PROJECT MANAGEMENT CERTIFICATION PROGRAMME

THE PROJECT MANAGEMENT CERTIFICATION FRAMEWORK 2023 (VERSION 1.4)

THE MALAYSIAN ASSET & PROJECT MANAGEMENT ASSOCIATION (MAPMA)
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1.0 GOVERNANCE

The purpose of the governance framework is to document the defined authority, accountability, roles and responsibility of the governing/management parties for the successful administration and management of MAPMA Project Management Certification Program (MPMCP). The framework also sets out the policies, rules, procedures and other informational guidelines, including provisions of enforcing the processes.

1.1 The governance framework sets out the following details:

a. Criteria of membership for certification
b. Levels of certifications (i.e.: Qualified Project Practitioner (QPP), Registered Project Manager (RPM), Registered Project Director (RPD))
c. Code of Conduct
d. Fees for certification and recertification
e. Roles and responsibilities of office holders and committee members
f. Approved post nominal to be used by the certified members
g. Common seal for certification
h. Procedures and Guidelines

1.2 Procedures and Guidelines included in this framework are as follows:

a. Application procedures
b. Certification procedures
c. Appointment procedures
d. Recertification procedures
e. Continuous Professional Development (CPD) guidelines
f. Grievances procedures **(APPENDIX A)**

1.3 The Governing Committees of MPMCP

1.3.1 All office holders and Committee members must adhere to the following general duties:

a. act honestly and independently (that is, be free of any business or other relationship with MAPMA, or have a relationship with MAPMA that is deemed by the Steering Committee not to materially interfere with, nor could reasonably be perceived to interfere with the exercise of that individual's unfettered and independent judgment)

b. exercise their powers and discharge their duties with the degree of care and diligence

c. exercise their powers and discharge their duties in good faith in the best interests of MAPMA, and for a proper purpose; and

d. not improperly use their position to either gain an advantage for themselves or someone else, and/or cause detriment to MAPMA.

1.3.2 Steering Committee (SC)

a. The Council of MAPMA takes the role and responsibilities of the Steering Committee of MPMCP

b. SC has oversight responsibilities of governance of MPMCP, ensuring it is implemented as intended and achieving the expected. This includes:

   i. Providing strategic direction for development, implementation and review of MPMCP
   ii. Approving policies / procedure / guidelines and advises on any relevant governance matters
   iii. Approving final result of certification
   iv. Endorsing appointment of assessors nominated for certification
   v. Approving matters relating to any disputes / grievances or matters relating to certification, governance, including any alleged breaches of policies

1.3.3 Certification Committee (CC)

a. The Project Management Certification Sub Committee of MAPMA takes the role and responsibilities of the Certification Committee of MPMCP

b. CC has the oversight responsibilities of the certification process and the implementation of MPMCP. This includes:

   i. Setting the criteria and process for candidate certification for all levels of certification
   ii. Setting the requirement and assessment process of reviewing candidates for admission to any of the levels of certification (ie QPP, RPM, RPD)
   iii. Setting the criteria and process for recertification and CPD requirements
   iv. Setting the criteria and process for matters relating to certification and recertification
   v. Recommendation for certification
   vi. Appointment of all assessors
   vii. Advice on any related disputes / grievances or matters relating to certification, governance, including any alleged breaches of policies

1.3.4 Verification Committee (VC)

a. VC consist of a panel of assessors appointed by MAPMA

b. VC has the oversight responsibilities of ensuring quality of assessment and compliance of certification process of MPMCP. This includes:

   i. Verifying all results of assessments
   ii. Validating all certification and recertification processes

1.3.5 Working Committee (WC)

a. WC consist of an appointed administrator and/or hired staff(s).

b. WC has the responsibility to carry out all administrative activities required for the implementation of MPMCP

c. WC also has the responsibility to:

   i. Inform and update the CC in matters relating to the certification process, including recertification and the CPD of certified practitioners
   ii. Inform and update the VC in matters relating to the verification process, including quality assurance for certification and recertification process
   iii. Assist in any matter relating to MPMCP as required from time to time

2.0 CANDIDATE PRE-QUALIFICATIONS

2.1 Entry Requirements

The requirements for the entry will be evaluated based on the following;

a. Minimum 5 years experience in Project Management (either physical or non-physical projects) and may include areas of related management such as Organisational Management.

b. Attended related Project Management courses.

c. Letter of consent from the company for entry of program or self declaration of interest if private entry.

d. Relevant CV detailing the personnel experience and brief description of the job undertaken from the last 10 years in the field of project management.

2.2 Pre-Qualification Requisite

a. All Candidates shall attend a Preparatory Project Management Certification Course conducted by MAPMA.

b. The course is intended to assist the candidates understand the process of assessment during the program and the effort needed to attain the level of competency certification in the program.

c. A certificate of attendance will be issued to all participants who have completed the course.

2.3 Self-Assessment Questionnaire and Forms

All candidates are to fill out a Self-Assessment Form before entry to the program (now referred as Self-Assessment). This form will indicate the level of experience and understanding the candidate possesses upon entry to the program. It will also indicate the appropriate level of certification of candidates.

The self-assessment form is indicated as in **APPENDIX B**.

