# REMOTE SESSION EXAMS - A PRACTICAL GUIDE FOR LEARNING PARTNERS

December 2021 session

Think Ahead

# PRACTICAL GUIDANCE FOR PARTNERS SUPPORTING WITH REMOTE EXAMS

In response to the positive student feedback we've received since launching remote session exams in 2020, we're expanding our remotely invigilated exam offering in **select markets**.

We've created a practical toolkit to support your efforts to motivate and support your students to book, prepare for, and successfully sit these exams in December 2021.
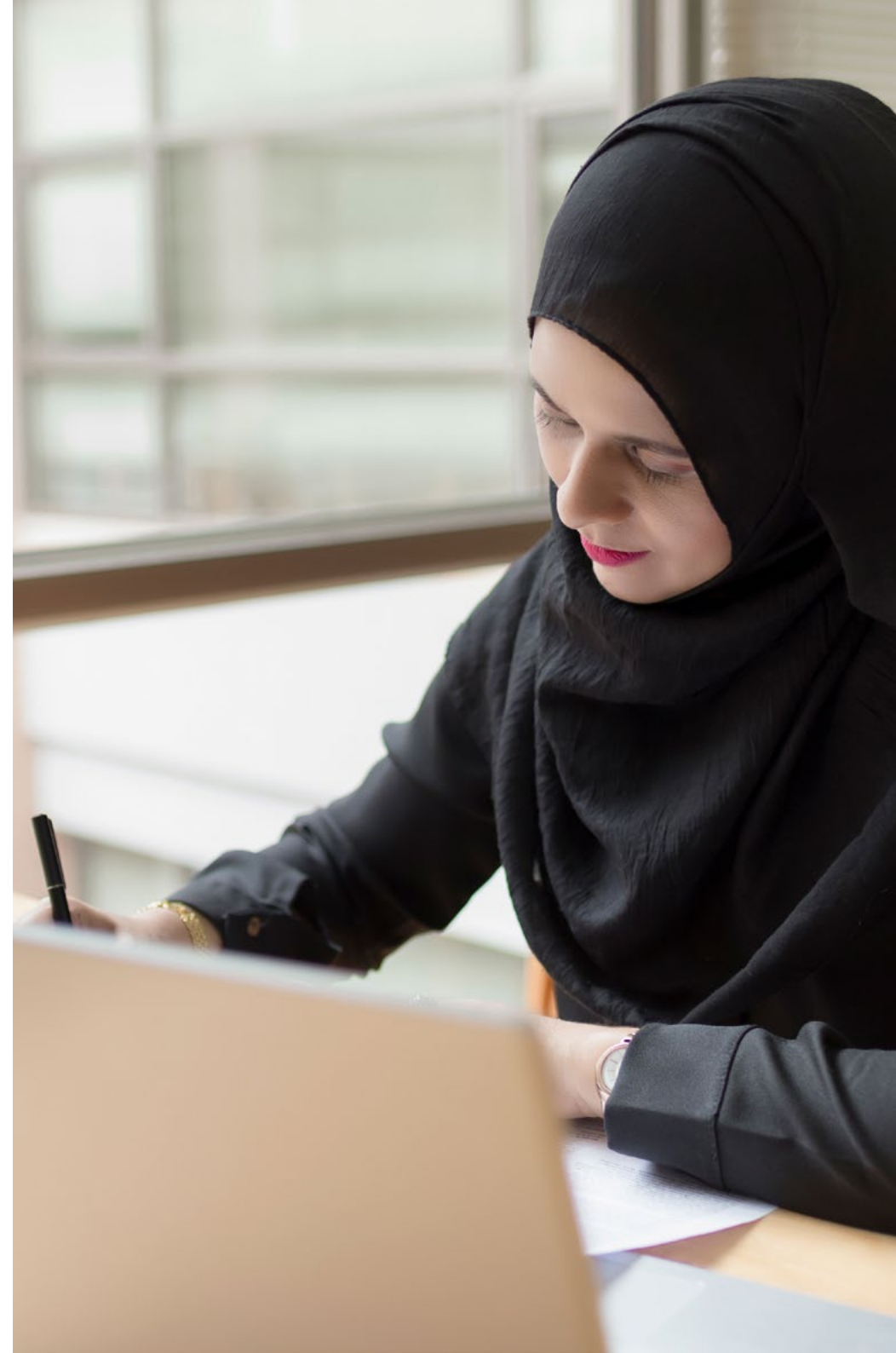
# Talking to your students about remote exams

