

# Information Sheet for On-Demand CBE

## Students sitting exams at home

Think Ahead 

**Applicable to ACCA On-Demand CBE examinations scheduled on or after 4 June 2020. If you book an exam on or after 4 June 2020, you are confirming to ACCA that you have read this Information Sheet and that you have agreed to and will comply with its contents, any non-compliance may result in ACCA taking disciplinary action against you.**

This document must be read and understood in full, by each student, prior to sitting each computer-based exam at home.

We are working with The British Council, who partner with ProctorU to offer students the opportunity to sit remotely invigilated On-Demand Computer Based Exams at home.

The first seven papers within the Foundations in Accountancy suite of awards and papers AB, MA, FA and LW of the ACCA Qualification, will be available to purchase and book through the British Council, and will be remotely invigilated by ProctorU.

### HOW DOES IT WORK?

To sit your On-Demand CBE from home you must first be registered with ACCA and have no other fees outstanding.

You will then need to register; book and pay for your exam with the British Council. Once your booking has been confirmed you will need to download the ACCA's exam software & ProctorU's remote proctoring software, exams will be remotely proctored, and your results will be uploaded to ACCA upon completion of the exams.

### PERSONAL DATA

To prove you are registered and eligible to sit the requested CBEs, you will be required to provide the British Council with the following information:

- your ACCA student registration number
- date of birth

ACCA will then share the following profile information with the British Council to allow you to complete your registration with them and subsequently book your exam:

- ACCA Username
- ACCA Registration ID
- Date of Birth
- Registration Date
- Qualification Indicator (i.e. ACCA or FIA)
- First name
- Surname
- Gender
- Address and post code
- Country of residence
- Email address
- Exam Results
- Exam software version
- Exam start date & time
- Exam end date & time
- Exam marks
- Provisional results notifications

The British Council will then request further information from you to complete your registration with them and subsequently book your exam.

This information will be used only for the purposes of registering you as a student for the exams and investigating any issues or discrepancies arising from this.

When you register to sit an On-Demand CBE at home via the remote proctoring service provided by ProctorU; you will be asked to provide the following information to complete your registration and book your exam timeslot;

- Institution (will be defaulted to ACCA)
- Full Name
- Username
- Email Address
- Password
- Time zone
- Contact Number (Home, Work, Mobile)
- Address

ProctorU will ask you to provide a valid, and official, form of photographic identification. Valid and official photographic identification is defined as follows: Passport, Driving Licence or Government Issued Photographic identification. Failure to provide an official form of photographic identification will mean you cannot sit an On-Demand CBE at home.

### **Payments**

The British Council will require you to pay the exam fee directly to them at the point of booking. Online payments can only be accepted.

### **Special Arrangements**

It may be possible for special arrangements to be made during exams for students who have a long term or permanent physical or mental impairment or who have a specific learning difficulty that might affect their exams.

If you require such support, please notify the exams department by raising a request on the Additional Support Portal (access via the Disability Support link on the MyACCA page) at least three weeks in advance of your exam session.

To allow us to fully consider your request, supporting documentary medical evidence must also be submitted.

### **WHAT CAN YOU EXPECT?**

Once the British Council has registered you for the exam you will be sent the following information via email:

- confirmation of payment
- student information sheet
- details on how to book your exam slot with ProctorU
- necessary pre-exam checks to ensure you can use the ACCA exam software at home along with the ProctorU remote proctoring software at home

For further information on remote proctoring provided ProctorU please visit:

<https://support.proctoru.com/hc/en-us/sections/115003172628-Getting-Started>

This will include information on the following areas;

- How to get started with ProctorU
- What to expect on your exam day
- What you are allowed and not allowed to do during your exam
- What to do if you did not receive your confirmation email from ProctorU
- What you need for your exam day including identification requirements, outside resources allowed and food and drink requirements
- Details on how you will run the necessary diagnostic tests to ensure you can run the remote proctoring software at home and the minimum specification required
- What time you should be ready to sit your exam
- MacOS X Catalina Users - Important Notice

Please also ensure that you have read and understood the End User Licence Agreement prior to agreeing to download and install ACCA's exam software. You will be asked to read and confirm you understand this before you can install ACCA's exam software.

