Association for Project Management

Essential information for invigilators – Online examinations

Because when projects succeed, society benefits

Introduction for Examination Invigilators

Association for Project Management (APM) conducts assessments that require examination invigilators. This document lays out the procedures, rules and regulations approved Accredited Provider (AP) invigilators are required to adhere to, to ensure examinations are conducted rigorously and fairly.

Invigilators must successfully complete the online APM Invigilation training module* before invigilating any APM's examinations.

General enquiries
Any enquires about the examination arrangements outlined in this document should be addressed to qualifications@apm.org.uk

Telephone enquires
Any urgent enquires regarding examination arrangements outlined in this document should be directed to APM qualifications team on 01844 271 680.

*Please note online invigilation training module will be launched post the launch of the new PMQ syllabus.

Examinations requiring invigilators – Type and duration

APM Qualifications:

Qualification Type	Style/Format	Length
Project Fundamentals	Online/Virtual classroom	1 hour
Project Risk Management Level 1	Online/Virtual classroom	1 hour
Project Management	Online/Virtual classroom	2 hours 30 minutes
Project Risk Management Level 2	Online/Virtual classroom	3 hours 15 minutes

Options for online examination delivery

SecureClient (Secure Delivery)

Surpass SecureClient is a standalone examination delivery app with offline examination support and built-in protections against internet and device failure. If internet connection is lost, finished examinations are uploaded to Surpass from SecureClient once internet connection is restored.

SecureClient also features lockdown capabilities that prevent candidates from leaving the test session and accessing any other apps on their device during the examination.

This is the default option for bookings for online/virtual classroom examinations.

- **How to install SecureClient**
- **How to download a test to take later in SecureClient**

System requirements for Secure Delivery

HTML (web)

HTML examinations are delivered using a web browser. These examinations are for candidates who are using work laptops and their organisation have high security settings on the machines.

System requirements HTML (web) delivery

Please note: In all cases we do advise candidates to use personal devices to take examinations and if candidates aren't able to do this, we ask that they check with their IT department as to whether SecureClient can be downloaded if they are sitting an online classroom examination.

Options for online classroom delivery methods

Online Classroom (Secure) - Candidates per invigilator: 25
Taken in a classroom environment. The candidate is required to download SecureClient to lock their machine down, so that they can't access other applications.

Online Classroom (HTML) - Candidates per invigilator: 10
Taken in a classroom environment with an invigilator. The candidate accesses the exam using a web browser.

Virtual Classroom (Secure) - Candidates per invigilator: 14**
Taken in a virtual environment using video conferencing software to undertake the invigilation. This is conducted using a candidate's mobile, tablet or second laptop as the camera to undertake the invigilation, through the video conferencing software. The candidate is required to download SecureClient to lock their machine down, so that they can't access other applications.

Virtual Classroom (HTML) - Candidates per invigilator: 10**
Taken in a virtual environment using video conferencing software to undertake the invigilation. This is conducted using a candidate's mobile, tablet or second laptop as the camera to undertake the invigilation, through the video conferencing software. The candidate accesses the exam using a web browser.

**if you have more than maximum number candidates per invigilator you will need to do have a separate video conferencing meeting set-up for a second invigilator.

Online classroom examinations – general requirements

Important information

Invigilators are required to:

- Attend the exam venue at least 45 minutes before the exam is due to start.
- Introduce themselves to the venue contact and make any necessary arrangements for relief periods during the examination (if required).
- Familiarise themselves with the different formats the examinations make take.
- Familiarise themselves with the specific format for the impending examination.
- Familiarise themselves with any agreed reasonable adjustments that have been awarded.
- Familiarise themselves with the emergency procedures of the venue.
- Inform APM qualifications department if they are running late, have problems getting to or gaining entry to a venue.
- Check all candidates' photographic identification.
- Ask candidates to sign-in on the attendance sheet of the invigilation pack.
- To sign the attendance register and complete the invigilation report. Please note a delay in submitting these will have an impact on the results turnaround time.