3.0 CERTIFICATION OF PROJECT MANAGER

3.1 Standard

The following JKR Competency Standards for Project Management (latest version) will be used as the standard for the assessment:

a. Master Project Director
b. Registered Project Manager
c. Qualified Project Practitioner

3.2 Assessment Procedure

a. Assessment will be done using Competency-Based Assessment System (CBAS). The principle of CBAS is about candidate-demonstrating that he has achieved the required standard of competency. Competency-based assessment is the gathering and judging of evidence in order to determine whether the candidate has attained the appropriate level of competence compared against the Competency Standard.

b. The candidate is required to prepare written summary on his/her experience in project management, and provides documented evidences to prove what is written.

c. The candidate is required to attend and complete the assessment sessions as scheduled, within a duration of not exceeding six (6) months. If the assessments could not be completed within six months, the candidate may apply for the assessment duration to be extended, giving valid reasons.

d. The candidate is required to fulfil all other conditions imposed by MAPMA.

e. Upon completion of assessments or after the six-month duration, whichever is the earlier. Recommendation shall be made whether the candidate is

competent or not yet competent. The judgment of competence will be based on the assessment of his/her underpinning knowledge and examining the written summary and the supporting evidences that adequately demonstrate his/her attainment of competence.

f. The successful candidates will be awarded with certificate of competency issued by JKR.

3.3 Recertification

a. The certification is valid for three (3) years from the date of issuance the certification.

b. To maintain the certification, the certified person is required to submit the application at least one (1) month before the expiry of the certification. The certified person must undertake the Continual Professional Development (CPD), totalling 30 CPD hours over the course of three (3) years and pay the recertification fees as stated in Section 6 of this Framework. The CPD Recertification guideline as in **APPENDIX C.**

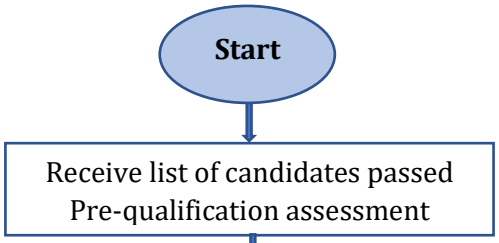
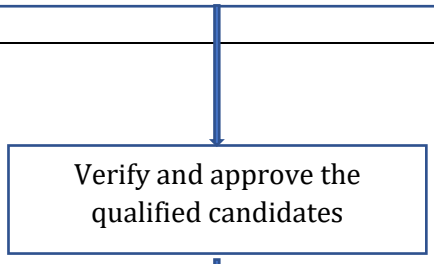
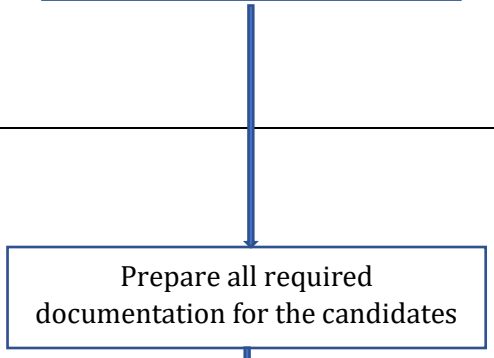
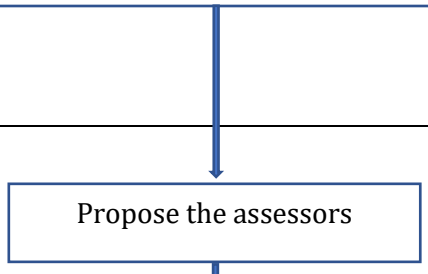
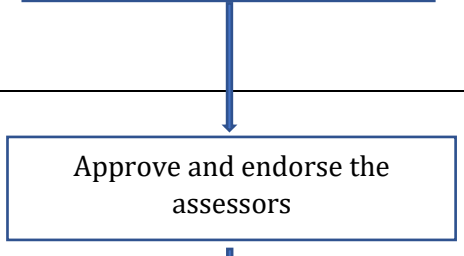
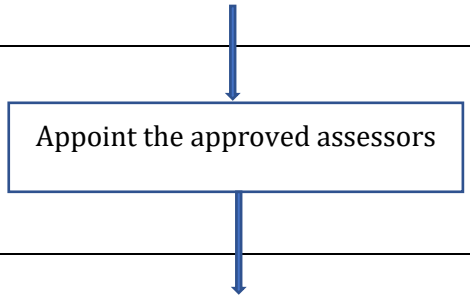
3.4 Assessment continuation / Re-Assessment

a. Candidates who are assessed as "Not Yet Competent" at the end of 6 months assessment period may continue the assessment for the remaining units of competency within a duration of three (3) years from the issuance date of the result without additional cost.

b. Result of the assessment will be considered invalid after the duration of period three (3) years from the date of issuance.

c. Candidates who wish to continue the programme after the three (3) years period will be required to submit new application.

3.5 Process Flow of PM Certification

Roles & Responsibilities	Process Flow	Deliverable
Secretariat		**List of candidates**
Certification Committee		**List of approved candidates** (Verification on Pre-Q & compliance to other conditions as determined by MAPMA)
Working Committee		**Candidate's documentation Assessor's documentations** (All documentations in soft copy)
Certification Committee		**List of proposed assessors** (Selected from certified assessor recognised by MAPMA)
Steering Committee		**List of approved assessors**
Working Committee		**Assessor's appointment letter** (Signed by the President)

Working Committee	Match candidates & assessors	**Pairing list of candidates & assessors**
Working Committee	Prepare the schedule of certification program	**Schedule of certification program**
Working Committee/ Assessor	Brief the candidates	**Briefing on the game plan, assessment processes, documentation - Candidates ready for assessment** Note: *online/physical meeting*
Assessor and candidates	Conduct assessments	• **Reports of every session by assessor** • **Recommendation of candidates' competency by assessor** • **Assessment Record Book by candidate**
Working Committee	Received the Assessors reports and Assessment Record Book (ARB)	• **Assessor Reports** • **ARB**
Verification Committee	Verify and review the reports and ARB	**Verification report**

Certification Committee	Recommend for certification	**List of candidates recommended to be certified**
Steering Committee	Approve final results for certification & award	**List of successful candidates**
Working Committee	Submit list of successful candidates to JKR for certificate sign off	**Certificates**
Working Committee	Issuance of the results and certificates **End**	• **Letter confirming result to candidates** • **Certificate to successful candidates**

4.0 CERTIFICATION OF WORKPLACE ASSESSOR

4.1 Eligibility

a. Applicants must be a certified Project Manager (RPD/RPM for minimum of two (2) years).

b. Applicants must be a Certified Member of MAPMA.

