FAQs: Level 4 Role Simulation remotely invigilated exam

The Role Simulation exam is computer-based and available only as a remotely invigilated exam. Below are the answers to frequently asked questions by students regarding the role simulation exam.

BEFORE SITTING OR BOOKING AN EXAM

Q: Where can I find details of exam dates and deadlines?
All 2021 exam dates and deadlines are available on our website. View all dates and deadlines here.

Q: How long do I have to book my Remote Invigilation exam?
A: There is a one-week window to book your Remote Invigilation exam. View the details of each exam booking window here.

Q: Is remote invigilation the only option to sit the Level 4 Accounting Technician apprenticeship role simulation exam?
A: Yes. The Role Simulation exam is computer-based and available only as a remotely invigilated exam.

We advise all students in a training agreement, to check with their employer before booking any exams, in case they have particular policies and approaches already in place, and to agree the timing of the exam.

Q: What do I need to be able to sit a remote invigilation exam?
A: To use this exam delivery method, there are four key requirements:
1. A reliable computer or laptop with a strong internet connection, a webcam and microphone which meets minimum technical and system requirements.
2. A quiet room with a closed door (no one else is permitted in the room while you are sitting your exam)
3. A clear workspace, with only any permitted texts or equipment allowed.
4. A mobile phone with WIFI connection and camera to assist in the check-in process and monitoring your exam.

View the full guidance, technical requirements, and system requirements for the Role Simulation remote exam. You must check that your computer is compatible with these before booking your exam to provide time to resolve any issues. You may need to speak to your employer if you are using a computer provided by them.

Q: Is there a demo of the exam or a chance to use a test/practise system for the exam?
A: Yes, you can practice exams in the practice software here. You can also view the exam software and video.

Q: How do I book or schedule my exam?
A: You can book the Role Simulation exam at my.icaew.com/examsonline. View the How to book the end-point assessment guide.

DURING THE EXAM

Q: I have sat a remote invigilation exam for the Certificate Level/ICAEW CFAB, will the Role Simulation exam have the same system checks and specifications? If not, what are the system checks and specifications for these exams?
A: The Role Simulation exam is run on separate exam software from the Certificate Level and ICAEW CFAB exams. View the technical and system requirements.

Q: When should I do a system check for my exam?
A: Please check that your computer passes the technical and system requirements before booking your remote invigilation exam to ensure that it is compatible to run the exam.

Then, once you have booked your exam you will receive a system check email two weeks before your exam. This will contain instructions on how to perform a system check to ensure your equipment is set up and ready to go. You must carry out the system check in advance of your exam to make sure it works correctly and so you have time to fix any issues.

Please note we recommend using a personal computer and checking your computer meets the technical and system requirements before booking the exam. If you only have an employer provided laptop or device, please make sure you speak to your employer to ensure it meets the technical and system requirements and passes the system check.

If you encounter any technical difficulties during your system check you will be able to access the online chat support for help.

Q: Can I use a touch screen during the exams?
A: No. The exam software does not support touch screens.

Q. Can I use the laptop supplied by my employer?
A: Yes, you can use a laptop or device that has been provided by your employer. Occasionally there may be restricted access and admin rights installed, please check this with your employer before the exam. View the technical and system requirements.

Q: What internet connection is required? Can I use a mobile hotspot or tethering?
A: The bandwidth required is minimum 2.5Mbit/s upload speed. Hotspot or tethering is not supported.

Q: Can I sit my exam on any web browser?
A: To be able to sit the exam you will need the latest version of Google Chrome on your computer. This is the only browser that supports the required plug-in for the remote invigilation.

Q. How will I log in to the exam?
A: Once you have booked your exam you will receive a system check email two weeks before your exam. This will contain instructions on how to perform a system check to ensure your equipment is set up and ready to go. You must carry out the system check in advance of your exam to make sure it works correctly and so you have time to fix any issues.

On the day of the exam, you will go through an 'on-boarding' process. This is the same process that students at an exam centre will go through. This process is videoed and involves setting up your equipment and any security checks. Once you have been through the 'on-boarding' process, you will be able to start the exam.

Q. What time do I need to start the exam? What happens if I log in after the exam start time?
A: Please get ready to sit your exam according to the start time stated on your exam application summary. Your exam will start at the point when you enter your keycode into the exam software. It is your responsibility to start the exam on time.

Q: How are the remote exams invigilated?
A: During the exam, your activity is recorded via three separate angles.
- the computer webcam records your view from the front;
- a mobile phone situated to your side, records 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.

Q: What will happen if my internet connection drops during the exam?
A: If the internet connection drops during the exam, you will see a message saying 'no internet connection – please click retry' as well as the time remaining when the internet dropped. You will need to keep the screen open and fix the internet issue. Once this is done, click retry and it will return to the exam.

If your internet doesn't reconnect during the exam or you feel your exam attempt has been unduly affected, you should apply for an exam disruption appeal. Before applying, please bear in mind that ICAEW has no control over your internet connection and it is up to you to ensure the internet connection is stable.

Q: What will happen if I experience problems during the exam – how can I contact the invigilator?
A: During your system check and on exam day, if you encounter any technical difficulties, you will be able to access the online chat support: "TAWK". This chat can be found in the Proctor Exam tab within the exam and system check. You are permitted to swap tabs if you require technical help.

Please note: the exam disruption appeal rules and guidance apply for these exams. If you feel your exam attempt has been unduly affected, you should raise an exam disruption appeal request.

Q: How will existing access arrangements work with the remote invigilation exams?
A: The remote invigilation exams support any access arrangements that have been agreed for your exam.

Q: Can I eat, drink or take a break during the exam?
A: The remote invigilation exams should be approached in the same way as if sitting the exam in a centre. Any water should be in a clear bottle or glass, snacks should only be health-type bars, and any toilet breaks must be no more than five minutes long. Your exam time will not be paused. The only exception is if you have been given stop the clock functionality via your access arrangements.

For further information on what is and isn't allowed in the exam, and what is considered acceptable behaviour, please read the instructions to candidates.

Q: Can I have a comfort break during the exam?
A: Toilet breaks are permitted, but each break must be no more than five minutes long. Your exam time will not be paused.

Q: If we need to sit exams remotely and our personal laptop screen is small, are we able to link it to an external monitor? We could disable the laptop screen itself so there is only one monitor in use. Would this be acceptable?
A: You will be able to mirror/duplicate a screen onto a bigger display but will not be able to extend to two screens.

AFTER THE EXAM

Q: How will I receive my results?
A: Results will be provided to you and your employer (if applicable) in the same way as if you sat the exam in an exam centre.

The exam will be marked, graded and has a pass mark of 70%. If you score 90% or more, you will receive a distinction.

You will receive results for your Role Simulation exam and Portfolio and Reflective Statement at the same time via your ICAEW online training file. This means that you will know whether you have been successful in passing the Level 4 Accounting Technician apprenticeship after you have sat the Role Simulation exam.