

Student Terms & Conditions for Remote On-Demand CBEs

Think Ahead



Applicable to remote on-demand Computer Based Examinations scheduled on or after 1 November 2024. If you book an exam on or after [1 November 2024], 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 [Exam 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.

EXAM DEFINITIONS

| TERM | DESCRIPTION |
|--------------------------|--|
| Centre-Based Exams | On Demand or Session exams taken in an exam centre or learning provider premises |
| Remote Invigilated Exams | On Demand or Session exams which are taken remotely using a remote invigilation platform such as ProctorU, or Pearson VUE |
| On Demand Exams | ACCA Diploma in Financial and Management Accounting (RQF Level 2) (FA1 and MA1), ACCA Diploma in Financial and Management Accounting (RQF Level 3) (FA2 and MA2), ACCA Diploma in Accounting and Business (RQF Level 4) (FBT, FMA and FFA), (Business and Technology (BT), Management Accounting (MA), Financial Accounting (FA), and Corporate and Business Law (LW-ENG) and (LW-GLO) |
| Session Exams | Foundations in Accountancy: Foundations in Audit (FAU), Foundations in Financial Management (FFM), Foundations in Taxation (FTX). Applied Skills: Performance Management (PM), Taxation (TX), Financial Reporting (FR), Audit and Assurance (AA), Financial Management (FM), Diploma in International Financial Reporting (DipIFR), Technician Role Simulation (TRS), Corporate and Business Law (LW). Strategic Professional level of award: Strategic Business Leader (SBL), Strategic Business Reporting (SBR), Advanced Performance Management (APM), Advanced Taxation (ATX), Advanced Audit and Assurance (AAA), Advanced Financial Management (AFM) |

To help you apply these definitions here are some examples:

- If you are a candidate taking Financial Management and Accounting through remote invigilation this is classified as a Remote Invigilated On Demand Exam
- If you are a candidate taking Foundations in Audit at an exam centre you are taking a Centre-Based Session Exam

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.
- Be 18 years or over to attempt a remotely invigilated exam in mainland China
- Read the [Student Information Sheet](#).
- Read the [device minimum specification requirements](#) and ensure the device you will be using to take your exams meets these requirements.
- Be able to run the [ProctorU invigilation software](#).
- Register, book and pay for your exam with the British Council.
- The earliest you can book an exam slot is 7 days from the date of booking.
- 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 [Exam Guidelines](#) (detailed below, also available on ACCAGlobal.com).
- 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 MODERATION

- 5.1 ACCA shall moderate and finalise exam results to ensure they are valid and reliable. ACCA may use data forensics, plagiarism software and statistical evidence to identify irregular conduct and/or anomalous testing results in connection with your examination. If irregular conduct and/or anomalous results are identified ACCA reserves the right to:
 - nullify your exam result, and/or
 - in conjunction with the British Council, not refund your exam fee, and/or
 - withhold your examination results, and/or
 - suspend your ability to sit further ACCA examinations, and/or
 - take any other appropriate action to protect the integrity of ACCA exams.

6. EXAM SLOT AMENDMENTS & CANCELLATIONS

- 6.1 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 [Contact Form](#)).

- 6.2 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.
- 6.3 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.
- 6.4 Any queries or complaints should be referred to either the British Council or ProctorU in the first instance before contacting ACCA.
- 6.5 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.

7. REFUNDS

- 7.1 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.
- 7.2 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](#)).
- 7.3 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](#)).
- 7.4 If for any reason you fail to sit your exam or if you fail to appear for a scheduled exam without following the British Council's Cancellation and Postponement [Terms and Conditions](#) then you may forfeit any fees paid and be required to repeat the registration and payment process.

ACCA reserves the right to change these exam entry terms and conditions at any time without prior notice. In the event that any changes are made, the revised exam entry terms and conditions shall be posted on ACCA's website immediately. Please check the latest information to inform yourself of any changes.

WHAT ELSE DO YOU NEED TO COMPLY WITH?

All examinations:

If ACCA suspects, or has cause to believe, that there has been irregular conduct in connection with your examination, it reserves the right to withhold your examination result and/or to suspend your ability to sit further ACCA examinations until the conclusion of any disciplinary process. Further information can be found in the Guide to [ACCA's complaints and disciplinary procedures](#).

- ACCA cannot accept responsibility for the theft, loss of, or damage to, any valuables or unauthorised items left in the examination venue, therefore you are advised not to bring any valuable or unauthorised items to the examination centre.
- ACCA does not implement a dress code for its examinations. However, you should dress for your examination(s) in a manner which will not cause offence to your fellow candidates.
- Before, during and after your examination, you must not behave in a manner which will distract your fellow candidates. Inappropriate behaviour will be reported to ACCA.
- If you are required to leave the exam room for a short period at any time, you will be escorted by an invigilator.

For Remote Invigilated Exams only:

- If any third party is detected whether visible or not; or overheard in any manner, whether detected through movement and/or sound, irrespective of whether or not they are in your current location during your exam, your exam may be terminated, and you may be reported to ACCA.
- The room must be as quiet as possible. Sounds such as music or television are not permitted.
- You must not leave your desk for any reason unless you are specifically permitted to do so.
- Move mobile phones, electronic devices, headphones and watches out of arm's reach.
- During the exam your mobile phone must be kept on silent with vibration switched off to avoid disruptions. The invigilator will use the chat function to indicate if they will call, or if connection has been lost with the

invigilator/proctor, you should expect a call on the number you entered during the check-in process.

- Disconnect extra monitors from the computer you are using for your exam, disconnect any external speakers, radios, projectors and/or televisions in the room in which you are taking your exam.
- Place food and smoking equipment out of sight.
- Wherever you choose to sit the exam, you should be in a walled room, with a closed door and your screen should not be visible to anyone else including through a window, via CCTV or any other device.
- Make sure your full face is visible to the camera throughout the exam.
- Do not cover or obstruct the camera.
- Do not whisper or read out loud any of the exam content.
- Prior to finishing and submitting your exam, let your invigilator/proctor know through the chat box that you are finished. They will oversee the submission process.

Remote Invigilated Session only: You must not leave your desk for any reason unless you are specifically permitted to do so. If you are permitted to take a bathroom break, before doing so you must use the chat function to notify the invigilator/proctor that you are leaving your desk and upon returning to your desk inform them that you have returned. It is important that you do not exceed the 5-minute break limit as this may result in your exam being terminated.

Session Centre-Based Exams only: The supervisor will not allow you to enter the examination room after the first hour of the examination.

All Session Exams: Candidates are not permitted to end their exam early and must remain under invigilator supervision for the entire duration of the scheduled exam time.

AFTER THE EXAMINATION

- At the end of the examination, candidates must stop completing their exam when instructed to do so by the supervisor, invigilator, or proctor.
- **For Centre-Based Exams only:** Your candidate answer booklet(s), question paper and/or any unused working books or scrap paper will be collected by an invigilator/supervisor. You are not permitted to remove any of these items from the exam room. Your scrap paper, worked candidate answer booklet(s) and answers will remain the property of ACCA and will not be returned to you.
- **Remote Invigilated On-Demand Exams:** You must destroy all scrap paper on screen in front of your remote invigilator/proctor as instructed by them at the end of your exam.
- **Remote Invigilated On-Demand Exams and Remote Invigilated Session Exams in China only:** You must uninstall the exam delivery software at the end of your examination.