

# EDA STUDENT GUIDE



**A GUIDE FOR STUDENTS APPLYING  
FOR AN EXAM DISRUPTION APPEAL  
(EDA)**



# A guide for students applying for an exam disruption appeal

This guide will take you through the process of how to apply for an exam disruption appeal.

An exam disruption appeal applies to circumstances where you feel that your performance in an exam has been adversely affected by illness or other circumstances.

It is your responsibility to read and understand the exam disruption appeal policy before you sit an exam, make sure you refer to the [guidance](#).

The deadline to apply for an exam disruption appeal is seven days from your exam. So, if you sit an exam on a Monday you will have until 23:59 the following Monday to submit your exam disruption appeal application.

If you wish to apply for more than one exam, you will need to apply for each exam individually.

## HOW TO APPLY FOR AN EXAM DISRUPTION APPEAL

### Disruption appeal for an ICAEW CFAB / ACA Certificate Level exam

Should you experience an issue during your exam, you must report this to [Pearson VUE](#) via the greeter or invigilator on the day of your exam. If you are unable to contact them, you should contact Pearson VUE to report the issue and ensure it has been logged. If you feel the issue you experienced has impacted your exam performance, you can apply for an exam disruption appeal.

If you wish to apply for an exam disruption appeal, you must complete the online exam disruption appeal [application form](#), follow the instructions below for how to apply.

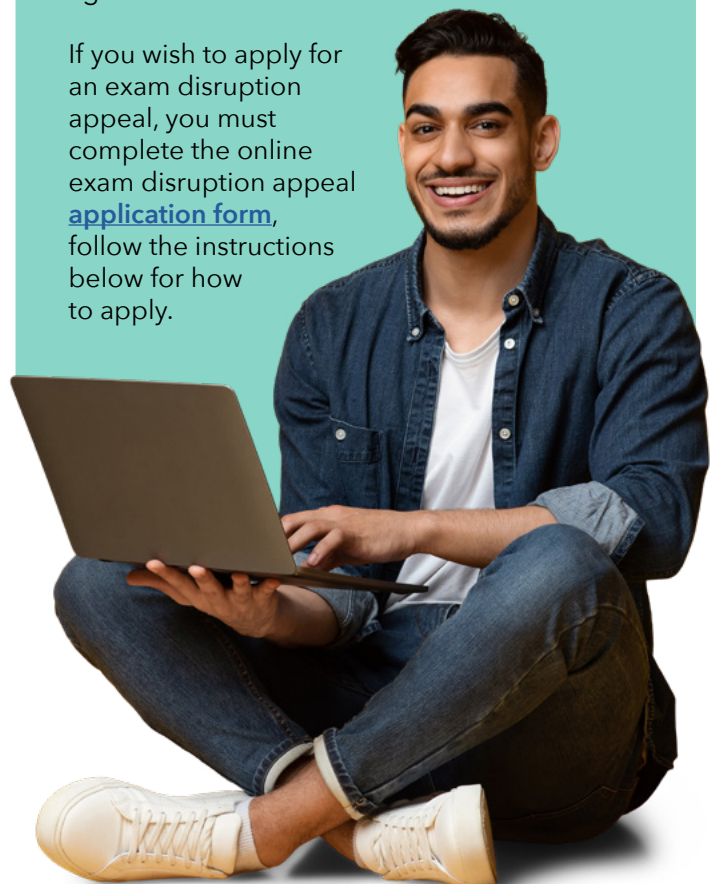
Exam disruption appeals are only applicable to failed exams. If you have passed, no further action will be taken. If you have failed, the Assessment Quality Assurance Team aim to investigate your case within 28 working days. You will be notified via email of the outcome.

Some appeals may take longer depending on the complexity of the cases or if it is during a Professional or Advanced Level exam session.

### Disruption appeal for a Professional Level or Advanced Level exam

Should you experience an issue during your exam you must report this to your centre invigilator, or a remote invigilation support agent at the time.

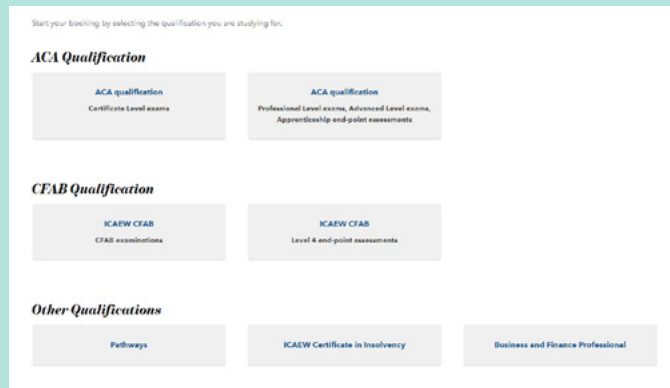
If you wish to apply for an exam disruption appeal, you must complete the online exam disruption appeal [application form](#), follow the instructions below for how to apply.



