



APMG Candidate Buyers Guide

APMG-International's guidance to candidates booking training courses

Introduction

APMG-International accredit all our training organizations and approved trainers to the same standards, guided by international best practice standards around delivery of training and courses. However, training organizations have different delivery mechanisms and to ensure you get the best experience from your training, you should ask some of the questions below before booking your course to ensure you get one suited to your individual needs.

- 1. Have you checked the organisation is accredited by APMG to offer the product you want training for?***
- 2. What, if any, pre-course reading is required?**
 - 2.1. When will pre-course information be received?
 - 2.2. What pre-course reading will be received?
How much time is the pre-course reading expected to take?
 - 2.3. Will the official course manual be received before the start of the course?
 - 2.4. What pre-course support is available?
- 3. What delivery methods are available?**
 - 3.1. If you want an online delivery model, what features will this have and what help facilities will be available to you?
 - 3.2. If you want a physical course, what is included at the venue?
 - 3.3. Is the provider able to satisfy any required accessibility or dietary requirements?
 - 3.4. Does the course include group work and a chance to apply the method to scenarios?
 - 3.5. Are all delegates on a course co-located or will some join remotely?
 - 3.6. What is the training schedule? i.e. Length of training days, breaks, expected homework etc.
 - 3.7. Will the course and exam be available in your preferred language?

4. What is the minimum and maximum number of delegates that could be accepted on the course?

5. What is included in the course price?

- 5.1. Training
- 5.2. Accommodation
- 5.3. Refreshments and lunch
- 5.4. Official manual or other course books – to retain or on loan
- 5.5. Exams
- 5.6. Location and method of exam provision

6. What are the cancellation or transfer terms?

- 6.1. If you initiate the change?
- 6.2. If the ATO initiates the change?
- 6.3. When will the ATO be able to confirm the course will go ahead?
- 6.4. What is the frequency at which courses are run?

7. All trainers are accredited by APMG to the same standards, however the following questions may be relevant if you have a specific training need.

- 7.1. What experience do they have in using the method?
- 7.2. What sectors have they had experience in?
- 7.3. How often do they deliver courses?
- 7.4. What language will the course be delivered in?

8. What level and type of post-course support is available?

- 8.1. How will I be notified of my results?
- 8.2. How will I receive my certificate?
- 8.3. What are the likely timescales for the above?
- 8.4. What feedback will I get if I fail?
- 8.5. What would the cost be to re-sit the exams if I should fail? What support would I get for this?

*Note: If an organisation has not been approved by APMG then they are not within the official scheme and you should not take a course with this organisation who will be breaking Intellectual Property Rights laws. The only exception to this is ITIL where other Examination Institutes may have provided the accreditation.

All approved APMG training organisations are shown at:
http://www.apmg-international.com/home/AO_Search/apm_Search.aspx.

ITIL Examination Institutes can be seen at:
<http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.aspx>.

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