

# Student Terms & Conditions for Remote On-Demand CBEs

Think Ahead

ACCA

Applicable to remote on-demand Computer Based Examinations scheduled on or after 2 December 2021. If you book an exam on or after 2 December 2021, you are confirming to ACCA that you have read this terms & conditions document and that you have agreed to and will comply with its contents, any non-compliance may result in you not being able to book your exam or your exam being invalidated.

Additionally, you are confirming that you have read and agreed to the [Exam Regulations](#) and [Exam Guidelines](#) contained in this document, and any non-compliance with these may result in ACCA taking disciplinary action against you.

This document must be read and understood in full, by each student, prior to sitting each computer-based exam at home.

## EXAM DEFINITIONS

TERM	DESCRIPTION
Centre-Based Exams	On Demand or Session exams taken in an exam centre or learning provider premises
Remote Invigilated Exams	On Demand or Session exams which are taken remotely using a remote invigilation platform such as ProctorU, Pearson VUE or ATA.
On Demand Exams	ACCA Diploma in Financial and Management Accounting (RQF Level 2) (FA1 and MA1), ACCA Diploma in Financial and Management Accounting (RQF Level 3) (FA2 and MA2), ACCA Diploma in Accounting and Business (RQF Level 4) (FBT, FMA and FFA), (Business and Technology (BT), Management Accounting (MA), Financial Accounting (FA), and Corporate and Business Law (LW-ENG) and (LW-GLO)
Session Exams	Foundations in Accountancy: Foundations in Audit (FAU), Foundations in Financial Management (FFM), Foundations in Taxation (FTX). Applied Skills: Performance Management (PM), Taxation (TX), Financial Reporting (FR), Audit and Assurance (AA), Financial Management (FM), Diploma in International Financial Reporting (DiplIFR), Technician Role Simulation (TRS), Corporate and Business Law (LW). Strategic Professional level of award: Strategic Business Leader (SBL), Strategic Business Reporting (SBR), Advanced Performance Management (APM), Advanced Taxation (ATX), Advanced Audit and Assurance (AAA), Advanced Financial Management (AFM)

To help you apply these definitions here are some examples:

- If you are a candidate taking Financial Management and Accounting through remote invigilation this is classified as a Remote Invigilated On Demand Exam
- If you are a candidate taking Foundations in Audit at an exam centre you are taking a Centre-Based Session Exam

## 1. PROCEDURE TO BOOK YOUR EXAM

In order to book your exam, you must:

- Be registered as a student with ACCA and have no outstanding fees.
- Read the [Student Information Sheet](#).
- Read the [device minimum specification requirements](#) and ensure the device you will be using to take your exams meets these requirements.
- Be able to run the [ProctorU invigilation software](#).
- Register, book and pay for your exam with the British Council.
- Download ACCA's Exam Software & agree to the [End User Licence Agreement](#). (ACCA will send your log in details to install this software directly to you via email 2-3 days in advance of sitting your exam)
- Download ProctorU's remote invigilation/proctoring software.

## 2. REMOTE INVIGILATION/PROCTORING

2.1 You agree and understand that:

- Recordings will be stored securely and will be erased when no longer required.
- Photo Identification images are deleted immediately after the exam is complete; however, the webcam photos of students are retained.
- For the sole purposes of conducting the exam and related post-exam activities, some of your personal data will be collected and stored securely on British Council and ProctorU systems.
- ACCA have the right to view, store and distribute (to those associated with investigating suspicious activity and/or involved in disciplinary proceedings in accordance with ACCA's Complaints and Disciplinary Regulations) exam recordings/AI and proctor reports when there has been unusual or suspicious activity identified by AI or the remote invigilator/proctor during an exam, and this may be used as evidence at disciplinary hearings.
- If unusual or suspicious activity is identified the remote invigilator/proctor may opt to terminate your exam session, this may result in your exam result being withheld or invalidated and/or your exam fee being forfeited.
- You may be asked at various points in the process to read and confirm you understand the Data Privacy policies of the British Council and ProctorU.

## 3. DURING THE EXAM

3.1 You agree and understand that:

- You must comply with the [Exam Regulations](#) and [Exam Guidelines](#) (detailed below, also available on ACCAGlobal.com).
- Your screen will be locked down to ensure that only the exam software runs.
- You cannot use the on-screen calculator function.
- The keyboard and mouse must only be used for the purpose of answering questions. Any key presses not for the purpose of answering questions are prohibited.
- You cannot be disturbed by anyone. Anyone entering the room during the exam could result in termination of the exam.
- Your full face must be visible clearly in the centre of the screen during the duration of the exam.
- You must not at any point cover the webcam during the duration of the exam, if you do so this will result in termination of the exam.