# Applying for an exam disruption appeal

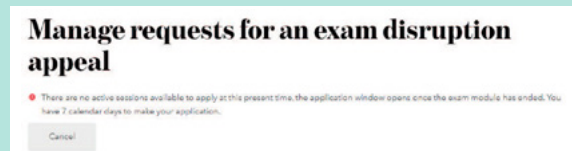
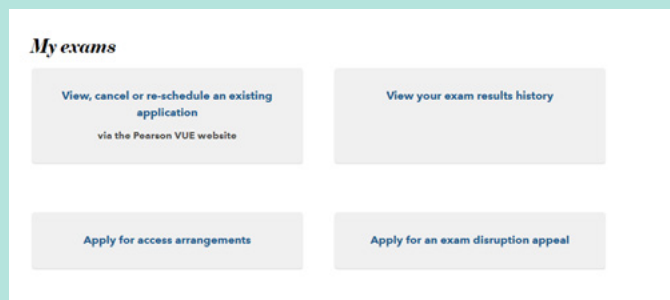
## STAGE ONE - APPLYING FOR AN EXAM DISRUPTION APPEAL

**1** Go to **exams online** and choose the qualification you are studying. You must do this within seven days of sitting the exam.



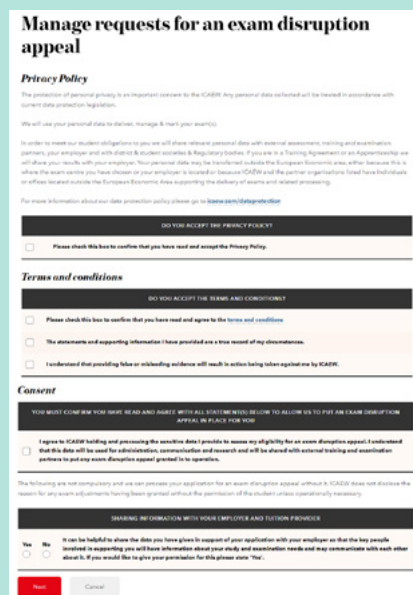
**2** Under 'My exams', click on 'Apply for an exam disruption appeal' to take you to the online application form.

If there are no active sessions available, or the seven-day deadline has passed, you will not be able to apply for an exam disruption appeal and you will receive the following message.



**3** Before you apply for an exam disruption appeal you will be presented with the privacy policy, terms and conditions and consent options. Make sure you have read all relevant information before you continue.

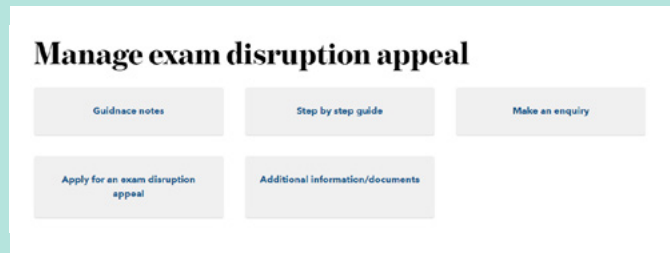
Select 'Next' to continue with your application.



4

Here you can view the guidance notes, this step by step guide, make an enquiry or add additional information and documents to an existing application if you are still within seven days of your exam.

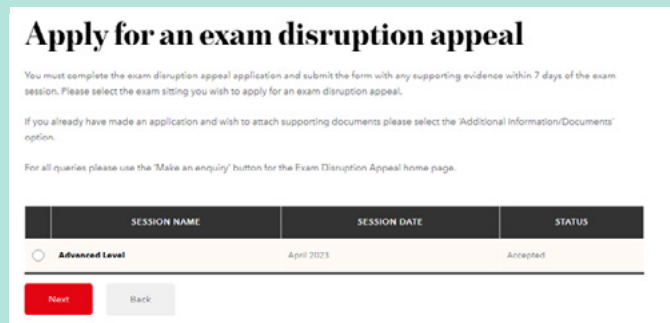
Select 'Apply for an exam disruption appeal' to continue.