ACCA has selected The British Council to arrange the booking of and to collect payments for the remotely proctored On-Demand CBEs. The British Council are working with ProctorU to provide the invigilators who will remotely proctor the On-Demand CBEs. You should also be aware that in order to remotely proctor the exams and conduct exams securely the British Council and ProctorU are required to:

- Film and record visually and audibly students taking exams.
- Perform live observations, utilising Artificial Intelligence\* to record and flag any suspicious student actions or behaviours that are not allowed during an exam.
- Store the Chatbox live chat between the student and the proctor.
- All filming and recordings will only be viewed and used for the sole purposes of conducting the exam securely and administering post-exam related activities including any disciplinary matters.
- Recordings will be stored securely and will be erased when no longer required.
- For the sole purposes of conducting the exam and related post-exam activities, some of your personal data will be collected and stored securely on their systems. Your data will not be shared with any other party not involved in this process.
- You will be asked at various points in the process to read and confirm you understand the Data Privacy policies of the British Council and ProctorU.

\*Artificial Intelligence (AI) behaviour analysis is used by ProctorU to flag suspicious events during an exam. Details of suspicious AI events are provided [here](#)

Please note that ACCA have the right to view, store and distribute (to those associated with investigating suspicious activity and/or involved in disciplinary proceedings in accordance with ACCA's Complaints and Disciplinary Regulations) exam recordings/AI and proctor reports when there has been unusual or suspicious activity identified by AI or the remote proctor during an exam. and maybe used as evidence at disciplinary hearings.

If unusual or suspicious activity is identified the remote proctor may opt to terminate your exam, this may result in your exam result being withheld or invalidated and/or your exam fee being forfeited.

#### **WHAT ABOUT THE EXAM ITSELF?**

For all exams you will be permitted to use blank paper to do your rough workings; and in addition, you will be given on-screen instructions showing you how to navigate through the exam screens.

If you are sitting FMA/MA, Management Accounting you will be provided with a formulae sheet, present value table and annuity table on screen.

Prior to the exam start time you will be required to review and confirm you agree with the exam regulations, exam announcements and these T&Cs related to sitting On-Demand CBEs at home.

You will then be required to start the exam software which will prompt you to input your ACCA registration number and date of birth, to provide access to your exam.

The proctor will check the details on screen, your identity against your photographic ID and will ensure that you have been assigned the correct exam. You will then be permitted to start the exam.

Please note that ProctorU will use biometric software during the self-service check-in process to verify your identity. Your webcam photograph will be compared to your photographic identification and the % match will be advised to the proctor, who will ultimately decide if the verification of your identity was successful or not.

Photo Identification images are deleted immediately after the exam is complete; however, the webcam photos of students are retained.

#### **CBE QUESTION TYPES**

The types of questions contained in the exams are:

- Multiple choice – where you are required to choose one answer from a list of options by clicking on the appropriate 'radio button'.
- Multiple response – where you are required to select more than one response from the options provided by clicking the appropriate tick boxes.
- Multiple response matching – where you are required to select a response to a number of related statements by clicking on the 'radio button' which corresponds to the appropriate response for each statement.

- Number entry – where you are required to key in a numerical response to the question.

The Introductory and Intermediate Certificate in Financial and Management Accounting exams FA1, MA1, FA2 and MA2 exams will contain the Objective Test (OT) questions listed above – all two marks.

The Diploma in Accounting and Business (FAB, FMA & FFA) and ACCA Qualification exams will contain the OTs outlined above in Section A and Multi Task Questions (MTQs) in Section B. MTQs are a series of tasks to be completed which relate to one or more scenarios.

The following additional question types may also be present in MTQs:

- Gapfill – where you are required to enter answers into blank answer areas.
- Hotspot – where you are required to choose one or more answers by clicking on the appropriate hotspot area/areas on an image.

To allow you to become familiar with the question types above, and the operation of the CBE software, specimen exams are available for each paper on ACCA's website.

### **EXAM FORMAT**

Foundations in Accountancy Introductory Certificate in Financial and Management Accounting (FA1 and MA1) Each exam:

- is of two hours' duration
- contains 50 questions
- is out of 100 marks
- has a pass mark of 50%
- contains two-mark objective test questions –multiple choice questions only.

Intermediate Certificate in Financial and Management Accounting (FA2 and MA2)

Each exam:

- is of two hours duration
- contains 50 questions
- is out of 100 marks
- has a pass mark of 50%
- contains the following objective test questions (OTs) -all worth two marks:
  - multiple choice questions
  - multiple response questions
  - multiple response matching questions
  - number entry questions.