## 4. POST EXAM

- 4.1 The result displayed on screen at the end of your exam is provisional until it has been confirmed by ACCA via your Exam Results service.
- 4.2 You must uninstall the ACCA Exam Software from your device as instructed by your exam invigilator/proctor.

## 5. EXAM SLOT AMENDMENTS & CANCELLATIONS

- 5.1 The British Council are responsible for administrating your exam booking, taking payment of your exam fee and processing any necessary refunds (If you need to amend your email address provided during registration or if there are any typos in your personal details provided to the British Council, you must complete and submit the following online [Amendment Form](#)).
- 5.2 ProctorU are responsible for scheduling your exam time slot, administering cancellation of your exam at your request, amendment of your exam time slot at your request and remote invigilation of your exam.
- 5.3 If you need to amend your exam time slot or cancel your exam you must log into the ProctorU system and perform this task directly with ProctorU.
- 5.4 Any queries or complaints should be referred to either the British Council or ProctorU in the first instance before contacting ACCA.
- 5.5 Where an exam is suspended, cancelled or otherwise nullified by ACCA (the examining board), it shall apply its compensation policy as follows:
- If an examination paper(s) attempt is suspended, cancelled or otherwise nullified by the examining board (at any stage, whether before or after the examination sitting itself) ACCA will waive the fee (or part of it) for the next attempt at the paper(s) unless such suspension, cancellation or otherwise is caused by an epidemic, pandemic or any other event against which ACCA is unable to obtain insurance on reasonable commercial terms.

- Due to the nature and complexity of operating professional examinations, ACCA reserves the right not to reschedule any examination or offer any compensation other than as specified above.

## 6. REFUNDS

- 6.1 The British Council will ask you to read and confirm you understand their exam refund policy prior to booking your exam. This policy sets out clearly the circumstances in which you may be entitled to a refund for your exam fee.
- 6.2 You should contact the British Council to discuss and/or request any refunds (If you have registered to sit the wrong exam, please look at the British Council's Cancellation and Postponement [Terms and Conditions](#)).
- 6.3 If you have to cancel your exam and you want to apply for a refund, you will need to complete the British Council's [Cancellation and Refund form](#)).

## EXAM REGULATIONS

Taking your ACCA exams is part of your journey towards becoming an ACCA professional accountant and we therefore expect you to act in a professional manner when taking your exams.

The following Exam Regulations apply to candidates sitting Centre and Remotely-Invigilated On-Demand and/or Session Exams, as well as those taking internally assessed ACCA courses.

1. You are required to adhere at all times to ACCA's Rulebook, the Exam Regulations and Exam Guidelines. If you are found to be in breach of any of the Exam Regulations or fail to adhere to the Exam Guidelines, you may become liable to disciplinary action pursuant to ACCA's bye-law 8, which could result in your removal from the student register. You are liable to disciplinary action in accordance with the bye-laws, regulations and guidelines in force at the time of the breach. All disciplinary proceedings, shall be conducted in accordance with the bye-laws and Complaints and Disciplinary Regulations in force at the time of such proceedings.
2. You are required to promptly comply in all respects with any instructions issued by ACCA, the exam supervisor(s), invigilator(s), remote invigilator(s), proctor(s), or any ACCA personnel before, during and at the conclusion of an exam.
3. You may not attempt to deceive the exam supervisor(s), invigilator(s), remote invigilator(s), proctor(s) or any ACCA personnel by giving false or misleading information.
4. You are not permitted during the exam to possess (whether at your desk or on or about your person), use or attempt to use any notes, books or other written materials (whether in electronic form or otherwise) except those expressly permitted within the Exam Guidelines. These are known as 'unauthorised materials'.
- 5(a) You are not permitted to use a dictionary or an electronic device or translator of any kind or have on or at your desk a calculator which can store or display text. You are also not permitted to use in your examination room an electronic communication device, camera, smart watch, any other item with smart technology functionality or mobile phones (unless the exam is being conducted remotely in which case it must only be used in accordance with ACCA's Exam Guidelines). These are regarded as 'unauthorised items' and are taken into the examination room at the candidate's own risk.
- 5(b) Such 'unauthorised items' must not be worn, or be placed on your desk, in pockets of clothing, in your bag or personal belongings, or be kept anywhere else on or about your person or desk. If you bring 'unauthorised items' to the exam you must declare them to the exam personnel prior to the start of the exam. For Centre-Based exams, mobile phones (or communication devices of any type), smartwatch or other wearable technology, must be switched off and stored as directed by the examination personnel.
- 6(a) If you breach exam regulation 4 and the 'unauthorised materials' are relevant to the syllabus being examined; it will be assumed that you intended to use them to gain an unfair advantage in the exam. In any subsequent disciplinary proceedings, you will have to prove that you did not intend to use the 'unauthorised materials' to gain an unfair advantage in the exam.
- 6(b) If you breach exam regulation 5(a) and/or 5(b), it will be assumed that you intended to use the 'unauthorised items' to gain an unfair advantage in the exam. In any subsequent disciplinary proceedings, you will have to prove that you did not intend to use the 'unauthorised items' to gain an unfair advantage in the exam.