5

Now it is time to complete the exam disruption appeal application form with any supporting evidence you may have.

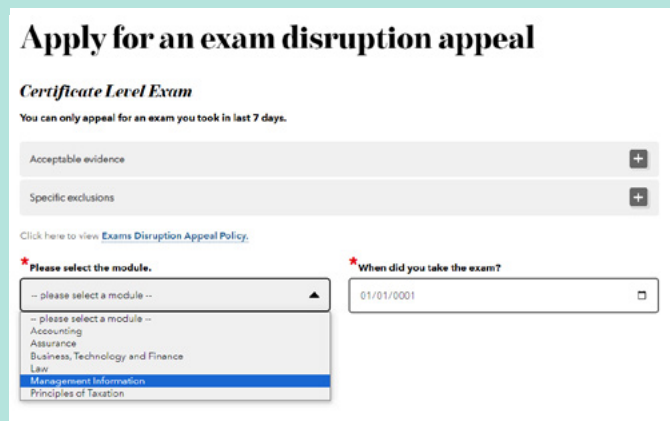
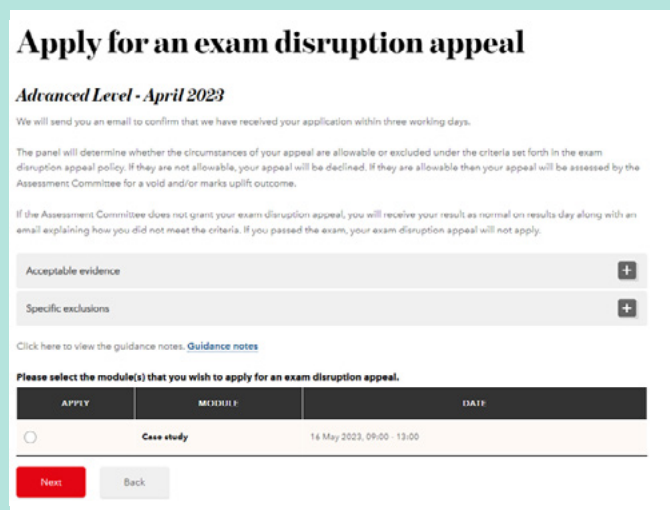
For Professional and Advanced Level please select the session you are applying for.



6

For Professional and Advanced Level - now select the exam your application is for.

For ICAEW CFAB and Certificate Level select the exam and the date you sat your exam from the drop down options available, this can only be within the past seven days.



**7** Now you will be asked a series of questions about your application. If an answer you select is not eligible to continue with an exam disruption appeal, you will see a notice that you cannot proceed with the application.

Please refer to the policy if you are unsure. Make sure you answer these questions honestly about the circumstances relating to your application.

Select **'Next'** to continue.

[Click here to view Exams Disruption Appeal Policy.](#)

\* Please select the module. \* When did you take the exam?

Accounting 08/02/2024

\* Is the issue regarding lateness or delayed arrival?

No

\* Did the issue occur prior to the exam?

No

\* How did you sit your exam?

In Centre

\* Did you notify the invigilator?

Yes

\* Were you awarded extra time?

No

**Next** Back

### Apply for an exam disruption appeal

**Certificate Level Exam**

You can only appeal for an exam you took in last 7 days.

Acceptable evidence +

Specific exclusions +

[Click here to view Exams Disruption Appeal Policy.](#)

\* Please select the module. \* When did you take the exam?

Accounting 08/02/2024

\* Is the issue regarding lateness or delayed arrival?

Yes

**You are not eligible to proceed with your application.**

Your application relates to travel and lateness, therefore you are not eligible to make an application please see the [policy](#) for further information.

Back

**8** This is where you explain the circumstances which affected your performance. Be sure to include all of the relevant information and as much detail as you can.

Select **'Next'** to continue.

