



# Instructions to Candidates

This guide features key information relating to the Level 4 Accounting Technician Apprenticeship Role Simulation exam which is remotely invigilated. You should ensure that you review full guidance including [the FAQs](#), the instructions below, [access arrangements](#) and [special consideration](#) guidance. You may print this guide off and have it with you during your Professional or Advanced Level remotely invigilated exam. Please show it to the invigilator along with other permitted texts where required, before starting your exam.

## Level 4 Role Simulation remote invigilation guidance

### 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 will be emailed instructions on how to complete the remote invigilation system checks two weeks before your exam.

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.

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.

### 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 your screen(s), recording additional coverage of the test environment, using the ProctorExam app; and

- a recording of the screen shows what you are doing on-screen.

The exam itself will run in the same way as in an exam centre.

If you encounter technical difficulties during onboarding, you will be able to access the 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.

### Open book exams

The Level 4 Role Simulation exam is open book, which means you are permitted to use any materials you wish.

For open book exams you will also have access to your personal ICAEW Bookshelf to access your digital learning materials within the exam.

The advance information can now be added to your [digital bookshelf](#). You can add the Role Simulation advance information to your bookshelf by [visiting the ebookshop](#) and selecting the relevant edition. The digital version will not be added automatically, you must visit the link above for it to be available. The advance information is still available as a traditional PDF in the exam resources section below, which can be printed and taken to your exam.

### Identification

You are required to provide one form of identification (ID). For example:

- passport;
- national identification card; or
- driving licence containing a photograph and signature.

Only original documentation will be accepted, photocopies or digital copies of documents will not be accepted. We will accept identification that has expired within the last six months.

If you are not able to provide suitable ID, your exam may be invalidated.

### Calculator

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 special consideration 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.

### **Additional monitors**

If you wish to use an additional monitor that does not have a webcam or microphone, you may connect this to a computer that has a webcam and microphone. You must ensure that the screen is mirrored, or one is off/blacked out. Only one screen should be in use during your 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**

You will only be able to take medication into the exam environment with you if you have been authorised to do so by ICAEW via an access arrangement. 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.

## **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 will be considered misconduct which may include your exam script being awarded a mark of zero.

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.
- If you want to finish the exam early and you do not want to return, you must complete the 'Finish' exam process, and exit from the remote invigilation software.

### **What is misconduct?**

Misconduct is any action or conduct that the invigilator reports as unacceptable or against ICAEW regulations or instructions given within these Instructions to Candidates.

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 [specialconsideration@icaw.com](mailto:specialconsideration@icaw.com)

All 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.

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.

- 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 or laptop is angled up or your face is obscured
- Opening drawers or cupboards under your desk
- Looking at post-it notes around the room\*

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

## WHAT IF SOMETHING GOES WRONG?

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 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 from 07:00 to 17:30 (UK time) via webchat and phone. Outside of these hours, please contact your local ICAEW office.

We are unable to allocate extra time to complete the exam if any problems do occur, however if you feel your exam attempt has been unduly affected you should apply for **special consideration**.

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 special consideration within 10 days (see below), or ICAEW will not take the circumstances into account during the marking process.

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, eg, bereavement or shock, you should consider withdrawing or deferring your exam attempt, as you may not be eligible for special consideration if you attempt the exam.

## SPECIAL CONSIDERATION

You must read the special consideration policy in full before you attempt any exam. It is your responsibility to understand the special consideration process before you sit an exam, so that you can act accordingly. You must submit your application within seven days of your exam. For example, if your exam is on Monday you have until 23:59 the following Monday to submit your special consideration application. ICAEW will not take your circumstances into account unless you have followed the special consideration policy. The policy can be found at [icaew.com/specialconsideration](https://www.icaew.com/specialconsideration)

## WHAT TO EXPECT ON EXAM DAY

For each exam you have booked, you will have received an email with the system check and exam link two weeks before your exam date, you must complete the system checks as soon as possible before the exam day. If 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.

**You will only be able to start your 'on-boarding' process at your scheduled exam time.** Follow the ID check, environment set up instructions including showing blank note paper, any permitted texts and calculators. **Please note your exam time will not start running until you click 'Start the exam'**, following completion of the on-boarding process.

Please ensure you have gone through the minimum **technical requirements** for taking your exam. These will provide you with additional steps to follow to make sure your exam environment is ready.

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.

You will sign into your exam with a unique user ID and password. These will be provided to you on exam day, once you have completed your onboarding. Do not try to sign into the exam with your ICAEW credentials.

### **Lateness**

It is your responsibility to be ready and start the exam on time. Late entries may be disqualified.

## **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.

If you feel your exam attempt has been unduly affected, you should apply for **special consideration**.

## **AT THE END OF YOUR EXAM**

Your exam will automatically shut down once your exam time has finished.

Once you have completed the exam, please ensure you click on "Submit" in Assessment Master, and then click on 'Finish Exam' in ProctorExam.

You remain under exam conditions until the remote invigilation software is closed and you are no longer being invigilated.