



Digital Learning Materials Q&A

These are the questions and answers from the live webinar held on 16 February 2021 on digital Learning Materials.

Q: Can we print the digital Learning Materials or export to PDF, or will this option be available in the future?

A: Currently the materials are available as a digital product only which cannot be printed nor exported to PDF. We will always take student feedback into account when we consider future development options.

Q: Did you consult students in your decision to move to digital Learning Materials?

A: Yes, we consulted all our stakeholders; employers, tutors, and students. This included the ICAEW student council.

Q: Can I take old 2020 hard copy materials into my 2021 exams?

A: ICAEW can only recommend using the correct edition to study for the respective exams i.e., the 2021 edition learning materials for the 2021 exams

You can take hard copy materials into you open book exams and will be permitted to use your hardcopy IFRS Blue Book in your FAR IFRS exam. You will not be permitted to take hard copy materials into any other exams.

Q: Are we allowed internet access during examination?

A: Yes, but not open access. Access to the bookshelf, data analytics software and spellcheck requires internet access. The exam platform is locked down so that students can only access the aspects required for the exams.

Q: Is there a version of the software which includes the question banks? i.e., not just the blank software

A: Yes, these can be found on the individual student resources pages ([icaew.com/examresources](https://www.icaew.com/examresources))

Q: Is the electronic materials able to use the find (control F) function

A: There is a search function built into the software, you can search entire books and your notes / highlights

Q: It is frustrating to have to keep monitoring the errata sections on the ICAEW website. If learning material is now stored digitally within the bookshelf, then it is a real-time document. Therefore, why can't errata be avoided by simply incorporating the corrections into the live study manuals? This equally applies to the question banks.

A: Errata sheets are updated regularly on the website to ensure they are kept up to date and relevant. We are not able to interfere with the content of the e-books once they have been purchased and annotated.

Q: Will the online permitted texts be updated for future exams? e.g., there is currently only 4 highlight colours which is not a lot

A: We will always take student feedback into account when we consider future development options

Q: Will we be able to make written notes on the hard materials (using a stylus) in bibliu?

A: We will always take student feedback into account when we consider future development options

Q: About highlighting and tabbing key areas how will this work for the exam? will our annotated online copies be within the exam software for us?

A: For open book exams students access the bookshelf in the exam and can use all the texts with personal notes, highlights etc.

Q: Can we use third party materials like ACA Simplified? I find these are written and structured much better than the official ICAEW materials.

A: You are free to study using third party materials. However, the rigorous authoring and review process in place for the ICAEW materials ensure that they contain every examinable topic. Also, if you are sitting an open book exam and you have not purchased the ICAEW learning materials, you will not be able to access them within the exam software.

Q: The digital materials do not allow proforma questions to be answered digitally (i.e., inputting answers in the boxes provided). Is this technical change in the pipeline?

A: This function is not currently available, but we will always take student feedback into account when we consider future development options

Q: I find that the 'Text-to-speech' option cannot be accurately placed on certain parts of text on Bibliu, meaning you must listen to a whole chapter, including learning objectives, small print etc. Please could this be improved?

A: You should be able to select a specific word, line, or paragraph for the text to speech function to read out. There is also the option to skip to the next line of text by selecting the 'next' arrow. If this functionality is not working for you in any way, please contact Bibliu directly to have them investigate.

Q: When using the search function in the audit standards book, I have noticed real delays in being able to move around. Within about one hour it crashed 5 times. Is this a bibliu problem or could this happen in the exam too?

A: If you found this when using the digital materials on the ICAEW Bookshelf, within Bibliu, then please do raise this with Bibliu.

If you found this when using the pdf version within the practice software, please contact the student support team so it can be investigated further.

Q: Has anyone had problems getting the links to access the study material? A colleague and I are in a back and forth with Kaplan and the ICAEW over who is responsible for getting us our materials as we have not had them yet.

A: My apologies that you are experiencing delays. If Kaplan are buying the materials for you then you need to ensure that they have purchased these and 'enrolled' you, so that you receive a confirmation email with a 'redeem your licence' link. Remember that this is sent from Digital.Learningmaterials@icaew.com, so may be in your junk email. Please also feel free to contact your tutor and ask that they liaise with ICAEW directly to resolve this.

Q: Is there a plan in the future to allow us to scribble notes on each page without using 'Note' function?

A: We will always take student feedback into account when we consider future development options

Q: We spend all day looking at a screen for work - for health reasons surely, we should also be provided paper copies to study with?

A: ICAEW are happy that the various display settings within the digital materials mean that you can adjust how you view the digital materials.

We will also always consider applications for access arrangements where there is medical evidence that states a student can only work with printed materials

Q: Why are only a few of the past papers included in the digital question bank? Are / will the digital books be updated?

