Instructions to Candidates – remotely invigilated exams

This guide features key information relating to the Level 4 Role Simulation, Professional and Advanced Level remotely invigilated exams. You must read these instructions fully and carefully to make sure you are familiar with our processes and procedures before you start your exam(s).

It is your responsibility to adhere to the following instructions. Failure to do so may result in a charge of misconduct, which may include your exam script being awarded a mark of zero, or your script not being marked.

You may print this guide off and have it with you during your remotely invigilated exam. Please show it to the invigilator along with other permitted texts where required, before starting your exam.

If you are taking your exam in a centre, please read the alternative Instructions to Candidates.

If you are sitting Certificate exams, please read the relevant Instructions to Candidates.

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IMPORTANT NOTICE

When booking your remote invigilation exam, you must select the closest location or time zone for the country you intend to take your exam in. You are also required to start the onboarding process at your scheduled start time and start the exam without delay. You can view your exam start time within your application summary.

Any exams that start more than 30 minutes late will **not be marked**, so it is essential that you contact ProctorExam support or the ICAEW Student Support team within the first 30 minutes of the scheduled exam start time should you experience technical difficulties or need further guidance. This will enable us to provide assistance to help you to get started. Please refer to the late starter section below for further details.

ACCESS ARRANGEMENTS

If you require any access arrangements for your exam you can apply anytime from registration, but you must have submitted your application before the end of the booking window of the exam you need them for

If you have access arrangements awarded when booking an exam these will be visible in the booking process and you can check them at any time before the exam in your exam application summary.

In the exam the introduction page shows standard exam time only. Any additional time will be reflected in your timer once you have started the exam, any concerns please ensure you see assistance immediately. If you have been awarded stop the clock rest breaks these will not be reflected in the timer, to take a break you must pause your exam using the function in the accessibility drop down. Stop the clock is not additional time to take your exam and when a break is taken you must not type, write notes or read permitted texts.

WHAT YOU NEED TO KNOW BEFORE YOUR EXAM DAY

Once you have booked your exam, you will receive an email notifying you that you have made an application. Review and check your exam booking at exams online.

It is your responsibility to:

- **make sure everything on your application summary is correct**; and
- **keep your email address up to date and check it regularly**. This is how we will communicate key information regarding your exam to you. This email address will also be used to receive instructions regarding your remotely invigilated exam, you must ensure that you can access this email on the computer you will using to take your exam. You can update your contact details via your online training file.

SYSTEM CHECKS

You must complete a mandatory system check before every exam session, even if you have completed one previously it is crucial you do so again. You will be emailed instructions from exams.online@icaew.com on how to complete the remote invigilation system check two weeks before your exam. You will be sent one for each exam you have booked, you only need to complete one system check per session but please retain the emails as they contain your exam links.

The system checks **MUST** be completed on the computer you intend to use as soon as possible before your exam day to allow time to resolve any issues that you may encounter. you have not received the email(s), please check your junk email folder. If the email is not in your junk, please contact Student Support. Watch our step-by-step video on how to complete your system check.

Please ensure you have also read the minimum technical requirements and watched the instructional video before your exam as these will provide you with additional steps to make sure your exam environment is ready.

If you are using your employer's laptop or computer to sit an exam via remote invigilation, we recommend asking your IT department to whitelist the following URLs:

- ICAEW Bookshelf - https://bibliu.com/users/saml/ICAEW
- RM single sign on - https://icaew-am.assessor.rm.com/
- ProctorExam - https://icaew.proctorexam.com/
- Data analytics software - https://icaew22.inflosoftware.com/ and https://icaew-identity.inflosoftware.com/
- ICAEW single sign on - https://www.icaew.com
- ICAEW - https://my.icaew.com/security
- ICAEW exam access - https://my.icaew.com/examsaccess

PERMITTED TEXTS

- Permitted texts are the resources that ICAEW recommend you use within an exam sitting. During the exam, you will have a tab that takes you to the permitted text that you can open alongside the question and answer area. It will also have a search functionality available.
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- For open book exams, Level 4 Role Simulation, Business Planning and Advanced Level exams, you will have a link to your ICAEW Bookshelf that will allow you to view all purchased learning materials. You can also take any relevant hard copy notes into the exam, subject to space restrictions.
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- Full details of the texts and the specific editions we recommend is available at icaew.com/permittedtexts.