On the day of the examination

Invigilators must ensure that candidates:

- Show photographic evidence of identity.
- Sign in, to confirm attendance, on the examination candidate list.
- Do not communicate with each other during the examination.
- Do not, unless expressly permitted by APM, bring any written or printed material into the examination room with the exception of APM's Project Risk Analysis and Management (PRAM) Guide for Risk Level 2 examination.
- Do not eat during the examination (unless express permission by APM has been given for food to be consumed by named candidate/s). Any candidate who leaves the room must ensure they have submitted their script by clicking the finish button. They cannot re-enter the examination once they have clicked finish.
- Do not enter the examination room once the examination has commenced.

Online classroom examination venue facilities

- The venue must have an adequate internet connection and also power sockets for ensuring that laptops/tablets do not run out of battery.
- The venues must have toilet facilities available.
- Drinking water should be available to candidates before and during the examination.
- All facilities should be available for up to half an hour before the examination and half an hour after the examination.

If invigilators are dissatisfied with the venue facilities, please contact the accredited training provider and APM immediately.

The online classroom examination room

- The examination room must be light, well-aired and quiet; there should be no external distractions. If there are issues with the examination room, invigilators should report this to the venue contact in the first instance. If issues cannot be resolved, invigilators should report the issues immediately with APM's qualification department for resolution.
- Your mobile telephone should be turned to silent but available for use, should you require assistance.
- Desks should be adequately spaced, and facilities must be provided for the candidates to complete the examination and not be overlooked by others, this is required to be at least 1 metre apart.

- The invigilators should have space to store any bags, books, mobile telephones or other items belonging to the candidates, which should be kept away from the candidates' desks.

During the examination

Invigilators should not leave the room, unless under prior arrangement with the venue contact or in emergencies. Candidates must never be left unattended during an examination. If possible, curtail any activity taking place in adjacent rooms or elsewhere that may be detrimental to the performance of the candidates, via the venue contact.

- Do not (unless advised by APM qualifications department, with the exception of the PRAM guide for Risk Level 2), allow candidates to bring any written or printed material into the examination room.
- Do not allow candidates to eat during the examination (unless advised by APM qualifications department).
- Do not allow late arrivals into the examination room, once the examination has commenced.
- Ensure that you are able to see the candidate's laptop/computer screens.
- Walk around the room every 5 minutes for the duration of the examination, checking candidate screens to make sure they are not accessing prohibited materials.
- Do not distract the candidates in any way.
- You may ask any candidate to leave the examination room, at any point, if you think this necessary to maintain proper conduct in the examination room; any such action, the reason for it, the time of the action and the time of the candidates return (if applicable) must be recorded on the invigilators report.

Emergency Procedures

- Invigilators are expected to familiarise themselves with the safety and fire procedures of the examination venue and fire escape routes.
- Invigilators must advise all candidates of these and in particular, draw their attention to the escape routes.
- Should it be necessary to evacuate the building, invigilators will oversee the evacuation of the examination room.

In case of disruption

- Note the time at which the examination was disrupted.
- Instruct candidates to stop their exam, and not to discuss the examination with their fellow candidates.
- Accompany candidates to a safe place.
- When permission is given to re-enter the building, accompany the candidates into the examination room.
- Contact the APM Qualifications Team, who will be able to pause the examination and add any extra time as appropriate to the examination.
- Detail the time of the disruption, the details and when the examination was restated on the invigilator record.

In the event of an accident or emergency in the examination room (such as a candidate falling ill), the invigilator should inform the named contact at the venue. Should such an emergency disrupt the examination, the invigilator must ask the candidate to stop typing and then resume again when conditions have returned to normal.

Information and requirements to start the examination

Invigilators will be provided with an Invigilation Pack by the Accredited provider they are invigilating for. This pack includes:

- Attendance register (to mark whether candidate(s) attend the exam).
- Keycodes slip(s).