Diploma in Accounting and Business (FAB, FMA and FFA) Each exam:

- is of two hours duration
- is out of 100 marks
- has a pass mark of 50%
- contains 2 sections:
  - section A contains objective test questions (OTs)
  - section B contains multi-task questions (MTQs).

ACCA Qualification (AB, MA, FA and LW)

Each exam:

- is of two hours duration
- is out of 100 marks
- has a pass mark of 50%
- contains 2 sections:
  - section A contains objective test questions (OTs)
  - section B contains multi-task questions (MTQs).

To allow you to become familiar with the question types above, and the operation of the CBE software, specimen exams are available for each paper on ACCA's website.

### **PRIOR TO EXAM STARTING**

- You will have a government-issued I.D. (Passport, Driving Licence or Government Issued Photographic Identification) ready and be located in a private, well-lit room with no one else around you.
- Clear your workspace from all materials **except** those allowed by your proctor. Close all third-party programs and unplug any secondary monitors.
- Remove any non-religious head coverings.
- Make sure you've downloaded the ProctorU extension for either Chrome or Firefox.

### **DURING THE EXAM LAUNCH PROCESS**

This process will likely take between 8 to 10 minutes unless you experience technical difficulties (be sure to **test your equipment** before the exam day to minimize the chance you'll have technical issues), in which case we can try and assist you in resolving the problem. This time is not subtracted from the time you're allowed in your exam.

1. **Log in to your ProctorU account** 2-3 minutes before your scheduled appointment and click Start Session when the countdown timer reaches 0:00:00.
2. **Pre-checks:** If you don't already have the ProctorU extension, you will be prompted by ProctorU to download it. You will be required to accept the Student Information Sheet and Exam Announcements. The browser will prompt you to share your screen, a required part of being proctored online. You will be automatically guided through a series of equipment checks to make sure your system meets minimum requirements.
3. **Photos & Authentication:** You will be asked by ProctorU to take a photo of yourself as well as your I.D. for identity verification purposes.
4. **Chatbox download:** You will be prompted by ProctorU to download and run a LogMeIn Rescue applet file that will bring up a chat box allowing you to text with your proctor. If prompted, be sure to click "open" or "allow" to give the file permission to run. When the chat box says "waiting," it means that you are in the queue waiting for your proctor. TIP: If your status shows "waiting," do not re-download the applet file as that will put you back at the end of the queue.
5. **Proctor Connection & Confirmations:** Your proctor will greet you and confirm that you passed your identity verification steps. You will review the exam rules with your proctor, and they will ask to see any permitted resources that your instructor has allowed you to use during your exam.
6. **Remote System Check:** Your proctor will ask to take remote control of your mouse and keyboard via the LogMeIn Rescue applet in order to make sure no unpermitted programs are running. You will be able to see everything that your proctor is doing during this step, and it is impossible for them to access any files without your knowledge.
7. **Camera Pan:** Your proctor will ask you to show the 4 walls of your room as well as your desk space via your webcam. You may or may not also be asked to show your computer monitor. Your proctor will make sure your cell phone is out of reach.
8. **Navigating to the Exam & Password Entry:** Your proctor will then direct you into your LMS or exam delivery system so that he or she can unlock your exam with the password we have been provided by your instructor.
9. **Take Your Exam:** Your proctor will release control of your computer and you will begin your exam when you are ready.

### **DURING THE EXAM**

The screen is locked down to ensure that only the exam software runs.

You cannot use the on-screen calculator function.

The keyboard and mouse must only be used for the purpose of answering questions. Any key presses not for the purpose of answering questions are prohibited.

You must follow all instructions given to you during the exam by the remote proctor.

### **ANSWERING QUESTIONS**

During the exam you will be required to select or input your answer on-screen to the questions set. When you answer a question, your answer will automatically be saved.

You can revisit questions and change your answers at any time during the exam.

You can change your answer, move back or forward through the exam, skipping questions and returning to them at any time, provided that you do not quit from the program and that you do not exceed the time allocated overall for the exam.

You can navigate between questions by clicking the next or previous button. You can also move to any specific question by clicking on a question number from the Exam Progress Details panel.

The exam will automatically finish after the allocated time has been reached.

