

PM-ZERT

Certification Body of the GPM

© GPM Deutsche Gesellschaft für Projektmanagement e. V.

Guideline Online Exams

- **IPMA Level D-A**
- **Basiccertifikations**
- **Hybrid+ Certifications**
- **Changemanagement-Certifications**



PM-ZERT is the Certification
Body of
GPM Deutsche Gesellschaft
für Projektmanagement e. V.



Die GPM Deutsche Gesellschaft
für Projektmanagement e. V. is
member of IPMA International
Project Management Association.

PM-ZERT is ISO 9001:2015
certified

Contents

1	Validity	4
2	The certification processes	4
2.1	Procedure for written examinations at all levels	4
2.2	Procedure Level D Feedback Report	5
2.3	Workshop Level CB Procedure	5
2.4	Interview Level CB Procedure	6
2.5	Extended Interview Level CB Procedure	6
3	Technical requirements	6
3.1	Written exam, Interview and Online Workshop	6
3.2	Smartphone as camera for the virtual examination room	6
4	Conferencing Tools	7
5	General information for candidates	7
6	Data protection and confidentiality	8
7	Use of the PM-ZERT logo	8

LIST OF TABLES

Table 1:	Application documents	3
Table 2:	List of abbreviations, terms and definitions	3

Relevant 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 should therefore be considered as applicable documents. Their content also completes the comprehensive information intended by this guideline. The documents apply in the order ICB4/ICR4 first and followed by this document and the other documents.

Please familiarize yourself with the following before submitting your application.

Document		To fill in
No.	Name	Yes/No
	ICB 4, Individual Competence Baseline	No
	ICR 4 public, IPMA Certification Regulation public version	No
A01	Aktuelle Termine und Gebühren	No
F01	Application for certification (initial certification, higher level certification, recertification) with self-assessment, evidence in projects, Executive Summary Report and determination of complexity	Yes
Z01x	Certification Guideline	No
R03	Ethics Code of the GPM	No

Table 1: Application documents

List of abbreviations, terms and definitions

Abbreviation	Explanation
ICB	Individual Competence Baseline
ICR	IPMA Certification Regulation (internal document for certification bodies)
ICR Public	IPMA International Certification Regulations (Public)
CE	Competence Element
KCI	Key Competence Indicator
ESR	Executive Summary Report
LA	Lead Assessor
CoA	Co-Assessor

Table 2: List of abbreviations, terms and definitions

The Guidelines

- This guideline: General information about the exams in online format
- Common guideline: General introduction to the certification system, as well as a detailed description of the re-certification and higher-level certification
- Detailed guidelines: Initial certification IPMA Level D, IPMA Level C, IPMA Level B and IPMA Level A

The structure of the guides is as follows:

- XXX_Do_Titel_ICB4_Version.extension.
- XXX stands for the short name of the document, which was already used under ICB3 (the guide was also called Z01 under ICB3)).

Explanation:

- „Do“ stands for domain (If no domain is mentioned, the document affects all domains.).
- „Title“ is a meaningful abbreviation of the content of the document.
- „ICB4“ stands for the basis according to which the certification is carried out.
- „Version“ specifies the version number of the document.

GPM attaches great importance to a differentiated responsible, non-discriminatory and gender-equitable use of language in publications. Whenever the generic masculine is used, this is to be understood as a neutral grammatical expression and in no way implies any discrimination against the opposite sex. Further information on the "gender-fair spelling" of GPM can be found at: www.gpm-ipma.de/utilities/impressum_datenschutz.html

1 Validity

This document is valid as of 9.07.2021
Version 02 ist still valid until 8.2.2022
All previous versions are invalid.

2 The certification processes

2.1 Procedure for written examinations at all levels

General information

- The online examination procedure maps the procedure of the attendance examinations.
- The basic certification process of your chosen path and level remains unaffected.
- The written examination paper is replaced by an electronic online examination, provided by Knowledge Markets Vienna (examination tool or KM tool)
- The examination room is replaced by a virtual examination room. The virtual examination room is realized via a video conference solution.

