

# Essential information for invigilators – Online examinations



## 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) self-invigilators are required to adhere to, to ensure examinations are conducted rigorously and fairly.

Self-invigilators must familiarise themselves with the information provided within this document before invigilating any of APM's examinations.

### **General enquiries**

Any enquires about the examination arrangements outlined in this document should be addressed to [qualifications@apm.org.uk](mailto:qualifications@apm.org.uk)

### **Telephone enquiries**

Any urgent enquires regarding examination arrangements outlined in this document should be directed to APM qualifications team on 01844 271 680 or 0845 458 1944.

### **Appointment of AP self-invigilators**

AP self-invigilators that sign up to an accreditation AP self-invigilation agreement and are expected to have previous invigilation experience.

## 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 for PRINCE2 Practitioners	Online/Virtual classroom	2 hours 10 minutes
Project Management	Online/Virtual classroom	3 hours 15 minutes
Project Risk Management Level 2	Online/Virtual classroom	3 hours 15 minutes
Project Professional (2 <sup>nd</sup> Edition) (Report)	Online/Virtual classroom	1 hour*

\*plus 15 minutes of reading time prior to the examination

### IPMA Qualifications:

Qualification Type	Style/Format	Length
Level D: Certified Project Management Associate	Online/Virtual classroom	1 hour (MCQ)**
Level D: Certified Project Management Associate	Online/Virtual classroom	2 hours (SWA)***
Level C: Certified Project Manager	Online/Virtual classroom	2 hours (SWA)***

\*\*MCQ – Multiple choice question paper

\*\*\*SWA – Short written answer paper

## 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 a self-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 yourself to the venue contact and make any necessary arrangements for relief periods during the examination (if required)
- Familiarise themselves with the emergency procedures of the venue
- Inform APM qualifications department if you 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 and sign the invigilation report. Please note a delay in signing 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; and with the exceptions of translation dictionaries (with prior approval of APM) and APM's Project Risk Analysis and Management 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)
- do not leave the examination room within the first 30 minutes of the examination, save in exceptional circumstances, and with the permission of the invigilator. In order to avoid disturbing other candidates, candidates may not leave the examination room during the last 15 minutes of the examination, save in exceptional circumstances and with the permission of the invigilator. Any candidate who leaves the room during this time 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 batteries.
- 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 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, it is recommended 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. 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 candidates 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)
- Invigilator report (to note any issues)
- 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 .....

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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.

**Secure Delivery** Tests can be delivered using the SecureClient application that locks down the candidate's computer so that no other programs or files can be accessed for the duration of the test. To take a test in SecureClient, follow the **Secure Delivery** button.

Secure Delivery

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


**Secure Delivery**

The SecureClient application locks down the candidate's computer so that no other programs or files can be accessed for the duration of the test. Tests can be downloaded ahead of the test session, meaning that tests can be taken offline or in a centre with slow or intermittent internet connection.

To take a test in SecureClient, download the application for your device using one of the following buttons.

Download for Windows
Download on the App Store

For system requirements information, refer to the [System Requirements](#) article on the Help Site. See the [SecureClient troubleshooting](#) article if you are having any issues.



### 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.

### Web Delivery

Tests can be delivered using a web browser. This delivery method is designed for low-stakes assessments, such as Learning or Formative tests. To take a test in a web browser, select your preferred language from the menu below and then select **Launch**.

English (UK)
▼

Launch

For system requirements information, refer to the [System Requirements](#) article on the Help Site.

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.

Enter Keycode

Test Delivery

Please enter your 8 character Keycode.

✓ OK

✓ System Check

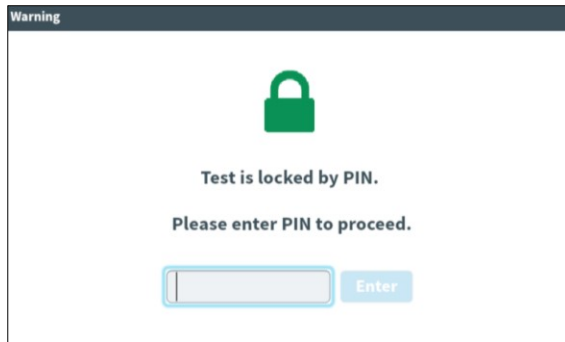
⚙ Preferences

Surpass - Powering Assessment

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. Management Qualification 3 hours. If a candidate has been awarded extra time, this will show in this section)

Candidates can experience the examination structure in the test driver prior to the examination by viewing the [sample papers](#).