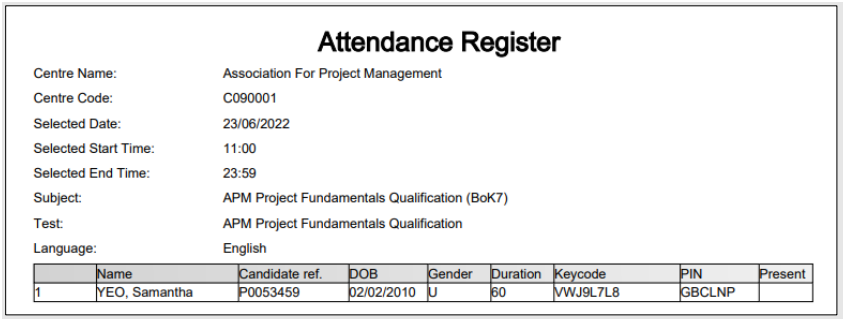
The following are required for candidates to enter and start the exam:

- **Keycodes:**
  This is required to be provided to candidates prior to the exam starting. They can either be used in advance of the start time (when using SecureClient) to download the exam to take offline or to enter at the time of the examination sitting.

- **PIN number:**
  This is required by candidates to access the exam after they have entered their keycode. The PIN number unlocks the examination. The PIN number should be given to **ALL** candidates at the same time, so that they start the examination together. This is to avoid any unnecessary disruption for candidates during the exam.

Keycode	PIN
VWJ9L7L8	GBCLNP

Attendance register example:

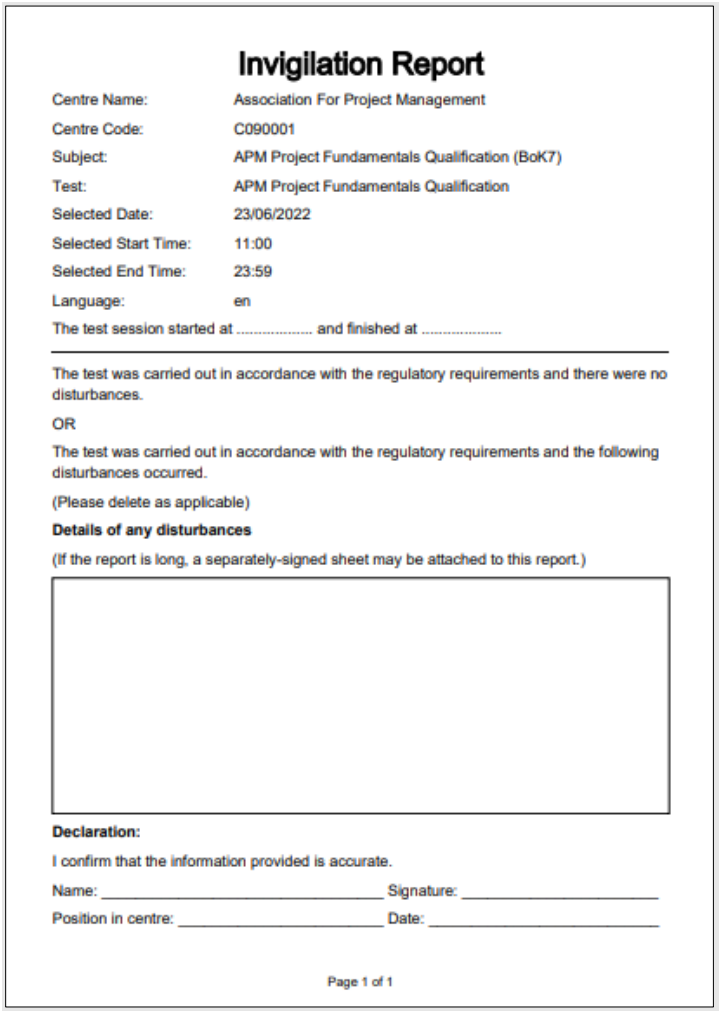


Attendance Register

Centre Name:	Association For Project Management
Centre Code:	C090001
Selected Date:	23/06/2022
Selected Start Time:	11:00
Selected End Time:	23:59
Subject:	APM Project Fundamentals Qualification (BoK7)
Test:	APM Project Fundamentals Qualification
Language:	English