We've written a communication for you to send to your ACCA students to encourage them to enter on time, and assess whether they meet the requirements to run an exam remotely.

Visit our website for more information on the booking availability status for your location. We recommend students book as soon as possible in order to secure their preferred time-slot.

**Ready to share email text to send to your own students:**



BOOK NOW
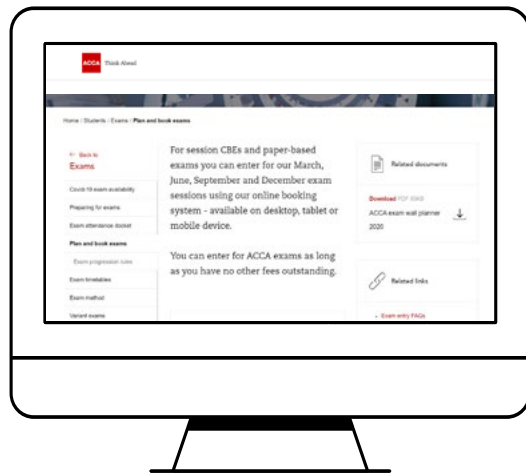
Dear [insert student name]

You now have the opportunity to enter for one of ACCA's remotely invigilated session exams. This means you can take advantage of the convenience of taking your exam at home, in an environment which is comfortable and familiar to you.

Remote exams can be taken in any private, quiet space. Upon booking, you will be given an exam start time, just like centre-based exams. You will complete the exam in the allocated time, under the same conditions as an exam centre. The exam will be invigilated remotely by a real person via a webcam.

It is your responsibility to ensure that the requirements are met to successfully run the exam from a remote location. You must ensure you meet the minimum technical requirements of the exam. **Access minimum technical requirements**

You must complete a system check in the location, and on the device you plan to use in the exam which can be carried out easily and quickly via Pearson Vue's website: **Access system test**

You can find out more information on the pre-booking requirements, how to book and what to expect on exam day on ACCA's **remote session hub**.

Yours sincerely

[insert relevant name]

# Exam integrity

You and your students can have confidence that our remote exams use the most robust and rigorous form of invigilation.

Students are supervised remotely by a live invigilator as well as using state of the art artificial intelligence checks on the exam environment. We also run multiple checks during our post-exam procedures to ensure the absolute integrity of the exams taken and results issued.

## Investigating claims of malpractice

Whilst the vast majority of our students take their exams in a fair and ethical way, it is important for all students to be aware that we investigate all claims of malpractice either reported to us or highlighted by invigilators or through our post exam processes.

Any instances where students are suspected of attempting to gain benefit from any illegitimate methods, for example sharing exam content or receiving assistance from others/materials during the exam itself, will be investigated and results nullified. Students should be aware that the consequences of malpractice are severe and could ultimately result in students being removed from ACCA's student register.

# How ACCA supports and prepares students for remote exams

## 9 weeks to go*

Students are made aware of their exam options and made aware of the requirements to successfully run a remote exam.