### Apply for an exam disruption appeal

**Certificate Level Exam**

*Selected Module: KAC - Accounting*

Acceptable evidence +

Specific exclusions +

[Click here to view Exams Disruption Appeal Policy.](#)

**Please explain the circumstances which affected your exam performance below (max of 3000 characters).**

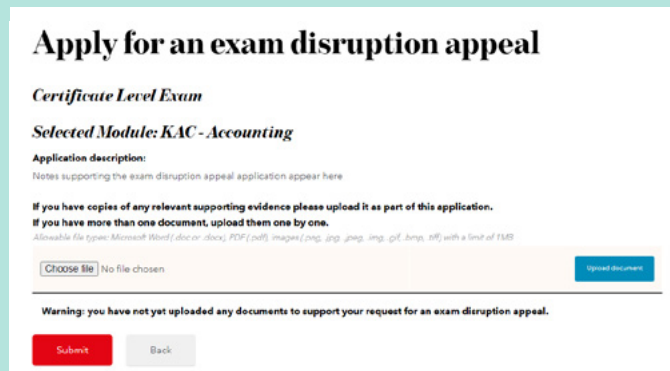
**Next** Back

**9** Now you need to upload any supporting evidence. Before you add your supporting evidence you must:

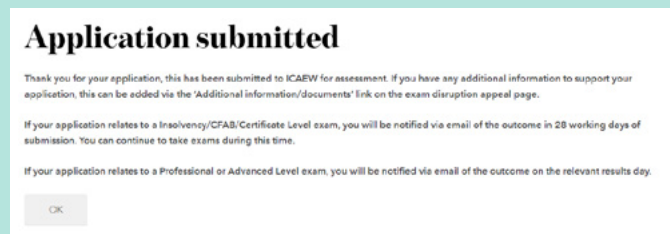
- Ensure that the evidence you submit is from an appropriate source and must be verifiable.
- Ensure that any medical is issued no more than two days of the exam date and is sufficiently detailed to demonstrate the impact of the exam.
- Ensure that the evidence is from you only. We will not consider evidence from third parties on your behalf.

If you have more than one file to upload, please do so one at a time. You must click the blue button **'Upload documents'** to include them.

If you have more evidence to supply, you can do this by adding any additional information to a Word document and uploading your document here. If you don't have anything further to add select **'Submit'**.



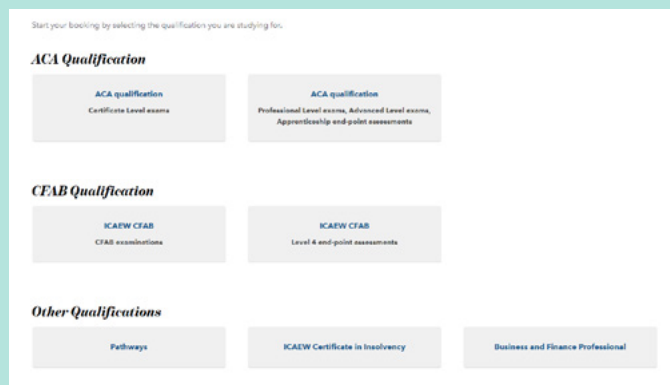
**10** Your application has been submitted.



**11** We aim to contact you to confirm your application has been received within 48 hours, however this may be longer during busy periods.

**12** If you wish to modify an exam disruption appeal application, go to [exams online](#) and choose the level you made the application for. You must do this within the seven day timeframe.

Once the deadline has passed you will not be able to edit your application.



13

Go to your existing application and click 'Additional information/documents'.

## Manage exam disruption appeal

[Guidance notes](#)
[Step by step guide](#)
[Make an enquiry](#)
[Apply for an exam disruption appeal](#)
[Additional information/documents](#)

14

You will now be able to view your existing application. You can add in any additional information in the textbox.

You can also add an additional document should you need to supply more evidence. Select the file and then click the blue 'Upload documents' button to include it.

Once you are happy with your amends, select 'Submit'.

## Apply for an exam disruption appeal

*Advanced Level - April 2023*

*Selected Module: ALCS - Case study*

We will send you an email to confirm that we have received your application within three working days.

The panel will determine whether the circumstances of your appeal are allowable or excluded under the criteria set forth in the exam disruption appeal policy. If they are not allowable, your appeal will be declined. If they are allowable then your appeal will be assessed by the Assessment Committee for a void and/or marks uplift outcome.

If the Assessment Committee does not grant your exam disruption appeal, you will receive your result as normal on results day along with an email explaining how you did not meet the criteria. If you passed the exam, your exam disruption appeal will not apply.

+

+

Click here to view the guidance notes. [Guidance notes](#)

Please explain the circumstances which affected your exam performance below (max of 3000 characters).