	Name	Candidate ref.	DOB	Gender	Duration	Keycode	PIN	Present
1	YEO, Samantha	P0053459	02/02/2010	U	60	VWJ9L7L8	GBCLNP	

Invigilation report example:



Invigilation Report

Centre Name:	Association For Project Management
Centre Code:	C090001
Subject:	APM Project Fundamentals Qualification (BoK7)
Test:	APM Project Fundamentals Qualification
Selected Date:	23/06/2022
Selected Start Time:	11:00
Selected End Time:	23:59
Language:	en

The test session started at ..... and finished at .....

The test was carried out in accordance with the regulatory requirements and there were no disturbances.

OR

The test was carried out in accordance with the regulatory requirements and the following disturbances occurred.

(Please delete as applicable)

Details of any disturbances

(If the report is long, a separately-signed sheet may be attached to this report.)

Declaration:

I confirm that the information provided is accurate.

Name: _____ Signature: _____

Position in centre: _____ Date: _____

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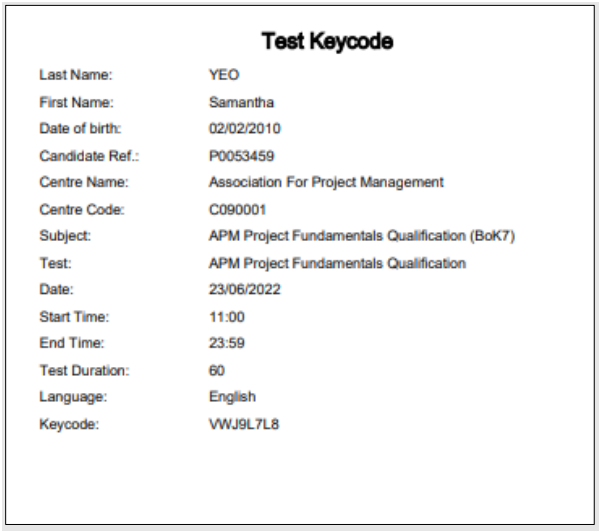
Keycode slip example:



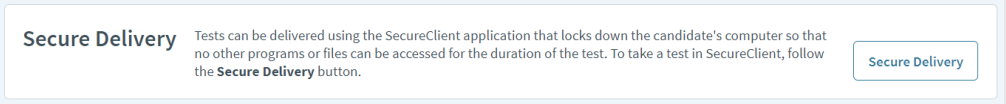
Test Keycode

Last Name:	YEO
First Name:	Samantha
Date of birth:	02/02/2010
Candidate Ref.:	P0053459
Centre Name:	Association For Project Management
Centre Code:	C090001
Subject:	APM Project Fundamentals Qualification (BoK7)
Test:	APM Project Fundamentals Qualification
Date:	23/06/2022
Start Time:	11:00
End Time:	23:59
Test Duration:	60
Language:	English
Keycode:	VWJ9L7L8

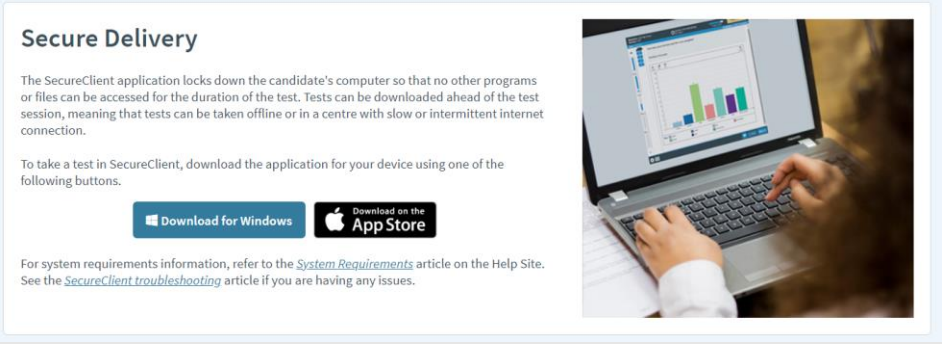
Examination procedures: Online classroom - Secure Delivery (SecureClient)

If candidates are sitting online examinations (Secure) they will be required to download SecureClient prior to the examination date.