Before the examination

- About 1-2 weeks before the exam day you will receive your personal access data for the examination tool.
- These come from the sender do-not-reply@gpm-ipma.de with the subject "Access data for your GPM examination".
- The assessor will send you access data for the online conference of the virtual exam room.
- Test the access to the examination tool and your audio-video function at least 2 days before the examination date. Searching for e-mails and access data during the examination date will cause disruptions and delays for everyone and may result in exclusion from the examination.
- Please have your valid identity card, passport or driver's license ready for the examination date.

On examination day

- Please dial into the video conference of the virtual exam room at least 15 minutes before the exam starts.
- Should you wish to postpone the exam for technical or health reasons, you can do so at any time before the exam starts.
- As soon as you have started the written exam, it is considered to have started.
- On the day of the exam, the exam starts with a check of your personal data. This is done individually for all participants.

- Before the start of the exam, the camera must be panned through the room so that the assessors can check that it meets the requirements for the exam workplace. There must be no papers, documents, books or other aids - within a radius of at least 1.5 m - on the table or floor, there must be no other persons in sight or hearing and the door to your room must be closed.
- After all participants have completed the check, the online exam will start simultaneously for all participants. You can only start the exam function after the assessor has activated the exam.
- Toilet visits during the exam must be reported to the assessor. After returning, the camera must be panned again, this will be deducted from the exam time.
- The camera must remain switched on and active throughout the entire examination period, and you must be within the camera's field of view.
- If you lose your internet connection during the exam, the questions you have worked on so far will be evaluated and you have the possibility to repeat the exam if you fail.
- If the exam has to be cancelled due to a technical problem on the part of PM-ZERT or the assessors, the processed questions will be evaluated and the exam will not be scored if you fail. In this case the exam can be repeated free of charge.
- Your microphone must be on during the whole exam. You can turn down the volume of your loudspeaker so that you are not disturbed. However, the assessor must be able to reach you at all times.
- Please make sure in advance that your camera and microphone are working. The assessors will provide you with a test link for this purpose.
- In addition to failing the exam for professional reasons (insufficient number of correct answers), the written exam is considered failed if you:
 - 10 minutes after the start or later try to log in
 - be caught in an attempt to deceive
 - do not comply with the assessor's requests to pan your camera
 - open other programs, websites or documents on your computer during the exam, or make recordings of any kind
 - interrupt the video transmission with the assessor
 - you lose your Internet connection during the exam.

2.2 Procedure Level D Feedback Report

- The feedback on your report is usually done in the same virtual examination room as the written exam. In most cases the same video conference link can be used for this purpose. If this is not the case or if you receive the feedback on a different day than your written exam, your assessor will send you access data for the online conference of your report feedback separately. Here you will also find the exact time for your feedback.
- You will receive a schedule for your upcoming Report Feedback before the examination.

2.3 Workshop Level CB Procedure

- The assessor will send you access data for the online conference of the virtual exam room in advance.
- You will work on a case study with the other workshop participants in various virtual group rooms.
- You will receive the tasks for this and the case study from the assessors.

2.4 Interview Level CB Procedure

- The assessor will send you access data for the online conference in advance. The interview usually takes place in the same virtual exam room as the written exam and the online workshop. In most cases the same video conference link can be used for this purpose. If this is not the case, or if the interview takes place on a different day than your workshop, your assessor will send you access data for the online conference separately. Here you will also find the exact time for your interview
- You will receive a general agenda about 2-3 weeks before the exam
- Please remember to prepare a presentation for your interview if necessary

2.5 Extended Interview Level CB Procedure

- The assessor will send you access data for the online conference in advance. The interview usually takes place in the same virtual exam room as the written exam and the online workshop. In most cases the same video conference link can be used for this purpose. If this is not the case, or if the interview takes place on a different day than your workshop, your assessor will send you access data for the online conference separately. Here you will also find the exact time for your interview
- You will receive a general agenda about 2-3 weeks before the exam
- Please remember to prepare a presentation for your interview if necessary

3 Technical requirements

3.1 Written exam, Interview and Online Workshop

The following technology is required for online examination:

- You will need a computer with Internet access, camera, speakers (or headphones), microphone and an up-to-date web browser (e.g. Chrome, Edge, Firefox, ...). Microsoft Internet Explorer is not supported.
- Make sure that it is possible to participate in the conferencing tools mentioned under point 4. The assessor will send you an invitation in advance. Here you can identify the tool you are using and check it via a test link.
- Make sure that you can pan your camera setup / laptop.
- Please ensure a stable internet connection for the online exam.

