

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.

This booklet remains the property of APM Group Ltd

© The APM Group Ltd 2009

This document is not to be reproduced or re-sold without express permission from The APM Group Ltd

saveasdialog.asp - 29 July 2010

APMG-International Contact Details

APMG-Australasia

Bronwyn Kenyon

Ground Floor
101 Northbourne Ave
CANBERRA ACT 2601
Australia

Tel - +61 (0)2 6249 6008
Fax - +61 (0)2 6249 7002
Email - admin@apmg-australasia.com

APMG-KL

Mun Kit Choong

Level 40, Tower 2, Petronas Twin Towers
Kuala Lumpur City Centre
50088 Kuala Lumpur
Malaysia

Tel - +(6)-03-2168 4315
Tel - +(6)-03-2168 4362
Fax - +(6)-03-2168 4201
Email - exams@apmg-malaysia.com

APMG-India

Manoj Sethu

New Bridge Business Centre
Unit 1 Bell View Apartments
#7 Haudin Road
Bangalore 560052
Karnataka
India

Tel - +91 (0)80 4146 7456
Fax - +91 (0)80 2532 5900
Email - info@apmg-india.com

APMG-UK

Number 12
The Valley Business Centre
Gordon Road
High Wycombe
Buckinghamshire
HP13 6EQ
United Kingdom

Tel - +44 (0) 1494 452 450
Fax - +44 (0) 1494 459 559
Email - servicedesk@apmg-uk.com

APMG-Benelux

Marion van der Deijl

Huizermaatweg 324
1276 LJ Huizen
The Netherlands

Tel - +31 (0) 35 52 31 845
Fax - +31 (0) 35 52 31 021
Email - admin@apmg-benelux.com

APMG-China

Helen Yu

Room 10R - 10th Floor, United Building
No 9, Nanjing Road
Qingdao, 266071
China

Tel - +86 532 85 78 95 91
Fax - +86 532 85 78 72 92
Email - admin@apmg-china.com

APMG-US

Ronn Faigen

213 Burlington Road Unit 101
Bedford
MA 01730
United States of America

Tel - +1-781-275-8604
Tel - +1-781-275-8605
Fax - +1-781-275-8600
Email - info-us@apmg-us.com

This booklet remains the property of APM Group Ltd

© The APM Group Ltd 2009

This document is not to be reproduced or re-sold without express permission from The APM Group Ltd
saveasdialog.asp - 29 July 2010

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**

This booklet remains the property of APM Group Ltd

© The APM Group Ltd 2009

This document is not to be reproduced or re-sold without express permission from The APM Group Ltd

saveasdialog.asp - 29 July 2010

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.

This booklet remains the property of APM Group Ltd

© The APM Group Ltd 2009

This document is not to be reproduced or re-sold without express permission from The APM Group Ltd

saveasdialog.asp - 29 July 2010

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: -

This booklet remains the property of APM Group Ltd

© The APM Group Ltd 2009

This document is not to be reproduced or re-sold without express permission from The APM Group Ltd
saveasdialog.asp - 29 July 2010

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.

This booklet remains the property of APM Group Ltd

© The APM Group Ltd 2009

This document is not to be reproduced or re-sold without express permission from The APM Group Ltd
 saveasdialog.asp - 29 July 2010

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.

This booklet remains the property of APM Group Ltd

© The APM Group Ltd 2009

This document is not to be reproduced or re-sold without express permission from The APM Group Ltd

saveasdialog.asp - 29 July 2010

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.

This booklet remains the property of APM Group Ltd

© The APM Group Ltd 2009

This document is not to be reproduced or re-sold without express permission from The APM Group Ltd

[saveasdialog.asp](#) - 29 July 2010

- 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.

This booklet remains the property of APM Group Ltd

© The APM Group Ltd 2009

This document is not to be reproduced or re-sold without express permission from The APM Group Ltd

saveasdialog.asp - 29 July 2010

Issues Form

This form should be completed and returned with the examination papers only if there are extenuating circumstances for a candidate/class of delegates.

Examples of extenuating circumstances are:

- Unacceptable noise outside room
- Fire alarm drill or full evacuation during examination
- Candidate faints/is physically unwell before or during the examination

Appeals cannot be submitted on the following grounds:

- Complaints after the examination of “I have a migraine/headache/feel sick”

In the event of an appeal, please fill in the following sections:

Name of Claimant*:

Candidate Number:

*In the event of a full class of examinees being affected, please enter “All Candidates” and leave “Candidate Number” empty.

Please enter details of appeal below:

This booklet remains the property of APM Group Ltd

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.

This booklet remains the property of APM Group Ltd

© The APM Group Ltd 2009

This document is not to be reproduced or re-sold without express permission from The APM Group Ltd
[saveasdialog.asp](#) - 29 July 2010