A:

The ICAEW learning materials are updated and examiner reviewed every year to ensure that they are in line with the relevant syllabus and provide sufficient question practice.

For the 2021 edition, some of the past papers have been used to update the professional level mock exams. They were therefore not included within the question banks.

Q: Why can we not annotate the digital material like in Adobe pdf?

A: You can add notes and highlights in the bookshelf. You can also search your notes if you are looking for a specific annotation.

Q: Can we connect a laptop to an external screen for the exam? the software is very hard to read on a laptop?

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

Q: In Biblibu I liked that you could click on a heading and it would take you to the right page and where you needed to be but in the exam software it seems as though it is just PDF document that you need to control F to search... This makes it quite difficult to find the page you are looking for when there are 356 places that "quality control" is for example. Is this going to change in the real exam?

A: The PDFs of the permitted text that are accessible within the practice software show how you can view and access the information within the real exam. ICAEW can only encourage you to use the practice software to become familiar in how you will use the permitted text within the real exam.

Q: Will the search function be available during the exam?

A: Yes, you can search clean versions of permitted texts and use the search function in open book exams via the bookshelf. For open book exams you can take hard copy materials into the exam (e.g., notes, IFRS books)

Q: How does text to speech work in the exams for the obt?

A: Unless you have been awarded an access arrangement to allow this functionality, you will not be permitted to use the text to speech functionality of any text within your exams

Q: What is the bookshelf?

A: The ICAEW Bookshelf is where all your digital Learning Materials are stored.

Q: So, does this mean I can still access the books after 3 or more years using the same link?

A: ICAEW have no immediate plans on removing books from your ICAEW Bookshelf. However, it should be noted that these learning materials are published to provide information relevant for the specific syllabus of ICAEW exams.

Q: For some students who have difficulty reading digital materials (due to health issues/eye problems) - are there alternatives for those? I am finding it extremely difficult to use these digital materials after working on the computer for a whole day to only look at digital materials afterwards.

In addition - I am finding the digital materials to be less convenient and are increasing the amount of time I spend looking at questions in comparison to the previous paper versions due to constant flicking back and forth.

A: ICAEW are happy that the various display settings within the digital materials mean that you can adjust how you view the digital materials.

We will also always consider applications for access arrangements where there is medical evidence that states a student can only work with printed materials

Q: Can we still take old hard copies of prior year learning materials into the exams? What about general books such as IFRS standards/ Accounting Standards- are these allowed to be taken as hard copy or are they now digital only?

A: For open book exams you can continue to take in hard copy materials. The IFRS standards text is still hard copy only. Other permitted texts will be available within the exam software as a clean PDF.

Q: Are all students now sitting exams on a computer regardless of access arrangements? If not, then what is the plan for those students sitting on paper, please?

A: These are being considered and addressed on a case-by-case basis.

Q: Can students for the open book exams add their own notes to the bookshelf?

A: For open book exams students access the bookshelf in the exam and can use all the texts with personal notes, highlights etc. Students can also take in hard copy materials. For those exams that only allow certain permitted text - this will be a clean PDF of the materials included in the exam software - students cannot highlight or tab on the PDF but they can use the search and find function which is very useful. www.icaew.com/for-current-aca-students/exam-resources/permitted-texts

Q: For an exam like tax compliance, are we able to buy the tax tables book and take it into the exam?

A: The Hardman's will be available on screen in the exam.

Q: It is frustrating not being able to have more than one book open at once (i.e., the question bank and the Hardman's) - will this be resolved?

A: We will always take student feedback into account when we consider future development options

Q: Why are material links only sent out 2 weeks prior to course starting? I am doing advanced in July starting may and wanted to look at my material ahead of this starting.

A: Is your tuition provider purchasing the materials on your behalf? If so, you may want to check with them when they release the materials to students. Thanks

Q: If I make soft copy notes of the Learning materials, will I still be able to take these into the exams?

A: Any notes or highlights made within the ICAEW digital learning materials will be visible within your open book exams.

Q: Will you still be able to take hard copies of materials into exams?

A: For open book exams students access the bookshelf in the exam and can use all the texts with personal notes, highlights etc. Students can also take in hard copy materials. For those exams that only allow certain permitted text - this will be a clean PDF of the materials included in the exam software - students cannot highlight or tab on the PDF but they can use the search and find function which is very useful. www.icaew.com/for-current-aca-students/exam-resources/permitted-texts

Q: Has the cost saving of not providing study materials been passed on to our employers?

A: The combined cost of the ICAEW digital learning materials and the permitted text does offer a small saving in comparison to what they would have been in a printed format. This saving is reflected in the cost of the learning materials themselves, and so has been passed on to all who buy the materials.

Q: Bibliu issues - have to highlight the same sentence 5x for it to recognise what I have highlighted

A: Please raise this with Bibliu directly as they will be able to investigate and resolve.

