

A GUIDE FOR STUDENTS APPLYING FOR EXAM DISRUPTION APPEAL

This guide will take you through the process of how to apply for exam disruption appeal at:

- [ICAEW CFAB / ACA Certificate Level](#); and
- [ACA Professional Level and Advanced Level](#).

Exam disruption appeal applies to circumstances where you feel that your performance in an exam has been adversely affected by illness or other circumstances. Exam disruption appeal falls under two categories:

1. personal circumstances; and
2. issues arising from the exam environment.

It is your responsibility to read and understand the exam disruption appeal policy before you sit an exam, make sure you refer to the [guidance](#).

The deadline to apply for an exam disruption appeal is seven days from your exam. So, if you sit an exam on a Monday you will have until 23:59 the following Monday to submit your exam disruption appeal application.

If you wish to apply for more than one exam, you will need to apply for each exam.

HOW TO APPLY FOR EXAM DISRUPTION APPEAL FOR AN ICAEW CFAB / ACA CERTIFICATE LEVEL EXAM

Should you experience an issue during your exam, you must report this to [Pearson VUE](#) via the greeter or invigilator on the day of your exam. If you are unable to contact them, you should contact Pearson VUE to report the issue and ensure it has been logged. If you feel the issue you experienced has impacted your exam performance, you can apply for exam disruption appeal.

For your application to be considered, you must email examdisruptionappeal@icaew.com with any supporting evidence within **seven days** of your exam. For example, if you sit an exam on a Monday you will have until 23:59 the following Monday to submit your exam disruption appeal application.

Exam disruption appeals are only applicable to failed exams. If you have passed, no further action will be taken. If you have failed, the Assessment Quality Assurance Team aim to investigate your case within 21 working days. You will be notified via email of the outcome.

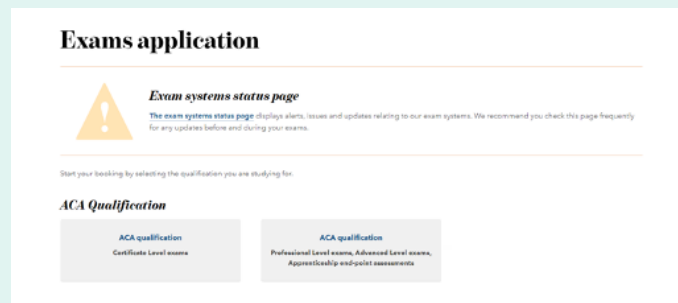
Some appeals may take longer depending on the complexity of the cases or if it is during a Professional or Advanced Level exam session.



APPLYING FOR EXAM DISRUPTION APPEAL FOR AN ACA PROFESSIONAL OR ADVANCED LEVEL EXAM

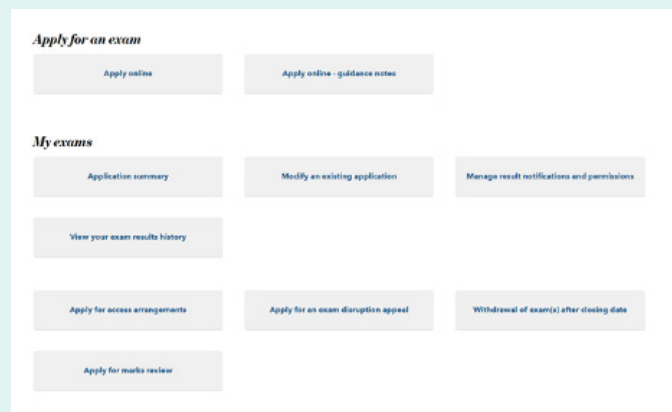
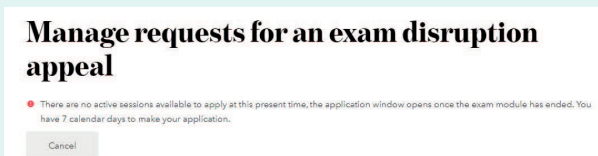
Stage one - applying for exam disruption appeal

- 1 Go to [exams online](#) and choose the 'ACA qualification: Professional Level exams, Advanced Level exams, Apprenticeship end-point assessments' option. You must do this within seven days of sitting the exam.



