



FAQs: Level 4 Role Simulation exam

The Role Simulation exam is computer-based exam available to sit via remotely invigilation with limited exam centre spaces available each session.

Below are the answers to frequently asked questions by students regarding the Role Simulation exam. Please also read the [exam centre exam instructions](#) and the [remote invigilation exam instructions](#).

BEFORE SITTING OR BOOKING AN EXAM

Q: Where can I find details of exam dates and deadlines?

All exam dates and deadlines are available on our website. [View all dates and deadlines](#).

Q: How long do I have to book my exam?

A: There is a roughly a one-week window to book your Remote Invigilation exam. [View the details of each exam booking window](#).

Q: Can I sit the Level 4 Role Simulation exam remotely?

A: Yes. The Role Simulation exam is computer-based and can be sat via remote invigilation.

Q: Can I sit the Level 4 Role Simulation exam in an exam centre?

A: Yes. We have a limited number of centre spaces available for each session.

We advise all students in a training agreement, to check with their employer before booking any exams, in case they have particular policies and approaches already in place, and to agree the timing of the exam.

Q: What do I need to be able to sit a remote invigilation exam?

A: You should view the [remote invigilation guidance](#) and ensure your device meets the [technical specification](#) before booking your exam.

Q: Is there a demo of the exam or a chance to use a test/practise system for the exam?

A: Yes, you can practice exams in the practice software [here](#). You can also view the [exam software](#) and [exam software videos](#).

Q: How do I book or schedule my exam?

A: You can book the Role Simulation exam at my.icaew.com/examsonline. [View our how to book the end-point assessment guide](#).

Q: I have sat a remote invigilation exam for the Certificate Level/ICAEW CFAB, will the Role Simulation exam have the same specifications, if not what are the specifications for this exam?

A: The Role Simulation exam is run on separate exam software from the Certificate Level and

ICAEW CFAB exams. [View the technical and system requirements.](#)

Q: When and how do I do a system check for my exam?

A: Once you have booked your exam you will receive a system check email two weeks before your exam. This will contain instructions on how to perform a system check to ensure your equipment is set up and ready to go. You must carry out the system check in advance of your exam to make sure it works correctly and so you have time to fix any issues.

Please note we recommend using a personal computer and checking your computer meets the [technical and system requirements](#) before booking the exam. If you only have an employer provided laptop or device, please make sure you speak to your employer to ensure it meets the technical and system requirements and passes the system check.

If you encounter any technical difficulties during your system check you will be able to access the online chat support for help.

You can view our video on [how to complete a system check](#) for our PL/AL exams which is the same software.

DURING THE EXAM

Q: Can I use a touch screen during the exams?

A: No. The exam software does not support touch screens.

Q. Can I use the laptop supplied by my employer?

A: We advise that you use a personal device, as there may be restricted access and admin rights installed. If you have to use a work device, please check this with your employer before the exam. [View the technical and system requirements.](#)

Q: What internet connection is required? Can I use a mobile hotspot or tethering?

A: The minimum bandwidth required for the Remote Invigilation session is 3 Mbps. Wi-Fi is supported but we would recommend a fixed internet connection to your device. Tethering to a mobile phone/hot spot is not supported. [View the technical and system requirements.](#)

Q: Can I sit my exam on any web browser?

A: To be able to sit the exam you will need the latest version of Google Chrome on your computer. This is the only browser that supports the required plug-in for the remote invigilation.

Q. How will I log in to the exam?

A: Once you have booked your exam you will receive a system check email two weeks before your exam. This will contain instructions on how to perform a system check to ensure your equipment is set up and ready to go. You must carry out the system check in advance of your exam to make sure it works correctly and so you have time to fix any issues. The email also contains the link to your exam. View our video on [how to complete a system check](#).

On the day of the exam, you will go through an 'on-boarding' process. This is the same process that students at an exam centre will go through. View our video on [how to start your exam](#). Once you have been through the 'on-boarding' process, you will be able to start the exam.

Q: What time do I need to start the exam? What happens if I log in after the exam start time?

A: 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 without delay.

Any exams that start more than 30 minutes late will not be marked, so it is essential that you contact ProctorExam 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

Q: What will happen if I experience problems during the exam?

A: ICAEW endeavours to provide an excellent exam experience for all candidates; however, some circumstances are beyond our control. 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 ProctorExam 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 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 [exam disruption appeal](#) 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 exam disruption appeal 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, e.g., bereavement or shock, you should withdraw from your exam(s), as you will not be eligible for exam disruption appeal if you attempt the exam

Q: Can I eat, drink or take a break during the exam?

A: Food and drinks are permitted. However, if you spill something and damage your exam notes or equipment, you will not receive any extra time or be applicable for an exam disruption appeal. For further information on what is and isn't allowed in the exam, and what is considered acceptable behaviour, please read the [exam centre exam instructions](#) and the [remote invigilation exam instructions](#).

Q: Can I have a comfort break during the exam?

A: Toilet breaks are permitted, but each break must be no more than five minutes long. Your exam time will not be paused.

Q: If we sit an exam remotely and our personal laptop screen is small, are we able to link it to an external monitor if we disable the laptop screen itself so there is only one monitor in use?

A: You will be able to mirror/duplicate a screen onto a bigger display but will not be able to extend to two screens.

AFTER THE EXAM

Q: How will I receive my results?

A: You will receive results for your Role Simulation exam and Portfolio and Reflective Statement at the same time via your ICAEW online training file. This means that you will know whether you have been successful in passing the Level 4 Accounting Technician apprenticeship after you have sat the Role Simulation exam.

The exam will be marked, graded and has a pass mark of 70%. If you score 90% or more, you will receive a distinction. [View all dates and deadlines.](#)