4.2 Application

a. Application can be made on-line through MAPMA website or manually with form submitted to MAPMA office.

b. Submissions will be check against eligibility and compulsory criteria and Applicants will be officially informed the result of their application.

c. These documents will be made available on-line for aspiring applicants to read:
   i. MAPMA Assessor Agreement **(APPENDIX D)**
   ii. MAPMA Certified Assessor Code of Conduct **(APPENDIX E)**

4.3 Interview

a. As a pre-requisite, all eligible applicants will be required to attend an interview. Failure to attend the interview, will nullify the applicants.

b. Interview panels will be formed by CC.

c. The purpose of the interview is to;
   i. Examine the applicant's work history, experience, background, etc.
   ii. Explain the PM Assessor Training program.
   iii. Explain the Assessment and Verification processes.

d. Applicants shall be provided all documentation in relation to the types of evidence and assessment tools that will be used for Assessors (ARB).

e. Applicants will be given the understanding of the assessment tools and techniques that will be used in coached assessments including PM Certification ARBs.

f. An explanation of the grievance process will be given

g. Interview panel shall put up recommendation of potential candidates and WC shall forward recommendation of candidate (now term Trainee Assessor) to CC.

4.4 Approval and Appointment

a. CC shall endorse the Trainee Assessor recommended.

b. CC shall propose a list of Coach Assessor and forward to the SC for endorsement.

c. SC shall endorse appointment of Coach Assessors and the WC shall issue letter of appointment.

d. WC shall propose a pairing list of Trainee Assessors to Coach Assessors.

e. CC shall endorse the pairing list proposed.

f. The WC shall prepare the Assessment Schedule after discussion and consultation with Coach and Trainee Assessor.

4.5 Assessments

a. The Trainee Assessor must attend and successfully complete the PM Assessor Training Program.

b. The Trainee Assessor will be required to prepare Assessment Management Plan (AMP) and tasked to assess at least one (1) PM Candidates. He will be monitored and coached by Coach Assessor.

c. Prior to the assessment process, the Secretariat shall obtain a written consent from PM Candidates and a Non-Disclosure Agreement (NDA) signed by both the Coach and Trainee Assessor.

d. Upon completion of the assessment process, the Trainee Assessor shall complete the Validation Management Plan (VMP) document as part of the final Trainee Assessor Document

4.6 Assessment Standards

MAPMA shall refer to the latest JKR Assessor and Assessment Standards as follows:

a. JKR Certified Assessor Standards

b. JKR Competency Standards for Project Management (latest version)

c. JKR Assessors Practitioner Manual/Guide (Draft4 280307)

d. JKR Assessor's Code of Conduct

e. JKR Guide for Coaches, Mentors and New Assessors

4.7 Assessments Records

The following are the records of assessment evidence for certification:

a. Interview results endorsed by the Interview Panel
b. Attendance of PM Assessor Training Program
c. Records of Scheduled Visits and Assessment Interviews
d. Completed PM Assessment Record Book (ARB) and Evidence log book (of PM Candidates assessed)
e. Trainee Assessor reports on Certified PM candidate
f. Assessment Management Plan (AMP)
g. Validation Management Plan (VMP)
h. Coach Assessor report on Trainee Assessor
i. Assessor Certification Recommendation

4.8 Reports and Endorsement

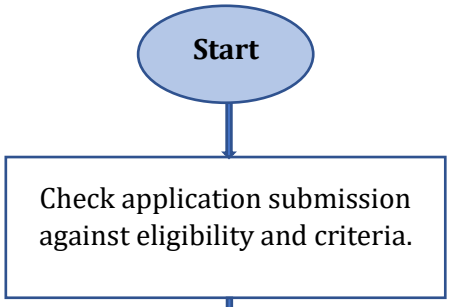
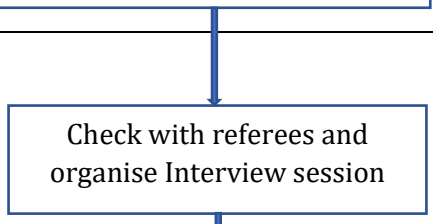
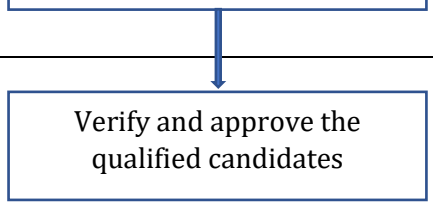
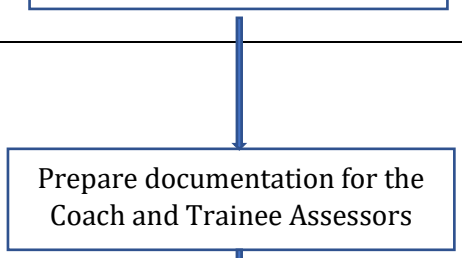
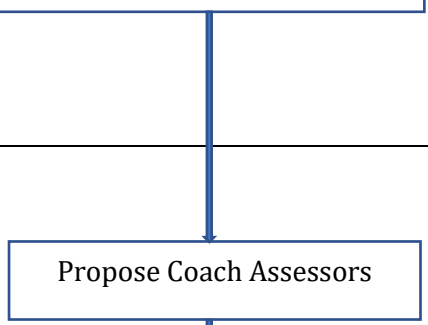
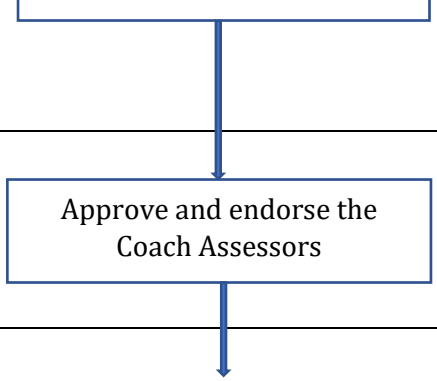
a. Coach Assessor shall prepare an Assessment Report and make recommendation of the Trainee Assessor

