



Computer-based exam overview webinar: questions and answer

4 OCTOBER 2018

Can we copy part of the question and paste it into the answer sheet during the exam?

Yes. You can copy and paste from the question into the answer area you are working in. However, you cannot copy and paste between different questions and answer areas.

Can you undo highlighting within the question?

Yes. If you use the highlighting tool over a piece of text that has already been highlighted, this will remove the highlight.

Will there be a 'Formulae and Discount table' button in the Strategic Business Management exam?

No. The Financial Management exam at the Professional Level is the only exam that has a button for the 'Formulae and Discount table'. Take a look at the sample exams for Strategic Business Management and Corporate Reporting to see exactly what you can expect in these exams. Visit icaew.com/examresources

Can you view the exhibits, question and answer area at the same time on screen?

Yes. You can view all buttons at the same time with the option of resizing and dragging them to where you'd like to view them.

Can I use a calculator during the exam?

Yes. You can take your own calculator in to the Professional and Advanced Level exams. There is no calculator within the exam software.

Are there shortcuts within the exam software?

The software allows for cut, copy and paste. You can find more information on functionality within the [computer-based exam guide](#).

What is the best way to study for our computer-based exams?

Practice is key. We have a range of resources at icaew.com/cbe. These include webinars, online and offline question banks within the software, illustrative answers, exam top tips and guidance. The question banks can be found under each module at icaew.com/examresources

Are you allowed to take the exam guide document into the exam?

For open book exams, you are able to take any hard copy materials into the exam as you wish, subject to space restrictions. To have a look at the permitted texts for your exam go to icaew.com/permittedtexts

Do we have access to the 2018 Strategic Business Management and Corporate Reporting question banks within the software?

Yes. You can find these under each module at [icaew.com/examresources](https://www.icaew.com/examresources)

Within the answer area, do you need to specify what question you are answering?

We advise that you make your answers as clear as possible, this includes clearly number each requirement within each of the answer windows. For more information on how your responses can look, take a look at the sample exams under each module at [icaew.com/examresources](https://www.icaew.com/examresources)

What decimal places is the software set to?

All decimal places are set to round with the exception of our Financial Management exam at Professional Level which is set to two decimal places. However, there is also the functionality for you to change this within every exam.

How should we approach the Advanced Level exams?

The approach to Advanced Level has not changed with the move to computer-based exams. We still advise that question practice is key, so make use of all of the resources available to you at [icaew.com](https://www.icaew.com) and from your tuition provider (if you are in tuition).

Do you get two screens in the exam?

No. You will get one screen where you can view the question and answer windows side-by-side.

Is there a set way the examiner would like to see the exam formatted?

We provide sample exams within the practice software for each of the Professional and Advanced Level computer-based exams, all of which have been examiner reviewed. Visit, [icaew.com/examresources](https://www.icaew.com/examresources). These give an indication on how you can compose and format your responses.

Do you have internet access during the exam?

No. Your exam will be delivered to you within a secure, locked down application with no option to open other programmes.

If we experience major problems during the exam, what should we do?

If you experience any problems, to do with the exam software or anything else, you must tell your invigilator as soon as possible. They have the capacity to pause your exam while they investigate the problem.

Even if the problems were resolved, you may wish to apply for special consideration to have these factors taken into consideration during the results determination process. Please read the full special consideration policy [here](#). If you wish to apply for special consideration, you must complete the special consideration application form and submit the form with any supporting evidence to us within 14 days of the exam session.

Are we provided with blank paper to do hand written workings?

Yes. You will be provided with loose leaf paper to make notes. We recommend you bring your own pen, just in case the exam centre has limited supplies. These notes will not be handed in for marking, so make sure you display all answers and workings within the answer area. Also, you will not be permitted to take the notes out of the exam centre.

When I export my questions during the practice software, the cells adjust the layout of my text. Will this happen in the real exam?

No. During your real exam, your answers will be submitted to the examiners exactly how you view them.

During my exam, I couldn't see the question and answer side-by-side on the screen? The invigilator said it was due to my screen size. How would you deal with this?

All exam centres have to adhere to a minimum screen resolution to ensure you can see the question and answer side-by-side. If you believe this wasn't the case for your exam you were correct in letting the invigilator know. As well as this, make sure you let ICAEW know and apply for special considerations.

Is the computer-based exam software the same for Professional and Advanced Level exams?

The exam software and functionality remains the same throughout all Professional and Advanced Level exams. However, there are minor differences in formatting between some exams. These are detailed within the exam guide, and can be seen in the resources available on the ICAEW website, including but not limited to the sample exams for each module, and the questions within the practice software from each module's question bank.

When I practice questions, my formulas sometimes become corrupted. Will this happen in the real exam?

Formulas within the practice and exam software do not automatically update if a new row or column is inserted within the series that makes up your formula. You will need to manually update your formula with each addition. If the formula is corrupted for a different reason within your exam, make the invigilator aware immediately.

Are earplugs permitted?

Yes. If you are distracted by noise, you can bring earplugs to help you concentrate. As stated within your [Instructions to Candidates](#), they must not plug into or be capable of wirelessly connecting to any device.

Is it possible to zoom in or out on the screen of the software within the live exam?

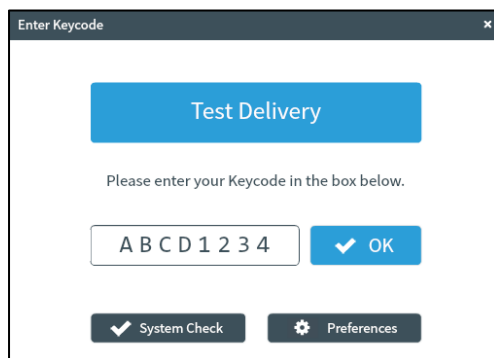
No. You can resize and drag the question window, but not the answer area.

