests being sat at the same time (online classroom)
- The ability to record the virtual classroom session.

Set-up prior to the examination (Online/virtual classroom – HTML)

- Accredited Providers must ensure the equipment being used meets the system requirements for [web delivery](#)
- The ability to record the virtual classroom session.

Online classroom examination room set-up

The examination room must:

- Have adequate Wi-Fi connection. If the connection is poor SecureClient should be used, and the examinations downloaded prior to the examination time.
- Be sited in a quiet area and free from distractions.
- Have disabled access.
- 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)
- Candidates with awarded reasonable adjustments (extra time, rest breaks, etc) should be seated in a separate room with a second invigilator present.

Virtual classroom examination set-up

The self-invigilator needs to ensure the following:

- The candidate is sitting in a quiet area free from distractions and they have no unauthorised materials on their desk or open on their screen.
- That any applications or additional webpages are closed on the candidate's equipment.
- That they can clearly see the candidate's screen and desk area.
- The video conference session is recorded and available for APM to review on request.

If there are more than the maximum number of candidates permitted for the exam type a second self-invigilator is required along with a second session of the video conference. Two invigilator reports will need to be completed.

Section 4: Test Centre Network Examination

Booking a Test Centre Examination

- Accredited Providers are required to contact Surpass directly to book the examination. (ondemand@surpass.com). The following information needs to be provided. To guarantee availability it is advisable to book 8 weeks in advance:
 - Location
 - Type of exam (length of time)
 - Date
 - Time
 - Number of candidates
- Accredited Providers must ensure that if a candidate has Reasonable Adjustments that APM has confirmed the award, before you book the candidate at the venue. This is to ensure Surpass can let the venue know in advance of the additional invigilation time required. **Please note** that there may be additional fees for a separate room/extra time. Surpass will confirm this to you before confirming the booking.

Confirmation of a Test Centre Examination

- Surpass will source the venue. Once the venue has been sourced Surpass will contact the Accredited Provider with full details of the test centre, ID requirements and whether the candidate(s) can bring additional materials (as per the candidate handbooks on our website).
- Accredited Providers are required to book the candidates onto Surpass under the appropriate 'Test Centre Network' examination.
- A week prior to the exam, Surpass will contact the Accredited Provider to check the exam is still going ahead. Surpass will also check that it has been booked in Surpass appropriately (Surpass will have access to view this information). The full agreed fee will apply if any cancellations are made after this point.

Confirmation of Test Centre Examination to candidate(s)

- Accredited Providers are responsible for providing all dates, times and venue details to candidates.
- Accredited providers must ensure that candidates have read the [examination rules and regulations](#), prior to sitting the examination.

Payment

- Surpass will invoice Accredited Providers directly for the completed and delivered Test Centre Network Examinations at the end of each month. Payment needs to be made as per the invoice provided.
- Surpass reserves the right to temporarily suspend or permanently terminate provision of Test Centre Services for late payment by an Accredited Provider.

Section 5: After the examination

Marking the examination and notifying results

- For APM Project Fundamentals Qualification and Risk Level 1 remote invigilated and online classroom examinations, 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 arrive within 2 weeks.
- For APM short/long written answer examinations and assessments candidates will normally be notified by email of their results within 8 weeks of completing the examination. Candidates will receive notification of their total mark and the score achieved for each question. **Please note** that these times scales might be subject to change should a candidate have a borderline mark and/or the scripts are undergoing additional quality review.

Accredited Providers can access candidate exams scores after the marking has been completed via the Results Screen in Surpass.

- Candidates will be graded on a pass/fail basis and will be provided with their score
- If a candidate's paper scores a borderline fail, it will automatically be remarked.

The results turnaround times are also conditional on any additional information requested by APM. These are expected to be provided within the timescales below:

- 5 working days: Evidence of ID or a name change.
- 5 working days: Information regarding alleged suspicious behaviour logged during the examination.

If a candidate is in breach of the examinations rules and regulations and are referred to the candidate malpractice panel this will delay the release of any upheld results.

APM will not disclose results by telephone.

Section 6: Enquiries, Complaints and Appeals

By sitting the examination or an assessment, 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 examination. Please see the [Assessment Enquiry Process](#)

Section 7: Compliance

Failure to comply with all requirements as detailed within this document could result in the candidate examinations being void or removal of invigilators from the Invigilation register.

Summary of Service Level Agreements

Section	SLA
Reasonable Adjustments	Evidence to be provided 12 working days prior to examination / assessment
Booking a remote invigilated exam	8 working days prior to exam date
Booking an online classroom exam	5 working days prior to exam date
Evidence of ID or a name change	5 working days from email request
Information regarding alleged suspicious behaviour logged during the examination	5 working days from email request
Results: remote invigilated and online classrooms multiple choice question-based examinations	Released at the end of the exam (Pass/Fail only) and subject to verification. Official results provided within 2 weeks.
Results: Short answer questions, alternate assessments	Released within 8 weeks

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.