HOW THE EXAM IS REMOTELY INVIGILATED

During the remotely invigilated exam, your activity is recorded in three ways;

- the computer webcam records your view from the front;
- a mobile phone situated at an angle behind you where we can see you, your desk, and the front of your screen(s), records additional coverage of the test environment, using the ProctorExam app; and
- a recording of the screen

The exam itself will run in the same way as in an exam centre. You are not constantly watched throughout the exam, but we do have access to if required. Your feeds will be monitored after the exam, but if you have any questions or encounter technical difficulties, you will have access to live online chat support.

REMOTE INVIGILATION - ROOM REQUIREMENTS

Please note the following requirements:

- You are alone in the room
- It is recommended that you sit the exam at a suitable desk
- Your room is well lit
- You have your ID to hand
- Only materials permitted for the exam are on the desk
- All note paper is blank
- No headphones

WHAT YOU CAN TAKE INTO YOUR EXAMS

There are restrictions on what you can have in your exam environment itself and on or around your desk when you are completing your exam.

Identification

You are required to provide one of the following forms of official, original (no photocopies or digital IDs), valid (unexpired) ID:

- international travel passport;
- national identification/residency card;
- driving licence;
- military ID;
- employer ID

The identification provided must contain your name as it appears on our records and recent recognizable photo. Only original documentation will be accepted, photocopies or digital copies of documents will not be accepted.

You must provide suitable ID, or your exam could be invalidated. If we find issues with your ID when we complete our reviews post-exam, we will contact you by email so that you can resubmit your ID.

Calculator

An on-screen calculator is available within the exam software, however you are permitted to bring your own to use in the exam.
You may provide your own calculator to use in the exam. You can use any basic calculator. You may be asked, by the invigilator, to show that the memory within the calculator is empty; if you are unable to do so, you will not be allowed to use the calculator during your exam.

Food and drink

Food and drinks are permitted. However, if you spill something and damage your exam notes or equipment, you will not receive any exam disruption appeal or extra time.

Note paper

You may use blank sheets of note paper to use during your exam. These must be shown to the invigilator within the environment set up prior to starting the exam to show they have no notes on. Wipeable boards are also permitted.

Ear Plugs

Disposable foam ear plugs are permitted and must be shown to the invigilator as part of the onboarding process.

External monitors

We recommend using a monitor of 17" or larger for an optimum experience.
If you are using a laptop, you may also use an external monitor. Any external monitor must be shown during on-boarding,
If using an external monitor, the laptop screen should be off or mirrored.
Only one screen is to be active during the exam. A second monitor must be mirrored: if you have multiple monitors turned on and they are showing something different, this is considered misconduct.
The exam software will work on smaller screens, but there will be less room to display the exam. The webcam must be able to record you from the front but may be positioned to the side of your primary monitor if necessary.

WHAT YOU CANNOT TAKE INTO YOUR EXAM

Watches or desk clocks

Please note that watches and desk clocks are not permitted in the exam. The timing of the exam will be managed by a timer within the exam software. Therefore, you are advised to practice the exams with a timer, and the practice exam software, so you are confident in managing your time throughout your exam this way.

Medication or special equipment (without pre-approval from ICAEW)

You will only be able to take medication into the exam room with you if you have been granted access arrangements by ICAEW. This includes any painkillers or over the counter medication.

Find out more about the access arrangement process, including guidance and how to apply.

Electronic devices

Only the electronic devices required for the remote invigilation process are permitted in your exam, including no vaping devices. Electronic devices including, but not limited to, tablets, smartwatches, headphones or USBs are not permitted during the exam. On-boarding instructions must be followed carefully regarding mobile phones.

DATA ANALYTICS SOFTWARE

Instructions for candidate sitting Audit and Assurance and Corporate Reporting exams.