Q: Do we need internet connection to view these?

A: If you download the Bibliu app, you can download your materials to be viewed offline.

Q: Will we receive digital versions of the books we previously received hard copies of?

A: No, it is the 2021 edition onwards that have been published as digital materials.

Q: Will you get access to all books or only exams you are currently taking? e.g., if I am doing TC, can I see principles of tax to revise assumed knowledge?

A: You will have access to any materials that you buy or are bought. For your example, you will not be provided Principles of Taxation if you have bought Tax Compliance materials.

Q: Am I right in thinking any highlighting you do on this isn't copied onto your copy for the exam?

A: For open book exams students access the bookshelf in the exam and can use all the texts with personal notes, highlights etc. Students can also take in hard copy materials. For those exams that only allow certain permitted text - this will be a clean PDF of the materials included in the exam software - students cannot highlight or tab on the PDF but they can use the search and find function which is very useful. www.icaew.com/for-current-aca-students/exam-resources/permitted-texts

Q: Dyslexics have issues tracking, which means when reading from screens it causes issues. Is there something to help with this? such as a movable line which follows the mouse?

A: There is not a function available within the Bibliu software. However, the digital materials have a speed reader function which allows individual words to be presented at a speed that suits the reader.

Q: When should we expect the books to appear on our Bibliu account? I am slightly confused as to whether these appear automatically in time for our college course start or whether we are meant to purchase these?

A: The digital materials need to be purchased either by you or maybe your employer to tuition provider. This will vary depending on the tuition provider and/or employer you have, so you should query this with them in the first instance.

Q: Will the highlighting and notes save once the document is closed or is this just for one session?

A: Your highlights and notes will be saved once made and available when you log in next time.

Q: Does Bibliu work with an iPad and an apple pencil for writing notes?

A: The digital materials do not allow for freehand note making on screen, but you can make notes by selecting this function within the software.

Q: How do we ensure that notes and highlights are always saved? I have experienced issues with logging back in and my notes not having been saved.

A: If you are working on a downloaded version of any of the learning materials and do not synch this with your online bookshelf you may find your notes and highlight would not have updated.

If you find this occurs and you are accessing your learning materials online, please raise this issue directly with Bibliu to investigate and resolve.

Q: How do we access the bookshelf I have not seen this before

A: You can access the ICAEW Bookshelf using this link <https://bibliu.com/users/saml/ICAEW> and log in using your ICAEW credentials.

Q: For our OBT in the exam do our highlights and notes stay on from when we have been revising? Same as we could highlight the physical copies prior to the change.

A: For open book exams students access the bookshelf in the exam and can use all the texts with personal notes, highlights etc.

Q: Can you add numerical and tables in the notes at all?

A: Yes, but not all formatting is compatible for example, grid lines of a table will not copy over.

Q: The interactive questions are difficult to complete as the boxes cannot be filled in.

A: We will always take student feedback into account when we consider future development options

Q: For Advanced level, how would digital bookshelf work?

A: The ICAEW bookshelf will be available via a link in the exam. This will link directly to your account and include any notes that you make.

Q: Can we take paper materials into the exam?

A: For all open book exams (Business Planning and Advanced Level) you can take in any hard copy material you wish.

Q: Mine does not work at that speed! Freezes when clicking between question and answer.

A: Any issues with the functionality of the learning materials should be raised with Bibliu

Q: Will there be an option to see your notes without having to click on them?

A: We will always take student feedback into account when we consider future development options

Q: As a resitter for AA, I have a hardcopy that I can access without technical glitches, can I use that instead?

I have noticed significant issues that prevent me from using the Bibliu software:

-The Bibliu software does not work properly on my work Windows machine taking approx. 2 minutes to load the search function and a further 2 minutes to switch between pages or alternatively it crashes.

-The alternative is to use my personal computer which is a mac for which there are similar slow issues on the web version and no ability to download the bookshelf. I am nervous that this basically means I will not be able to properly use the bookshelf to prepare for my exam and it will be too slow to function in a sensible way for me to use in the exam.

A: you will not be permitted to take in any hard copy materials into you 2021 AA exam. The Auditing Standards will be available to access within the exam software as a PDF. We have replicated how this will look and function within the practice software which is available to use now.

Any issue you have when using the digital materials should be raised with Bibilu - it should not have excessive lagging when trying to search and should not crash.

Q: Can we bring hard notes in exam or do we have to buy the digital material for referring in the exam?

A: You can only take hard copy materials into open book exams, and for the FAR IFRS exam you are permitted to take in the IFRS Blue Book. You will not be able to take any hard copy materials into any other ACA exams.

Q: Is it possible to add more highlight colours? It will be great to have more colours to choose from.

