Association for Project Management

APM Accredited Provider

Service Level Requirements for Examinations and Assessments

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.

For candidates applying for the examination *APM Project Management Qualification recognising the prior learning of PRINCE2®*[1] *Practitioner qualification*, documentary evidence of a candidate's eligibility to access this prior learning route must verified by the Accredited Provider before booking the candidate into the examination.

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/paper examinations

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

- Abide by the instructions and requirements in **Essential information for online examination invigilators/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.
- Provide contact details of all persons proposed by the accredited provider as self-invigilators
- Provide APM with a signed **self-invigilator agreement** form (provided with the accreditation application and available on the APM's **MS Team's area for Accredited Providers**) for 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
- For paper 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).

[1] *PRINCE2® is a registered trademark of AXELOS Limited*

- 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.

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 Qualifications@apm.org.uk**.**

Please see the **Reasonable Adjustment 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 **remote invigilation requirements**, 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 **five** 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. **Please note** that the system check does not include an internet speed test. This is the responsibility of the candidate to ensure they meet the minimum recommended requirements before booking an examination.
- Candidates need to ensure that the room that 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 signed up for self-invigilation to run classroom-based examinations and any self-invigilator needs to have signed the self-invigilation agreement 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** (further details in Appendix) onto the equipment that is being used to take the examination.
- 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** (further details in Appendix).
- 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)

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: Paper Examinations

Paper examinations are only able to be booked by exception. Please contact the qualifications team for further information.

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 not accept any late examination 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's 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.

Late candidate bookings and substitutions

- APM will not accept any late candidate bookings, so no spare papers will be available in the examination pack.
- Substitutions can be made up to 30 minutes prior to the start of the examination.
- All requests for substitutions must be made in writing to the APM qualifications department. If APM are not informed of these changes they will be subject to additional fees.
- If the substitution is made on the day of the examination the candidate(s) must complete the relevant section of the examination booklet or answer sheet.

Examination room set-up

The examination room must:

- Be sited in a quiet area and free from distractions
- Have disabled access
- Have a working 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)

Section 5: APM Project Professional Qualification – Assessments

Booking an assessment

- APM will provide a list of available assessment cycle dates to the Accredited Training Provider.
- Candidate details must be submitted on the Project Professional Assessment 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. In the 'candidate timetable' worksheet, the candidate's name and preferred time is required. **N.B the candidate's preferred timeslot might not be available, this is dependent on other bookings, the number of available assessors and any conflicts of interest.**
- Once complete please email the appropriate form directly to the APM qualifications department at qualifications@apm.org.uk.
- All Project Professional Assessment Booking Forms must be received by APM midday at least **four weeks** prior to the examination date. Late bookings may be accommodated, dependent on timeslots available.

Requirements for Assessments

Scenario and oral examination elements

- Candidate must be made aware that they will need to be able to access GoTo meetings.
- Candidates are required to have a working webcam and microphone to take the assessment.

Written assessment element

- Candidates will take the written assessment element under examination conditions as a remote invigilated examination.
- Candidates need to ensure they have read all associated guidance information for **remote invigilated examinations.**

Section 6: After the examination

Marking the examination and notifying results

- For APM Project Fundamentals Qualification, Risk Level 1 and IPMA Level D MCQ 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 be received within five working days.

- For APM and IPMA short 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.

- The paper based APM Project Fundamentals Qualification, Risk Level 1 and IPMA Level D MCQ examinations, candidates will normally be advised of their result by email within 6 weeks of completing the examination.

- Accredited providers will also be advised of the results of the examinations. These will be by date and examination variant.

- 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.

For paper examinations the results turnaround time is calculated from the date that the completed examination scripts are received at the APM head office.

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 7: 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 results enquires process**.

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	5 working days prior to exam date
Booking an online classroom exam	5 working days prior to exam date x
Booking a paper exam	10 working days prior to exam date
Booking an online assessment (PPQ)	Midday 4 weeks prior to exam date
Self-invigilation for paper classroom-based exams: Receipt of exam papers to venue	Within 5 working days
Self-invigilation for classroom-based exams: Return of exam papers to APM	Next working day
Results: paper based PFQ, Risk level 1, IPMA Level D MCQ	Released within 6 weeks
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 5 working days
Results: Short answer questions, alternate assessments	Released within 8 weeks

Appendix

System requirements

Examinations can be taken on desktop and laptop computers, either securely (SecureCllient) or via a web browser (HTML). They can also be taken in a classroom environment on an iPad.

SecureClient (Online/Virtual Classroom – Secure)

- **IMPORTANT:** SecureClient will not start if Microsoft Office apps are already open on the device. Microsoft office apps must be closed before opening SecureClient
- **Download link:** **https://cmspublic.surpass.com/UnifiedSecureClientDownload/DownloadSecureClient/Apm**

SecureClient for iPad (Online/Virtual Classroom – Secure)

Web delivery (Online/Virtual Classroom – HTML)

In this *Service Level Requirements for Examinations* and assessment:
"**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.