b. All reports shall be compiled and checked for orderliness and completeness by the WC before sending it to the VC for verification

c. The VC shall verify the Assessment Reports and submit the Verification Report to the CC
d. The CC shall review the Verification Report and put-up recommendation to the SC for endorsement

e. Certificates shall be signed by JKR and distributed to the candidates by

4.9 Process Flow of Assessor Certification

Roles & Responsibilities	Process Flow	Deliverable
Working Committee		**List of applicants ready to be interviewed.**
Working Committee		• **Establish Interview Panel** • **List of Eligible Applicants**
Certification Committee		**List of Approved Candidates (Trainee Assessor)**
Working Committee		• **Trainee Assessor documentations &** • **Coach Assessor documentations** (All documentations in soft copy)
Certification Committee		**List of proposed Coach Assessors** (Selected from certified assessor recognised by MAPMA)
Steering Committee		**List of Approved Coach Assessors**

Working Committee	Appoint the Coach Assessors	**Coach Assessor appointment letter** (Signed by the President)
Working Committee	Prepare pairing list of Trainee Assessor to Coach	**Pairing List of Trainee Assessors & Coach Assessors**
Certification Committee	Approve pairing list	**Approved Pairing List of Trainee Assessors & Coach Assessors**
Working Committee	Prepare the schedule of certification program	**Schedule of certification program**
Coach Assessor and Trainee Assessor	Conduct assessments on PM Candidates	• **Reports of every session by Trainee Assessor** • **Reports of every session by Coach Assessor** • **Recommendation of PM candidates' competency by Trainee Assessor** • **PM Assessment Record Book by PM candidate**
Working Committee	Receive the Coach and Trainee Assessors reports and PM Assessment Record	• **Coach Assessor Final Reports** • **Trainee Assessor Final Reports** • **PM ARB**

Verification Committee	Verify and review the reports and ARB	**Verification report to Certification Committee**
Certification Committee	Recommend for certification	**Recommendation to Steering Committee**
Steering Committee	Approve final results for certification	**Endorsement**
Working Committee	Prepare Certificate and Submit to JKR for signing	**Issuance of Certificates**
Working Committee	Issuance of results and certificates End	• **Letter confirming the result to Trainee Assessors** • **Certificate to successful Trainee Assessors**

5.0 MAPMA MEMBERSHIP

5.1 Applicants must enroll as MAPMA ordinary life member when signing up for the certification program.

5.2 Upon receipt of payment for the certification, a Certificate of Ordinary Membership (Life) will be issued to the candidate, and he will be entitled to the following privileges:

a. Attend training and certification programs related to asset and project management offered by MAPMA at member's price

b. Attend conferences, seminars, technical visits, etc. organised by MAPMA at discounted price

c. Voting rights at AGM

d. Invitation to free web talks, CPD programs and other activities organised by MAPMA

e. Participate in discussions/discourses with subject matter experts at roundtable talks, etc.

f. Receive updates on news and developments in areas of interest in asset, project and facility management

g. Opportunity to network with professionals from within the industry and related sectors in social and technical events

6.0 PAYMENT AND FEES FOR CERTIFICATION

6.1 Payment Requirements

a. Every applicant is required to pay a deposit of **RM1,000.00** upon signing up for the certification program. The balance of fees shall be paid latest one week BEFORE the first assessment session.

b. All payments must be made within thirty sixty (30) days from the date of invoice.

c. The above requirements may differ for group sign-ups, subject to the agreement between MAPMA and the organisation concerned.

1.2 Fees For Preparatory Course for Project Management Certification and Workplace Assessor Certification

a. Applicants will be required to attend a mandatory two (2) days preparatory course at least TWO weeks before the certification assessment commence. The course fee **(SEE SCHEDULE A1)** is **NOT** included in the Certification fees. The in-person preparatory course will be scheduled on the dates and at the venue determined by MAPMA.

b. As an alternative, the in-person course may be conducted in-house at the venue and on the dates proposed by organisation if 10 or more employees enroll for the certification program at any one time. To ensure its effectiveness, the number of participants for one course is limited to 30 persons.

c. Virtual live trainings may be conducted if a situation warrants it. The course fee is as set out in **SCHEDULE A2**, with the options of MAPMA scheduled and organisation inhouse trainings.

