

Notes to Invigilators

These notes provide guidelines to the Invigilators for all APMG Examinations; please see insert for exam-specific instructions. Please ensure you have read and understood them before the examination starts.

Please complete the following:-

Name of Invigilator _____

Name of Examination _____

Name of ATO _____

Name of Trainer _____

Examination location _____

Date of Examination(s) _____

Contact e-mail address _____

Please remember that, after the examination, you should gather up all the papers and any unused material and return them to your local APMG office, together with this document, the candidate list and the completed candidate detail forms. Note that it is particularly important that you do not allow any candidate to retain the question paper.

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Examinations

Please find enclosed the following documents in preparation for the Examinations.

- **A Candidate List** - showing the candidates' names and examination numbers.
- **Candidate Details Forms** - this form is to be completed by each candidate, as these details will be used to produce their certificate.
- **Feedback Forms** - (optional) 1 per 4 candidates (please photocopy if more required)
- **Foundation Question Paper Booklets** (If relevant) - 1 copy for each candidate plus 2 spare copies.
- **Foundation Paper Answer Sheets** (If relevant) - 1 copy for each candidate.
- **Foundation Paper Answer Key** (If relevant) - 1 copy in a sealed envelope for the invigilator.
- **Spare Foundation Question Paper Booklet/Answer Key** (If relevant) – a second set of foundation material will be provided in each pack marked 'spare copy' for use should a candidate need to re-sit the examination.
- **Practitioner Paper Scenario Booklets** (If relevant) - 1 copy for each candidate plus 2 spare copies. These will be received in a sealed plastic bag.
- **Practitioner Paper Question Booklets** (If relevant) - 1 copy for each candidate plus 2 spare copies. These will be received in a sealed plastic bag.
- **Practitioner Paper Answer Booklets** (If relevant) - 1 for each candidate plus 2 spare copies. These will be received in a sealed plastic bag. Separate sealable plastic bags are provided in the exam pack for each candidate, in which any completed answer booklets must be returned.
- **Practitioner Re-Registration Paper Scenario Booklets** (If relevant) - 1 copy for each candidate plus 2 spare copies. These will be received in a sealed plastic bag.
- **Practitioner Re-Registration Paper Question Booklets** (If relevant) - 1 copy for each candidate plus 2 spare copies. These will be received in a sealed plastic bag.
- **Practitioner Re-Registration Paper Answer Booklets** (If relevant) - 1 for each candidate plus 2 spare copies. These will be received in a sealed plastic bag. Separate sealable plastic bags are provided in the exam pack for each candidate, in which any completed answer booklets must be returned.
- **Advanced Practitioner Paper** (scenario and questions). (If relevant) 1 copy for each candidate plus 1 spare copy in a sealed envelope.
- **Advanced Practitioner Answer booklets.** 1 for each candidate together with some spare answer paper, both lined and plain for Advanced Practitioner papers.
- **Advanced Practitioner Spare Answer booklets.** 1 per 4 candidates for exam.
- **Advanced Practitioner Re-Registration** – each candidate receives the following only: -
 - **Candidate Return Checklist**
 - **Re-Registration Question Paper**
 - **Answer Pad and spare lined pad**
 - **Candidate Details Form**

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General

Pre-Examination:

- The 'Notes to Invigilators' booklet should be read thoroughly before each examination to ensure you are up to date with changes to the document. Invigilators are expected to know and implement the rules of the examination at all times.
- The outer packet should be opened when exam packs are received and the contents checked without opening the examination papers.
- Instructions must be read out loud to candidates by the Invigilator.
- The papers are distributed in separate envelopes. Envelopes should remain sealed until **half an hour** before the scheduled time for the examination. Each envelope is clearly labelled.
- All booking confirmation forms should be received with a time for the examination to start. Should you wish to change this time at all prior approval should be gained from APMG.
- If candidates are taking both the Foundation and Practitioner Paper at the same Examination Centre, they should complete the Foundation Paper first.
- APMG reserve the right to ask someone to visit an Examination Centre at any time up to one hour before the planned start of the examination and ask to see the sealed envelope containing the examination papers. If any envelopes have been opened, the trainer may lose their approved status, the Accredited Training Organisation may lose their right to invigilate examinations using their own people and other ATOs will be notified of this malpractice. APMG also reserve the right to amend information held on their website to show this malpractice.
- Please tick off the name of each candidate on the Candidate List. If a candidate fails to turn up or cancels, please place a cross next to their candidate number. If, however, a replacement candidate takes the place of a candidate that had registered for the course but has cancelled or failed to turn up after the exams have already been ordered, the invigilator must notify the change to their local APMG office as soon as possible; the invigilator should then cross out the name of the original candidate on the Candidate List and add the new name to the same candidate number.
- Candidates must provide photographic ID before the start of the exam, which must be checked for each candidate on public courses. For in-house courses candidates' identity can be verified by a manager. Please add a note to the candidate list to confirm that you have checked IDs.
- Should you require any further candidate numbers for late booking candidates, please contact APMG who will be able to issue you with a number prior to the examination. **DO NOT** duplicate number or allocate the next numerical sequence from those you have been given.
- Please ensure all your candidates are aware of the Disability and Discrimination policy and their opportunity to ask for issues to either be taken into account for them or additional arrangements made before the examination and are given the opportunity to speak about their requirements in private should they wish to raise any.