A: We will always take student feedback into account when we consider future development options

Q: Text to speech would be better if it worked on selected text, I think

A: You can select specific text to be read by this function.

Q: Are we able to still bring in our own handwritten notes/diagrams etc?

A: For open book exams, yes - you can take in hard copy materials

Q: Will materials be available electronically for exams already taken, such as FAR and AA? So that all materials are available in one place.

A: You are free to purchase any of the available digital materials

Q: Do we still receive question banks?

A: Yes, the learning material bundles include a workbook, question bank and any relevant permitted text, except for the IFRS Blue Book which must be purchased direct from the IFRS Foundation

Q: Is this available offline?

A: The digital materials can be downloaded using the Bibliu app.

Q: Can we still take in hard copy / paper notes?

A: For open book exams students access the bookshelf in the exam and can use all the texts with personal notes, highlights etc. Students can also take in hard copy materials. For those exams that only allow certain permitted text - this will be a clean PDF of the materials included in the exam software - students cannot highlight or tab on the PDF but they can use the search and find function which is very useful. www.icaew.com/for-current-aca-students/exam-resources/permitted-texts

Q: A lot of us learn from 3rd party providers e.g., BPP, will their notes be uploaded to the bookshelf or can we only learn from ICAEW materials?

A: This function is not currently available, but it is something that we are investigating

Q: Can we add our own materials to the bookshelf? For example, notes purchased from a tuition provider.

A: This function is not currently available, but it is something that we are investigating

Q: When adding comments, can we make them visible on the face of the material?

A: We will always take student feedback into account when we consider future development options

Q: Will we need internet access to access this, meaning we cannot go away for a week to study somewhere quiet and away from distractions?

A: You can download the Bibliu app which can be used offline.

Q: Do we have writing options built in? i.e., we will be able to scribble manually on it

A: This function is not currently available, but we will always take student feedback into account when we consider future development options

Q: Given we are encouraged to use digital learning materials; the interactive questions do not give the option to complete online. Bit counterproductive as we will need to write these answers on paper before going to the answer.

A: We will always take student feedback into account when we consider future development options.

Q: Is it possible to have the question bank open beside the textbook?

If not how helpful will this be to need to scroll between two textbooks?

A: This function is not currently available, but we will always take student feedback into account when we consider future development options

Q: Do we still get the permitted text's in hardcopy?

A: Permitted texts for Tax Compliance, Audit and Assurance and FAR UK GAAP are digital. These will be clean copies. The IFRS standards book is still hard copy for FAR IFRS.

Q: Will this also affect the case study?

A: You will be able to purchase the Case Study materials in the bookshelf from now. In your exam, you will have a link to the bookshelf.

Q: What happens if you need to do a resit and therefore already have hard copy materials, will we need to purchase the digital copy to get it into our library?

A: ICAEW can only ever recommend study for an exam using the relevant edition of the learning materials i.e., the 2021 edition of the learning materials for the 2021 exams. In this case, the relevant edition is the digital learning materials available now. If you do not buy the materials, they will not be available for you to access them within any open book exams.

Q: We still consider the electronic learning materials very inconvenient since all our ACA classes are given offline in classroom, it is not always available for us to take digital devices to the classroom. So how can we print out the study manual and QB? Hard copies are still very necessary for us.

A: From the 2021 edition onwards, the ICAEW learning materials are a digital product. You can access them on varying devices, from your laptop to your mobile phone. There is not a function that allows you to print the materials yourself.

Q: Hello, the hardMans seems really hard to navigate around?

A: If you are experiencing any issues with the functions of the digital materials please raise these with Bibliu to investigate further

Q: Previously my tuition provider has provided me with the learning materials, will this no longer be possible?

A: It is possible. Your tuition provider can still purchase on behalf of their students. They have instructions on how to do so.

Q: Any consideration for permitted texts in hard copy? These texts can be used in multiple exams and in day-to-day work and are easier to navigate in physical copy.

A: All permitted texts, except for the IFRS Blue Book, are now a digital product. The content of the digital permitted texts is available to access within all relevant exams, and you can log into your ICAEW Bookshelf anywhere on varying devices.

Q: Are you allowed to take hard copy materials in the exam for open book exams?

A: yes

Q: Will the new exam software be integrated with the question bank like the CBE software was? At the moment only a blank practice software demo is available

A: Questions from the question bank are available within the practice software, please go to [icaew.com/examresources](https://www.icaew.com/examresources)

Q: In the exam are the permitted texts going to have our notes on from Biblibu or will it just be a blank PDF?

A: you will be able to access your personal ICAEW Bookshelf in open book exams, and therefore be able to see your notes and highlights. For AA, TC and FAR UK GAAP exams, you will be provided with a PDF of the permitted text to use. This has been replicated within the practice software specific for each of these exams. Take a look at [icaew.com/examresources](https://www.icaew.com/examresources)

Q: May we have these guidelines in video as well. Sent to us. So that we can benefit from it after this meeting.

