



Instructions to Candidates – remotely invigilated exams

This guide features key information relating to Professional and Advanced Level remotely invigilated exams. You should ensure that you review full guidance including [the FAQs](#), the instructions below, [access arrangements](#) and [special consideration](#) guidance. You may print this guide off and have it with you during your Professional or Advanced Level remotely invigilated exam. Please show it to the invigilator along with other permitted texts where required, before starting your exam.

[Professional and Advanced Level remote invigilation guidance](#)

IMPORTANT NOTICE

When booking your remote invigilation exam you must select the closest location or time zone for the country you intend to take your exam in. You are also required to start the onboarding process at your scheduled start time, and start the exam without delay. You can view your exam start time within your [application summary](#).

Any exams that start more than 30 minutes late will **not be marked**, so it is essential that you contact Proctor Exam support or the ICAEW Student Support team within the first 30 minutes of the scheduled exam start time should you experience technical difficulties or need further guidance. This will enable us to provide assistance to help you to get started. Please refer to the [late starter section](#) below for further details.

WHAT YOU NEED TO KNOW BEFORE YOUR EXAM DAY

Once you have booked your exam, you will receive an email notifying you that you have made an application. Review and check your exam booking at [exams online](#).

It is your responsibility to:

- **make sure everything on your application summary is correct;** and
- **keep your email address up to date and check it regularly.** This is how we will communicate key information regarding your exam to you. This email address will also be used to receive instructions regarding your remotely invigilated exam, you must ensure that you can access this email on the computer you will be using to take your exam. You can update your contact details via your [online training file](#).

SYSTEM CHECKS

You will be emailed instructions on how to complete the remote invigilation system checks two weeks before your exam.

The system checks **MUST** be completed on the computer you intend to use as soon as possible before your exam day to allow time to resolve any issues that you may encounter.

If you have not received the email(s), please check your junk email folder. If the email is not in your junk, please contact Student Support.

Please ensure you have also read the minimum **technical requirements** and watched the **instructional video** before your exam as these will provide you with additional steps to make sure your exam environment is ready.

If you are using your employer's laptop or computer to sit an exam via remote invigilation, we recommend asking your IT department to whitelist the following URLs:

- ICAEW Bookshelf - <https://bibliu.com/users/saml/ICAEW>
- RM single sign on - <https://icaew-am.assessor.rm.com/>
- Proctor exam - <https://icaew.proctorexam.com/>
- Data analytics software - <https://icaew22.inflosoftware.com/> and <https://icaew-identity.inflosoftware.com/>
- ICAEW single sign on - <https://www.icaew.com>
- ICAEW - <https://my.icaew.com/security>
- ICAEW exam access - <https://my.icaew.com/examsaccess>

HOW THE EXAM IS REMOTELY INVIGILATED

During the remotely invigilated exam, your activity is recorded in three ways;

- the computer webcam records your view from the front;
- a mobile phone situated at an angle behind you where we can see you, your desk and the front of your screen(s), recording additional coverage of the test environment, using the ProctorExam app; and
- a recording of the screen shows what you are doing on-screen.

The exam itself will run in the same way as in an exam centre.

If you encounter technical difficulties, you will be able to access the live online chat support.

REMOTE INVIGILATION - ROOM REQUIREMENTS

Please note the following requirements:

- You are alone in the room
- It is recommended that you sit the exam at a suitable desk
- Your room is well lit
- You have your ID to hand
- Only materials permitted for the exam are on the desk
- All note paper is blank
- No headphones

WHAT YOU CAN TAKE INTO YOUR EXAMS

There are restrictions on what you can have in your exam environment itself and on or around your desk when you are completing your exam.

Permitted texts

Permitted texts are resources that ICAEW recommend you use in your studies and in your exam.

Visit [icaew.com/permitteditexts](https://www.icaew.com/permitteditexts) for details of which exams have permitted and recommended texts, the specific editions ICAEW recommends, restrictions and how to order them.

The following exams will **not** allow any hard copy materials (except this guide), and the relevant permitted text will be accessible as a clean PDF within the exam software:

- Audit and Assurance
- Financial Accounting and Reporting: UK GAAP
- Tax Compliance

Financial Accounting and Reporting: IFRS exams will allow the hard copy of IFRS Blue Book to be used. This text will not be supplied in the exam software. Please also note:

- you may not share recommended text(s) with another candidate; and
- only original hardcopies are permitted.