Is the software the same for students with access arrangements?

Yes, we do not provide different exam software for access arrangement students. We work hard to ensure that the exam software we use would accommodate our access arrangements. For more information on access arrangements, the application process and what you may be eligible for, please visit [icaew.com/exams](https://www.icaew.com/exams)

What test key do we use to access the practice software?

The practice software automatically inputs a test key, as per the picture below.



You should be able to simply click ok to proceed.

Do we get penalised for spelling and grammar errors when writing long answers?

We do not negatively mark any of our exams, so marks will never be taken away from your attempt because of poor spelling or grammar. However, if the marker cannot understand your answer they will not be able to give you marks for it. Spelling, grammar and layout of your responses are therefore still important. There is no spell check function within the software.

My typing speed is slow, will this affect my exam?

We do expect a certain degree of IT literacy from students. If you are worried about your writing speed, we advise that you practice questions within the software to improve this and become more confident. Talk with your tutor or training manager about your output and see if they are also concerned or if they can offer you further question practice.

Can we expand the cell?

Yes. You have the option to make the cell into a word processing row, which allows you to write paragraphs within one cell. You can also expand cells by dragging each column or row using the axis.

What will happen if I lose my work?

If you lose your work for any reason, tell your invigilator and they will investigate this. You may be moved to a new computer where their exam can be recalled from the last time it saved (which is every few seconds) and your exam time will be paused.

Do we get marks for showing our workings?

Workings must be shown to ensure that you receive as many marks as possible. The sample exams at [icaew.com/cbe](https://www.icaew.com/cbe) will illustrate how workings can be best laid out, and mark plans for past exams will show you where marks have been awarded for showing your workings.

Can we have access to a reference hard copy of the exam paper?

No. The computer-based exams have been designed to deliver the exams in a manner that reflects the work environment, whilst maintaining the quality of the exams.

The software automatically left aligns the numerical values which have been entered within brackets in a cell, whilst the other figures are right aligned by default. How can we change this?

Within the toolbar, there is an option to right, left and centre align your cells. To find out how to do this read our exam guide at icaew.com/cbe

When you say the examiner will see everything I can see on my screen. Does this mean if you have to scroll on to columns towards the right of the screen, the examiners will not see this?

No. The examiners are able to scroll to the right and all the way down to the bottom of your answer area to all cells. However, the examiners will not be able to expand any cells to see any text or numbers that may be hidden in that way. This is illustrated in our exam guide, go to icaew.com/cbe

If you flag a question but you have answered it but not submitted it, do you need to submit it manually?

No. The software will save everything throughout your exam and all of your answers are submitted at the same time – either automatically as the exam time runs out, or by you electing to finish your exam before the end of your exam time.

There is a button in the software which allows you to merge cells. However, if the screen is small we have to scroll which is time consuming. Is there a way to change the viewing of our answer area?

No. All exam centres will set the computers to the minimum screen resolution that they need to adhere to. You can move and resize the question, but not the answer area.

When is Case Study moving to computer?

Case Study is moving to computer in July 2019.

Is there a practical online platform which is the same as the real exam that can help us become more familiar with the real exam?

Yes. Our practice software is available on icaew.com/cbe and is the same software that you will be using in our real exam. Using that link, you'll be able to access blank software, question banks and sample exams within the practice software.

The only difference between the two is the export function available within the practice software. For more information on this, see our exam guide at icaew.com/cbe

Is there a change of duration of the exam given that it is not a written exam?

No. The length of the exams have not changed.

Do ICAEW instruct international invigilators before we sit the exam?

Yes. ICAEW instruct all invigilators, UK and International. They are sent the Instructions to Candidates and their own guidance so they are aware of their responsibilities and the conduct that we expect from them and you as ICAEW students.

However, their role does not include being familiar with the exam software or with the subject of the exams themselves. If they are in any doubt regarding their role, or issues you raise with them, they are instructed to contact the ICAEW for clarity and next steps.

One of my peers lost 15 minutes of their exams due to computer issues. No special consideration was given. Has the policy changed around this?

No. To read the full special consideration policy please visit [icaew.com/exams](https://www.icaew.com/exams)

What are you provided with in the exam?

Take a look at the [Instructions to Candidates](#) to find out what is provided, what you are expected to bring with you – and what you are not permitted to take into the exam room.

Should all parts of a question go on one spreadsheet, ie, should 1a, 1b and 1c all be on different sheets?

This will depend on the layout of the exam itself. Take a look at the sample exams, and the questions from the questions banks, both of which are within the practice software, to get clarity on this.

During my exam, I edited a word in a sentence and the remaining words in the sentence got deleted. I had to retype the answer again – how should we proceed in this case?

Remember that the software has an undo button, which can undo up to 5 of your previous actions. Otherwise, make your invigilator aware and follow the procedure to apply for special consideration.

What level of zoom, should we use to practice questions in the software, in order for it to be the same as in the real exam?

We can't give specifics without knowing each students' individual screen resolution, so we can only advise to adjust the zoom so the answer and question windows can be viewed side-by-side.

The minimum resolution you will have is shown within the webinar titled 'How to move and resize the question and answer window'. You can access this webinar on [icaew.com/cbe](https://www.icaew.com/cbe)

Contact us

If you have a question not listed here, please get in touch. Contact our student support team on +44 (0)1908 248 250, email us or speak to an adviser by clicking on the live web chat box on this page. You can also post your question on the ICAEW student community at [icaew.com/studentcommunity](https://www.icaew.com/studentcommunity)