

Student Terms & Conditions for Remote On-Demand CBEs

Think Ahead



Applicable to remote on-demand Computer Based Examinations scheduled on or after 18 December 2020. If you book an exam on or after 18 December 2020, you are confirming to ACCA that you have read this terms & conditions document and that you have agreed to and will comply with its contents, any non-compliance may result in you not being able to book your exam or your exam being invalidated.

Additionally, you are confirming that you have read and agreed to the Exam Regulations and Examination Guidelines contained in this document, and any non-compliance with these 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.

1. PROCEDURE TO BOOK YOUR EXAM

In order to book your exam, you must:

- Be registered as a student with ACCA and have no outstanding fees.
- Read the [Student Information Sheet](#).
- Have read the [device minimum specification requirements](#) and ensured the device you will be using to take your exams meets these requirements.
- Have tested and confirmed that you can run the [ProctorU invigilation software](#).
- Register, book and pay for your exam with the British Council.
- Download ACCA's Exam Software & agree to the [End User Licence Agreement](#). (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)
- Download ProctorU's remote invigilation/proctoring software.

2. REMOTE INVIGILATION/PROCTORING

2.1 You agree and understand that:

- Recordings will be stored securely and will be erased when no longer required.
- Photo Identification images are deleted immediately after the exam is complete; however, the webcam photos of students are retained.
- 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 British Council and ProctorU systems.
- 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 invigilator/proctor during an exam, and this may be used as evidence at disciplinary hearings.
- If unusual or suspicious activity is identified the remote invigilator/proctor may opt to terminate your exam session, this may result in your exam result being withheld or invalidated and/or your exam fee being forfeited.
- You may be asked at various points in the process to read and confirm you understand the Data Privacy policies of the British Council and ProctorU.

3. DURING THE EXAM

3.1 You agree and understand that:

- You must comply with the Exam Regulations and Guidelines (detailed below).
- Your screen will be 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 cannot be disturbed by anyone. Anyone entering the room during the exam could result in termination of the exam.

- Your full face must be visible clearly in the centre of the screen during the duration of the exam.
- You must not at any point cover the webcam during the duration of the exam, if you do so this will result in termination of the exam.

4. POST EXAM

- 4.1 The result displayed on screen at the end of your exam is provisional until it has been confirmed by ACCA via your Exam Results service.
- 4.2 You must uninstall the ACCA Exam Software from your device as instructed by your exam invigilator/proctor.

5. EXAM SLOT AMENDMENTS & CANCELLATIONS

- 5.1 The British Council are responsible for administrating your exam booking, taking payment of your exam fee and processing any necessary refunds (If you need to amend your email address provided during registration or if there are any typos in your personal details provided to the British Council, you must complete and submit the following online [Amendment Form](#)).
- 5.2 ProctorU are responsible for scheduling 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.
- 5.3 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.
- 5.4 Any queries or complaints should be referred to either the British Council or ProctorU in the first instance before contacting ACCA.
- 5.5 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.

6. REFUNDS

- 6.1 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.
- 6.2 You should contact the British Council to discuss and/or request any refunds (If you have registered to sit the wrong exam, please look at the British Council's Cancellation and Postponement [Terms and Conditions](#)).
- 6.3 If you have to cancel your exam and you want to apply for a refund, you will need to complete the British Council's [Cancellation and Refund form](#)).

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 guidelines below, 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, including taking photos of exam questions during the course of the exam, copying, sharing and or distributing in any form images of exam questions and or selling or advertising for sale exam questions or images thereof during or subsequent to the exam.
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 the room in which you are sitting the exam.
- 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 the 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.