

Change Management v3
Foundation Exam
Candidate Guidance

February 2024



FOUNDATION EXAM CANDIDATE GUIDANCE

1 INTRODUCTION

- 1.1 The objective of the examination is to enable you to demonstrate an understanding of the Change Management concepts, terms, principles, model types, approaches and roles. The Foundation exam uses objective test questions, which require you to choose a response to a question from a set of choices, for which the correct answer is pre-determined.
- 1.2 The following paragraphs explain the format of the question papers, and the different styles of question asked. Some suggestions on how to approach answering the various styles of question are also included.

2 STRUCTURE OF THE PAPER

The examination paper consists of:

- 2.1 A Question Booklet that contains 50 questions. Each question covers a different syllabus topic and is worth 1 mark. The pass mark is 25. You are expected to answer all questions.
- 2.2 The Answer Sheet on which your answers must be given. There will only ever be **one answer** to each question. If more than one answer is given in the answer sheet the response line will be void and will attract no marks. Marks are not subtracted for incorrect answers.

3 CHANGE MANAGEMENT SYLLABUS AREAS ADDRESSED

The exam consists of 50 questions in total that cover all 5 areas of the Change Management v3 Foundation syllabus. The full Change Management v3 syllabus is available from the APMG International or from your Accredited Training Organisation.

4 STYLES OF QUESTION

There are two a number of different test styles used within the paper. All test styles are based on the selection of the correct answer from a choice of 4 options.

The test styles are:

4.1 Standard

What is the definition of a stakeholder?

- a) Any person or entity that holds a financial stake in something of value.
 - b) Someone who has an interest in or influence over the outcome the change is intending to achieve.
 - c) An individual or legal entity that is registered by an organization as the legal owner.
 - d) A person or organization that pays for or contributes to the costs involved in change.
- a) tolerance approach

4.2 Select (evaluation)

Which of the following statements about identifying stakeholders are true?

- 1. Stakeholders identify other stakeholders.
- 2. The more stakeholders you involve, the more you are likely to find.

- a) Only 1 is true

- b) Only 2 is true
- c) Both 1 and 2 are true
- d) Neither 1 or 2 is true

5 EDITORIAL NOTES

5.1 Throughout the exam, title case has been used for all references to titles or roles or Myers-Briggs types.

5.2 Uses of “should” and “must”

“**should**” - is used to express “obligation”: something that is good or important or recommended. It is less strong than must and is used to test whether something should occur because it is consistent with the principles of Change Management

“**must**” is used when talking about something that is “necessary” or “has” to occur, i.e. something that is mandatory.

“**will**” and “**is**” – are used to express something definite or indisputable facts about Change Management, e.g. to describe generic facts about Change Management concepts, terms, principles, model types, approaches and roles.

6 TIME MANAGEMENT

The exam is 40 minutes in duration. You must manage your time in order to complete all questions. All questions should be attempted.

For paper exams: If you wish to write your answers on the question paper first, you must be aware of the time needed to transfer your answers onto the Answer Sheet. No additional time will be provided after the exam to do this. Only answers correctly submitted on the Answer Sheet will contribute to the result.

No support material is permitted. This is a closed book exam.

7 USING THE ANSWER SHEET (PAPER EXAMS ONLY)

7.1 The Answer Sheet is read electronically and the results generated by computer. It is therefore essential that you follow the instructions given and mark your answers accordingly. Failure to do so may lead to delay and, in some cases, answers being void.

7.2 Record your seat number at the top of the page. Fill in the associated ovals next to the 3 boxes as shown in the example below for candidate 004.

Seat Number

	+	+	+	+	+	+	+	+	+	+
0	●	1	2	3	4	5	6	7	8	9
0	●	1	2	3	4	5	6	7	8	9
4	0	1	2	3	●	5	6	7	8	9

7.3 Select your answers by filling in ovals that relate to your chosen response, e.g.

	A	B	C	D
1	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
4	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

7.4 Fill the oval in **IN PENCIL, NOT PEN**. If a pen is used, the answers may not be marked.

Acceptable ways to complete the answer sheets are either:

 completely filling in the oval or  drawing a line through the centre of the oval, ensuring between 80-100% is filled.

Any other method, including ticks or crosses, is not acceptable and may not be marked.

7.5 If you wish to change your answer during the exam, completely erase your original answer and mark your new answer. If there is more than one oval marked for an answer, the question will score zero.

8 **USING THE ONLINE EXAMINATION SYSTEM**

8.1 Sample papers are available to take online should you wish to experience the examination system prior to the live examination. Please see <https://sampleexams.apmg-international.com/Marlin/SamplePapers.aspx> for more details.

9 **USING THE PROCTORU SYSTEM**

9.1 If your examination will be invigilated through our partners at ProctorU, please ensure that you are using a device to which you have administrator rights and meets the system requirements. Please run the system checks on the device you plan to use prior to the examination starting to ensure it meets the requirements and avoid issues on the day of your examination. Please see further information at <https://www.proctoru.com/portal/apmg-international>

10 **REQUESTING EXAMINATION ADJUSTMENTS**

10.1 If you have any access or support requirements which mean you would like to make an adjustment request to enable you take the examination, please do so in advance of the examination session. Please speak to your ATO or see our Equality Policy at <https://apmg-international.com/copyright-legal-policies> for further information.