

PM-ZERT

Certification body of the GPM

Guideline Online certification

- **IPMA® Level D-A**
- **Basic Certification**
- **Hybrid+ Certification**
- **Changemanagement**

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PM-ZERT ist die
Zertifizierungsstelle der
GPM Deutsche Gesellschaft
für Projektmanagement e. V.



Die GPM ist Mitglied der
IPMA International Project
Management Association.



Deutsche
Akkreditierungsstelle
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Applicable documents

The PM-ZERT documents listed in the table below are required either for the preparation for certification or for the application documents to be submitted and are therefore to be understood as applicable documents. Their content also completes the comprehensive information provided in this guide.

Please familiarize yourself with these documents before submitting your application.

Document		To be completed
No.	Name	Yes/No
	ICB, Individual Competence Baseline	No
	ICR public, IPMA Certification Regulation (public version)	No
	Dates and fees	No
	GPM Code of Ethics	No
Z01	General Guideline Certifications	No

Table 1: Applicable documents

List of abbreviations

Abbreviation	Explanation
ICB	Individual Competence Baseline
ICR (Public)	IPMA International Certification Regulations (Public)
CE	Competence Element
KCI	Key Competence Indicator
ESR	Executive Summary Report
LA	Lead Assessor
CoA	Co-Assessor
PM-ZERT	PM-ZERT is the certification body of the GPM Deutsche Gesellschaft für Projektmanagement e. V.

Table 2: List of abbreviations

Change history compared to the previous version

Change	Page/s
Integration ISO 9001 in 17024 – DAkkS – Delete of TÜV Logo	1
Various clarifications and formatting	
Synchronization of the applicable documents to file names of the PM-ZERT website as well as adaptation of the cover sheets and synchronization of the physical file names	
New PM-ZERT Logo	

Table 3: Change history

Information on "gender-appropriate spelling"

In its publications, GPM attaches significant importance to a differentiated, responsible, non-discriminatory and gender-equitable use of language. Whenever the generic masculine is used, it is intended as a neutral grammatical expression and in no way implies discrimination against the other gender.

1. Validity

This document is valid from 28.02.2025.

In this version, clarifications, spelling and formatting have been made. For this reason, all previous versions are invalid.

2. Online certification procedure

2.1 Procedure for written examinations of domains and levels

2.1.1 General information

- The online examination procedure is an alternative to the face-to-face examination
- The basic certification process remains unaffected
- The written examination is replaced by an electronic online examination. PM-ZERT uses the KM tool from Knowledge Markets for this purpose
- The examination room will be replaced by a virtual examination room. The virtual examination room will be realized via a video conferencing solution.

2.1.2 Before the examination

- Approximately one to two weeks before the examination day, the candidate receives their personal access data for the examination tool
- The sender email address is “do-not-reply@gpm-ipma.de” with the subject “Access data for your GPM exam”
- The assessor sends the candidate an e-mail with the access data for the virtual examination room. The e-mail shows the tool to be used during the examination
- Access to the examination tool and the audio-video function of the computer used must be tested by the candidate at least two days before the examination date. Searching for e-mails and access data during the examination date leads to disruptions and delays for all candidates and may result in the candidate being excluded from the examination
- An identification document issued by a government authority must be kept ready, this can be either an identity card, driver's license, or passport. The identity of the candidate must be clearly identifiable from this document.

2.1.3 On the day of the examination

2.1.3.1 Before the start of the examination

- The candidate dials into the video conference of the virtual examination room at least 15 minutes before the start of the examination
- If the candidate is unable to take part in the examination for technical or health reasons, this is only possible before the start of the examination begins and must be announced to the assessor
- On the examination day, the examination starts with an individual check of the candidate's personal details
- Before the start of the examination, the camera must be panned around the candidate's room so that the assessors can determine compliance with the requirements for the examination workplace. There must be no papers, documents, books, or other aids - within a radius of at least 1.5 metres - on the table or floor. No other persons may be in the room in which the examination desk is located or within sight or hearing. The door to the room must be closed
- Once all candidates have completed the verification, the assessor activates the online examination for all candidates at the same time. The candidate can then start the individual written examination
- The examination is deemed to have started as soon as the candidate has started the written examination.

