



## Version 2&3 Qualifications

### ITIL<sup>®</sup> Notes to Invigilators

The notes within this booklet provide guidance to Invigilators for ITIL<sup>®</sup> v.2 & v.3 Examinations. Please ensure you have read and understood them before the examination starts.

Please complete the following:

**Name of Invigilator** \_\_\_\_\_

**Name of ATO** \_\_\_\_\_

**Name of Trainer** \_\_\_\_\_

**Examination location** \_\_\_\_\_

**Date of Examination** \_\_\_\_\_

**E-mail address** \_\_\_\_\_

Please remember that after the examination you must gather up all completed exam packs, then enclose this document with the packs and return to your local APMG office.

## 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:info-us@apmg-us.com)

## **ITIL® Version 2 & 3 Examinations**

Please find enclosed within your invigilator pack the following documents in preparation for the Examination.

- **A Candidate List** - showing candidates names and candidate numbers.
- **Individual Examination Packs** - 1 pack per candidate plus 2 spare, each containing:
  - **Candidate Details Form.** 1 copy per pack.  
This form must be completed by every candidate as these details are used to produce their certificate.
  - **Foundation / Foundation Bridge Paper.** (multiple choice paper). 1 per pack.
  - **Foundation / Foundation Bridge Answer Grid.** 1 per pack.
  - **Examination Feedback Form.** 1 per pack.
  - **Candidate Checklist.** 1 per pack.

### Version 3

- **Managers Bridge Paper.** (multiple choice paper). 1 per pack.
- **Managers Bridge Answer Grid.** 1 per pack.
- **Intermediate Paper.** (complex multiple choice papers). 1 per pack
- **Intermediate Answer Grid.** (If relevant) 1 per pack

### Version 2

- **Practitioner Paper (scenario and multiple choice paper).** (If relevant) 1 per pack.
- **Practitioner Answer Grid.** (If relevant) 1 per pack.
- **Manager Paper (case study and question paper).** (If relevant) 1 per pack.
- **Self Sealable Bags** - 1 bag per candidate plus 2 spare. For distribution to candidates following the examination for submission of exam papers.

## **Further Information**

Candidates must include **ALL** examination material in their individual, self-sealable bag. This includes their candidate details form, candidate feedback form and any unused exam material.

Candidates should use the checklist provided to ensure all documents have been enclosed before sealing the bag. Candidates must then sign the checklist and place it in the pack, after which the bag can be sealed **by the candidate** ready for collection.

The term **unused exam pack** within this document refers to the unused examination materials issued by APMG in individually sealed packs for distribution to candidates prior to the commencement of the examination.

The term **completed exam pack** within this document refers to the completed examination papers and candidate documentation individually re-sealed by the candidate ready for return to APMG for marking.

It is essential that the number of exam packs issued within the invigilator pack is the same as the number of exam packs returned to APMG. This number may include exam packs which are unused.

All exam packs should arrive at APMG fully sealed with no signs of tampering. In specific extenuating circumstances, permission may be granted by APMG for the nominated Invigilator to open a spare pack. Any instances where this approval has been granted must be noted in the Issues Form at the back of this booklet.

## Candidate Verification Requirements

ATOs need to send APMG copies of pre-requisite certificates from candidates any time between making the booking via the online system and returning the completed examination pack. APMG will file copies of the certificates and hold these records for ATOs.

**No results/certificates will be released until we have received a copy of the certificate from either the ATO or directly from the candidate.**

The process applies to the following exams:-

- Manager's Bridge – confirmation of pass at version 2 manager exams
- Intermediate exams – confirmation of pass at version 3 foundation or foundation bridge (if already provided for a prior intermediate examination taken with APMG then please confirm the candidate number allocated at the time of booking and no certificate needs to be sent)
- Managing Across the Lifecycle (MALC) – confirmation of 17 eligible credits from ITIL examinations.
- Expert – confirmation of a pass at MALC or Manager's Bridge.

ATOs are asked to send through copies of the certificates for previous qualifications to APMG as soon as possible after a booking has been made. Some ATOs have adopted a process whereby candidates are asked to bring a copy of their certificates to the exam session for the invigilator to collect and return to APMG with the examination pack.

Your ATO should have made it clear if you are required to collect the certificates. If so, please ensure that you remind all candidates as early as possible during the course so time is allowed should a candidate have forgotten and need a copy sent through to them.

Please do ensure that you collect these certificates and return them with the examination packs as failure to do so will mean that the results and certificates are withheld until complete information has been received. In the event where a candidate is unable to provide you with the certificate copy on the course then please ensure you ask them to send this on as soon as possible to prevent delays with their results.

**Please note** that where an ATO is able to provide the previous APMG candidate number there is no need to send through a certificate. This applies to any candidates who have done a pre-requisite exam through APMG.

Should a candidate be unable to provide a copy of their certificate then the ATO or candidate should contact the awarding EI to request a duplicate certificate or letter of confirmation of the pass in lieu of a certificate and send this through to APMG. Only in exceptional circumstances will APMG verify the exam award with the EI directly and will need as much information as possible about the candidate in order to complete this as per the current system. Please note we would expect to receive requests to verify results with another EI only for the minority of candidates. Should an ATO have a candidate for which they need to use this process they should email the relevant contact at the APMG office administering the examination to confirm details.

## 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.
- Each question paper and answer sheet will be sealed within the individual exam packs; one supplied per candidate as applicable.
- Individual exam packs should remain sealed until **the scheduled time for the examination** and are only to be opened by candidates sitting the examination.
- Unless we have been notified otherwise, the examination must start on the date and time specified in the confirmed booking.
- APMG reserve the right to ask an APMG representative to visit an Examination Centre at any time up to the planned start of the examination and ask to see the sealed packs containing the examination papers. If any packs have been opened or there is any evidence of tampering, 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 any malpractice found.
- Please place a tick beside the name of each candidate on the Candidate List to confirm their attendance. If a candidate fails to turn up or cancels, please place a cross next to their candidate number or strike through.
- 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.
- If additional delegates arrive for the examination and there are sufficient exam packs for them to attempt the paper, please contact APMG with the exam booking details to request additional candidate numbers. Alternatively, you may re-issue additional candidates with the numbers assigned to candidates who have failed to turn up or have cancelled.
- Please ensure that all posters, charts or group work are removed from the walls before the start of the examination.
- Please note only one candidate at a time can leave the room and cannot remove anything or bring anything back into the room. **The invigilator must record who left and for how long in this booklet.**

## Guidance Notes for Extra Time concerning Language

Extra time can **only be granted through prior permission from 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** 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 15 minutes for the full Foundation Examination, 10 minutes for the Foundation Bridge Examination and 30 minutes for the Managers Bridge Examination 30 minutes for the Intermediate examination. This time is to be used for answering questions only.

Please note, in uncertain circumstances please contact APMG for advice. If the invigilator is unable to contact a representative from APMG in exceptional instances, they have the authority to grant extra time at their discretion where they feel a candidate requires this time. This extra time must be noted in the issues section of this booklet.

## 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 shown below: -

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

Type of difficulty	Examples of allowances made
RSI/Arthritis	<ul style="list-style-type: none"> <li>• Additional examination time permitted</li> <li>• Use of a scribe permitted</li> </ul>

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 APMG office 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.



## **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.

### **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 candidates write their individual candidate number only on the space provided. 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.
- 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.
- 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.

### **After the examination:**

- 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.
- 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.

## **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".
- Claims that a candidate is not used to writing for a long period of time.

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:**

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