## 8 weeks to go
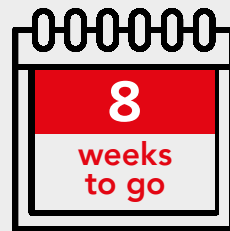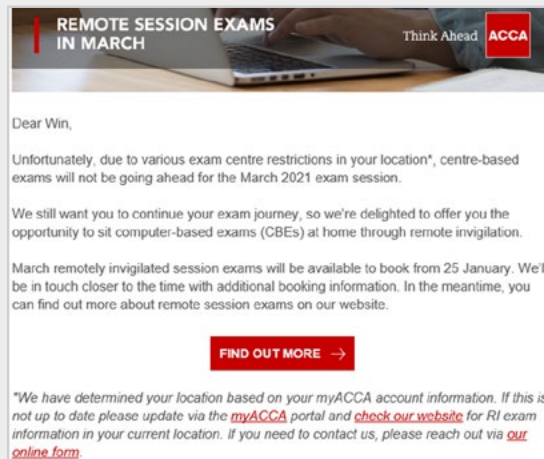
Once results are released from previous session students receive a tailored progression email depending on their result to encourage them to **keep going** and book their next exam.



## 7 weeks to go
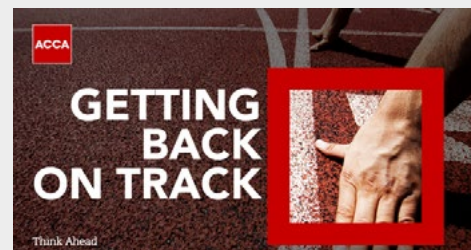
Exam entry has opened for remote exams. Students reminded of requirements and signposted to both the **'Before you book'** page which contains a system test, tech requirements video, Exam environment/rules video and other guidance to minimise risk of disruption.

### Podcast
Students are also encouraged to join a podcast featuring a student who'd previously successfully sat a remote exam.
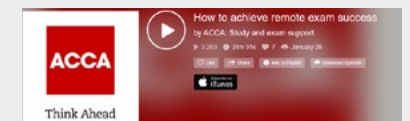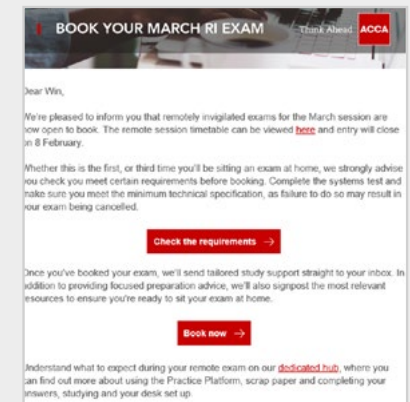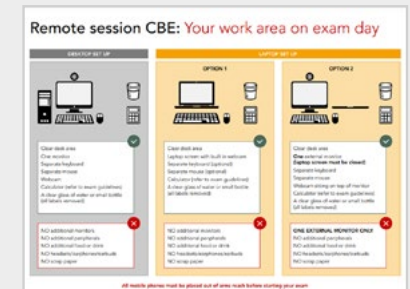


*This timeline is subject to change based on the availability of exams in your market.

# How ACCA supports and prepares students for remote exams

**6 weeks to go**

Students are presented with **top three reasons for exam disruption** to help mitigate risk of disruptions and support their preparation.



**REMOTELY INVIGILATED EXAMS**  Think Ahead ACCA

Dear Robyn,

The majority of students who have sat remotely invigilated (RI) exams successfully completed theirs without any technical issues. We investigated the minority who experienced problems and our analysis shows the following top 3 reasons for technical issues:

1. Poor connectivity or interruptions to internet connection
To help reduce the chances of your connecting dropping, we recommend using a wired connection if possible. Pop up blockers should be disabled to prevent interruption and internet cookies should be enabled.

2. Failure to meet the technical requirements
It's extremely important to check your computer or laptop meets the minimum technical requirements and passes the system test. Failure to meet the technical requirements means you should not book a remote exam.

3. Corporate firewalls
Work computers generally have more restrictions, such as corporate firewalls, that may prevent successful delivery. If you need to use a work laptop, we advise you to check the network configuration here.