Immediately before your exam, you must ensure that you have cleared your browsing history (including any cookies). During the exam, you should only access the Data Analytics Software by clicking on the link in the exam software.

WHAT TO EXPECT ON EXAM DAY

On the day of your exam click on the exam link under the section 'To start your exam' in the email from exams.online@icaew.com. You will be sent one email for each exam you have booked.

When booking your remote invigilation exam, you must select the closest location or time zone for the country you intend to take your exam in. You are also required to start the onboarding process at your scheduled start time and start the exam without delay. You can view your exam start time within your application summary.

You will be provided a unique user ID and password, which is only valid for this exam. Use these credentials, not your ICAEW username and password, to begin the exam and ensure you are not already logged into ICAEW.com. You will be recorded from your webcam, screenshare and smart phone during the onboarding process and throughout your exam. This footage will be reviewed by a remote invigilator and ICAEW.

Ending the exam

When the exam timer reaches zero, the exam will end. To end the exam earlier, go to the last question and click the right-hand arrow button, then click the Submit button to close the exam.

After clicking the Submit button you should close the Assessment Master browser tab and click Finish Exam on the ProctorExam tab if this option appears for you

Lateness

It is your responsibility to be ready and start the exam on time. You can view your exam start time within your application summary.

You are required to start the onboarding process at your scheduled start time, and without delay. Any exams that start more than 30 minutes late will **not be marked**, so it is essential that you contact ProctorExam support or the ICAEW Student Support team within the first 30 minutes of the scheduled exam start time should you experience technical difficulties or need further guidance. This will enable us to provide assistance to help you to get started.

Please note:

- You will only be able to start the onboarding at your scheduled start time
- You must start question 1 of the exam within 30 minutes of your scheduled start time

DURING YOUR EXAM

It is your responsibility to ensure that the area that you are taking your exam in is free from distracting noises or activity, or anything that may affect your exam attempt and you have a stable internet connection.

Please ensure that all work in the spreadsheet area is accurately copied over to the word processing area to be marked, with sufficient time before the conclusion of the exam to allow for time to review and make any necessary revisions before submitting.

WHAT IF SOMETHING GOES WRONG?

ICAEW endeavours to provide an excellent exam experience for all candidates; however, some circumstances are beyond our control.

If you encounter any technical difficulties during the setup or the live exam, you will be able to access the live online chat support. You will find this in the bottom right-hand corner of your ProctorExam screen.

If you are unable to resolve the issue, you may be asked to contact ICAEW directly. On exam week the Student Support team are available Monday to Friday via webchat and phone. Outside of these hours, please contact your local ICAEW office.

Please continue to check the exam systems status page on a regular basis for any updates. You are able to access this webpage during your exam.

If you were able to complete the exam but you felt the circumstances have an adverse impact on your performance, then you must apply for exam disruption appeal within seven days (see below), or ICAEW will not take the circumstances into account during the marking process. For example, if your exam is on Monday you will have until 23:59 the following Monday to submit your exam disruption appeal application.

However, if you were unable to complete the exam, then you must contact ICAEW within 24 hours.

If you are ill on exam day or affected by other adversity, e.g., bereavement or shock, you should withdraw from your exam(s), as you will not be eligible for exam disruption appeal if you attempt the exam.

YOUR CONDUCT

As an ACA student, we expect you to act in a professional manner and in accordance with the ICAEW Student and ACA Assessment Regulations.

During your exam you must, at all times, follow the instructions provided to you. Failure to do so may be considered misconduct, the outcome of which may include your exam script being awarded a mark of zero, or a more serious sanction may be applied.

You may only use the exam software provided and are expected to behave as if you were in a centre. Please consider the below behaviours:

- You must remain seated during the exam (except for toilet breaks or technical issues).
- Toilet breaks are permitted, but each break must be no more than five minutes long. Your exam time will not be paused.
- You should not open any additional software or download any files during your exam
- If you want to finish the exam early and you do not want to return, you must follow the 'Finish' exam process, and exit from the remote invigilation software.
- Smoking and vaping are not permitted during your remotely invigilated exam.

What is misconduct?