7. You (irrespective of if you are a licensed weapon holder), are not allowed to attend your exam with a weapon. If you are found to have a weapon in your possession you will be excluded from the exam without any reimbursement.
8. Supervisor(s), invigilator(s), remote invigilator(s), proctor(s) and ACCA personnel are obliged to report any suspected cases of irregularity or improper conduct to ACCA. They are also empowered to discontinue your exam if you are suspected of irregular or improper conduct and to remove or exclude you from the exam room.
9. If you breach exam regulation 2 and/or fail to disclose to the supervisor(s), invigilator(s), remote invigilator(s) or proctor(s), any 'unauthorised materials' or 'unauthorised items' which they reasonably suspect you have in your possession, it will be assumed the 'unauthorised materials' are relevant to the syllabus being examined and that you intended to use the 'unauthorised materials' and/or 'unauthorised items' to gain an unfair advantage.
10. You may not engage in any irregular conduct designed to assist you in your exam attempt or provide any improper assistance to any other exam entrant in their exam attempt.
11. If you are sitting paper-based examinations, you are not permitted to copy or remove either your candidate answer booklet(s) or your question paper from the exam room. All candidate answer booklets remain the property of ACCA.
12. If you are taking a computer-based exam you are not permitted to copy exam content in any manner or take photograph(s) or videos of your screen or permit any other person to do the same.
13. If you are taking a Remote On-Demand exam and you are permitted scrap paper, you must destroy all scrap paper on screen in front of your remote invigilator/proctor as instructed by them at the end of your exam before you end your examination session.
14. Exam content (questions, scenarios, format) is owned by ACCA. You are prohibited from copying, photographing, videoing or reproducing in any manner exam content (questions, scenarios and/or format). You are strictly prohibited from distributing or seeking to exploit for commercial/personal gain and/or any other reason, copies of exam questions or scenarios to any person including other ACCA registered candidates.
15. To assist ACCA in helping to maintain the integrity of ACCA examinations, you must report to ACCA if you have been able to access, or you become aware that someone else has had access, to any exam content directly or indirectly before, during or after you sit an exam.
16. Candidates must not whisper or speak out loud during the exam or communicate or attempt to communicate with any person, or allow any third party to communicate with them, other than the exam supervisor(s), invigilator(s) or remote invigilator(s) or proctor(s). This includes from the time that you log into the remote proctoring platform until 5 minutes after the time that you submit your exam, or your exam is terminated (whether by you or anyone or anything else).
17. For **Session Exams only** you must not leave the room where you are sitting your exam early, i.e. before the time limit allocated for the exam expires, and you must remain under invigilator/proctor supervision for the entire exam duration. For the avoidance of doubt, this also applies before the exam has started if any question papers have been distributed (applicable to paper-based exams only) or if you have been seated at your designated computer workstation (applicable to computer-based exams only) or after you have verified your identity and room set up and successfully checked in for the exam (applicable for Remote Invigilated Exams only). If you leave an exam early you will be in breach of this regulation and you will be reported to ACCA for further investigation, unless authorised to do so by the exam supervisor(s), invigilator(s), or proctor(s) or if there are emergency circumstances.
18. You must not attempt to access and/or obtain your examination results prior to ACCA's official published results release date.
19. Candidates must not conduct themselves in an inappropriate way (including not using vulgar, offensive, abusive language or behaviour and not engaging in any illegal activity).
20. If you are taking a Remotely Invigilated Exam, only you and no one else is permitted in the room in which you are sitting your exam. This includes from the time that you log into the remote exam platform until 5 minutes after the time that you submit your exam, or your exam is terminated (whether by you or anyone or anything else).
21. If ACCA suspects, or has cause to believe, that there has been irregular conduct in connection with your examination (identified during the examination itself or identified by ACCA after the examination), it reserves the right to nullify your exam attempt including to forfeit your fees, and/or withhold your examination results and/or suspend your ability to sit further ACCA examinations until the conclusion of any disciplinary process.
22. ACCA reserves the right to change these Exam Regulations and Exam Guidelines at any time without prior notice in accordance with its bye-laws. In the event that any changes are made, the revised Exam Regulations and Exam Guidelines shall be posted on ACCA's website immediately. Please check the latest information on [www.accaglobal.com](http://www.accaglobal.com) to inform yourself of any changes.

