

# Institute of Asset Management Candidate Handbook

June 2015

The IAM Certificate & The IAM Diploma





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## Introduction

The Candidate Handbook is designed for individuals who are interested in taking the examinations leading to the award of the IAM Certificate or IAM Diploma. It contains information about how to enrol as a Candidate, how to book an exam session, what to expect at an IAM Examination Venue and what happens after you have taken your exam.

There are a many other useful documents on our website, some of which you may be sent depending on what you have asked us or your stage in the process. This is intended to be a convenient single document to help candidates but if you can help us improve it, please let us know.

Please read all the relevant website pages, download information and refer to our Frequently Asked Questions at [www.theIAM.org/Quals](http://www.theIAM.org/Quals)

If you need more information, please contact us at [Exams@theIAM.org](mailto:Exams@theIAM.org)



# Certificate or Diploma

## Which is right for you?

### The IAM Certificate

The Certificate is concerned with the fundamental principles of asset management. As a qualification, it is more relevant for people who are new to asset management, have some initial experience of working in an asset management role, or who might have worked in asset management for a while and wish to embark on discipline relevant qualifications.

### The IAM Diploma

This more advanced qualification assesses breadth and depth of knowledge and understanding, together with the application of professional judgment in practice. It is aimed primarily at those with prior knowledge and experience of asset management, typically holding or preparing for specialist or management roles in this area

Each qualification focuses on the types of work done and challenges typically faced by the people in its target audience.

To help you decide which IAM Qualification is right for you, you could do the following:

- Write down what you need to know and understand in order to do your current job or get the job you want
- Compare what you have written with the syllabuses of the IAM Certificate and Diploma
- Take the advice of one of the IAM Endorsed Training Providers which specialize in preparing candidates for the IAM Certificate and Diploma examinations

Although there is a natural progression from the IAM Certificate to the IAM Diploma, you do not have to obtain the IAM Certificate before attempting to achieve the IAM Diploma. Each qualification stands alone in its own right and is valued for what it represents. Be careful not to overestimate your readiness for the IAM Diploma.

### Comparing our qualifications

Qualification	Challenges	Content
IAM Certificate	<b>Achievement requires:</b> The ability to select/use relevant knowledge and understanding, methods and skills to complete tasks which are well-defined and routine but have some complexity.	Studying for five compulsory modules and passing the Principals of Asset Management examination
	Comprehension of best practice asset management principles, requirements and frameworks.	
IAM Diploma	<b>Achievement requires:</b> The ability to identify/use relevant knowledge and understanding to complete tasks that are well-defined but non-routine and have some complexity.	Studying for twelve compulsory modules and passing the Principles of Asset Management and Advanced Asset Management examinations.
	The ability to exercise autonomy or judgement within set parameters.	
	Understanding of good practices and how these apply in context.	
	Awareness of different perspectives or approaches.	

For more information about the modules, please see the 'Guidance for Candidates' documents.

# Enrolling for an exam

## The steps are:

1. Tell us who you are (we use this information to send you your results)
2. Pay the exam fee (this 'voucher' does not expire)
3. Read your information pack (received by email)
4. Access the exam portal (to become familiar with it and see example questions)

## Step 1

If you are not already registered with the IAM then you will need to enter some contact details (register with us online). We use this information to: communicate with you before and after your exam; keep track of your payment and any other transactions with us; enable you to book your exam session (when you are ready); identify you at the examination venue (when you sit your exam); and prepare your exam certificate in due course.

## Are you registered with us? (you can log in to our website)

**Yes?** Go directly to **Step 2**

**No?** To register visit:  
[www.theIAM.org/join](http://www.theIAM.org/join)

## Step 2

### The cost of enrolment is shown on our website.

Payment can be made online by credit or debit card or PayPal. Payment can also be made by cheque or bank transfer once an invoice has been raised by the IAM Office.

To enrol visit: [www.theIAM.org/Enrol](http://www.theIAM.org/Enrol)

## Step 3

You will receive an email confirming your purchase and providing you with your unique login details for the IAM exam portal. Do not share this with others because this may stop you taking the exam – it is personal to you and identifies you.

Read the attachments and make sure you understand what you need to do next.

## Step 4

Make sure you can now log in to our exam portal [www.theIAM.org/Examportal](http://www.theIAM.org/Examportal). Here you can see some example questions and how the exam system works, so these will be familiar on the day of your exam.

You will now be on our list to keep you informed of news and changes to the exam system or procedures and also when new venues are available for you to take your exam.