Misconduct may include any action or conduct that the invigilator reports as unacceptable or against ICAEW regulations or instructions given within these Instructions to Candidates. Misconduct may include deliberate actions or omissions which give you an advantage in the exam, to which other candidates would not have access.

The invigilator will complete a report which will be sent to ICAEW. In addition to this, you must also provide a statement in writing within seven days of the incident and email it to examdisrputionappeal@icaew.com

Reports of misconduct are discussed with the Assessment Committee who will consider the appropriate action for each case.

Disciplinary action may include awarding your exam script a mark of zero, or any other measure deemed appropriate by the Committee. Cases of misconduct may also be referred to ICAEW Professional Standards and involve further disciplinary action which could affect your future membership of ICAEW.

You will be made aware of the Assessment Committee's decision and given the opportunity to appeal.

Misconduct includes, but is not limited to:

- not complying with invigilator instructions;
- not complying with guidance within these instructions;
- speaking with any third parties who enter the exam room;
- taking unauthorised materials or objects into the exam room;
- cheating; and
- breaking exam conditions.

For more information, please see the ACA Assessment Regulations.

Below is a list of violations that you may be disqualified for. The list is not exhaustive.

- Looking at mobile phone/tablet other than the computer
- Continuously looking around the room
- Continuously looking up or down
- Continuously looking to the left or right
- Continuously looking under desk
- Reading your questions out loud
- Looking at your hands or wrists
- Accessing any web pages
- Accessing other applications such as Word, Excel, PowerPoint, or folders/windows explorer
- Other people entering the room
- More than one screen being in use during your exam
- If your room is too dark
- Wearing sunglasses or smart glasses
- Wearing a watch
- If your webcam and/or mobile camera are inappropriately positioned, so that we are unable to monitor your activity
- Opening drawers or cupboards under your desk
- Looking at post-it notes around the room*

*This is not applicable to Level 4 Role Simulation, Business Planning and Advanced Level exams as these are open book exams, meaning you may refer to printed materials and notes.

EXAM DISRUPTION APPEAL

You must read the exam disruption appeal policy in full before you attempt any exam. It is your responsibility to understand the exam disruption appeal process before you sit an exam, so that you can act accordingly.

Should an incident occur which impacts your performance and meets the criteria set out in the policy, you must submit your application within seven days of your exam for it to be considered. For example, if your exam is on Monday you will have until 23:59 the following Monday to submit your exam disruption appeal application.

ICAEW will not take your circumstances into account unless you have followed the exam disruption appeal policy, including reporting any incident during your exam attempt to the invigilator. The policy can be found at icaew.com/examdisruptionappeal.

EXAM SURVEY

After the exam session ends you will receive a link to a survey by email, please take the time to let us know about your exam experience so we can continue to make improvements.

WITHDRAWING AND REFUND

During the exam session booking window

Only during the exam session booking window can any modifications be made to a student's application including withdrawing, amending the exam(s) selected, changing the exam centre or moving to remote invigilation. Once the exam session booking window closes no further amendments can be made.

Students can withdraw during the exam session booking window, by going online to their exam application and select the modifying application option. When withdrawing during the exam session booking window students will be refunded their exam fee. Refunds are issued back to the original payment method within 20 working days of the booking window closing date.

After the exam session booking window closing date

Students do not need to notify ICAEW if they are unable to attend their exam(s). If a student is unable to attend their exam(s) and wishes to be considered for a refund, evidence will need to be submitted via the online training file within 7 days of the examination date.

Refunds will only be considered with the following evidence:

- Illness - appropriate medical evidence from a qualified medical doctor obtained and dated no later than 48 hours after the examination date.
- Bereavement - a copy of the death certificate of the family member. A family member would be mother, father, spouse or partner, child.

If a refund is granted this will be provided back to the original payment method 20 working days after the exam date.

ICAEW are unable to defer an exam or hold a credit on a student's account. A student will need to apply again at the next available session.

You can amend your application online up to the entry deadline. No amendments can be made after the exam entry deadline.

View the exam dates and deadlines, which includes closing and cancellation dates.

View the full details of our refund policy.