A: it will be uploaded on to the ICAEW website, keep an eye out for your student alerts to when it is available

Q: If doing a resit on an open book exam, are you still able to take hard copies into the exam?

A: It depends on the exam. For open book exams, yes; you can take in any hard copy materials you like subject to space restrictions. For FAR IFRS, you will be able to take in your IFRS Blue Book. If you are sitting any other exams, then no; you will not be allowed hard copy materials in the exams.

Q: I have already purchased study packs (hardcopies). How can I get additional contents, pls.

A: ICAEW can only recommend using the correct edition to study for the respective exams i.e., the 2021 edition learning materials for the 2021 exams

Q: I used Kaplan, will I be able to access the material or do I need to buy separately?

A: This will depend on your agreement with Kaplan. Please check with them as to whether they will be buying the materials for you, or if you will need to buy the ICAEW materials yourself.

Q: Do you need a constant internet (Wi-Fi or mobile data) to be able to access the digital bookshelf?

A: You can download your materials for you to access while you are offline

Q: Can you confirm that in the exam we have access to our own highlighted version of the standards, if so, how does this work if we have edited the downloaded version?

A: Open Book exams will have a link to your own personal ICAEW Bookshelf. This will be the online version of your ICAEW Bookshelf. You must therefore ensure to synch any offline work with your online bookshelf before your exam.

Q: How long will each set of materials stay available? Do 2021 materials disappear in 2022?

A: We do not currently have any plans to remove materials from your ICAEW Bookshelf.

Q: Surely this will cause a lot of anxiety if we use this digital software for revision and all our notes are on there, causing anxiety on the day of the exam in case it does not appear?

A: Please be assured that we have had multiple, rigour testing and pilot tests to ensure that your exams will run exactly as they are meant to.

Q: Will the Case study still be printed and sent out?

A: The Case Study AI will still be printed and distributed before your exam. The Case Study learning materials are also digital and are available to buy now.

Q: How does this work for students re-sitting? Can we just bring in paper materials we already have?

A: ICAEW can only recommend using the correct edition to study for the respective exams i.e. the 2021 edition learning materials for the 2021 exams

You can take hard copy materials into you open book exams, and will be permitted to use your hardcopy IFRS Blue Book in your FAR IFRS exam. You will not be permitted to take hard copy materials into any other exams.

Q: I received the link and can see the books but cannot open them it just says error after the consent screen

A: Please raise this with the ICAEW student support team to investigate further.

Q: Can I download my digital book as well?

A: you can download the digital materials us you use the Bibliu app. Be aware that you will need to synch your offline products with your online ICAEW Bookshelf to ensure any notes/highlights are visible with your open book exams.

Q: is it possible to have at least two devices log in to the bookshelf at the same time

A: This function not currently available but we will always take student feedback into account when we consider future development options.

Q: I am re-taking business planning & taxation. Can I still take my hard copy of my question bank into the exam?

A: As BPOT is an open book exam, you can take in any hard copy materials you wish, subject to space restriction. However, ICAEW can only ever recommend you use the relevant materials to study for your exams, i.e., the 2021 edition for the 221 exams.

Q: The account access to ICAEW bookshelf is the same with my ICAEW student account, or it is separate?

A: you should use your ICAEW credentials - those used to log into ICAEW.com and your training file - to register and then access your ICAEW Bookshelves. If this is not the case, please contact student support.

Q: Surely this defeats the purpose of a digital bookshelf if it is not live. I would strongly recommend the ICAEW to amend this policy to make it more user friendly. It would save both students and lecturers a lot of time by avoiding the need to constantly monitor the errata section on your website and avoid printing errata sheets.

A: While this function is not currently available, we will always take student feedback into account when we consider future development options

Q: By clean PDFS - just that mean all highlighting and tabs are removed?

A: By clean PDF, we mean a completely different file to the digital products that you access on your ICAEW Bookshelf. As it is a separate file, it will not contain any notes or highlights.

Q: For those who failed an exam and want to resist it without buying the new material, will the already bought, hardcopy material be also available digitally?

A: ICAEW can only recommend using the correct edition to study for the respective exams i.e., the 2021 edition learning materials for the 2021 exams

You can take hard copy materials into you open book exams and will be permitted to use your hardcopy IFRS Blue Book in your FAR IFRS exam. You will not be permitted to take hard copy materials into any other exams.

Digital materials will not be automatically provided to resist student in 2021.

Q: Can I write the annotation by stylus pen? I prefer this way to write any important note.

A: This function not currently available but we will always take student feedback into account when we consider future development options.

Q: Clean PDF in the exam. This is a serious disadvantage - we used to be able to take our own notes and annotations in on our permitted texts?