Note: *It is not possible to perform the test on a tablet or smartphone. Please ensure that you have access to a laptop or desktop computer with an up-to-date browser.*

3.2 Smartphone as camera for the virtual examination room

If you do not have a camera on your computer or if your computer does not allow the Conferencing Tool for video transmission, it is also possible to use a tablet or smartphone for video and audio transmission only. To do this, log in to the Virtual Exam Room with the app required for the video conference. Please ensure in advance that the app is installed and working correctly.

In any case, a laptop or desktop computer is required to work on the exam questions (see 3.1).

The following requirements must be met for the use of a tablet or smartphone to transmit sound and vision: The smartphone must have sufficient battery capacity for the entire duration of the examination or be connected to the charging cable. Please note that the data transfer functions in your device consume significantly more power if the video and audio transfer is active for a longer period of time. We therefore recommend that you connect your device to the mains supply using a suitable charging cable during the examination.

- The data rate / signal strength must be sufficient (min. 4G, LTE or better WiFi, if available).
- The camera for observation in the virtual examination room must be constantly active.
- The smartphone must have a stable stand.
- If the video and audio transfer with the assessor is interrupted, the exam is considered failed.

4 Conferencing Tools

The following conferencing tools can be used to provide the virtual exam room:

- A combination of GoTo Meeting + Microsoft Teams
- Alfaview
- Zoom

Your assessor decides in advance which of the three options will be used during your exam. This can be done, for example, in consultation with your employer or training partner, and depends on the type and variant of your exam.

Please note that for data protection and security reasons, all video conferencing solutions are regularly updated and subject to regular review together with the PM-ZERT data protection officer. Therefore, please make sure in advance that you have the latest app or software installation for the videoconferencing solution used in your certification.

5 General information for candidates

To ensure the prompt and efficient processing of your certification, please observe the following:

1. Read the **pre-requisites and requirements** specified in the respective guidelines for each certification process carefully and consider whether you satisfy them all in full. If anything is unclear or you have doubts, it is best to contact the PM-ZERT office before you commence the application process.
2. Upload a **complete set of application documents** via www.candidate.pm-zert.de to PM-ZERT. If certificates are attached, uncertified copies will suffice.
3. The published **deadlines** or the deadlines agreed with the certificate holder must be adhered to in order to avoid avoidable delays. This applies in particular to the **reports** for which the assessors need sufficient time for a detailed assessment. This leaves enough time afterwards to carry out any rework in good time and to submit these again (with a reasonable interval for the assessors) before the examination; otherwise the examination date is at risk! A **rather early submission** is in the own interest of the certificate holder.
4. The **dates of the events** (written examination, workshop and interview) should be reserved and recorded in good time in the personal appointment calendar. If a planned date cannot be met, this usually means a postponement to the following date and a delay of three months in the issue of the certificate.

6 Data protection and confidentiality

1. The certification body of GPM Deutsche Gesellschaft für Projektmanagement e.V. „PM-ZERT“ undertakes not to pass on or publish company data and personal data as well as the contents of project lists and reports made available to it in connection with the certification procedures to third parties.
2. The data and content will only be communicated to PM-ZERT function owners, in particular the assessors, for use within the scope of their functions. PM-ZERT is exempted from this undertaking if a certification candidate explicitly consents to their publication or dissemination.
3. Should PM-ZERT have to process personal data within the framework of the provision of services, PM-ZERT shall protect the interests of data protection within the framework of the statutory and operational regulations and shall take measures to ensure data security.

7 Use of the PM-ZERT logo

1. The PM-ZERT logo is legally protected and may not be used by unauthorised persons in printed or electronic media.
2. Admittance and examination documents which are not PM-ZERT forms and are used by the candidate in the certification process may not bear the PM-ZERT logo.



PM-ZERT Office

Am Tullnaupark 15
D-90402 Nürnberg
Tel. (0911) 43 33 69-31
Fax (0911) 43 33 69-39
E-Mail: pm-zert@gpm-ipma.de
Internet: www.gpm-ipma.de

PM-ZERT is certified according to ISO 9001:2015