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General

Guidance Notes for Extra Examination Time concerning Language

Extra time can only be granted through prior permission through APMG or if unavailable please note details surrounding extra time given in this booklet. Extra time is now only given to candidates who are completing the exam in a language that is not their mother tongue and they are sitting the exam in a country where that language (the language the exam is in) is not a business language in the country. Extra time is 30 minutes for the Foundation, 30 minutes for the Practitioner and 30 minutes for the Advanced Practitioner. This time is to be used for answering questions in both papers.

Please note that exceptions from this rule can only be made in circumstances where a candidate's language abilities are clearly not sufficient to complete the exam in the normal time. In these cases, APMG should be contacted in advance for authorisation, or if unavailable, trainers have the authority to grant extra time at their discretion as long as this extra time is noted in this booklet. APMG might seek proof of why an exception was granted.

The use of a language-to-language (bilingual) dictionary is permitted if the candidate is sitting an exam in a language which is not their first language. (Candidates are not permitted to use any other materials during Foundation exams.)

Candidates sitting a Practitioner exam are permitted to use an approved official Glossary of Terms and/or Translation List during an exam if a version of the official manual/guidance in the language of the exam does not yet exist. Candidates are not permitted to use any other materials during Practitioner exams.

Guidance Notes for Candidates with Special Examination Requirements

APMG make every effort to ensure that candidates with either learning or physical special requirements are able to sit the examination within reasonable limits to ensure they have as equal a chance as any other well prepared candidate to pass the examination.

APMG believe that each candidate is different and as such have no set solutions for those with special needs. Each person is considered individually. Examples of actions taken in the past for candidates with special needs are as follows: -

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Guidance Notes for Candidates with Special Examination Requirements continued:

Type of difficulty	Examples of allowances made
Blindness	<ul style="list-style-type: none"> • Examination papers e-mailed for use with ViaVoice software • ViaVoice software permitted for candidates to answer questions • Scribes used to dictate answers • Material sent electronically for candidates to convert to Braille
Dyslexia	<ul style="list-style-type: none"> • Examination material sent in different fonts/printed on different color paper • Additional examination time permitted • Use of laptop to answer questions permitted • Narrators/scribes provided.
Dyspraxia/Physical	<ul style="list-style-type: none"> • Use of laptop to answer questions permitted • Use of scribe to dictate and write answers • Physical one-on-one interview with examiner instead of exams • Additional examination time permitted
RSI/Arthritis	<ul style="list-style-type: none"> • Additional examination time permitted • Use of a scribe permitted

These examples are indicative of the unique, flexible and adaptable approach that APMG take for candidates who require special arrangements, but it is by no means an exhaustive list of the allowances made in the past.

What to do if the above applies to one of your candidates

Should you have a candidate who has requested additional allowances, you should contact your local Office Manager at APMG immediately and discuss the case with them, including the extra allowances that the candidate requires.

Please remember that in no circumstances may an invigilator/trainer make an allowance for a candidate prior to gaining approval from APMG and a certificate to authenticate the condition may be requested prior to an allowance being made.

Where possible, please contact APMG as soon as you know you may need special allowances to ensure there is time to put these in place for the candidate. When the candidate has sat the examination, please confirm using the candidate list and comments page at the back of this booklet the allowances which were made for the candidate in question.

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General

Breach and Infringement of Exam Conduct:

It should be noted that there is a difference between cheating and an infringement of the rules.

The APM Group define cheating as a blatant breaking of one of the examination rules and as such the policy outlined below should be implemented. If a candidate were to forget to switch their mobile off and this rang during the exam then this would be considered an infringement of the rules and the phone should be switched off but the process below would not need to be initiated.

In the event that you suspect a candidate is breaching the examination rules and are actively cheating then the following actions must be completed:

- The candidate must be monitored and their activities should be reviewed to ascertain if they are cheating.
- You should document any actions taken and report your concern to The APM Group using this booklet.

