

Examination Candidate Terms and Conditions

Candidates entering any examination with APM Group (APMG) agree to be bound by the Terms and Conditions contained herein.

1. Candidate ID

Candidates are required to bring a means of photo identification to the exam centre, (including but not limited to, Passport, ID card, Driving Licence). If proof of identification is not provided to the Trainer/Invigilator prior to the examination, APMG reserve the right to refuse the candidate to sit the exam.

2. Code of behaviour from Candidates

Candidates must be present at least 30 minutes prior to the examination start time. When attending the exam, candidates must ensure they are polite and courteous to other candidates and the Trainer/Invigilator.

APMG will award a Certificate as a Registered Practitioner to candidates who:

- i) Have successfully achieved sufficient marks to pass the Foundation Examinations;
- ii) Have successfully achieved sufficient marks to pass the Intermediate Examination (where applicable);
- iii) Have successfully passed the Foundation Examination to be able take the Practitioner Examination, if verification is provided; and
- iv) Agree to the APMG Ltd terms of certification as detailed in these Terms and Conditions.

Certification does not allow the use of any Trade Mark or Logo associated with the certification scheme or associated products and schemes.

Should the candidate misuse any certificate, Trade Mark or Logo associated with any of the certification schemes appropriate action will be taken to resolve the case and prevent recurrence. Serious and/or continuous misuse will give rise to certificates being withdrawn and legal action being taken as appropriate.

3. Surveillance Monitoring

At a minimum of three, and a maximum of five years after initial certification, where applicable, Registered Practitioners are required to sit and pass the Re-registration examination in order to retain certification as a Registered Practitioner. The Re-registration examination is to a similar standard as the Intermediate & Practitioner examination but is a shorter version.

4. Special Allowances

APMG has a Disability Policy, which is available on the website at www.apmg-international.com. The Disability Policy explains the arrangements in place to provide assistance to candidates for equal access to all.

5. Complaints

APMG requires all Registered Practitioners to keep a record of complaints made against them within the scope of their certificate of competence. Such complaints are to be notified to APMG. The record of complaints will be subject to audit at the time of Re-Registration Examination. Such complaints about a Registered Practitioner if received by APMG in the absence of notification by the Registered Practitioner concerned may result in suspension or withdrawal of certification. If candidates, ATOs, ACOs or third parties wish to make a complaint against APMG there is a formal complaints process on the website which is available at www.apmg-international.com.

6. Appeals

APMG operates a formal appeals process which is available on the website at www.apmg-international.com

7. Retention of information

APMG will retain completed candidate details forms for a period of 12 months after the date of the examination, after which the information will be securely destroyed. In the event of a dispute the information held by APMG on their records will be accepted as correct. Electronic copies of candidate information will be held for the lifetime of the qualification scheme in order to provide verification of results upon request, in accordance with the data protection statement outlined below. Examination answer scripts will be securely destroyed 12 months after the date of the examination.

8. Data Protection Statement

APMG comply with all relevant and current DPA laws within all countries of operation.

Under the rules of our accreditation by UKAS, APMG are obliged to hold a list of the candidate number, date of exam and candidate name for all successful candidates. If a candidate passes the examination then this information will be added to our website, though other than this stated use, all personal data provided by the candidate and details of examination scores will be held in confidence by APMG and will only be used to develop and improve its accredited training and examination processes. In no circumstances will APMG either sell or pass on contact details to a third party. The date of examination, name and candidate number of successful candidates will be posted on the APMG website in the form of a Successful Candidate Register for each qualification.

On completing the Candidate Details Form, candidates are required to indicate their wish to be included on a Successful Candidate Register. Where candidates have ticked the Data Protection box, APMG will only divulge exam results to the ATO who ran the associated training and will not enter candidate results on the Successful Candidate Register. Leaving the box unchecked gives APMG permission to enter the candidate on the public website, and to inform any third party of whether the candidate has passed the exam. If the candidate's preference changes at a later date, written confirmation must be received by APMG with a copy of the examination certificate giving APMG permission to change the preference. Please note there will be a £10.00+VAT administration charge for any such changes.

APMG will not be held liable should the website or any Successful Candidate Register be incomplete. Candidates should contact APMG in the first instance should they believe any records are incomplete. Release of examination results, by a training organisation, to a candidate's employer is a matter for agreement between the candidate and the training organisation concerned. APMG will invite all successful candidates who have sat the Practitioner examination to complete an online questionnaire after their results have been released to help us improve our services.

9. Ethics

The Ethics and Standards Board is responsible for ensuring that APMG adheres to good governance standards and works ethically, representing the interests of all our stakeholders. To view the full document that contains the standards please go to www.apmg-international.com

10. Confirmation

By confirming that I have read and accept these Terms and Conditions, I confirm that I understand and agree that in the event of my non-compliance with any of the exam regulations, my exam result will become void and my exam fee will NOT be refunded. Furthermore, in the event of my non-compliance with any of the exam regulations, I hereby agree that details relating to my identity and the reasons for my non-compliance with the relevant exam regulations can be disclosed to APMG's Accredited Training Organisation (ATO) where the examination in question has been ordered through them.