## Now you're ready to go

Visit [www.theIAM.org/Enrol](http://www.theIAM.org/Enrol)

## Finding learning and training courses

### Decide if you need training

You may be confident that you are prepared for your exam but please ensure that you have read the appropriate "Guidance for Candidates" document and fully understood the content of the appropriate exam(s).

We suggest that you refer to the full syllabi for the exam for which you have enrolled to see the context of for each one. These are contained in the Guidance for Candidate document on our website: see [www.theIAM.org/Qualifications-documents](http://www.theIAM.org/Qualifications-documents)

If your employer has training, learning or competency development resources, we suggest you consult them. Ask your Personnel or Human Resources department if you are unsure.

### Self-guided Study

If you prefer a self-guided study programme, we can recommend the following sources:

#### Asset Management – an Anatomy

[www.theIAM.org/AMA](http://www.theIAM.org/AMA)

#### Competencies Framework

[www.theIAM.org/CF](http://www.theIAM.org/CF)

**ISO55000** and other books are available to buy through the IAM website. They can all be found at [www.theIAM.org/Shop](http://www.theIAM.org/Shop). If you are a Member then please remember to log in before shopping to ensure you receive the appropriate discount.

If you come across other sources that you find helpful, we would be glad to include these in this list.

### IAM Endorsed Training Providers

If you prefer to undertake formal training before sitting your exam, we recommend that you contact one of our Endorsed Trainers. These are organisations that have provided evidence of their ability to offer approved training. The IAM has no commercial relationship with Endorsed Trainers - find out more at [www.theIAM.org/ETS](http://www.theIAM.org/ETS).

A list of suitable ETPs can be found here [www.theIAM.org/endorsed-trainers-diploma-cert](http://www.theIAM.org/endorsed-trainers-diploma-cert)



# Taking the exam

This page should help you book and sit your exam but if you have any questions, **please do not wait until your exam session.** Contact us at [Exams@theIAM.org](mailto:Exams@theIAM.org)

## How to book your exam session

As Examination Venues become available you will be kept informed by email.

When you feel ready to take your exam you can book an exam session. All available spaces will be shown and you can select the one most convenient for you. If there is no venue that you wish to attend, then you can either wait or submit a request form to see if we can organise an Examination Venues for you.

When you book your exam you should ensure that you can travel to the venue at the time and date given. Check whether or not you are expected to take your own laptop.

You will receive an email in advance of your exam session. This contains important information about how to log in to your unique exam and what you must have with you. If you are unable to attend your exam session for any reason you must contact the IAM on or before this day or you will forfeit your enrollment fee.

## To book your exam

Log in to the IAM website and go to [www.theIAM.org/Exams](http://www.theIAM.org/Exams)

## On the day of your exam

You should arrive at your Examination Venues at least 30 minutes before the start of the exam and you MUST bring:

- Approved photographic identification such as a valid passport, driving license or national identity card. If you are unsure if your ID will be accepted then please contact us in good time.
- Unless you have specifically been told that a computer will be provided by your Assessment Centre, you MUST bring a laptop which:
  - can connect to wireless internet; and
  - is enabled for RDP (Remote Desktop Protocol connection);
  - has one of the following internet browsers:  
Internet Explorer 9 (or higher), Google Chrome, Firefox
- Please note the examinations are 'Closed Book' which means you cannot bring any reference materials that you wish to use during the exam, including electronic and internet sources.

## During the exam session

You MUST obey the Exam Regulations (see the back of this book).

The IAM Exams are Closed Book and you must not confer with other Candidates or use any form of communication to confer with people outside the exam room.

You will be asked to declare that you have not attempted to cheat and you will be asked for your feedback about the Examination Venues and the way you have been treated. Once these procedures have been completed you will receive a confirmation code to give to the Senior Invigilator in order to check out from the session.

**You must check out so that your examination can be scored.**

# After the exam

You will receive the results of your exam by email after the Exam Board has reviewed the results and decided which candidates have been successful.

## If you are successful

All successful candidates will receive their printed award by post. This will carry your name as registered with us and be sent to your address as registered, so please ensure these details are correct.

You will be given the option to receive your printed exam award either unframed or framed (there is a small charge for framing and framed awards are sent by courier).

If you would like to know more about membership of the IAM, please visit [www.theIAM.org/Membership](http://www.theIAM.org/Membership)

## If you are unsuccessful

Please do not be too disappointed if you are unsuccessful. The IAM exams are designed to be challenging. By giving some more attention – through training or self-study – to certain aspects, you may be able to achieve the pass mark easily. You are welcome to enrol and sit the exam again when you feel ready.