A: All students will be using the clean PDFs in the respective exams and while there will not be annotations or highlights, there will be a search function. The practice software has been provided to show you how this will look and function within your exams. Look at [icaew.com/examresources](https://www.icaew.com/examresources).

Q: For Case Study is there an option to print the advanced information? I find that reading through a booklet is far easier than reading online and scrolling through documents.

A: The Case Study advance information will be available on [icaew.com/casestudy](https://www.icaew.com/casestudy) from 8 June for the July exam. You can print this and take it in to the exam, as Case Study remains an open book exam - more information available at [icaew.com/permittedtexts](https://www.icaew.com/permittedtexts). Thanks

Q: If resitting BPT in June, will we need to purchase more up to date material onto our bookshelf?

A: Our learning materials run per calendar year, and so the 2021 edition is aligned with the 2021 syllabus and exams. ICAEW can only ever recommend that the correct edition of the learning materials is used to study for the respective exams.

If you wish to access the 2021 digital learning materials in your ICAEW Bookshelf within your BPT exam, you will need to either purchase the learning materials yourself or have your employer or tuition provider buy them for you.

Q: We will not be able to bookmark pages in the materials allowed in the exam, weren't the previous years permitted to use sticky tabs?

A: For open book exams, you will be able to access your personal ICAEW Bookshelf, and your own notes and highlights.

Q: How is it fair with hard copy open book texts you could highlight and tab however we are now no longer allowed?

A: For open book exams, you will be able to access your personal ICAEW Bookshelf, and your own notes and highlights.

Q: So previously we were able to bring in a tabbed highlighted reference text in, do you think there will be any impact of student only receiving a clean copy for the exam.

A: For open book exams, you will be able to access your personal ICAEW Bookshelf, and your own notes and highlights

Q: I have booked into college (with Kaplan) for the first two Advanced Level exams, due to start in May. I have not received any link for the e-books. Shall I wait to closer to the time or should the link have been sent to me already?

A: Your tuition provider or employer may be buying the materials for you - you should check in with them in the first instance.

Q: During the exams, will we be allowed a whiteboard and a calculator (physical)? Or will we have to do it all on one screen? I have talked with people that took these exams during the first lockdown and their feedback was not great.

A: Please check your Instruction to Candidates for all information on what is and is not permitted in your upcoming exams.

Q: What do you mean "subject to space restrictions"?

A: If you are sitting your exam in an exam centre, desk space can be restrictive, and you should consider this when deciding what hard copy materials to take into your exam.

Q: Will BPT had Hardmans Tax Rates as a clean pdf or will it just be what is in your own bookshelf?

A: As BPT is an open book exam, you will have access to your ICAEW Bookshelf, and all digital materials held there. As such you will not be supplied with a clean PDF of Hardman's TRTs in the exam software

Q: Will we be able to use two screens during the exam so that we can refer to digital reference materials and type in the answer book at the same time?

A: Please refer to your Instructions to candidates as to what is and is not permitted within your exams

Q: Will our annotated version of the question bank be available within the personal ICAEW bookshelf for the advanced stage exams?

A: For open book exams students access the bookshelf in the exam and can use all the texts with personal notes, highlights etc. Students can also take in hard copy materials. For those exams that only allow certain permitted text - this will be a clean PDF of the materials included in the exam software - students cannot highlight or tab on the PDF but they can use the search and find function which is very useful. www.icaew.com/for-current-aca-students/exam-resources/permited-texts

Q: Does the search function still work when using it during the advanced level exams?

A: Yes.

Q: Is there any 'space restriction' when sitting remote exams? (i.e., do all your materials need to be always visible to the camera). Cheers

A: Please refer to your Instructions to candidates as to what is and is not permitted within your exams

Q: Does this mean that we are not allowed our IFRS Standards hard copy books (that we have tabbed) in our FAR exams?

A: The IFRS standards book is still hard copy (for Financial Accounting and Reporting) so yes, you can take those in.

Q: Would there be a question bank on the software for us to practice the questions on the software with the questions embedded please?

A: Yes, this is available now, please go to icaew.com/examresources

Q: What is the quickest way to find your bookshelf when you are in your dashboard?

A: Go to <https://bibliu.com/app/#/library>. We are working on adding a link to the bookshelf within your dashboard.

Q: For open book exams, the general feeling from students that I am hearing is that e-books are not as beneficial as hard copy books i.e., too much screen time, more difficult to annotate, less personal. What if this effects overall exam performance?

A: We will be monitoring exam performance very closely and considering the digital learning materials as well as the new exam software.

Q: Can we use Kindle?

A: Bibliu is not compatible with Kindle

Q: Will we be able to access the materials without needing internet?

A: Yes. You can download content to any device.

Q: My AA books are lagging. what should I do?