SCHEDULE A1 – FEES FOR TWO (2) DAYS IN PERSON PREPARATORY COURSE

COURSE OPTIONS	INDIVIDUAL APPLICANTS	10 OR MORE APPLICANTS FROM GROUP 1 ORGANISATIONS *	10 OR MORE APPLICANTS FROM GROUP 2 ORGANISATIONS **
Scheduled course at venue and on dates determined by MAPMA *Fees include course notes, venue, F&B, trainers' fees and certificate of attendance*	RM500 per person	RM400 per person	RM450 per person
Inhouse course at venue and on dates arranged by the organisation *(Fees ONLY include course notes, trainers' fees and certificate of attendance)*	**Not applicable**	RM 350 per person	RM400 per person

* GROUP 1 ORGANISATIONS are Corporate Members of MAPMA or affiliated to MAPMA through an MOU

** GROUP 2 ORGANISATIONS are NEITHER Corporate Members of MAPMA NOR affiliated to MAPMA through an MOU

SCHEDULE A2 – FEES FOR TWO (2) DAYS VIRTUAL LIVE PREPARATORY COURSE

COURSE OPTIONS	INDIVIDUAL APPLICANTS	10 OR MORE APPLICANTS FROM GROUP 1 ORGANISATIONS *	10 OR MORE APPLICANTS FROM GROUP 2 ORGANISATIONS **
Scheduled course (dates determined by MAPMA) OR **inhouse course** (dates determined by the organisation) *Fees include virtual platform, course notes in PDF copy, trainers' fees and e-certificate of attendance*	RM300 per person	RM200 per person	RM250 per person

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6.3 Assessment Fees for Project Management Certification

a. The fees vary according to the Level of Certification that the applicant is seeking. It includes the following:

   i. MAPMA Life membership fees;
   ii. Assessor's fees, including coaching during the duration of the assessment session; and
   iii. Administration and Handling fees

b. The fees for the various level of certification are as set out in **SCHEDULE B1.** Organisations are encouraged to enroll more than four (4) employees to enjoy the group discounted fees as set out in **SCHEDULE B2 AND B3.**

SCHEDULE BI- FEES FOR INDIVIDUALS

LEVEL OF CERTIFICATION	FEES PER PERSON
Qualified Project Practitioner	RM 4,800.00
Registered Project Manager	RM 5,000.00
Registered Project Director	RM 5,200.00

SCHEDULE B2 - FEES FOR EMPLOYEES OF GROUP 1 ORGANISATIONS *

LEVEL OF CERTIFICATION	1-4 APPLICANTS	5 -10 APPLICANTS	MORE THAN 10 APPLICANTS
Qualified Project Practitioner	RM4,300.00	RM3,800.00	RM2,800.00
Registered Project Manager	RM4,500.00	RM4,000.00	RM3,000.00
Registered Project Director	RM4,700.00	RM4,200.00	RM3,200.00

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SCHEDULE B3 – FEES FOR EMPLOYEES OF GROUP 2 ORGANISATIONS **

LEVEL OF CERTIFICATION	1-4 APPLICANTS	5 -10 APPLICANTS	MORE THAN 10 APPLICANTS
Qualified Project Practitioner	RM4,800.00	RM4,300.00	RM3,800.00
Registered Project Manager	RM5,000.00	RM4,500.00	RM4,000.00
Registered Project Director	RM5,200.00	RM4,700.00	RM4,200.00

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6.4 Assessment fees for workplace assessor certification

The fees for Workplace Assessor Certification are set out in **SCHEDULE C.**

SCHEDULE C - FEES FOR INDIVIDUALS AND GROUPS APPLYING FOR WORKPLACE ASSESSOR CERTIFICATION

CATEGORY OF APPLICANTS	NO. OF PAX	FEES PER PERSON
Individuals		RM 5,500.00
Group 1 Organisation *	1-4 pax	RM 5,000.00
	5-10 pax	RM 4,500.00
	More than 10 pax	RM 3,500.00
Group 2 Organisation **	1-4 pax	5,500.00
	5-10 pax	5,000.00
	More than 10 pax	4,500.00

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6.5 Recertification fees

a. The certification awarded to Certified Project Managers dan Certified Workplace Assessors is only valid for three years. They are required to apply for recertification at least one month before the expiry date of the certification and pay the fees stated in the SCHEDULE D together with their application. A reinstatement fee of RM100.00 shall be imposed to those who fail to renew before the expiry of their certification.

SCHEDULE D1 - FEES FOR RECERTIFICATION

*** Fees includes Certified Membership fees and administrative charges**	
Payment made **BEFORE** expiry date of certification	RM 350/pax
Payment made **AFTER** expiry date of certification (includes a reinstatement fee of RM100.00)	RM 450/pax

b. In the event that the Certified Project Manager (RPD/RPM/QPP) and Certified Workplace Assessor fail to fully meet the CPD requirements before the expiry of the certification, he/she may appeal to be allowed to be recertified based on the CPD hours earned at the end of the three (3) years, as in **SCHEDULE D2**:

SCHEDULE D2 - FEES RECERTIFICATION IN CASES WHERE CPD REQUIREMENTS COULD NOT BE FULFILLED

CPD HOURS EARNED AT END OF 3 YEARS	**DURATION OF RECERTIFICATION ALLOWED**	**RECERTIFICATION FEES**
10 – 19 hours	1 year	RM 250
20 – 29 hours	2 years	RM 300

6.6 Fees for Appeals

a. Candidates are allowed to appeal to MAPMA for the certain requests i.e to reschedule the assessment session, to change assessor and to review the assessment outcome.

b. Payment of administrative charges set out in **SCHEDULE E** shall be made together with his/her letter of appeal.