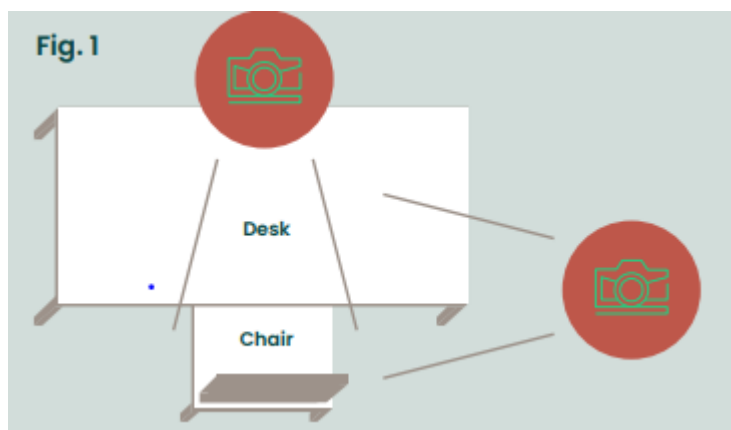
## Virtual classroom examinations– general requirements

### 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. We will inform you where you need to upload this to separately after the examination.
- Sign the attendance register and confirm which candidates attended the examination. Also, complete and sign the invigilation report. Please note a delay in signing 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 and hand-written notes for Project Professional qualification (1<sup>st</sup> Edition)) 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

Follow the procedures for the online classroom examinations for candidates to start their examination:

[Examination procedures: Virtual classroom - Secure Delivery \(SecureClient\)](#)

[Examination procedures: Virtual classroom – HTML \(web delivery\)](#)

## **After the examination**

### **Returning the invigilators pack**

Please scan the invigilator documentation, including the sign in sheet and a record of any breach to regulatory requirements, and email it to [e-assessment@apm.org.uk](mailto:e-assessment@apm.org.uk).

If the completed invigilator pack isn't returned the results will be delayed or the examination(s) voided.

### **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](http://www.apm.org.uk/apm-complaints-process/assessment-results-enquiry-process)

## Examination timings for online examinations

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

0 minutes	<p><b>Advise the candidates of the following information before the examination:</b></p> <ul style="list-style-type: none"> <li>To read the instructions carefully at the start of the examination and to complete the information section (first section), before starting the live examination.</li> <li>On-screen time remaining alerts will show at 30 minutes, 15 minutes and 5 minutes before their examination is due to finish.</li> <li>The timing of the examination only starts once they have entered the second section in the test delivery driver (live examination).</li> <li>To read all questions thoroughly.</li> </ul> <p><b>To start the examination:</b></p> <p>Advise candidates of their keycode.</p> <p>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.</p>
+ 60 minutes	<p>The candidate will need to select finish exam, however if they run out of time their answers will be auto submitted.</p> <p>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.</p>

### Project Management Qualification/ Risk Level 2 qualification - 3-hour 15-minute short written answer paper

0 minutes	<p><b>Advise the candidates of the following information before the examination:</b></p> <ul style="list-style-type: none"> <li>To read the instructions carefully at the start of the examination and to complete the information section (first section), before starting the live examination.</li> <li>On-screen time remaining alerts will show at 30 minutes, 15 minutes and 5 minutes before their examination is due to finish.</li> <li>The timing of the examination only starts once they have entered the second section in the test delivery driver (live examination).</li> <li>To read all questions thoroughly and to answer what is being asked.</li> <li>For PMQ examinations remind candidates that the first 15 minutes should be used for reading and planning the responses to the questions they have selected.</li> </ul> <p><b>To start the examination:</b></p> <p>Advise candidates of their keycode.</p> <p>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</p>
+ 195 minutes	<p>The candidate will need to select finish exam, however if they run out of time their answers will be auto submitted.</p> <p>Candidates' answers will be automatically uploaded to Surpass.</p>

**Project Management for PRINCE2 Practitioners – 2 hours 10 minutes**

0 minutes	<p><b>Advise the candidates of the following information before the examination:</b></p> <ul style="list-style-type: none"> <li>• To read the instructions carefully at the start of the examination and to complete the information section (first section), before starting the live examination.</li> <li>• On-screen time remaining alerts will show at 30 minutes, 15 minutes and 5 minutes before their examination is due to finish.</li> <li>• The timing of the examination only starts once they have entered the second section in the test delivery driver (live examination).</li> <li>• To read all questions thoroughly and to answer what is being asked.</li> <li>• Remind candidates that the first 10 minutes should be used for reading and planning the responses to the questions they have selected.</li> </ul> <p><b>To start the examination:</b></p> <p>Advise candidates of their keycode.</p> <p>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</p>
+ 130 minutes	<p>The candidate will need to select finish exam, however if they run out of time their answers will be auto submitted.</p> <p>Candidates' answers will be automatically uploaded to Surpass.</p>

**IPMA Level D (part b) / IPMA Level C - 2-hour short written answer paper**

0 minutes	<p><b>Advise the candidates of the following information before the examination:</b></p> <ul style="list-style-type: none"> <li>• To read the instructions carefully at the start of the examination and to complete the information section (first section), before starting the live examination.</li> <li>• On-screen time remaining alerts will show at 30 minutes, 15 minutes and 5 minutes before their examination is due to finish.</li> <li>• The timing of the examination only starts once they have entered the second section in the test delivery driver (live examination).</li> <li>• To read all questions thoroughly and to answer what is being asked.</li> </ul> <p><b>To start the examination:</b></p> <p>Advise candidates of their keycode.</p> <p>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</p>
+ 120 minutes	<p>The candidate will need to select finish exam, however if they run out of time their answers will be auto submitted.</p> <p>Candidates' answers will be automatically uploaded to Surpass.</p>