

Student Information Sheet for Remote On-Demand CBEs

Think Ahead

ACCA

Find out what to expect from our remote on-demand CBEs. We want your exam day to run smoothly, so it's important you read through this guide before sitting your exam.

WHAT EXAMS ARE AVAILABLE AS REMOTE ON-DEMAND CBE?

All of our exams which are offered as on-demand can be taken as a remote on-demand CBE. These exams are available to purchase and book through the British Council and will be remotely invigilated by ProctorU.

HOW DOES IT WORK?

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.

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 ACCA's exam software (ACCA will send your log in details to install this software directly to you via email 2-3 days in advance of sitting your exam) & ProctorU's remote invigilation software, exams will be remotely invigilated, and your results will be uploaded to ACCA upon completion of the exams.

Please note that 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.

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
- the British Council's terms & conditions
- student information sheet, which includes ACCA's Examination Regulations & Guidelines
- minimum specification for use of ACCA's exam delivery software
- details on how to book your exam slot with ProctorU.

Once you have booked your exam slot with ProctorU you will receive the following information via email format:

- confirmation of your exam reservation
- details on how to amend your reservation
- next steps
- necessary pre-exam checks to ensure you can use the ACCA exam software at home along with the ProctorU remote proctoring software at home.

By booking to sit a remote on-demand CBE you are confirming that you agree that in order for your exam to be remotely invigilated/proctored that the British Council and ProctorU will:

- Film and record visually and audibly you sitting the exam.
- Perform live observations, utilising Artificial Intelligence* to record and flag any suspicious actions or behaviours that are not allowed during an exam.
- Store the Chatbox live chat between you and the invigilator/proctor.

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

You are also confirming that you agree and understand:

- 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.
- Your data will not be shared with any other party not involved in this process.

For further information on remote proctoring provided ProctorU please visit:

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

ACCA will send your exam delivery software credentials via email 2-3 days prior to your exam reservation.

SPECIAL ARRANGEMENTS

It may be possible for special arrangements to be made during exams for students requiring additional support.

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.

Do not book your exam until any special arrangements have been approved by ACCA. If you book your exam before these arrangements have been approved, they may not be applied to your exam.

Please note that we cannot offer any breaks during On-Demand CBEs sat at home. If you need regular breaks, we recommend you book to sit your exam at an On-Demand CBE Centre, where requests for breaks can be accommodated. If you already have a special accommodation of regular breaks agreed with ACCA please note that this will not be applied to any On-Demand CBEs sat at home.

If you need to leave the room in which you are sitting your exam for any reason, including an emergency situation such as a fire evacuation, your exam will be terminated and you will need to rebook to resit your exam.

PERSONAL DATA

We will share your personal data with the British Council and ProctorU for the purposes of registering you as a student for the exams and investigating any issues or discrepancies arising from this.

If you would like more information on how we collect, store and use personal data you can refer to ACCA's privacy statement, or alternatively contact ACCA for more information on +44 (0)141 582 2000

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.

For more information on how ACCA use your data please visit:

<https://www.accaglobal.com/gb/en/footer/toolbar/privacy/data-protection.html>

WHAT ABOUT THE EXAM ITSELF?

It's important to take the exam in an environment which will support you performing to your potential and which meets the exam regulations and guidelines. Prior to starting your exam, you will review and confirm you agree with the exam regulations, guidelines, exam announcements and the exam terms and conditions.

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 invigilator/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.

For all exams you will be permitted to use blank scratch 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. Please note that at the end of the exam and before you log off you will be required to destroy your scratch paper in front of the proctor/invigilator.

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

You can find out more about the exam format and the structure by accessing our learning support resources for each exam.

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. **If you are unable to prove your identity your examination attempt may not be marked.**
- Clear your workspace from all materials except those allowed by your invigilator/proctor.
- Close all third-party programs and unplug any secondary monitors.
- Place food and smoking equipment out of sight.
- Ensure you will not be disturbed by anyone. Anyone entering the room during the exam could result in the termination of your exam.
- Move electronic devices, headphones and watches out of arm's reach.
- 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. 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. The browser will prompt you to share your screen, a required part of being invigilated 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. **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 percentage match will be advised to the proctor, who will ultimately decide if the verification of your identity was successful or not.**
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 invigilator/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 invigilator/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. **Invigilator/Proctor Connection & Confirmations:** Your proctor will greet you and confirm that you passed your identity verification steps and confirm via chatbox that you accept the exam regulations, exam guidelines, exam announcements and the exam terms and conditions.
6. **Remote System Check:** Your invigilator/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 invigilator/proctor is doing during this step, and it is impossible for them to access any files without your knowledge.
7. **Camera Pan:** Your invigilator/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 invigilator/proctor will then direct you into your 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 invigilator/proctor will release control of your computer and you will begin your exam when you are ready.

DURING THE EXAM

You are required to comply with the Exam Regulations and Guidelines referred to below.

For information on the exam functionality, please access our learning support resources for each exam. We have resources which replicate the exam environment to support you answering questions and navigating the software.

POST EXAM

1. **Alert the invigilator/proctor when finished BEFORE submitting:** Prior to submitting your exam, let your invigilator/proctor know through the chat box that you are finished. They will oversee the submission process. You will be required to tear up any scratch paper that was used during the exam on screen in front of your Proctor before you log off and out of the exam website.

2. **Review results:** The percentage mark which you have achieved will be shown on screen together with confirmation of whether your attempt at the exam has been successful. Please note that this result is provisional until it has been confirmed by ACCA via your Exam Results service. You should allow up to 72 hours for your status to be updated. If you have access to a printer, you may print a copy of your provisional result notification upon completion of your exam.
3. **Log out of your exam site and browser:** After reviewing your results, your invigilator/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 invigilator/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 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 and guidelines. If you are found to be in breach of any of these regulations or fail to adhere to the exam guidelines, you may become liable to disciplinary action, pursuant to ACCA Bye-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 (unless remote invigilation is conducted by ATA and the phone is used in accordance with ATA's proctor device requirements), 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 on screen in front of your proctor (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

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.
- During the exam launch process and subsequently [once you have checked in for your exam] you are not permitted to leave your desk.
- 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 licence 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 or a clear glass of water. No other drinks or food are permitted.
- Blank scratch paper (2 sheets permitted and must be destroyed on screen in front of your proctor before the end of your exam and before you log off).
- A pen or pencil to write with.
- 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.