A: eBook functionality issues should be raised with Bibliu - please get in touch as they will be able to investigate further.

Q: Once the material is bought will it be updated automatically next year?

A: Yes, if you have a 2021 edition, you will be given the 2022 edition of the same book.

Q: Why can you not highlight and annotate on the hard copies that you take into your exam? When can you make any annotations on the digital versions?

A: The same regulations remain in place for the exams - so exams where a specific text is permitted you will not have access to notes and highlights you make in your digital learning materials, as you will be given a clean PDF in the exam or, for the FAR IFRS exam, you are not permitted to annotate the

book. You can annotate and highlight and make notes on your digital learning materials as you are only allowed access to these in your open book exams.

Q: I am confused. For my AA and FAR exam, I have highlighted and tabbed my permitted texts as we could. Are you now saying we are not allowed to bring these into the exam?

A: You will not be able to bring in hard copy materials to exams with permitted texts. There will be a blank version included in the exam on screen - you can search specific areas using ctrl+f.

Q: What would happen in the event that bibliu is unavailable on exam day? say it has too much traffic and shuts down?

A: Bibliu is an international digital publisher working with thousands of institutions and even more individual users. As such they have robust systems in place to avoid a complete outage for all its platform. However, if this did happen during your exam, you would be able to apply for special considerations. Check your Instructions to Candidates on what you should do if something goes wrong during your exam.

Q: Are we able to search through the PDFs of the open books during the exam in the same way as we do with the Bibliu app?

A: No - look at the practice software to see exactly how the permitted text PDFs will look and be searchable within the exam software

Q: You have said that this will help people who are dyslexic. As someone who is dyslexic this will make my learning experience 1000% more difficult. Can I apply to still be able to have the hard copy materials? I asked this on your chat function on your website, but they did not seem sure and just said to apply through the usual means?

A: Yes, you can apply for access arrangements, please include medical evidence that supports your application for hard copy only study

Q: I already have hardcopy of adv level, I had taken for Nov 2020 exam but due to medical reason I did not give the exam. Can I refer the same books for July exam?

A: ICAEW can only recommend using the correct edition to study for the respective exams ie the 2021 edition learning materials for the 2021

Q: I emailed the student support, but I am waiting for an answer. Whenever I open my AA auditing standards permitted textbook, it keeps lagging and my entire Bibliu website starts hanging.

A: Functionality issues within Bibliu and digital materials should be raised with Bibliu for them to investigate further.

Q: Just to clarify, are we no longer able to highlight and tab our permitted texts? For e.g., AA permitted text we were able to highlight, underline and tab pages - this won't be possible with our digital permitted texts?

A: You will be able to highlight and make notes within the digital learning materials

Q: Is there any plan to add further functionality in the future? For example, support for stylus / iPad pencil / similar so that we could write notes on?

A: Yes.

Q: At present, when viewing the bookshelf, all the texts appear to be mixed. It would be easier on the eye to locate material if the study material and question banks could be separated, including levels such as professional and advanced etc.

A: We will always take student feedback into account when we consider future development options.

Q: When students register in the future, will they be invited to register for Bookshop, or is this something we need to prompt them as an employer to register for?

A: If students need to buy materials for themselves, they will be prompted to register with the Bookstore at the time of purchase. They will not need to register for the Bookshop if they are being bought the learning materials by their employer or tuition provider.

Q: On the mobile Bibliu app will we be able to highlight/annotate with a stylus on a tablet?

A: I do not believe this function works with a stylus.

Q: Which category does the End Point Assessment apprenticeship exam fall into? Are we still allowed to take in our personalised exam files that we put together ourselves with our own written notes?

A: The End Point Assessment is an open book exam so you will be able to bring in any hard copy materials that you wish.

Q: Is the search function available for own notes when accessing the materials during an open-book exam?

A: Yes - you will be accessing your own ICAEW Bookshelf and all the functionality there.

Q: Are we allowed to bring in an open book exam hard copies of other publications of the materials such as BPP, Kaplan etc?

A: Yes, you can bring in any hard copy materials for open book exams

Q: Can you still take in paper copies if you have them?

A: ICAEW can only recommend using the correct edition to study for the respective exams ie the 2021 edition learning materials for the 2021

Q: Could we be able to print books from the bookshelf?

A: No, this function is not available.

Q: The text to speech function is very robotic, it's difficult to pick up complex topics listening to a robotic voice. Is there a way to humanise this?

A: We will always take student feedback into account when we consider future development options

Q: Can we highlight and put tabs on the FAR IFRS blue books?

A: Yes, in line with the guidance found on [icaew.com/permitteditxts](https://www.icaew.com/permitteditxts)

Q: Will there be a webinar about remote examinations? I feel more information is required aside from the email.