SCHEDULE E – FEES FOR APPEALS

APPEAL	ADMINISTRATIVE CHARGES
To reschedule to the next session due to candidate's failure to complete in the current session	RM 500
To change assessor	RM 200
To review assessment outcome by an independent assessor	RM 300

7.0 PUBLICITY & PROMOTION

The Membership and Promotion Committee of MAPMA shall assist in promoting and marketing the certification programme to MAPMA's networks and circle of contact, locally and abroad.

APPENDIXES

THE PROJECT MANAGEMENT CERTIFICATION FRAMEWORK 2023 (VERSION 1.4)

THE MALAYSIAN ASSET & PROJECT MANAGEMENT ASSOCIATION (MAPMA)
LEVEL 27, MENARA PJD, NO.50 JALAN TUN RAZAK, 50400 KUALA LUMPUR, MALAYSIA

APPENDIX A: GRIEVANCES PROCEDURES

MAPMA is committed to providing quality services to parties (candidates and assessors) participating in the MPMCP and takes great care to ensure all assessments conducted in the program are valid, reliable and transparent. MAPMA recognises the value of complaints and will work hard together with the complainant/s and respondent/s to establish fair resolutions to all parties in accordance to MAPMA's codes and guidelines in a professional and timely manner.

PURPOSE

The purpose of this document is to provide a mechanism for parties to lodge complaints/grievances should the need arises. This document provides the procedures to be followed in the event of a disagreement between the candidate and the Assessor on the processes being followed or the outcomes achieved. The list of possible incidents and their respective resolution procedures provided in this document is by no means exhaustive nor is it intended as a substitute for open and honest communication between the parties in disagreement. It is recommended that the parties seek to resolve the issues amicably in direct discussions, failing which, these procedures may be applied to escalate the unresolved issues in an appropriate manner.

PROCEDURES

The following procedures are provided to assist parties seeking resolutions for any issue arising during the assessment period.

	ISSUE	PROCEDURE
1	Candidate is unsure of the processes to be followed when applying for or taking part in the assessment	- Speak to the Assessor for information on the processes are from initial application until award. - Refer to MAPMA website for further information
2	Candidate is concern with the delay by the Assessor in commencing work for the assessment	- Contact the Assessor for a follow up and update on the progress of the assessment. - Highlight and discuss the delay with the MPMCP secretariat
3	Candidate disagrees with Assessor's preliminary evaluation of his/her current level of competence and the level at which the assessment should take place	- Discuss with the Assessor and get clarification on reasons for Assessor's evaluation. - Request for a second Assessor to conduct another pre assessment or; - Go for consideration before Assessor Panel (if necessary)

APPENDIX A: GRIEVANCES PROCEDURES

	ISSUE	PROCEDURE
4	Candidate disagrees with Assessor's evaluation of evidence presented for assessment	- Discuss with the Assessor and get clarification on reasons for Assessor's evaluation - Request for re-evaluation of the evidence by a second Assessor if necessary
5	Candidate disagrees with the outcome of the assessment	- Discuss with the Assessor and get clarification on reasons for Assessor's conclusion of the assessment. - Request for a second Assessor to review the assessment or; - Go for consideration before Assessor Panel
6	Assessor feels that the candidate is not supported by his/her organisation. Candidate claims to not have access to opportunities to generate evidence for the assessment	- Speak to candidate and discuss alternatives/possibilities. - Speak to candidate's supervisor. Discuss and clarify evidence provided by candidate or opportunities that may be available for candidate to get experience
7	Candidate does not feel the action plan is achievable or realistic	- Discuss with the Assessor. Offer alternatives - Discuss with candidate's supervisor to gain support • if there is concern that not enough time is available for candidate to gather evidence • if there is concern that not enough opportunities to generate evidence

The above list is not exhaustive, should there be other concerns not listed above, the parties seeking resolutions are advised to contact MPMCP Secretariat at MAPMA for information and further action.

MAPMA strives hard to provide quality assessments to all parties by ensuring that the processes used are valid, reliable and transparent at all times. Any concerns, disagreements or issues arising of the assessment process will be addressed in the most appropriate and fair manner to the candidate and Assessor to ensure the outcomes achieved are acceptable and beneficial to all parties.

APPENDIX B: SELF ASSESSMENT QUESTIONNAIRE

QUESTIONS	YOUR ANSWER *Please answer honestly and provide some details to support your answer.*
1. How solid and broad is your understanding of professional practices and knowledge in project management?	
2. What are you directly accountable for in managing the projects under your present role?	
3. Provide at least two (2) projects executed last three years, where you were directly accountable for their initiation, planning, execution, monitoring and controlling and finalisation.	
4. What are the management plans of the Project Management Body of Knowledge (PMBoK) knowledge areas that you have developed?	
5. How do you establish and utilise project management controls (e.g.: scope, schedule, budget, risk and issues registers, change registers, etc.)?	
6. What tools do you use to monitor and control projects?	
7. Will you be able to provide the necessary documentary evidence from projects you managed over the last five years?	

APPENDIX C - CONTINUAL PROFESSIONAL DEVELOPMENT (CPD) GUIDELINES FOR PROJECT MANAGEMENT RECERTIFICATION

Registration and inclusion on MAPMA Register of Certified Project Manager is valid for three years from the date the certification was issued. After three years, certification recipients must recertify to remain on the Register.

To maintain your certification, you will need to undertake Continual Professional Development (CPD) and pay the recertification fees as stated in section 6 of the Project Management Certification Framework. You need to accumulate 30 CPD hours over the course of three years. Refer to the CPD table below.