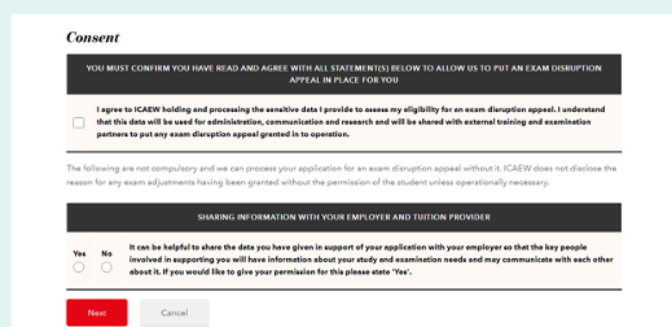
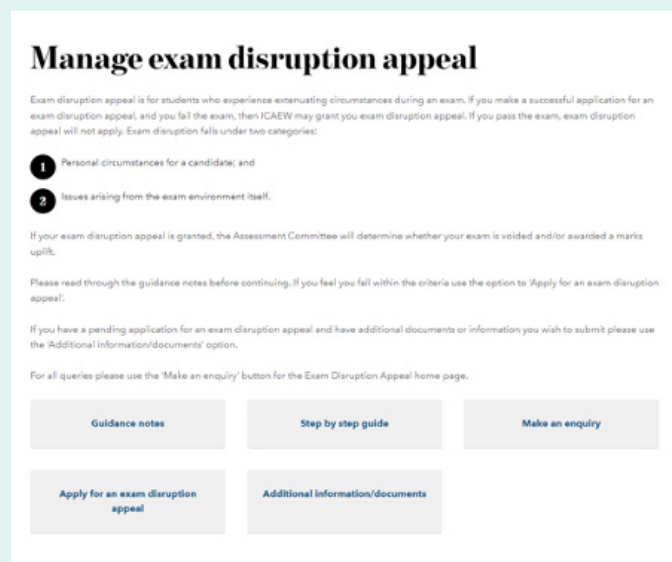
- 2 Under 'My exams', click on 'Apply for exam disruption' to take you to the online application form.

If there are no active sessions available, or the seven-day deadline has passed, you will not be able to apply for exam disruption appeal and you will receive the following message.



- 3 Before you apply for an exam disruption appeal, you will be presented with the exam disruption appeal policy. Please review each section carefully and confirm that you agree by ticking each section.

Select 'Next' to continue with your application.



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Now it is time to complete the exam disruption appeal application form with any supporting evidence you may have. Select the level you are applying for and click 'Next'.

Apply for an exam disruption appeal

You must complete the exam disruption appeal application and submit the form with any supporting evidence within 7 days of the exam session. Please select the exam sitting you wish to apply for an exam disruption appeal.

If you already have made an application and wish to attach supporting documents please select the 'Additional Information/Documents' option.

For all queries please use the 'Make an enquiry' button for the Exam Disruption Appeal home page.

	SESSION NAME	SESSION DATE	STATUS
<input type="radio"/>	Advanced Level	April 2023	Accepted

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Once you have selected the relevant level, you will be taken to the exam disruption appeal application form. This is where you explain the circumstances which affected your exam performance and upload any supporting evidence. Before you add your supporting evidence, you must:

- Ensure that the evidence you submit is from an appropriate source and must be verifiable
- Ensure that any medical evidence, must be issued within two days of the exam date and must be sufficiently detailed to demonstrate the impact on your exam performance.
- Ensure that the evidence is from you only. We will not consider evidence from third parties on your behalf.

Select the exam that the application relates to. Do note, if you wish to apply for more than one exam, you will need to complete a separate form for each exam.

Once you have added in all your evidence select 'Next'.

If you have more evidence to supply, you can do this by adding any additional information to a Word document and uploading your document here. If you don't have anything further to add, select 'Submit'.

Apply for an exam disruption appeal

Advanced Level - April 2023

We will send you an email to confirm that we have received your application within three working days.

The panel will determine whether the circumstances of your appeal are allowable or excluded under the criteria set forth in the exam disruption appeal policy. If they are not allowable, your appeal will be declined. If they are allowable then your appeal will be assessed by the Assessment Committee for a void and/or marks uplift outcome.

If the Assessment Committee does not grant your exam disruption appeal, you will receive your result as normal on results day along with an email explaining how you did not meet the criteria. If you passed the exam, your exam disruption appeal will not apply.

Acceptable evidence +

Specific exclusions +

[Click here to view the guidance notes. Guidance notes](#)

Please select the module(s) that you wish to apply for an exam disruption appeal.

APPLY	MODULE	DATE
<input type="radio"/>	Case study	14 May 2023, 09:00 - 13:00

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Apply for an exam disruption appeal

Advanced Level - April 2023

Selected Module: ALCS - Case study

We will send you an email to confirm that we have received your application within three working days.

The panel will determine whether the circumstances of your appeal are allowable or excluded under the criteria set forth in the exam disruption appeal policy. If they are not allowable, your appeal will be declined. If they are allowable then your appeal will be assessed by the Assessment Committee for a void and/or marks uplift outcome.

If the Assessment Committee does not grant your exam disruption appeal, you will receive your result as normal on results day along with an email explaining how you did not meet the criteria. If you passed the exam, your exam disruption appeal will not apply.

Acceptable evidence +

Specific exclusions +

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Your application has been submitted.