In addition, if possible, you should also attempt to:

- Get photographic evidence (via camera, mobile phone etc). If this is not possible then you should find another witness such as a member of staff outside the examination to ask them to confirm (in writing) the evidence sighted in the report. A short statement should be produced by them to confirm this and a contact phone number/email address provided. If no such witness is available then you are permitted to ask another candidate to bear witness and get the statement at the end of the examination. All actions must be documented.
- At the end of the examination, you should ask the candidate to stay and explain that you believed they were cheating and would report this. You should offer the candidate the chance to submit their own statement in response to the situation.
- You should then document all the actions taken in the notes to invigilator/proctor booklet, attach any statements gathered, collect the candidate papers from their desk and submit to APMG, making use of the emergency email address to highlight the information.

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General

At the beginning of the examination:

- Instructions must be read out loud to candidates by the invigilator.
- Please ensure that candidates are aware of their candidate numbers prior to the examination starting.
- Please ensure that candidates write their individual candidate number clearly and correctly on all documentation where requested and only on the space provided, particularly for exams where the candidates' answer sheets will be scanned by APMG. Please remind candidates not to write their name on examination papers or answer sheets.
- Candidates should be asked to turn off or silence all electronic devices such as mobile phones, pagers, PDAs, Blackberrys etc.
- Candidates should be asked if any special allowances/arrangements have been made for them and if they are happy with them.
- Candidates should be informed of the instructions in each section prior to starting their examination.
- Candidates should be asked to store their bags and personal belongings, other than those which are required for the examination, away from their seats and out of reach.
- Please ensure that all posters, charts and group work are removed from the walls before the start of all examinations.

During the examination/Towards the end of the examination:

- In the event that a candidate finishes early, please check that all documentation has been completed and submitted properly (i.e. all booklets are returned, front cover of answer sheet completed) before allowing a candidate to leave the room. Any number of candidates may finish and leave the examination early.
- On the answer sheet, candidates are asked to either fill the oval completely or draw a horizontal line across the middle of the oval. The answer will be void if your selection is ambiguous, e.g. two ovals are marked instead of one.
- Please note only one candidate at a time can leave the room if necessary and cannot take anything out or bring anything back into the room.
- Should a candidate find anything an invigilator is doing during examination time distracting, such as the noise of typing, then they should stop the activity immediately and refrain from this for the rest of the exam time.
- Please refrain from using your mobile phone unless there is an emergency (a problem with the examination pack or private emergency). In such circumstances you should leave the room and take the call just outside.
- With the exception of emergency calls (as above) and comfort breaks (to be kept to a minimum), you are expected to remain in the examination room throughout the duration of the examination.

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- Candidates should not be allowed to leave the examination room within 15 minutes of the end of the examination to minimise disruption to others completing their examinations.

General

After the examination:

- Please ask candidates to double check that they have clearly written their correct individual candidate number on all appropriate documentation (especially any answer sheets or booklets) before submitting them to the invigilator.
- Please collect the examination papers and other examination documentation. Please collate them in order of ascending candidate numbers.
- Please ensure that you have received all question papers from candidates prior to allowing them to leave the room – failure to return to APMG the number of papers received may lead to the results from a candidate or group being void.
- Please ensure that all candidates have submitted a completed ‘candidate details form’.
- Please **DO NOT** attach the Foundation Paper to the Practitioner Paper or to the Advanced Practitioner Paper for each candidate.
- Please ask candidates if there are any appeals/extenuating circumstances they wish to log prior to leaving the examination room.
- Please collect any APMG Feedback forms separately to candidate scripts. Please ensure they are not tagged together.
- Please advise candidates they will be notified of their results via their ATO after APMG have released the results to the ATO, within approximately 1 week of receipt of the examination pack by APMG.
- Please advise candidate their results will appear on the successful candidate register within 1-2 weeks of the release of their results from their ATO.
- Please update the candidate list to show who has taken the Foundation and/ or Practitioner and/ or Advanced Practitioner examinations.
- All Trainers/Invigilators are responsible for all documents being accounted for. All documents sent to trainers/invigilators in the examination pack must be returned in hard copy to APMG. Therefore can all Trainer/invigilators please account for all documents upon opening of the pack and when returning the pack to APMG. If any documents are missing from the pack, the trainer/invigilator must make a note of the missing documents on the candidate list and/or the invigilator notes detailing which documents are missing any why they have not been returned. If APMG receive packs with missing information they will contact the ATO to discuss this issue and the examination results and certificates will be put on hold until the conclusion of the discussion.
- Exam packs must be received by APMG no later than 5 working days after the exam(s) were sat (preferably sooner). Failure to do so will result in a delay in issuing results and certificates.

