



IAM APPROVED EXAMINATION VENUES TECHNICAL REQUIREMENTS

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Introduction to IAM Examinations and Examination Venues

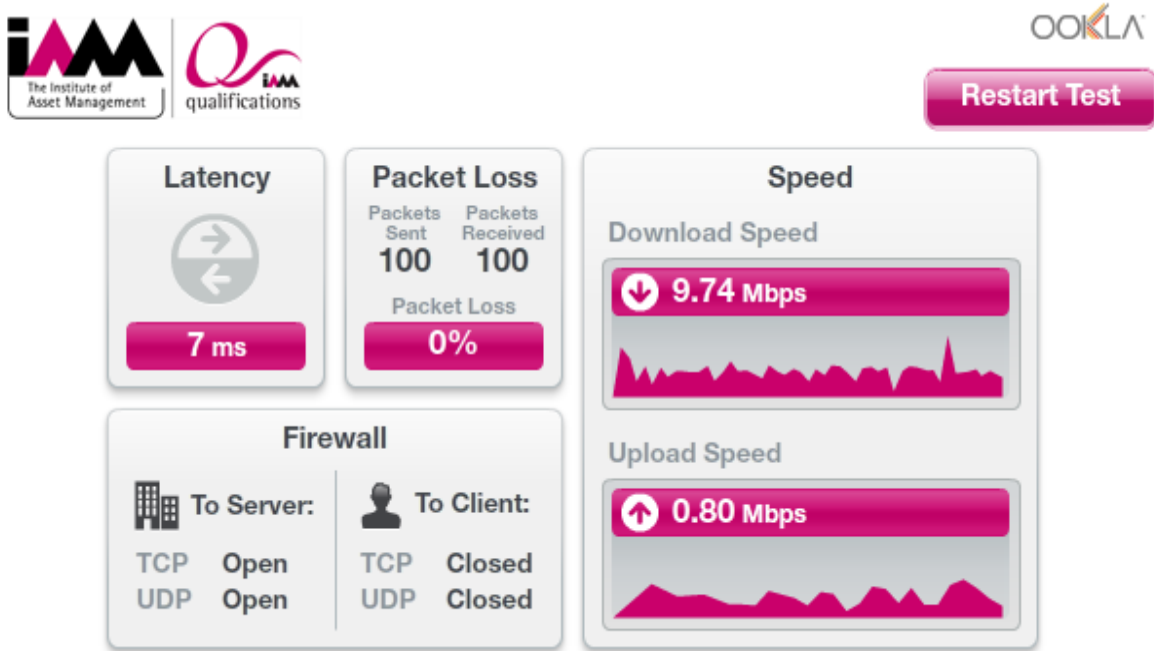
1. The IAM Certificate and the IAM Dip are NOT training courses. They are qualifications which are awarded to candidates who demonstrate that they have met the evidence requirements.
2. The IAM Certificate is designed for people who are new, or relatively new, to asset management. The IAM Diploma is for people with more knowledge and experience and will help to prepare them for more specialised or managerial roles.
3. The exams comprise of sets of multiple-choice questions with a fixed period of time in which to answer them. The exam is delivered on-line and is 'closed book', meaning candidates are not allowed reference materials or dictionaries IAM exams can only be held at IAM Approved Examination Venues. These are venues which have the necessary facilities to deliver the exam comfortably, securely and consistently.
4. Exam Sessions may be either 'Closed' or 'Open'.
 - a. In *Closed Sessions*, only internal employees / trainees of the Examination Venue or the Endorsed Training Provider respectively are listed.
 - b. In *Open Sessions* there is one or more place provided for external Candidates. The IAM encourages Open Sessions as far as possible in order to maximise the effectiveness of invigilators and facilities.
5. These Requirements apply to IAM Corporate Members who choose to hold exams within their premises and venues organised by the IAM for or on behalf of Candidates or IAM Partners. IAM Examination Venues organised by commercial agents are subject to additional contracts.

General Requirements

6. An Examination Venue is expected to provide:
 - a. An appropriate room (ie. sufficiently quiet and free from intrusion or other disturbance so that Candidates can concentrate) to which access can be restricted before, during and after the examination session and to which access is readily available for all candidates (potentially including those with special needs).
 - b. Physical resources such as desks, or tables, and chairs and a basic health and safety assessment should be carried out.
 - c. The usual facilities such as toilets, waiting areas and basic refreshments for candidates. Examination Venues should note that allowing candidates to bring food or drinks into the examination room is strongly discouraged. Spilling hot or cold liquid onto a computer keyboard can be disruptive and will be deemed to be entirely the responsibility of the candidate concerned and no extra time will be allowed in the event of such incidents occurring.
7. The application form (available from www.theIAM.org/quals) is intended to provide a checklist of all requirements but IAM Examination Venue are asked to consider what arrangements and environment is suitable for an exam even if this is not specifically mentioned.

