

Professional and Advanced Level remote invigilation 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.

This guide features key information relating to Professional and Advanced Level remotely invigilated exams. You should ensure that you visit [icaew.com](https://www.icaew.com) for full guidance and review the [FAQs](#), [remote invigilation checklist](#), [instructions to candidates](#), [access arrangements](#) and [special consideration guidance](#).

BEFORE YOUR EXAM



1. ENSURE YOU HAVE COMPLETED YOUR SYSTEM CHECK

You will be emailed 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 before your exam to make sure it works correctly and so you have time to fix any issues. Please carry out the system check on the same network and computer you will use on the exam day. View [this video](#) to see a demonstration of the system checks and onboarding process.



2. CHECK YOU HAVE EVERYTHING YOU NEED AND ARE ALLOWED

You **can** take the following items into a remotely invigilated exam:

- Food and drink (water must be in a clear bottle)
- A calculator
- Blank note paper (which you must show to the invigilator at the beginning of your exam)
- ID
 - Passport
 - National Identification card
 - Driving licence containing a photograph and signature
- Earplugs or ear defenders (but not headphones)

You **can't** take the following items into a remotely invigilated exam:

- A watch or desk clock
- Electronic devices - only the electronic devices required for the remote invigilation process are permitted in your exam, including a laptop/computer and a mobile phone. Headphones are not permitted
- 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 access arrangement. This includes any painkillers or cough sweets/lozenges

Permitted texts

For exams with permitted texts, you will no longer take a hard copy of the publication into the exam.* You will have a tab in the exam that takes you to the publication.

For open book 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 desk space restrictions.

For more information on what you **can** and **cannot** take into a remotely invigilated exam check the [instructions to candidates](#).

* The IFRS® Standards (Blue Book) must continue to be purchased as a hard copy directly from the IFRS Foundation.

BEFORE YOUR EXAM (continued)**3. LOG OUT OF THE DATA ANALYTICS SOFTWARE**

If you are sitting the Audit and Assurance or Corporate Reporting exam you must log out of the practice Data Analytics Software after each time you use it.

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

**4. CHECK YOU HAVE REGISTERED CORRECTLY FOR THE ICAEW BOOKSHELF**

You need to register for the [ICAEW Bookshelf](#) using your existing ICAEW credentials. If you selected 'new user' at the registration stage your account will not be linked to your ICAEW account. This will result in your learning materials not being available via the ICAEW Bookshelf during open book exams.

You can check if you have registered correctly by logging into your ICAEW Bookshelf using the account details you use to access areas on [icaew.com](#) such as your training file. If you are not able to log in using those credentials, or you can log in but find your bookshelf is empty, please [contact student support](#) who will investigate moving your learning materials.

DURING YOUR EXAM

If you have any issues during your remotely invigilated exam we have put together some useful tips and information which you can refer to during your exam.

**1. SET UP**

Your exam link will be emailed to you two weeks before your exam alongside your system check link.

When you click your exam link you will be taken through the onboarding process. You may be placed in a queue during this time, but your exam time has not started at this point. If you are in a queue you will see 'We're busy setting up and securing your virtual exam room' displayed. Ensure you have your ID ready and when showing your ID the picture and your details are clearly in focus. Failure to correctly display your ID may result in delays with your results.

Watch [this video](#) to see a demonstration of the system checks and onboarding process.

**2. WHAT TO DO IF YOUR INTERNET CONNECTION DROPS**

If your internet connection drops, you may see an error message box pop up that states:

'No Internet Connection. Please click the 'Retry' button below to attempt to reconnect.'

If this fails please wait for a short while and try again. The exam timer has been paused.

Please click retry on the message but do not continue your exam until your internet connection has been restored, otherwise some of your work may be lost. Do not close your browser.

Once your internet connection has been restored, you will be able to continue with your exam. The exam platform will remember where you disconnected and will resume from that same point. You will not lose any time for your exam.



3. CONTACT DETAILS

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. TAWK can resolve many issues but may need to refer you to ICAEW. If this happens please contact ICAEW Student Support on:

T +44 (0)1908 248 250 Or visit [icaew.com/webchat](https://www.icaew.com/webchat)



4. COMFORT BREAKS

Toilet breaks are permitted, but each break must be no more than five minutes long unless you have an access arrangement in place allowing you to stop the clock. Your exam time will not be paused.



5. RE-SCANNING YOUR QR CODE

You may be asked to rescan your QR code if connection is lost to the Proctor Exam app. You should follow the instructions you are given to reconnect.



6. WHAT IF SOMEONE WALKS INTO THE ROOM DURING MY EXAM?

You should immediately ask them to leave and continue with your exam. Do not engage in any conversation with them. We will review this occurrence under the conduct guidelines.



7. WHAT IF MY EXAM DOES NOT SHOW AS COMPLETED ONCE I HAVE FINISHED?

You must ensure you click 'Finish' in the exam software and then 'Finish Exam' on the Proctor Exam tab. If your exam time runs out before you select 'Finish' you should still select 'Finish Exam'. This will ensure your exam is submitted correctly.