If you wish to finish the exam early, click on the 'Exit' button. You will be notified if there are any incomplete questions or any questions remaining flagged and asked if you wish to proceed. If you do proceed, you will not be able to return to the exam.

The instructions provided on the exam day will explain these steps in detail.

## **POST EXAM**

1. **Alert the proctor when finished BEFORE submitting:** Prior to submitting your exam, let your proctor know through the chat box that you are finished. They will oversee the submission process. You may also be required to tear up any scratch paper that was used during the exam.
2. **Review results:** The % mark which you have achieved will be shown on screen together with confirmation of whether your attempt at the exam has been successful. Please print a copy of your provisional result notification. If you do not have access to a printer; please note that this result is provisional until it has been confirmed by ACCA via your Exam Results service. Please allow up to 72 hours for your status to be updated.
3. **Log out of your exam site and browser:** After reviewing your results, your proctor must observe you log out of the exam website and close out of all browser tabs.
4. **Uninstall** the ACCA Exam Software from your device as instructed by your Exam proctor.
5. **Close out of ProctorU chat box:** This will end your session with ProctorU. Once the chat box closes, you will be invited to complete a customer satisfaction survey.
6. **Done:** You are done! Enjoy your day!

## **WHAT HAPPENS NEXT?**

Your results will be uploaded to ACCA's server immediately on completion of the exam. ACCA will process your result and will update your student record to reflect your CBE result.

## **EXAM SLOT AMENDMENTS/REFUNDS/CANCELLATIONS**

The British Council are responsible for booking your exam, payment of the exam fee and administering any necessary refunds.

The British Council will ask you to read and confirm you understand their exam refund policy prior to booking your exam. This policy sets out clearly the circumstances in which you may be entitled to a refund for your exam fee. You should contact the British Council to discuss and/or request any refunds.

ProctorU are responsible for booking your exam time slot, administering cancellation of your exam at your request, amendment of your exam time slot at your request and remote invigilation of your exam.

If you need to amend your exam time slot or cancel your exam you must log into the ProctorU system and perform this task directly with ProctorU.

Any queries or complaints should be referred to either the British Council or ProctorU in the first instance before contacting ACCA.

Where an exam is suspended, cancelled or otherwise nullified by ACCA (the examining board), it shall apply its compensation policy as follows:

If an examination paper(s) attempt is suspended, cancelled or otherwise nullified by the examining board (at any stage, whether before or after the examination sitting itself) ACCA will waive the fee (or part of it) for the next attempt at the paper(s) unless such suspension, cancellation or otherwise is caused by an epidemic, pandemic or any other event against which ACCA is unable to obtain insurance on reasonable commercial terms. Due to the nature and complexity of operating professional examinations, ACCA reserves the right not to reschedule any examination or offer any compensation other than as specified above.

## **EXAM REGULATIONS**

Taking your ACCA exams is part of your journey towards becoming an ACCA professional accountant and we therefore expect you to act in a professional manner when taking your exams.

The following regulations apply to students sitting paper based, computer-based, and remotely proctored exams, as well as those taking internally assessed ACCA courses.