MAPMA offers you a host of ways to upskill and stay updated on all that is latest from the project management practice. Earn your CPD hours by choosing from events & conferences, short courses, experience sharing sessions, and other programs.

If you are due for recertification but have been affected by extenuating circumstances (e.g., changes in employment, serious illness, bereavement) and unable to accrue the required CPD hours, please inform the MAPMA secretary. To be considered, circumstances must be supported with written evidence.

CPD CATEGORIES AND HOURS TABLE

Note: The CPD requirement is applicable to all certified PM levels. Do not wait until the last minute to comply with the CPD requirement, which is set to 30 hours over the course of 3 years.

CATEGORY	SUBCATEGORY	ACTIVITY DESCRIPTION	MAXIMUM CPD HOURS	EVIDENCE EXAMPLE
A01 – Development	Event	Participation in MAPMA including forums, seminars, webinars, presentations and workshops.	10 hours	Statement of attendance
A02 – Development	Conference	Participation in MAPMA Conference	10 hours	Statement of attendance
A03 – Development	Event	Participation in non-MAPMA PM-related event	5 hours	Statement of attendance
B01 – Knowledge	Certification	Other Certification	10 hours	Copy of certificate
B03 – Knowledge	Qualification (MAPMA Endorsed)	PM Qualification: Postgraduate Certificate, Project Management Masters	10 hours	Copy of certificate

APPENDIX C - CONTINUAL PROFESSIONAL DEVELOPMENT (CPD) GUIDELINES FOR PROJECT MANAGEMENT RECERTIFICATION

CATEGORY	SUBCATEGORY	ACTIVITY DESCRIPTION	MAXIMUM CPD HOURS	EVIDENCE EXAMPLE
B07 – Knowledge	MAPMA Endorsed Professional Development (PD) Short Courses	Courses linked to PM: MAPMA endorsed short Courses	15 hours	Copy of certificate or statement of attendance
B09 – Knowledge	Experience	Continuance of PM practice	15 hours	List of projects over the 3 years and three (3) lessons learned report
B10 – Knowledge	Study	Review of PM literature, e.g. Project Manager magazine, PM Journals, PM-related publications	5 hours	Title, author and publication
C01 – Contribution	Recognition	Project Management Achievement Awards Submission	5 hours	Organisational statement verifying member involvement in submission preparation/letter of appointment
C02 – Contribution	Support	Formal participation as a PM Mentor, Coach or Mentee, Assessor	10 hours	Statement of validation from the candidate/ recipient or organisation
C03 – Contribution	Services	Voluntary Services to MAPMA – Council Member, Committee Member, Paper reviews	10 hours	Statement of contribution
C04 – Contribution	Presentation	Presenting a PM-related topic/conference paper at MAPMA Conference or related event	10 hours	Confirmation of registration as speaker or copy of technical program/proceedings
C05 – Contribution	Publication	Author of PM material, editorial, paper or similar: published in a PM-related publication	10 hours	Confirmation of publication or copy of article
C06 – Contribution	Research	Formal documented and structured paper/s on a PM topic	10 hours	Copy of the research papers undertaken

APPENDIX D: MAPMA ASSESSOR AGREEMENT

I understand that in order for me as an Assessor to work with MAPMA, that it is my obligation to:

- be certified as a Registered Project Director/Registered Project Manager (RPD/RPM) at an equivalent or higher level than those I am assessing;
- be required to abreast with current project management knowledge and practice;
- as an existing Assessor and in order to benchmark MAPMA existing Assessor capability, I am asked to adopt the MAPMA strategic approach to assessment, tools, methods and techniques to undertake the assessment process from the initial interview to the assessment report;
- agree to undertake Continuous Professional Development (CPD) for renewal of assessor certification;
- understand that MAPMA may conduct random audit verifications which may include observing an assessment being conducted to ensure the approved assessment approach is being used;
- read and adhere to the Assessor Code of Conduct;
- understand that the Assessor Code of Conduct will be overseen by the Assessor Panel;
- be committed to fulfilling MAPMA reporting processes correctly, as outlined in this document;
- understand the procedures for the process of RPM and assessment processes as outlined in the attached document, before commencing assessments;
- adhere to the correct processes of invoicing for assessments where this is necessary for larger clients;
- understand that at any time of the assessment process, if I do not adhere to all MAPMA requirements, I may be suspended immediately from current and future RPM assessments and that this suspension will be made at the discretion of the MAPMA Assessor Panel until I can show cause as to why they should reinstate me;
- understand that if I am suspended, that ethical practice is encouraged whilst within this suspension;
- understand that I need to explain to the candidate the process of RPM;
- understand that I need to give the candidate their "RPM Candidate Obligations and Agreement" page before commencing the assessment.

Signed	
Assessor Name	
Date	

APPENDIX D: MAPMA ASSESSOR AGREEMENT

This section is for New Assessors only:

I understand that as a new Assessor, it is my responsibility to read and understand all of the above, as well as:

- participate in a coaching and mentoring program;
- participate in an induction discussion with either the Certification and Assessment Manager or a member of the Assessor Panel before beginning assessments.

Signed	
Assessor Name	
Date	

APPENDIX E: MAPMA CERTIFIED ASSESSOR CODE OF CONDUCT

The JKR Code of Conduct conforms to the ethical standards expected in a Competency Based Assessment System (CBAS).

Ethical standards include:

- following assessment system organisational policies and procedures;
- ensuring privacy / confidentiality;
- demonstrating inclusiveness;
- following JKR standards relating to assessment;
- ensuring assessment is guided by the principles of assessment and the rules of evidence;
- using Code of Practice for Assessors;
- duty of care under common law;
- security of information;
- confidentiality and privacy requirements.