The download for SecureClient can be found on the https://apm.surpass.com/LaunchTest under SecureDelivery.



SecureClient can be downloaded onto Window machines of iPads. This should be downloaded in advance of the exam date.



How to open SecureClient

On Windows, SecureClient can be launched from your desktop, or by searching for it in your file explorer. On iPads, SecureClient can be opened from your tablet's home screen.

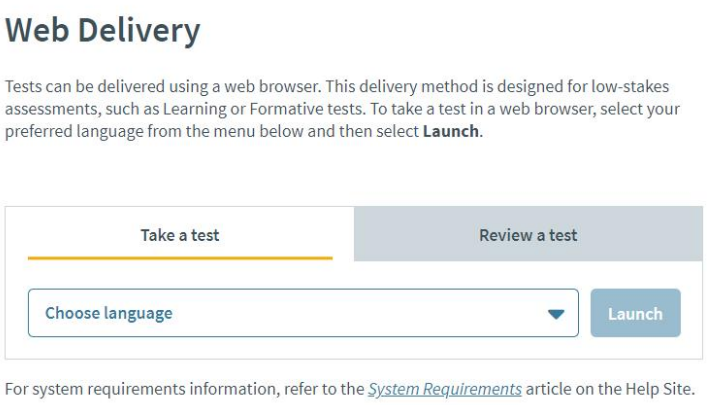
Candidates will then be taken to the enter keycode page and need to follow the instructions to start the exam

Examinations can be downloaded to SecureClient from the Enter Keycode screen to allow the test to be taken offline. This is usually done ahead of a test session by the candidate.

Examination procedures: Online classroom – HTML (web delivery)

On the day of the examination candidates need to access https://apm.surpass.com/LaunchTest.

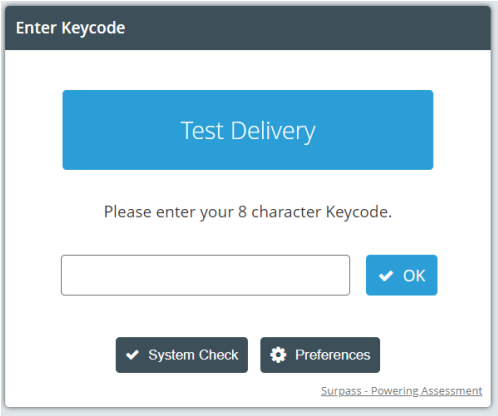
In the web delivery box, select the preferred language and then press the launch button.



They will then be taken to the enter keycode page and need to follow the instructions to start the exam

Starting the examination

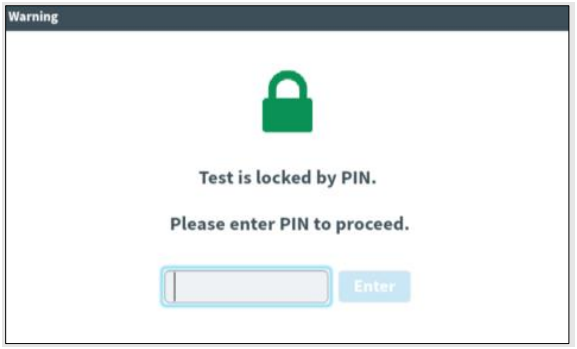
From the invigilator pack that you will have been given by the Accredited Provider, inform candidates of their Keycode.



After entering the keycode they will need to confirm the following:

- Name and qualification are correct
- That they agree to the APM's code of conduct and examination rules and regulations

Once these have been confirmed they will be asked to enter the PIN number.