A: More information will be released this month to help everyone taking a remote Professional Level exam in March. Information is also available on the qualifications. coronavirus hub - [icaew.com/qualificationshub](https://www.icaew.com/qualificationshub)

Q: Is there anyway of physically writing workings for professional level exams, e.g., using a whiteboard like with the certificate level ones, as some people may prefer to write down workings rather than use digital note papers?

A: Please check your Instruction to Candidates for all information on what is and is not permitted in your upcoming exams.

Q: When should we expect to be able to access to our materials online for the July advanced level exams?

A: The Advanced Level learning materials are available to buy now. If you are being bought the materials by your employer or tuition provider, please ask them when you can expect to receive your materials.

Q: At what point do we have access to the bookshelf as i start my college tuition before i book onto the exam?

A: access to the ICAEW Bookshelf is not dependant on exam bookings. The learning materials are available to purchase now. If you are being bought the materials by your employer or tuition provider, please ask them when you can expect to receive your materials.

Q: What is the risk of our eBooks being deleted due to any software issues?

A: Bibliu is an international digital publisher working with thousands of institutions and even more individual users. As such they have robust systems in place to avoid loss of products and similar issues on their platform. a complete outage for all its platform. However, if you have any issues with the ICAEW Bookshelf or functionality within the materials themselves, please do contact Bibliu directly.

Q: For the TC exam, with the hardman's now not being able to be highlighted, will the exam be of the same difficulty?

A: The format in which the exams are presented to students is always a considering when writing the exams. While you will not have access to a pre-highlighted and tabbed copy of permitted texts, you will have access to a search function.

The practice software has been produced to show how the permitted texts will appear and be used within the real exam software.

Q: How are we supposed to 'practice' when many of us do not receive access to the books until very shortly before the exams (e.g., my training provider would send out materials 2 weeks in advance of the certificate level exams or 4 weeks before professional level). This means I will not have the ability to 'practice' as you have recommended.

A: ICAEW ensures the learning materials and practice resources are made available in plenty of time for the exams. For example, the 2021 certificate level materials were available to order in October 2020. If you are waiting for learning materials from your tuition providers, this should be addressed with them in the first instance. ICAEW are happy to assist you in this; please raise with the student support team.

Q: Are there key learning objectives at the beginning of each chapter as they tend to do in the USA?

A: Yes. The key learning outcomes are listed at the start of each chapter.

Q: Will all your Training Providers be training students using this software?

A: Yes.

Q: As we can make notes on the digital platform, will there be issues with this saving?

A: Bibliu is an international digital publisher working with thousands of institutions and even more individual users. As such they have robust systems in place to avoid issues such as this. However, if you have any issues with the ICAEW Bookshelf or functionality within the materials themselves, please do contact Bibliu directly.

Q: What is the charge for buying permitted texts only, without study manual and question bank?

A: The permitted texts can only be bought alongside the respective workbook and question bank

Q: This webinar is at the start if the implementation, given we are not in class in the physical sense and doing all classes online, can we do these webinars again in a month or so and give feedback? I feel that we can give valuable feedback as we continue our studies with the Digital books going forward. If we do have issues going forward - is it best to raise to our tutor or will there be a separate team to raise issues to?

A: Yes, we are planning ongoing consultations and feedback so would be happy to get you involved. You can go through your tutor or employer. Look out for emails from us about how to get involved.

Q: Are tuition providers also going digital?

A: We cannot dictate how our tuition provider choose to provide their materials. However, they do have access to the same digital materials as you do as students.

Q: I have accessed my bookshelf using the link, but my materials aren't on there and I am studying with BPP, why would this be?

A: Please raise this with Bibliu directly as they will be able to investigate and resolve.

Q: So, we can only login and access via our ICAEW accounts rather than our college account?

A: To ensure that you can access your ICAEW Bookshelf within your open book exams, it is important that your ICAEW Bookshelf be registered with your ICAEW log in details - so the ones that you use to log in to icaew.com and our training file.

Q: Are we able to access the bookshelf offline once one purchases the book they want or only accessible using internet connectivity?

A: Yes. Content can be downloaded.

Q: When do you expect the functionality to upload tuition providers' notes to the bookshelf to be added?

A: As this is still being discussed we are not able to provide timescales for this development.

Q: Kaplan have told us they have sent us a link to redeem our books, but we have not received the emails. Who should we contact to solve this issue? Kaplan / ICAEW. We have been trying to get this sorted for over a week with no avail.

A: Firstly, check your inbox and any junk/spam folders for emails from Digital.learningmaterials@icaew.com

As Kaplan have purchased the materials, and are saying they sent the materials to you, it must be discussed with them in the first instance. However, please feel free to ask that they contact ICAEW to discuss further and troubleshoot what may have gone wrong here.

Q: So, in open book exams like BPT... if I make notes in like the question bank will I be able to see my notes in the exam??

A: Yes.