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Comments

Use this form if you believe any part of a question is unfair, confusing, poorly worded or misleading so that it could have a serious impact on candidates taking the paper. Where contact details are provided, invigilators will be sent a reply to their comments, though please note that APMG operate a review and release cycle of up to 3 months and so there may be a delay in a response to a minor issue.

Invigilator: _____

Email Address: _____

ATO: _____

Exam ID (found at the bottom of the examination script): _____

Signature: _____

Comments: _____

To be used for major issues only - paperconcerns@apmgroup.co.uk.

As practitioner results are being issued within a short period from the date of the exam this form is to ensure that any major issues are dealt with before any results have been issued. Major issues are defined as those which would affect a change to the marking scheme due to incorrect wording etc. Major issues which are not returned to APMG immediately using the email address above may not be received in time to be considered prior to the release of results.

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Foundation Paper

At the beginning of the examination:

Please confirm the following information to candidates prior to starting their examination: -

- There are no trick questions
- Each question has only one correct answer
- The examination is closed book
- The paper should be completed within one hour
- There are 60 questions within the paper
- Candidates will need to score 30+ marks to be awarded a pass in the paper
- Answers which have been changed must be completely erased prior to submission of the answer booklet
- The answer booklet should be completed in **pencil** only, those submitted using pen may be void

A spare copy of the Foundation Paper is enclosed. It would help APMG's continuous improvement procedure if you would be prepared to spend some time to annotate the paper highlighting questions you think are particularly good, or appropriate, and questions you consider lightweight or inappropriate.

If you would like feedback on your comments please clearly print your name and contact details on the paper:

Marking the Foundation Paper

- Only the appointed invigilator or Approved Trainer is authorised to mark the Foundation Paper.
- There are 60 marks available across the paper, 30 marks must be achieved to pass the examination.
- Please write the score in the space indicated on the candidate answer sheet and next to the candidates' name on the Candidate List.
- APMG will check and notify the result and feedback through the ATO. APMG will not allow any remark requests for a Foundation paper unless there are exceptional circumstances for the remark request.
- In the event that the candidate fails the Foundation Paper, a new Foundation Paper can be obtained by contacting APMG.

Practitioner Paper**At the beginning of the examination:**

Please confirm the following information to candidates prior to starting their examination: -

- There are no trick questions
- It is important that candidates read the instructions provided in each question
- Only one answer is required unless clearly stated otherwise
- The exam paper is based on the scenario which is contained in the scenario booklet. The scenario booklet may also provide additional information for one or more of the four questions. Where this additional information is required it will be clearly referenced within the relevant question. This additional information may also be used by other questions and, when required, this will be clearly referenced within the relevant questions
- Reference to the candidate's own Change Management manual and candidate handbook is permitted during the examination. This manual may be tabbed with annotations on the pages. No additional support material is permitted; this includes post it notes with additional information on, any inserted sheets etc.
- No reference material outside of the manual or candidate handbook is permitted in the examination
- The answer booklet should be completed in **pencil** only, those submitted using pen may be void
- Answers which have been changed must be completely erased prior to submission of the answer booklet
- Answer booklets must be returned in the plastic envelope provided. The candidate must seal this prior to submitting their answers to the invigilator. Only the answer booklet should be sealed in the plastic envelope however the question and scenario booklets must also be returned. The paper will not be marked if it is returned without the question and scenario booklets
- The instructions at the start of the scenario booklet should be read prior to the examination time being started
- Candidates will have 3 hours in which to complete the examination
- There are 80 marks available on the examination and candidates will need to score 40+ to pass.
- It is suggested candidates spend about 45 minutes on each question.
- All questions should be answered from the perspective of the material contained within the manual and candidate handbook.

Please note that every answer booklet has a unique code, which is repeated on every page. If any pages are replaced from another booklet, the scanning software will detect the different code and not mark those pages. Photocopying is even worse as the placement of the ovals is sufficiently distorted that they will not align with the scanner and thus be rejected. Please note on the candidate list and on this booklet should you need to replace sheets within an answer booklet for any reason. If pages are taken from a spare booklet, the candidate's answer booklet must have clipped to it before return to APMG a large notice that the booklet needs to be manually marked. Where possible, if needed, please replace the entire booklet, time how long the candidate takes to copy across any answers already done and allow the candidate the same number of minutes extra at the end of the exam. There should be enough spare answer booklets to allow this to happen.

A spare copy of the Practitioner Paper is enclosed. It would help APMG's continuous improvement procedure if you would be prepared to spend some time annotating the paper with comments on questions you think are particularly good, or appropriate, and questions you consider lightweight or inappropriate. If you would like feedback on your comments please clearly print your name and contact details on the front page of this document.