Guidance on minimum requirements, system tests, preparation and more are available on our remote ready webpage. Please read and complete the checks prior to your exam, and on exam day too. It's essential to your exam success.

Get remote ready →

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**5 weeks to go**
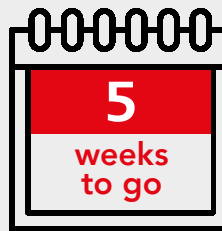
Students are reminded of exam entry deadline and encouraged to book and continue with their ACCA journey. Students are also reminded of the tailored support they'll receive once they do book.



**You have until midnight tonight**

Business transformation? Digital? Sustainability? Data? Wherever you see yourself in the future, ACCA can help you get there.

Take the next step in your journey and book your March remotely invigilated exam now. Entry closes at midnight tonight (GMT).

Book now

Once you've booked your remote exam, we'll send tailored study support straight to your inbox. In addition to providing focused preparation advice, we'll also signpost the most relevant resources to ensure you're ready to sit your exam at home.

During the booking process students are asked to complete equipment checks before making booking.

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**4 weeks to go**



Resources you'll need

Tips and insights directly from the examining team.

Read the examiner's approach

Work on your planning and time management, check your understanding and use technical articles to supplement your knowledge.

Learn and revise effectively



**Remote exam tip:**
Students are reminded to check that the computer they'll be using on the exam day meets the required specification and to run the system test in the same place that they will take their exam.

**Exam booked**
Once the exam is booked, a tailored, exam-specific weekly email programme commences called InSession.

# How ACCA supports and prepares students for remote exams

## 3 weeks to go

### Remote exam tip:
Students are reminded that they need to remember that scrap paper is not allowed on exam day - that means they need to get into the habit of practicing using the on-screen scratchpad that's available in the Practice Platform and the CBE environment.

## 2 weeks to go

### Remote exam tip:
Students are advised to make sure they're familiar with the CBE environment and exam set up and that they are practicing in the same conditions as they will be on exam day.

## 1 week to go

### Remote exam tip:
We want students to have as successful an exam experience as possible. As they approach exam day we remind them to check their set up again and make sure their equipment, internet connectivity and exam environment meet the rules and requirements.
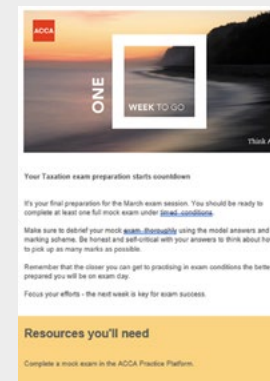
**Visit our Remote Session Exam Hub for FAQs, to access to webinars, and full details on desk set up and equipment.**

# Helping your students sit remote exams successfully

Whilst remote exams provide added convenience for students, it is important for them to ensure they can meet the requirements to take an exam remotely.

By passing the system test and meeting the **minimum requirements**, students reduce the risk of technical issues impacting their exam. However, we advise all students to familiarise themselves with our **troubleshooting guidance** ahead of the exam. Students need to ensure they meet the minimum technical requirements to run the exam successfully.

Once the device and connectivity have met these requirements, students must then complete a system check.

Students must complete a system check in the location and on the day device they plan to use in the exam. This test can be carried out easily and quickly via our exam partner Pearson Vue's website and will confirm your students' internet speed, webcam and microphone performance. Students should read and complete the steps set out in our **'before you book'** page on the r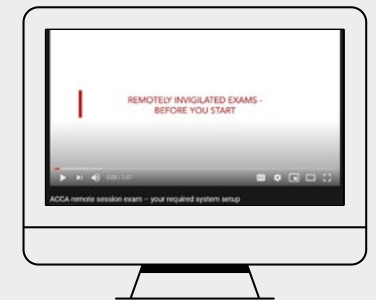emote session hub. It is important to complete these tests on the same network and computer, your students will use on exam day, in the same location. Students must also ensure they have a quiet and private location to sit the exam in.

