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## **THE PENSIONS MANAGEMENT INSTITUTE**

### **Certificate in Pension Scheme Member Guidance – Notes for Oral Assessment Candidates**

#### **Additional Instructions**

Candidates who have completed the Test and Case Study Assignments are invited to apply to attempt the oral assessment. The oral assessments are scheduled to take place at specific periods detailed in the study timetable.

#### **How the Oral Assessment Works**

##### **(i) Overview**

The oral assessment is conducted over a telephone conversation between candidate and assessor. The conversation is of 15 minutes duration (approx.). The assessor poses as a pension scheme member seeking guidance. The topic of the oral assessment could range across the breadth of the syllabus. The call is recorded for the purposes of moderation.

The oral assessment is pass or fail and will determine the result of the qualification.

##### **(ii) Allocation and Briefing**

Candidates are allocated randomly to oral assessors with due regard to any potential conflicts of interest. PMI will confirm the assessor details with the entry acknowledgement and provide additional briefing notes on the assessment. A dedicated conference call line will be used by each oral assessor and candidates will be provided with the appropriate conference call details when they are advised their appointed assessor. In order to undertake the oral assessment candidates must agree with the appointed assessor a suitable date/time in which they can access a telephone in order that they can undertake the oral assessment. If a candidate is not able to attempt the assessment at the agreed time, they should advise the assessor/PMI and (if possible) an alternative will be arranged.

##### **(iii) Conduct of the Assessment**

The oral assessment should take place during normal office hours and be undertaken in a suitably quiet and confidential private room or office. Any form of outside assistance is prohibited.

All oral assessment calls are recorded and stored for moderation purposes. Calls are stored for 1 month after the results have been issued. Calls are stored securely and are only used for oral assessment purposes.

##### ***Start of the Call***

If a candidate does not join the conference call with the assessor at the appointed time the assessment will be abandoned and a report sent to PMI. Candidates should submit any extenuating circumstances to PMI immediately.

At the scheduled time for the assessment the assessor will take steps to establish the identity of the candidate. This will include verification of suitable data. Once identity is established

satisfactorily the assessment can begin. If identity cannot be established satisfactorily the assessor will allow the call to proceed but PMI reserves the right not to process the assessment and/or issue a result. In this case the assessor will report the grounds for dissatisfaction. PMI will contact the candidate directly for further details.

#### *During the Call*

Once started the call cannot be halted or abandoned without forfeiting the attempt. No person other than the candidate is allowed into the assessment room during the session. Candidates must not communicate with or willingly receive communication from any other person (except the assessor) during the assessment. Candidates must not temporarily leave the assessment room, except in case of urgent necessity.

The oral assessor will confirm when the call has ended. The assessor will not provide feedback or any indication of the outcome of the call or feedback.

#### **(iv) The Marking of the Assessment**

After the call PMI will review the performances of all candidates and confirm the result to each candidate. Any candidate who does not pass will be invited to re attempt the oral assessment in the next available oral assessment period, as detailed in the study timetable (re-sit fee will apply).

#### **(v) Award of the Certificate in Pension Scheme Member Guidance**

The Certificate in Pension Scheme Member Guidance will only be awarded to candidates who are current PMI members. Please check your membership status and that your annual subscription has been paid to cover the duration of your studies.

#### **Confidentiality**

It is important that strict confidentiality is maintained in this process.

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