PURPOSE

To provide:

- Project Manager Assessors with direction on the standard of practice expected of them;
- Project Manager candidates with assurance of the standards of practice expected of Assessors; and
- The public generally, with assurance of the standards maintained by MAPMA in the delivery of its services.

CODE

Needs of the Candidate

The differing needs and requirements of the person being assessed (and the industry with which they are employed) are identified and handled with sensitivity. Not all candidates will have the same level of experience or expertise in project management. This is to be taken into account during the assessment process. Each candidate is to be taken seriously and shown due respect regardless of the quality of their submission.

APPENDIX E: MAPMA CERTIFIED ASSESSOR CODE OF CONDUCT

Conflict Of Interest

Potential forms of conflict of interest in the assessment process and/or outcomes are identified and appropriate referrals made, if necessary. If you have some concern with the candidate or their organization and you do not feel you can conduct the assessment without bias, the assessment is to be referred to another Assessor.

Harassment

All forms of harassment are avoided throughout the planning, conduct, reviewing and reporting of the assessment outcomes. MAPMA has a 'no tolerance' approach to harassment. There is to be no harassment of candidates. If the Assessor feels they are being harassed by the candidate, this issue is to be raised immediately with the MAPMA, preferably with a written statement to substantiate any concerns.

Candidate Right

The rights of the candidate are protected during and after the assessment. The candidate has the right to have their privacy protected. The Assessor is not to discuss with anyone (except parties related to the assessment); the candidate or their organization, nor the quality or content of the candidate's work. All information retained by the Assessor is to be appropriately filed and is not to be provided to any person outside of themselves or MAPMA. All information sent to MAPMA for action and verification will be retained in a secure area.

Confidentiality

Confidentiality is maintained regarding assessment outcomes (Outcomes are only released with the written permission of the candidate). Assessors are not to discuss a candidate's results with anyone except parties related to the assessment. There should not be a circumstance where a candidate's outcomes are required to be released, but if there is such a requirement, the candidate's written permission must firstly be obtained.

Assessment Outcomes

The assessment outcomes are used only for the purposes explained to the candidate. There is no requirement to use assessment outcomes for any other purpose other than to judge a candidate's competency for Certified Project Manager.

APPENDIX E: MAPMA CERTIFIED ASSESSOR CODE OF CONDUCT

Personal Factors

Personal or interpersonal factors that are not relevant to the assessment of competency must not influence the assessment outcomes. The Assessor must not allow personal biases towards the candidate to interfere with the assessment. If the Assessor feels these biases will influence the assessment, then the assessment is to be passed to another Assessor.

Appeal Process

The candidate is made aware of the rights and processes of appeal. If a candidate wishes to appeal any decision, it is to be submitted in accordance with MAPMA Appeals Process.

Evidence

Evidence that is gathered during the assessment is assessed for validity, reliability, authenticity, sufficiency and currency. Evidence is to be assessed in keeping with MAPMA Assessment Process.

Assessment Decisions

Assessment decisions are based on available evidence that can be produced and verified by Assessor Coach. Assessment is based on the evidence provided by the candidate. If this evidence is insufficient, further evidence is to be obtained from the candidate. If unsure, the Assessor is to discuss the matter with Assessor Coach before proceeding.

Assessments Process

Assessments are conducted within the boundaries of the assessment system policies and procedures. Assessment is to be conducted in-keeping with the Assessment Process.

Equal Opportunity Legislation

Assessment tools, systems and procedures are consistent with equal opportunity legislation. Assessor will abide by the equal opportunity legislation.

APPENDIX E: MAPMA CERTIFIED ASSESSOR CODE OF CONDUCT

Reporting

The candidate is informed of all assessment reporting processes prior to the assessment. Assessors are to ensure each candidate is advised of the assessment reporting processes prior to commencing the assessment.

Potential Consequences

The candidate is informed of all known potential consequences of decisions arising from an assessment, prior to an assessment. Assessors are to ensure each candidate is informed of the potential outcomes of the assessment prior to commencing the assessment.

Assessors Assessments

Assessor self-assessments are periodically conducted to ensure current competencies against the Assessor Competency Standards. It is MAPMA's responsibility to verify sufficient assessments to gauge an Assessors continued competence. If an Assessor requires retraining or continuation training, MAPMA shall duly advice the Assessor.

Professional Conduct by the Assessor

Assessors must honestly portray their own skills. Assessment, as well as the subsequent advice and recommendations of any form should, not exceed the boundaries of expertise of the Assessor. Communications with candidates must reflect the high professional standards. Offensive or abusive language will not be used under any circumstances. Personal presentation, dress and grooming will also reflect the professional standards

Professional Development

Professional development opportunities are identified and sought. Each Assessor should take the opportunity to improve their knowledge and skills.

Networking

Opportunities for networking amongst Assessors are created and maintained.

APPENDIX E: MAPMA CERTIFIED ASSESSOR CODE OF CONDUCT

Knowledge and Skills

Each Assessor should take the opportunity to improve their knowledge and skills.

Standards

JKR standards and competencies for Certified Project Manager will be used by each Assessor.

Guarantee

There is no such thing as a Guarantee of Certified Project Manager. Assessors are not permitted to offer a "guarantee" to candidates.

Reflecting on how the CBAS Works

Reflection may include asking critical questions about own ability, for example:

- what worked;
- what did not work;
- how the session could be improved;
- reviewing records and journals;
- critically evaluating personal performance.