A timer on screen will show the elapsed time throughout the exam. It will advise candidates at regular intervals of the remaining time, similar to the timings below.
Candidates can submit their examination at any time, by using the finish button on the screen. If the candidate runs out of time the examination will automatically be submitted.

Examination structure

The examination is divided into sections and the time allowance can be seen at the top of the page:

Introduction page: Explains how long the examination is and how many questions need to be answered (5 minutes)
Information section: GDPR question, employer and country they are taking the examination in (Time allowance: 3 minutes)
Live examination section: Contains the questions to be answered (Time allowance: The length of the specific examination e.g. Fundamentals Qualification 1 hour. If a candidate has been awarded extra time, by way of reasonable adjustments, this will show in this section)

Please note that for candidates sitting the PMQ exam, the live examination section will be shown as two separate sections.

Candidates can experience the examination structure in the test driver prior to the examination by viewing the sample paper.

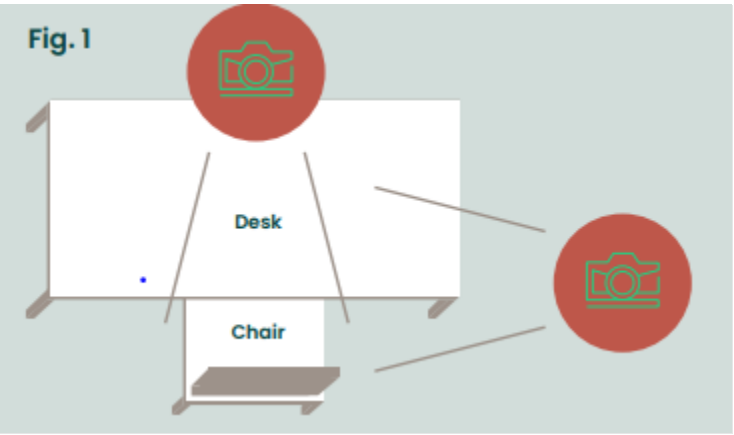
Virtual classroom examinations– general requirements

Important information

Invigilators will be provided with the invigilation pack and also details of the video conferencing platform that is being used by the Accredited provider they are invigilating for.

Invigilators are required to:

- Start the video conferencing meeting at the time confirmed by the Accredited Provider.
- Candidates will need to log into the video conferencing application that was used in their training, via their mobile phone/tablet. The mobile phone will require a camera as this will be how the invigilation is conducted. Candidates will need to make sure that they have their mobile plugged in to charge.
- Candidates will be using their mobile phone camera for the virtual invigilation, so they will be required to access the video conferencing software via these.
- Ask the candidates to take a scan of their environment.
- Ask the candidates to position their camera in a way so that you can see their environment and their screen. These should be positioned about two metres away from the candidates desk, with views of them and their desk are (see figure 1 below)
- Check all candidates' photographic identification
- Inform the candidates that you will be recording the session.
- Record the session. Follow the guidance provided in the Invigilators checklist document on how to upload and submit this recording.
- Sign the attendance register and confirm which candidates attended the examination. Also, complete the invigilation report. Follow the guidance provided in the Invigilators checklist document on how to upload and submit. **Please note a delay in submitting these will have an impact on the results turnaround time.**



During the examination

Invigilators should not leave the video conferencing meeting, unless in emergencies.

- Do not (unless advised by APM qualifications department, with the exception of the PRAM guide for Risk Level 2), allow candidates to bring any written or printed material into the examination room.
- Do not allow candidates to eat during the examination (unless advised by APM qualifications department).
- Do not allow late arrivals into the examination, once the examination has commenced.
- Ensure that you are able to see the candidate's laptop/computer screens and environment.
- Do not distract the candidates in any way.
- You may ask any candidate to leave the examination, at any point, if you think this necessary to maintain proper conduct in the examination; any such action, the reason for it, the time of the action and the time of the candidates return (if applicable) must be recorded on the invigilators report.