For open book exams (Business Planning and Advanced Level), you will also have access to your personal ICAEW Bookshelf to access your digital learning materials within the exam. You can also bring any hard copy materials you wish, subject to space restrictions.

Full details of the texts and the specific editions we recommend, can be found at [icaew.com/permitteditexts](https://www.icaew.com/permitteditexts)

Data analytics software instructions for candidate sitting Audit and Assurance and Corporate Reporting exams

Immediately before your exam, you must ensure that you have cleared your browsing history (including any cookies). During the exam, you should only access the Data Analytics Software by clicking on the link in the exam software.

Identification

You are required to provide one form of identification (ID) in English. For example:

- passport;
- national identification card; or
- driving licence containing a photograph and signature.

Only original documentation will be accepted, photocopies or digital copies of documents will not be accepted. We will accept identification that has expired within the last six months.

If you are not able to provide suitable ID, your exam may be invalidated.

Calculator

You may provide your own calculator to use in the exam. You can use any basic calculator. You may be asked, by the invigilator, to show that the memory within the calculator is empty; if you are unable to do so, you will not be allowed to use the calculator during your exam.

Food and drink

Food and drinks are permitted.

However, if you spill something and damage your exam notes or equipment, you will not receive any special consideration or extra time.

Note paper

You may use blank sheets of note paper to use during your exam. These must be shown to the invigilator within the environment set up prior to starting the exam to show they have no notes on. Wipeable boards are also permitted.

Ear Plugs

Disposable foam ear plugs are permitted and must be shown to the invigilator as part of the onboarding process.

External monitors

If you wish to use an external monitor that does not have a webcam or microphone, you may connect this to a computer that has a webcam and microphone. Only one screen should be in use during your exam. You must ensure that your laptop screen is mirrored, or is off/blacked out. The webcam must be able to record you from the front but may be positioned to the side of your primary monitor if necessary.

WHAT YOU CANNOT TAKE INTO YOUR EXAM

Watches or desk clocks

Please note that watches and desk clocks are not permitted in the exam. The timing of the exam will be managed by a timer within the exam software. Therefore, you are advised to practice the exams with a timer, and the [practice exam software](#), so you are confident in managing your time throughout your exam this way.

Medication

You will only be able to take medication into the exam environment with you if you have been authorised to do so by ICAEW via an access arrangement. This includes any painkillers or over the counter medication.

[Find out more](#) about the access arrangement process, including guidance and how to apply.

Electronic devices

Only the electronic devices required for the remote invigilation process are permitted in your exam.

YOUR CONDUCT

As an ACA student, we expect you to act in a professional manner and in accordance with [the ICAEW Student and ACA Assessment Regulations](#).

During your exam you must, at all times, follow the instructions provided to you. Failure to do so will be considered misconduct which may include your exam script being awarded a mark of zero.

Please consider the below behaviours:

- You must remain seated during the exam (except for toilet breaks or technical issues).
- Toilet breaks are permitted, but each break must be no more than five minutes long. Your exam time will not be paused.
- If you want to finish the exam early and you do not want to return, you must complete the 'Finish' exam process, and exit from the remote invigilation software.

What is misconduct?

Misconduct is any action or conduct that the invigilator reports as unacceptable or against ICAEW regulations or instructions given within these Instructions to Candidates.

The invigilator will complete a report which will be sent to ICAEW. In addition to this, you must also provide a statement in writing within seven days of the incident and email it to specialconsideration@icaew.com

All reports of misconduct are discussed with the Assessment Committee who will consider the appropriate action for each case.

Disciplinary action may include awarding your exam script a mark of zero, or any other measure deemed appropriate by the Committee. Cases of misconduct may also be referred to ICAEW Professional Standards and involve further disciplinary action.

You will be made aware of the Assessment Committee's decision and given the opportunity to appeal.

Misconduct includes, but is not limited to:

- not complying with invigilator instructions;
- not complying with guidance within these instructions
- speaking with any third parties who enter the exam room;
- taking unauthorised materials or objects into the exam room;
- cheating; and
- breaking exam conditions.

For more information, please see the [ACA Assessment Regulations](#).