Technical requirements

8. To make the IAM Certificate Exam available to as many people worldwide and to ensure the experience is as standard as possible each candidate takes the exam online using a laptop or desktop computer.
9. An Internet Speed Test must be completed from each location within your venue which is to be used by Candidates to sit the IAM Examination.
 - a. This is required for each room separately because your wifi signal strength and your Internet Service Provider's (ISP) broadband capacity may be different.
 - b. In addition to Wi-Fi signal strength (Where RJ45 ports are not available) the venue's internet connection must be of sufficient speed and quality to support the total number of candidate sessions, connected through a Remote Desktop Protocol (RDP).
 - c. This information will be required on your application form.



10. The IAM Approved Examination Venue must be able to ensure that the IAM Exam system is reachable via the Remote Desktop Portal (RDP). In order to access the IAM Exam Portal, we require the standard RDP ports to be open (3389) and any Proxy content inspection / Filtering allows the Remote Desktop Connection protocol.

Becoming an IAM Approved Examination Venue

11. The prospective Examination Venue must submit an application form to the IAM Examinations Secretariat. This includes details about:
 - a. Key contact
 - b. Venue
 - c. Room(s)

- d. IT infrastructure
 - e. Results of internet speed tests
12. The approval of the IAM Examination Venue is specific to the declared rooms, so if it is likely that a variety of rooms might be used on different occasions, these must all be specified.
 13. Written approval will be provided for each room certified to host examinations within an Approved Examination Venue.
 14. Once approved, the IAM Examination Venue agrees each examination session by application to the IAM.
 15. For each examination session there must be an impartial Invigilator present. If exemption is desired, this must be agreed with the IAM Exam Board in application for that session. Invigilation requirements are set out in the Examination Board Examination Venue Requirements, available on request at Exams@theIAM.org.

Running an IAM Examination

16. Examination Venues are obliged to conform to the specifications of the separately available IAM Examination Regulations, the Examination Board Approved Venue Requirements and to the IAM Code of Practice for Examination Venues. However, particular attention is drawn here to the following duties and responsibilities of Examination Venues contained within the Examination Regulations.
17. Permitting access by candidates to the examination room only at the correct time.
18. Ensuring that candidates with special needs are suitably catered for;
19. Ensuring that there are no malpractices before, during or after the examination.
20. Accompanying at all times any candidates requiring to leave the examination session before they, the candidates, have completed their examination paper, for instance to visit toilets.
21. All candidates attending an IAM Examination session must be pre-enrolled and pre-booked with the IAM for their examination session. Under no circumstances will an individual be allowed to arrive unannounced at an Examination Venue in the expectation of being able to sit the examination, nor will substitutions be allowed.
22. Candidates will provide the invigilator with their unique candidate registration number, provided by the IAM.
23. IAM Examinations are delivered online and there is therefore a requirement either for candidates to bring their own hardware, for example, a laptop or netbook computer (this being the preferred option), or for the Examination Venue to provide suitable hardware. Candidates will be advised by the IAM that the preferred option is for them to use their own hardware. The arrangements will be specified for each exam session.

Running the Exam

24. Candidates will be asked to arrive at the Examination Venue at least 30 minutes before the start time of the Examination Session. In the event of candidates arriving after the start of an examination session, the Centre may at its discretion permit entry to the

after the allotted start time provided that to do so will not cause undue disturbance and distraction to the other candidates.

25. Candidates will enter the examination room 15 minutes before the start time, in order to allow time for setting up the IT hardware they are using and ensuring that they have established access to the IAM Examinations System. In the event that there are problems with this, the start time of the examination can be delayed until such time as the problems are solved: if this occurs, the IAM must be advised, with details of the problem(s) and the solution(s) used.
26. Candidates access the IAM Exam Board servers via the internet using an RDP Connection (Remote Desktop Protocol).
27. The IAM Examination Venue must make arrangements to ensure that the IAM Exam system is reachable via RDP – in order to access the IAM Exam Portal, we require the standard RDP ports to be open (3389) and any Proxy content inspection / Filtering allows the Remote Desktop Connection protocol.
28. If a Venue is providing IT hardware for all candidates it is preferable for the Invigilators to ensure that access has been established in advance for all terminals.
29. Examination Venue staff should advise invigilators and candidates of any health and safety requirements that will apply for the examination session – for instance, details of fire alarms (and if a test of the alarm is due during the examination session) and details of evacuation procedures in the event of a non-test fire alarm being set off.
30. When the Examination Session has ended candidates must leave the examination room as quickly (and quietly if, for instance, there are other activities in the building) as possible and then leave the Examination Venue premises according to the organisation's security and other requirements (including signing-out at Reception, for example).