2.1.3.2 During the examination

- The camera must remain active for the entire duration of the examination; the candidate must be within the camera's field of vision
- The candidate's microphone must be switched on during the entire examination. The volume of the loudspeaker can be reduced so that they can work in silence. The candidate must ensure that they can hear and follow the assessor's instructions at all times
- In the event of a disruption to the internet connection during the examination, the questions completed so far will be analysed. It is possible to repeat the examination if the candidate does not pass
- If the examination has to be cancelled due to a technical problem on the part of PM-ZERT or the assessors, the questions answered will be evaluated and the examination will not be scored if the candidate fails. In this case, the examination can be repeated free of charge
- Note-taking is not permitted during the examination
- Needing to use the bathroom during the examination must be reported to the assessor. After returning to the examination workstation, the camera must be swivelled again. This process reduces the individual examination time as the examination cannot be paused
- In addition to the technical failure of the examination (insufficient number of correct answers), the written examination is deemed to have been failed if the candidate fails the examination:
 - Attempts to log in ten minutes after the start or later
 - Is caught attempting to cheat
 - Does not comply with the assessor's requests
 - Has other programmes, websites, or documents open on their computer during the exam or makes recordings of any kind
 - Interrupts the video transmission.

2.2 Procedure Level D Feedback Report

- The assessor provides all candidates with a schedule for upcoming feedback on the report before the exam
- The feedback usually takes place in the virtual examination room of the written examination. In most cases, the same video conference link is used for this purpose. If the video conference link is not to be used or the certifier would like to receive the feedback on a day other than the day of the exam, the assessor will send new access data. The date for the feedback will be communicated by the assessor.

2.3 Assessment Centre Level CB procedure

- The assessor sends the candidates access data for the virtual examination room in advance
- The candidate will work on a case study in various virtual group rooms with the other candidates
- The assessor provides the case study and the tasks.

2.4 Procedure (Extended) Interview Level CB

- The candidate receives a general agenda approximately two to three weeks before the examination
- The assessor sends the candidate access data for the online conference in advance
- The interview usually takes place in the same virtual examination room as the written examination and the workshop. In most cases, the same video conference link is used for this purpose. If the interview is to be conducted on a day other than the day of the workshop, the assessor will send out new access data. The date for the interview will be communicated by the assessor.

3. Technical requirements

3.1 Written exam, interview, and online workshop

The following technology is required for the online examination:

- The candidate requires a computer with an internet connection, camera, speaker (or headphones), microphone and up-to-date web browser (e.g. Chrome, Edge, Firefox, ...). Microsoft Internet Explorer is not supported
- Only one monitor may be used per candidate. Additional monitors must be switched off
- The candidate must ensure participation in the conferencing tools mentioned under point four
- It must be possible to pan the camera equipment or the laptop
- A stable internet connection must be provided for the online examination.

Note:

- It is not possible to take the exam on a tablet or smartphone.

3.2 Smartphone as a camera for the virtual examination room

If the candidate's computer does not have a camera or the conferencing tool does not allow video transmission, it is possible to use only the video and audio transmission functions using a tablet or smartphone. To do this, the candidate can dial into the virtual examination room using the app required for the video conference. The proper functioning of the app must be ensured before the examination.

The following requirements must be met before a tablet or smartphone can be used to transmit video and audio:

- The smartphone must have sufficient battery capacity for the entire duration of the examination or be connected to the charger. It should be noted that the data transmission functions consume significantly more power when the image and sound transmission is active. PM-ZERT recommends connecting the device to the mains via a suitable charger during the test
- The data rate / signal strength must be sufficient (min. 4G, LTE or better Wi-Fi)
- The camera for observation in the virtual exam room must be permanently active
- The smartphone must be placed in a stable position.

4. Conferencing Tools

PM-ZERT can use the following conferencing tools to provide the virtual examination room:

- Microsoft Teams
- Zoom

The assessor determines in advance which tool will be used. If necessary, he/she can coordinate this with the employer or with the training partner of the candidate depending on the type and variant of the examination.

For data protection and security reasons, it must be ensured that all video conferencing solutions are regularly updated and subjected to a regular review together with the PM-ZERT data protection officer. The candidate must ensure that the latest app or software installation is installed before the test.

5. Data protection and confidentiality

- PM-ZERT undertakes not to pass on or publish company data and personal data as well as the contents of project lists and reports that are made available to third parties in connection with the certification procedures
- The data and contents are only communicated to PM-ZERT officials, in particular the assessors, for use within their functional area. PM-ZERT is released from this obligation as soon as a certifier expressly agrees to publication or distribution
- If PM-ZERT processes personal data as part of the provision of services, PM-ZERT will protect data protection concerns within the framework of the legal and operational regulations and take measures for data security.

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