You will be told which areas of your exam did not meet the required knowledge levels so that you can focus any further study that you do. If you would like some formal training you can contact one of the **IAM Endorsed Training Providers** to find out what they can offer you.

## After the exam - what next

### After the Certificate

The IAM Diploma forms a natural progression from the IAM Certificate. Both qualifications are based on the IAM Competences Framework (3rd Edition, June 2014) and are mapped to key specifications and documents such as ISO 55000 and The Asset Management Landscape, Version 2, The Global Forum on Maintenance and Asset Management (GFMAM), March 2014.

However, the Diploma, requires a much greater depth of knowledge and understanding of asset management than the Certificate

### After the Diploma

The IAM is developing guidance on Initial and Continuing Professional Development (IPD and CPD), which sets out the various options for career development, including training and qualifications. Please look out for announcements or contact us at [Membership@theIAM.org](mailto:Membership@theIAM.org)

## Useful information and links

### Guidance for Candidates – Certificate

[www.theIAM.org/Certificate](http://www.theIAM.org/Certificate) (See:  
'Related Documents' for latest's  
version)

### Guidance for Candidates – Diploma

[www.theIAM.org/Diploma](http://www.theIAM.org/Diploma)  
(See: 'Related Documents'  
for latest's version)

### Asset Management – an Anatomy

[www.theIAM.org/AMA](http://www.theIAM.org/AMA)

### 2012 Competence Framework

[www.theIAM.org/CF](http://www.theIAM.org/CF)

### ISO55000

[www.theIAM.org/ISO55000](http://www.theIAM.org/ISO55000)

### Contact us

Please check the relevant website  
pages first, including Frequently  
Asked Questions at  
[www.theIAM.org/Quals](http://www.theIAM.org/Quals)

If you need any further information  
please contact us.

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Email: [Exams@theIAM.org](mailto:Exams@theIAM.org)



# The IAM Exam regulations

## How do they affect you?

Please note that **this is a simplified summary** and the full Examination Regulations must be consulted and are available on our website. The decisions of the Examinations Board are final. If you would like to know more about governance then please contact [ExamBoard@theIAM.org](mailto:ExamBoard@theIAM.org)

### General

Candidates are required to achieve a pass in each of the required Modules for the IAM Certificate or the IAM Diploma, and to achieve an overall minimum pass mark, in order to obtain the qualification.

Candidates are entitled to re-sit failed examinations, subject to payment by the candidate of the current fee.

### Examinations

Candidates are required to arrive at the exam venue at least 30 minutes before the notified start time of the examination session and must be available for the entire duration of the examination session. A candidate leaving the examination room temporarily for any reason must be accompanied by an Invigilator.

Each candidate will be required to identify themselves by producing approved photographic identification.

This may be a valid passport, driving licence or photographic work identification card.

During an examination, candidates are NOT entitled to consult or have access to authorised reference materials such as books, paper notes or other printed material.

Candidates may not communicate with other candidates or anyone outside the exam room during the examination. All electronic devices such as mobile phones, tablets or laptops other than those being used to access the exam must be switched off during the examination and either left with the invigilator or at the side of the examination room.

### Malpractice by Candidates

Malpractice involves deliberate acts of wrongdoing, contrary to official Examination Regulations, designed to place a candidate or candidates at an unfair advantage or disadvantage. Malpractice is not tolerated and evidence of malpractice will be reported to the IAM Examinations Board. The Exam Regulations list examples of malpractice.

The IAM and IAM Examinations Board take very seriously any form of cheating in examinations, including but not restricted to plagiarism, impersonation, collusion and disruption. Candidates found guilty of any form of cheating or other misconduct will be subject to the Disciplinary Procedures of the IAM Examinations Board.

### Absence from the Exam Session

If you become aware that you will not be able to attend a booked exam, you must contact us as soon as possible.

Candidates who have booked an exam session and fail to appear at the allocated time will, in absence of formal written notice that they cannot attend, forfeit their enrolment fee and may be excluded from further enrolments for repeated absences.

Candidates who are absent from any examination for which they are entered must submit to the IAM Exam Board their reasons for absence and, in the case of illness, submit a medical certificate without delay and prior to the examination session. If the illness occurs on the day of the exam a medical certificate must be submitted within seven days of the planned session. Medical certificates will be scrutinised and will not automatically be accepted: further evidence to support absence due to illness may be required.

Full details on  
our website

Online: [www.theIAM.org/Quals](http://www.theIAM.org/Quals)

Call: +44 (0)8454 560 565

Email: [Exams@theIAM.org](mailto:Exams@theIAM.org)



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