**Process Flow – Conducting Exams**

**(This document is intended to supplement existing APMG Guidelines and is not intended to replace them)**

1. Exam Order means one exam session. All students appearing in that exam session have to sit together proctored by the invigilator allocated for that exam session. The exam session cannot be split once confirmed.
2. Exam venue to be clear and ready for Exam, 45 minutes before start time in accordance with APMG guidelines
3. Sufficient space between candidates should be provided (one seat gap)
4. Students should not be in a position to view other students’ screen.
5. Whiteboard to be wiped before exam and no display related to exam should be present in the exam room, except guidelines related to exam
6. Separate area to be marked / designated for storage of bags/ books etc. No books/belongings in the area near the students
7. Students to arrive 30 minutes before start of exam and place their books / bags in designated storage area.
8. “Do not Disturb Board – \_\_\_\_\_ Exam is on” to be placed outside the exam venue.
9. Proctor should have attendance sheet prior to start of exam. This can be created from the “List of Students” in QIS which can be exported to excel format for easy usage.
10. Students should be checked against attendance sheet basis their identity cards (Company ID Card/ driver’s license or any standard acceptable proof) and should sign the attendance sheet. Proctor has to mention APMG candidate ID in front of the candidate name as well after the start of the exam on the signed attendance sheet.
11. Prior to start of exam, all mobile phones to be switched off / put on silent mode
12. Invigilator to share Exam Auth Code with the candidate.
13. Instructions for exams to be given.
14. Guidelines on Web Exam Auth Code to be provided to students
15. Candidate is required to provide same email id that he had given in student portal.
16. Candidate will have to register at the start of the exam, as soon as this gets completed, system will generate Candidate ID.
17. Instruction should be provided prior to start of exam on the possibility of break in connectivity and “how-to-handle-scenario” to avoid multiple log-in by same student.
18. For Paper Based exams, also, students would be clear timelines
19. Clear start time. No student arriving after the start of the exam time should be allowed to take the exam.
20. Students finishing their exam and leaving hall will not to be allowed back in the exam room.
21. Exam duration is as specified in the fact-sheets, for example for ITIL Foundation it is 60 minutes.
22. On successful completion of exams, complete proctor report and attendance sheet to be sent within 24 hours to Quint Wellington Redwood.
23. It should be ensured by proctor that no student is allowed to copy the link for exams and the login details which could be misused by students at a later stage.
24. Proctor should confirm with all students of the need to register their on Student registration, the absence of which would mean the result being with-held.
25. The complete exam pack including answers sheets, question papers & scenarios, candidate details form and feedback form need to be returned to QWR.
26. No document is to be retained by the proctor.
27. Self-Proctoring is not permitted by APMG, please make sure that in case accredited proctor is appearing for the exam then he should inform us about the same and assign another person who is an APMG proctor.