## EXAM GUIDELINES

Candidates must comply in every respect with these Exam Guidelines.

### WHAT ITEMS ARE PERMITTED AT YOUR DESK?

- An official means of photographic identification, e.g. your valid passport, driving licence or government issued photographic identification document, such as a national identity card or biometric residence permit.
- A small bottle of water with all labels removed or a clear glass of water. No other drinks or food are permitted.
- A noiseless, cordless pocket calculator which may be programmable, but which must not have a printout or graphic/word display facility in any language.
- **Centre-Based and Remote Invigilated On-Demand Exams only** - scrap paper (2 sheets) permitted and a pen or pencil.
- **Session Centre-Based Exams only** - Examination attendance docket (s). You must not make any additional markings on this docket.
- Other than the items and materials specifically set out in the exam regulations or guidelines, no other items or materials are permitted on or about your desk or person.

### WHAT ELSE DO YOU NEED TO COMPLY WITH?

#### All examinations:

If ACCA suspects, or has cause to believe, that there has been irregular conduct in connection with your examination, it reserves the right to withhold your examination result and/or to suspend your ability to sit further ACCA examinations until the conclusion of any disciplinary process. Further information can be found in the Guide to [ACCA's complaints and disciplinary procedures available at www.accaglobal.com](http://www.accaglobal.com).

#### For Centre-Based Exams:

- ACCA cannot accept responsibility for the theft, loss of, or damage to, any valuables or unauthorised items left in the examination venue, therefore you are advised not to bring any valuable or unauthorised items to the examination centre.
- ACCA does not implement a dress code for its examinations. However, you should dress for your examination(s) in a manner which will not cause offence to your fellow candidates.
- Before, during and after your examination, you must not behave in a manner which will distract your fellow candidates. Inappropriate behaviour will be reported to ACCA.
- If you are required to leave the exam room for a short period at any time, you will be escorted by an invigilator.

#### For Remote Invigilated Exams only:

- If any third party is detected whether visible or not; or overheard in any manner, whether detected through movement and/or sound, irrespective of whether or not they are in your current location during your exam, your exam may be terminated and you may be reported to ACCA.
- The room must be as quiet as possible. Sounds such as music or television are not permitted.
- You must not leave your desk for any reason unless you are specifically permitted to do so.
- Move mobile phones, electronic devices, headphones and watches out of arm's reach.
- During the exam your mobile phone must be kept on silent with vibration switched off to avoid disruptions. The invigilator will use the chat function to indicate if they will call, or if connection has been lost with the invigilator/proctor, you should expect a call on the number you entered during the check-in process.
- Disconnect extra monitors from the computer you are using for your exam, disconnect any external speakers, radios, projectors and/or televisions in the room in which you are taking your exam.
- Place food and smoking equipment out of sight.
- Wherever you choose to sit the exam, you should be in a walled room, with a closed door and your screen should not be visible to anyone else including through a window, via CCTV or any other device.
- Make sure your full face is visible to the camera throughout the exam.
- Do not cover or obstruct the camera.
- Do not whisper or read out loud any of the exam content.
- Prior to finishing and submitting your exam, let your invigilator/proctor know through the chat box that you are finished. They will oversee the submission process.

- **Remote Invigilated Session Exams in China only:** your second vision device must only be used in accordance with ATA's proctor device requirements.
- **Remote Invigilated Session only:** You must not leave your desk for any reason unless you are specifically permitted to do so. If you are permitted to take a bathroom break, before doing so you must use the chat function to notify the invigilator/proctor that you are leaving your desk and upon returning to your desk inform them that you have returned. It is important that you do not exceed the 5-minute break limit as this may result in your exam being terminated.

**Session Centre-Based Exams only:**

The supervisor will not allow you to enter the examination room after the first hour of the examination.

**All Session Exams:** Candidates are not permitted to end their exam early and must remain under invigilator supervision for the entire duration of the scheduled exam time.

**AFTER THE EXAMINATION**

- At the end of the examination, candidates must stop completing their exam when instructed to do so by the supervisor, invigilator, or proctor.
- **For Centre-Based Exams only:** Your candidate answer booklet(s), question paper and/or any unused working books or scrap paper will be collected by an invigilator/supervisor. You are not permitted to remove any of these items from the exam room. Your scrap paper, worked candidate answer booklet(s) and answers will remain the property of ACCA and will not be returned to you.
- **Remote Invigilated On-Demand Exams:** You must destroy all scrap paper on screen in front of your remote invigilator/proctor as instructed by them at the end of your exam. You should uninstall the exam delivery software at the end of your examination.
- **Remote Invigilated On-Demand Exams and Remote Invigilated Session Exams in China only:** You must uninstall the exam delivery software at the end of your examination.