In case of disruption

- Note the time at which the examination was disrupted.
- Contact the APM Qualifications Team, who will be able to pause the candidates examination and add any extra time as appropriate to the candidates examination.
- Detail the time of the disruption, the details and when the examination was restated on the invigilator record.

After the examination

Returning the invigilators pack

Submit as guided in the Invigilation checklist document.

Assessment Results Enquiries/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.

Further information on APM's Assessment Results Enquiries/Appeals process can be found on APM's website: www.apm.org.uk/apm-complaints-process/assessment-results-enquiry-process

Failure to correctly administer the invigilation requirements as detailed within this document and the online training module* can delay results being issued to candidates and lead to candidate examinations being void.

*Please note online invigilation training module will be launched post the launch of the new PMQ syllabus.

Examination timings for online examinations

Project Fundamentals Qualification / Risk Level 1 Qualification (part a)
1-hour multiple choice paper

0 minutes	**Advise the candidates of the following information before the examination:** • To read the instructions carefully at the start of the examination and to complete the information section (first section), before starting the live examination. • On-screen time remaining alerts will show at 30 minutes, 15 minutes and 5 minutes before their examination is due to finish. • The timing of the examination only starts once they have entered the second section in the test delivery driver (live examination). • To read all questions thoroughly. **To start the examination:** Advise candidates of their keycode. Once all candidates have inputted their keycode inform them of the PIN number for the exam. The PIN number is required to unlock the examination. Please provide this to all candidates together, so that they start the examination at the same time.
+ 60 minutes	The candidate will need to select finish exam, however if they run out of time their answers will be auto submitted. Candidates' answers will be automatically uploaded to Surpass, and they will be supplied with a provisional result, these needs to be verified by APM before the results are sent.

Risk Level 2 Qualification - 3-hour 15-minute short written answer paper

0 minutes	**Advise the candidates of the following information before the examination:** • To read the instructions carefully at the start of the examination and to complete the information section (first section), before starting the live examination. • On-screen time remaining alerts will show at 30 minutes, 15 minutes and 5 minutes before their examination is due to finish. • The timing of the examination only starts once they have entered the second section in the test delivery driver (live examination). • To read all questions thoroughly and to answer what is being asked. **To start the examination:** Advise candidates of their keycode. Once all candidates have inputted their keycode inform them of the PIN number for the exam. The PIN number is required to unlock the examination. Please provide this to all candidates together, so that they start the examination at the same time
+ 195 minutes	The candidate will need to select finish exam, however if they run out of time their answers will be auto submitted. Candidates' answers will be automatically uploaded to Surpass.

Project Management Qualification– 2 hours 30 minutes

0 minutes	**Advise the candidates of the following information before the examination:** • To read the instructions carefully at the start of the examination and to complete the information section (first section), before starting the live examination. • On-screen time remaining alerts will show at 37 minutes, 15 minutes and 5 minutes before their examination section is due to finish. This applies to both section one and section two. • The timing of the examination only starts once they have entered the examination question section in the test delivery driver (live examination). • To read all questions thoroughly and to answer what is being asked. • Candidates must remain in section one of the examination until the full time has elapsed. • The 30 minute break is mandatory and must be taken in its entirety. **To start the examination:** Advise candidates of their keycode. Once all candidates have inputted their keycode inform them of the PIN number for the exam. The PIN number is required to unlock the examination. Please provide this to all candidates together, so that they start the examination at the same time
+ 75 minutes	The candidate will need to select finish section, however if they run out of time their answers will be auto submitted. They are unable to return to section one.
Break	30 minute mandatory break Candidates can leave the room and must return within 25 minutes ready to commence section two.
+105 minutes	Candidates prompted to reconfirm their name and exam title and commence section two. Section two will automatically start after the 30 minute break.
180 minutes	The candidate will need to select finish exam, however if they run out of time their answers will be auto submitted. Candidates' answers will be automatically uploaded to Surpass.