Application submitted

Thank you, your application has been submitted to ICAEW for assessment. We aim to reply to you in the next 20 days. If you have any further information you wish to give please use the 'Additional information/documents' link from the exam disruption appeal page.

OK

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You will now receive an email to confirm we have received your application.

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If you wish to modify an exam disruption appeal application, go to [exams online](#) and choose the level you made the application for. You must do this within the seven day timeframe.

Once the deadline has passed you will not be able to edit your application. Visit [exams online](#) and choose the 'ACA qualification: Professional Level exams, Advanced Level exams, Apprenticeship end-point assessments' option.

Exams application



Exam systems status page

The exam systems status page displays alerts, issues and updates relating to our exam systems. We recommend you check this page frequently for any updates before and during your exams.

Start your booking by selecting the qualification you are studying for.

ACA Qualification

ACA qualification
Certificate Level exams

ACA qualification
Professional Level exams, Advanced Level exams,
Apprenticeship end-point assessments

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Go to your existing application and click 'Additional information/documents'.

Manage exam disruption appeal

Exam disruption appeal is for students who experience extenuating circumstances during an exam. If you make a successful application for an exam disruption appeal, and you fail the exam, then ICAEW may grant you exam disruption appeal. If you pass the exam, exam disruption appeal will not apply. Exam disruption falls under two categories:

- 1 Personal circumstances for a candidate; and
- 2 Issues arising from the exam environment itself.

If your exam disruption appeal is granted, the Assessment Committee will determine whether your exam is voided and/or awarded a marks uplift.

Please read through the guidance notes before continuing. If you feel you fall within the criteria use the option to 'Apply for an exam disruption appeal'.

If you have a pending application for an exam disruption appeal and have additional documents or information you wish to submit please use the 'Additional information/documents' option.

For all queries please use the 'Make an enquiry' button for the Exam Disruption Appeal home page.

Guidance notes

Step by step guide

Make an enquiry

Apply for an exam disruption appeal

Additional information/documents

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You will now be able to view your existing application. You can add in any additional information in the textbox.

You can also add an additional document should you need to supply more evidence. Once you are happy with your amends, click 'Submit'.

Apply for an exam disruption appeal

Advanced Level - April 2023

Selected Module: ALCS - Case study

We will send you an email to confirm that we have received your application within three working days.

The panel will determine whether the circumstances of your appeal are allowable or excluded under the criteria set forth in the exam disruption appeal policy. If they are not allowable, your appeal will be declined. If they are allowable then your appeal will be assessed by the Assessment Committee for a valid and/or marks uplift outcome.

If the Assessment Committee does not grant your exam disruption appeal, you will receive your result as normal on results day along with an email explaining how you did not meet the criteria. If you passed the exam, your exam disruption appeal will not apply.

Acceptable evidence +

Specific exclusions +

[Click here to view the guidance notes. Guidance notes](#)

Please explain the circumstances which affected your exam performance below (max of 3000 characters).

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Apply for an exam disruption appeal

Advanced Level - April 2023

Selected Module: ALCS - Case study

Application description:

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If you have copies of any relevant supporting evidence please upload it as part of this application.
If you have more than one document, upload them one by one.

Allowable file types: Microsoft Word (.doc or .docx) PDF (.pdf), images (.png, .jpg, .jpeg, .gif, .bmp, .tif) with a limit of 1MB

Choose file No file chosen Upload document

Warning: you have not yet uploaded any documents to support your request for an exam disruption appeal.

Submit Back

Please click the submit button to submit your application. Otherwise, the application won't be considered.

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Your amended application has been submitted.

Application submitted

Thank you, your application has been submitted to ICABEW for assessment. We aim to reply to you in the next 20 days. If you have any further information you wish to give please use the 'Additional information/documents' link from the exam disruption appeal page.

OK

Stage two - approval process

The panel will determine whether the circumstances of your appeal are allowable or excluded under the criteria set forth in the [policy](#). If they are not allowable, your appeal will be declined. If they are allowable then your appeal will be assessed for a void and/or marks uplift outcome.

Stage three - decision

If you have passed the exam, no further action will be taken.

If you have failed the exam, depending on the type of circumstances set out in your appeal, ICAEW's Assessment Committee may make a final decision on the outcome. The Assessment Committee will always be asked to make a decision if your marks are to be adjusted. The Assessment Committee will not be required to make a decision if your circumstances are excluded from the acceptance criteria set out in the policy.

Stage four - outcome

If you passed the exam, no further communication will be issued. If you failed the exam, you will be given your outcome by email when we issue your result. We will let you know if we made a mark adjustment or voided your exam result; and if your appeal was not successful, we will let you know.

HAVE A QUESTION?

You may find your question listed within our frequently asked questions. Alternatively, call or email us or ask a question via the live help boxes throughout our website.

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icaew.com/examdisruptionappeal