## Apply for an exam disruption appeal

*Advanced Level - April 2023*

*Selected Module: ALCS - Case study*

**Application description:**

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut tamen vivamus ac euismod. Sed cras ornare arcu duis vivamus arcu felis. Morbi tristique senectus et netus et. Sed felis eget velit aliquet sagittis. At lectus urna duis convallis convallis tellus id interdum. Quis viverra nibh cras pulvinar mattis nunc sed. Nunc vel risus commodo viverra maecenas accumsan. Varius quam quisque id diam vel quam elementum. Tellus in metus vulputate eu scelerisque. Aenean vel elit scelerisque mauris pellentesque pulvinar pellentesque habitant morbi. Est lorem ipsum dolor sit amet consectetur adipiscing elit pellentesque. Sed risus pretium quam vulputate dignissim. Sed risus pretium quam vulputate dignissim suspendisse in est ante. Imperdiet proin fermentum leo vel orci.

**If you have copies of any relevant supporting evidence please upload it as part of this application. If you have more than one document, upload them one by one.**

Allowable file types: Microsoft Word (.doc or .docx), PDF (.pdf), images (.png, .jpg, .jpeg, .gif, .bmp, .tif) with a limit of 1MB

 No file chosen

**Warning: you have not yet uploaded any documents to support your request for an exam disruption appeal.**



Please click the submit button to submit your application. Otherwise, the application won't be considered.

15

Your amended application has been submitted.

## Application submitted

Thank you for your application, this has been submitted to ICAEW for assessment. If you have any additional information to support your application, this can be added via the 'Additional information/documents' link on the exam disruption appeal page.

If your application relates to a Insolvency/CFAB/Certificate Level exam, you will be notified via email of the outcome in 28 working days of submission. You can continue to take exams during this time.

If your application relates to a Professional or Advanced Level exam, you will be notified via email of the outcome on the relevant results day.

### Stage two - approval process

The panel will determine whether the circumstances of your appeal are allowable or excluded under the criteria set forth in the [policy](#). If they are not allowable, your appeal will be declined. If they are allowable then your appeal will be assessed for a void and/or marks uplift outcome.

### Stage three - decision

If you have passed the exam, no further action will be taken.

If you have failed the exam, depending on the type of circumstances set out in your appeal, ICAEW's Assessment Committee may make a final decision on the outcome. The Assessment Committee will always be asked to make a decision if your marks are to be adjusted. The Assessment Committee will not be required to make a decision if your circumstances are excluded from the acceptance criteria set out in the policy.

### Stage four - outcome

If you passed the exam, no further communication will be issued. If you failed the exam, you will be given your outcome by email. For Professional and Advanced Level this will be when we issue your result. For ICAEW CFAB and Certificate Level you will be notified within 28 working days of submission.

You can continue to take exams during this time.



#### HAVE A QUESTION?

You may find your question listed within our frequently asked questions. Alternatively, call or email us or ask a question via the live help boxes throughout our website.

T +44 (0)1908 248 250

W [icaew.com/webchat](https://www.icaew.com/webchat)

[icaew.com/examdisruptionappeal](https://www.icaew.com/examdisruptionappeal)



Chartered accountants are talented, ethical and committed professionals. ICAEW represents more than 208,000 members and students around the world. 99 of the top 100 global brand employ our ICAEW Chartered Accountants.\*

Founded in 1880, ICAEW has a long history of serving the public interest and we continue to work with governments, regulators and business leaders globally. And, as a world-leading improvement regulator, we supervise and monitor around 11,500 firms, holding them, and all ICAEW members and students, to the highest standards of professional competency and conduct.

We promote inclusivity, diversity and fairness and we give talented professionals the skills and values they need to build resilient businesses, economies and societies, while ensuring our planet's resources are managed sustainably.

ICAEW is the first major professional body to be carbon neutral, demonstrating our commitment to tackle climate change and supporting UN Sustainable Development Goal 13.

ICAEW is a founding member of Chartered Accountants Worldwide (CAW), a global family that connects over 1.8m chartered accountants and students in more than 190 countries. Together, we support, develop and promote the role of chartered accountants as trusted business leaders, difference makers and advisers.

We believe that chartered accountancy can be a force for positive change. By sharing our insight, expertise and understanding we can help to create sustainable economies and a better future for all.

[www.charteredaccountantsworldwide.com](http://www.charteredaccountantsworldwide.com)  
[www.globalaccountingalliance.com](http://www.globalaccountingalliance.com)

## ICAEW

Chartered Accountants' Hall  
Moorgate Place  
London  
EC2R 6EA UK

T +44 (0)20 7920 8100  
E [generalenquiries@icaew.com](mailto:generalenquiries@icaew.com)  
[icaew.com](http://icaew.com)



\* includes parent companies. Source: ICAEW member data  
February 2024, Interbrand, Best Global Brands 2023