Below is a list of violations that you may be disqualified for.

- Looking at mobile phone/tablet other than the computer
- Continuously looking around the room
- Continuously looking up or down
- Continuously looking to the left or right
- Continuously looking under desk
- Reading your questions out loud
- Looking at your hands or wrists
- Accessing any web pages
- Accessing other applications such as Word, Excel, PowerPoint, or folders/windows explorer
- Other people entering the room
- More than one screen being in use during your exam
- If your room is too dark
- Wearing sunglasses or smart glasses
- Wearing a watch
- If your webcam or laptop is angled up or your face is obscured
- Opening drawers or cupboards under your desk
- Looking at post-it notes around the room*

*This is not applicable to Business Planning and Advanced Level exams as these are open book exams, meaning you may refer to printed materials and notes.

WHAT IF SOMETHING GOES WRONG?

If you encounter any technical difficulties during the setup or the live exam, you will be able to access the live online chat support. You will find this in the bottom right-hand corner of your Proctor Exam screen.

If you are unable to resolve the issue, you may be asked to contact ICAEW directly. On exam week the Student Support team are available Monday to Friday from 07:00 to 17:30 (UK time) via webchat and phone. Outside of these hours, please contact your local ICAEW office.

Please continue to check the [exam systems status](#) page on a regular basis for any updates. You are able to access this webpage during your exam.

If you were able to complete the exam but you felt the circumstances have an adverse impact on your performance, then you must apply for special consideration within seven days (see below), or ICAEW will not take the circumstances into account during the marking process. For example, if your exam is on Monday you will have until 23:59 the following Monday to submit your special consideration application.

However, if you were unable to complete the exam, then you must contact ICAEW within 24 hours.

If you are ill on exam day or affected by other adversity, eg, bereavement or shock, you should consider withdrawing or deferring your exam attempt, as you may not be eligible for special consideration if you attempt the exam.

SPECIAL CONSIDERATION

You must read the special consideration policy in full before you attempt any exam. It is your responsibility to understand the special consideration process before you sit an exam, so that you can act accordingly. Should an incident occur which impacts your performance, you must submit your application within seven days of your exam. For example, if your exam is on Monday you will have until 23:59 the following Monday to submit your special consideration application. ICAEW will not take your circumstances into account unless you have followed the special consideration policy including reporting any incident during your exam attempt to the invigilator. The policy can be found at [icaew.com/specialconsideration](https://www.icaew.com/specialconsideration).

WHAT TO EXPECT ON EXAM DAY

On the day of your exam click on the exam link under the section 'To start your exam' in the email from amadmin@rm.com.

When booking your remote invigilation exam you must select the closest location or time zone for the country you intend to take your exam in. You are also required to start the onboarding process at your scheduled start time, and start the exam without delay. You can view your exam start time within your [application summary](#).

You will be provided a unique user ID and password, which is only valid for this exam. Use these credentials, not your ICAEW username and password, to begin the exam and ensure you are not already logged into ICAEW.com. You will be recorded from your webcam, screenshare and smart phone during the onboarding process and throughout your exam. This footage will be reviewed by a remote invigilator and ICAEW.

Lateness

It is your responsibility to be ready and start the exam on time. You can view your exam start time within your [application summary](#).

You are required to start the onboarding process at your scheduled start time, and start the exam without delay. Any exams that start more than 30 minutes late will **not be marked**, so it is essential that you contact Proctor Exam support or the ICAEW Student Support team within the first 30 minutes of the scheduled exam start time should you experience technical difficulties or need further guidance. This will enable us to provide assistance to help you to get started.

Please note:

- You will only be able to start the onboarding at your scheduled start time
- You must start question 1 of the exam within 30 minutes of your scheduled start time

DURING YOUR EXAM

It is your responsibility to ensure that the area that you are taking your exam in is free from distracting noises or activity, or anything that may affect your exam attempt and you have a stable connection

If you feel your exam attempt has been unduly affected, you should apply for [special consideration](#).

AT THE END OF YOUR EXAM

Your exam will automatically shut down once your exam time has finished.

Once you have completed the exam, please ensure you click on “Submit” in Assessment Master, you may then close both tabs.

You remain under exam conditions until the remote invigilation software is closed and you are no longer being invigilated.