1. You are required to adhere at all times to the examination regulations. If you are found to be in breach of any of these regulations or fail to adhere to the guidelines below, you may become liable to disciplinary action, pursuant to ACCA By-law 8, which could result in your removal from the student register.
2. You are required to comply in all respects with any instructions issued by the exam supervisor/s, invigilator/s, proctor/s, and any ACCA personnel before, during and at the conclusion of an exam. Failure to comply with these instructions may result in the termination of your examination and potential disciplinary procedures being invoked.
3. You may not attempt to deceive the exam supervisor/s, invigilator/s, proctor/s and any ACCA personnel by giving false or misleading information.
4. You are not permitted during the exam to possess, use or attempt to use any books, notes or other materials except those expressly permitted in the guidelines below. These are known as 'unauthorised materials'.
5. You are not allowed to possess, use, or intend/attempt to use, any unauthorised materials while the exam is in progress (whether at your desk or otherwise).
6. You are not permitted to use a dictionary or an electronic translator of any kind or have on or at your desk a calculator (if applicable to your exam) which can store or display text. You are also not permitted to use mobile phones, electronic communication device, camera, or any item with smart technology functionality in your examination room. These are known as "unauthorised items" and are taken into the examination room at the candidates own risk. ACCA accepts no responsibility for their loss or damage, if applicable. Such items must not be worn, or be placed on your desk, in pockets of clothing, in your bag or personal belongings, or be kept anywhere else on or about your person. If you bring a mobile phone, electronic communication device or camera, or any item with smart technology functionality and/or capable of taking photographic images with you to your examination, you must declare this to the examination personnel prior to the start of the examination. You must switch the phone or electronic communication device or camera off and disable any alarms or notifications. You must then follow the instructions given to you by the examination personnel.
- 7.(a) If you breach exam regulation 4 and/or 5 and the 'unauthorised materials' are relevant to the syllabus being examined; it will be assumed that you intended to use them to gain an unfair advantage in the exam. In any subsequent disciplinary proceedings, you will have to prove that you did not intend to use the unauthorised materials to gain an unfair advantage in the exam.
- 7.(b) if you breach exam regulation 6, it will be assumed that you intended to use the 'unauthorised items' to gain an unfair advantage in the exam. In any subsequent disciplinary proceedings, you will have to prove that you did not intend to use the 'unauthorised items' to gain an unfair advantage in the exam.
8. You (irrespective of if you are a licensed weapon holder) are not allowed to attend your exam with a weapon. If you are found to have a weapon in your possession you will be excluded from the exam without any reimbursement.
9. You are required to comply with directions given by supervisor/s, invigilator/s, proctor/s and any ACCA personnel. They are obliged to report any cases of irregularity or improper conduct to ACCA. They are also empowered to discontinue your exam if you are suspected of misconduct and to exclude you from the exam room.
- 9 (a) If you breach exam regulation 9 and fail to disclose any unauthorised materials or unauthorised items the supervisor/s, invigilator/s, proctor/s reasonably suspects you to have in your possession, it will be assumed the 'unauthorised materials' are relevant to the syllabus being examined and that you intended to use the 'unauthorised materials and/or 'unauthorised items' to gain an unfair advantage.
10. You may not engage in any improper conduct designed to assist you in your exam attempt or provide any improper assistance to any other exam entrant in their exam attempt.
11. If you are sitting paper-based examinations, you are not permitted to remove either your candidate answer booklet(s) or your question paper from the exam room. All candidate answer booklets remain the property of ACCA.
12. If you are taking a computer- based exam you are not permitted to remove any working papers issued to you. All exam working papers remain the property of ACCA.

13. If you are taking a remotely-proctored exam you must destroy any working paper (if applicable to your exam) as instructed by your proctor(s).
14. You must not copy, photograph or reproduce in any manner exam questions. You are also strictly prohibited from distributing or seeking to exploit for commercial gain unauthorised copies of exam questions.
15. If you attempt to gain an unfair advantage in the exam (whether by breaching an exam regulation or otherwise) you are likely to be removed from ACCA's student register following disciplinary proceedings.
16. Candidates must not talk to, or attempt to communicate with, people other than the exam supervisor/s, invigilator/s or proctor/s for the duration of the exam.
17. You must not attempt to obtain and/or obtain your examination results prior to ACCA's official published results release date.
18. For remotely-proctored computer based exams; student behaviours may be reported to ACCA, exam session terminated or refusal of admittance to the exam; all of which could result in disciplinary action being taken if the student exhibits any behaviour which the proctor(s) deems vulgar, offensive, pornographic, obscene, abusive, criminal, or otherwise inappropriate.

## **EXAMINATION GUIDELINES**

### **Before the Examination**

#### **Proctored Exam**

The exam can be attempted at home or in your office. Wherever you choose to sit the exam, you should be in a walled room, with a closed door and without distractions.

Before the examination start, you must ensure you follow the instructions below:

- Ensure you are not disturbed by anyone.
- Disconnect extra monitors, projectors and televisions.
- Place food and smoking equipment out of sight.
- Move electronic devices, headphones and watches out of arm's reach.

#### **What do you need for entry to the examination?**

- An official means of photographic identification, such as your valid passport, driving license or government issued photographic identification document. **If you are unable to prove your identity your examination attempt may not be marked.**

#### **What items are permitted at your desk?**

- A small bottle of water all labels removed. No other drinks or food are permitted.
- Scratch paper (2 sheets permitted and must be destroyed on screen before the end of your exam)
- A noiseless, cordless pocket calculator which may be programmable, but which must not have a printout or graphic/word display facility in any language.

No unauthorised items or materials are permitted on or about your person or at your desk.