### Device and Technical requirements:

Our minimum requirements **checklist tool** helps students understand whether they can meet the minimum technical requirements of the exam. If they are able to meet these they should then complete a system test, which will confirm some aspects of these checks.

### Complete the system Test

Please note that passing the system test does not necessarily mean that your students fulfil the minimum technical specification. It is therefore important that students complete both checks and confirm they have successfully met both criteria. If they can't meet these pre-booking entry requirements, students should not enter for the exam as the exam won't run successfully.

They then must ensure that minimum technical requirements are met by reading this checklist: **access checklist**

SYSTEM SETUP GUIDE

# Making sure your students know the rules and regulations

In order for remote exams to be taken as securely and rigorously as our centre-based exams, there are some room and desk setup requirements which your students need to adhere to.

These include:

- Taking the exam in a private and quiet room for the full duration of the exam.
- No scrap paper for notes or secondary monitors are permitted to be used.

We have created a useful **visual guide to help your students meet the room and setup requirements**

Additionally, before entering for the exam your students should be advised that:

- Students are only permitted one 5 minute bathroom break from when they start the check-in process until the conclusion of the exam.
- Students will be filmed throughout the exam and these and other data will be shared with 3rd parties for the sole purposes of running the exam and for other related post-exam activities.

**View the full rules and regulations of remote exams or watch our video below for more information.**

REMOTELY INVIGILATED EXAMS -
DURING YOUR EXAM

0:02 / 2:44

Remote session exam – exam rules and regulations

→ **RULES AND REGULATIONS OF REMOTE EXAMS**

# Booking support and guidance

Students can find full support on how to book remote session exams on our 'how to book' page. Students who have previously booked centre exams will find the experience very similar.

**Visit our how to book page**

Watch the **step by step video** below and share with your students.

Booking your remote session CBE

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Booking your remote session CBE
⊝ Unlisted
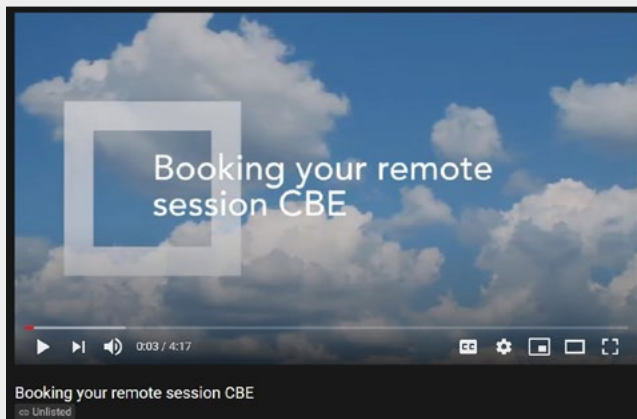
**→ STEP BY STEP GUIDE**

## Purchase exam vouchers for your students' remote on-demand CBEs

We've launched a new service which will allow you to pay for remote on-demand exams on behalf of your students. You'll be able to purchase exam vouchers, which can be issued to students and used instead of payment during the checkout process.

**Visit our website** for more information.

# On Exam Day

We have lots of information and support to help students get ready and feel comfortable ahead of their remote exam day experience. This can be found on our 'on exam day' page within our remote session hub and covers important information such how to check-in for the exam and what to do in the event of experiencing a technical issue.

Visit the on **exam day webpage**

We'd strongly encourage students to engage with our troubleshooting information which provide students with best practice IT tips to minimise the risk of a technical issue disrupting their exam experience.

Visit our **troubleshooting information**

There are also helpful FAQs on our website which cover some of the most commonly asked queries from students.

Visit our **FAQs** page

**We've created a helpful video for your students to help your students check in.**



Remote session CBE Check-in process

Remote exam check in/ how to launch

→ **REMOTE EXAM CHECK IN**

**ACCA**

For more information and user guides to help your students' confidently prepare for remote exams visit our website **Information to support preparation**

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