



Access arrangements – guidance

ICAEW wants to assess your knowledge and skills transparently and fairly. We appreciate that exam conditions may be difficult for some students so we offer access arrangements if you have a short-term or long-term impairment, disability or health condition, are pregnant, breastfeeding or need to observe daily prayers.

If you intend to apply for access arrangements for a specific learning difficulty (SpLD) please refer to the [access arrangements for exams](#) information on our website.

WHAT ACCESS ARRANGEMENTS ARE AVAILABLE?

We will do what we reasonably can to meet your needs. Common arrangements include:

- giving you rest breaks;
- giving you extra time;
- using a scribe (writer) or someone to read to you.

Some arrangements cannot be granted for short term conditions. Rest breaks or extra time for short term conditions will be a maximum of 17%.

Let us know if your condition means you may need to use equipment that you own or that your employer has provided for you, or if your condition restricts you from travelling.

HOW DO I APPLY FOR ACCESS ARRANGEMENTS?

Please upload the below information to my.icaew.com/examsonline:

- a covering letter explaining why you are applying for access arrangements;
- the medical report form *Application for access arrangements: supporting evidence* which should be completed by the appropriate medical expert; and
- any additional supporting evidence that will help us consider your application; if we understand your difficulties, we will be able to help you more effectively, for example from your employer or tuition provider.

WHAT INFORMATION DO I NEED TO INCLUDE?

Please send us the above documents with the relevant sections filled out by a registered medical practitioner who has treated you. This will usually be your normal doctor or the medical specialist treating you for your condition. We will only accept diagnoses and recommendations from qualified medical practitioners. We won't accept a diagnosis from a nurse, practitioner of complimentary health, or occupational health advisor - although we'll consider this evidence together with a diagnosis from a doctor. In almost all cases the medical practitioner will have seen you in person, and the diagnosis must be up-to-date.

Your evidence must be current and must explain as clearly as possible what the particular difficulties you may encounter are, and the arrangements that would help you overcome them. For example, telling us that 'extra time will be required' is not enough. We need to know how much time and why this is needed; eg, 'five minutes extra time per exam hour is required to allow stretches to be carried out'. We will not accept applications which do not fully evidence the circumstances and the resulting recommendations.

HOW WILL ICAEW REVIEW THE APPLICATION?

If your application meets the criteria set out in this document, ICAEW will make an independent and fair decision on the arrangements which we can provide. This means that the arrangements we award may be different to those recommended by your doctor, or those you were granted by another organisation or university, as professional exams are subject to different regulations. The type and extent of any access arrangements you are awarding are at the discretion of ICAEW.

Arrangements which are made on a temporary basis will require you to apply again when your award expires if necessary. Please ensure any current evidence is submitted before the deadline of your chosen exam session.

WHEN DO I NEED TO APPLY?

We recommend that you apply as soon as possible. This means you should apply when you register as a student with ICAEW, or as soon as you are aware that you may need arrangements.

Certificate Level exams

Please apply for access arrangements at least 21 working days before your intended exam date, and do not book your exam until arrangements have been confirmed. Our process may take more than 21 working days during peak periods, if you are requesting complex arrangements, or those which require more information.

For Certificate Level exams we cannot consider any short-term problems that occur immediately before an exam. Instead, you will need to defer and book another date. If a problem affects you during the exam, you may be eligible for special consideration. [Find out more.](#)

Professional and Advanced Level exams

For each exam session the access arrangements application deadline is the same date as the exam applications deadline. As applications take 21 working days to process we recommend that your completed application be submitted to us no later than 21 working days before the exam entry deadline, this will allow us to fully consider of your application, time for you to provide further information should it be requested and put approved arrangements into operation for your exams.

We are able to accept applications until the deadline date, however, please consider that we may not have sufficient time to inform you of any discrepancies in your application to allow you to obtain any further information should it be required. We will not be able to process your application if we receive it after the deadline for that exam session.

If you do have a condition which arises after the deadline, you should contact us immediately so we can advise you on the best course of action. You may need to consider whether to defer your exam. [View all key exam dates and deadlines.](#)

WHO SHOULD I WRITE TO?

In order to apply or make an enquiry for access arrangements, please [visit my.icaew.com/examsonline](https://my.icaew.com/examsonline) and click on 'Apply for Access Arrangements'.

HOW LONG WILL MY APPLICATION OR ENQUIRY TAKE TO PROCESS?

We will review your enquiry or application and aim to provide a response within 21 working days; in some circumstances this can take a little longer. We will then let you know if your application can be approved, or if we need more information.

If we need more information, we will write to you telling you what you need to send us. Once we've received the information we need, we will deal with your application within our published timescales.

Some complex access arrangements take longer to arrange. If we're not able to meet your needs on the date you have chosen, we'll work with you to offer alternatives or inform you of the next exam session when we can accommodate your needs.

ARE ACCESS ARRANGEMENTS AVAILABLE AT ALL EXAM VENUES?

We can accommodate most access arrangements in your chosen exam venue. We recommend that you apply for access arrangements as early as possible to secure the arrangements you need at the centre of your choice. If you are granted access arrangements after applying for an exam session, which cannot be accommodated in the venue you have applied to, your booking may be transferred to a different centre.

- Students will be accommodated with other students in the venue of their choice, regardless of whether they also have access arrangements.
- Students awarded the 'sole occupancy' arrangement type are provided with their own room as standard. If you are awarded sole occupancy, there may be two invigilators present.

The information pertaining to venues covers the vast majority of access arrangements students. However, if your requirements are complex we will discuss individual arrangements with you.

CONTACT US

For more information on access arrangements, please visit the [access arrangements for exams](#) information on our website.

If you are unhappy with the outcome of your request, please let us know by submitting your enquiry online at my.icaew.com/examsonline, explaining clearly the reason for your dissatisfaction along with any additional evidence.