



## INSTRUCTIONS TO CANDIDATES – PROCTORED EXAMS

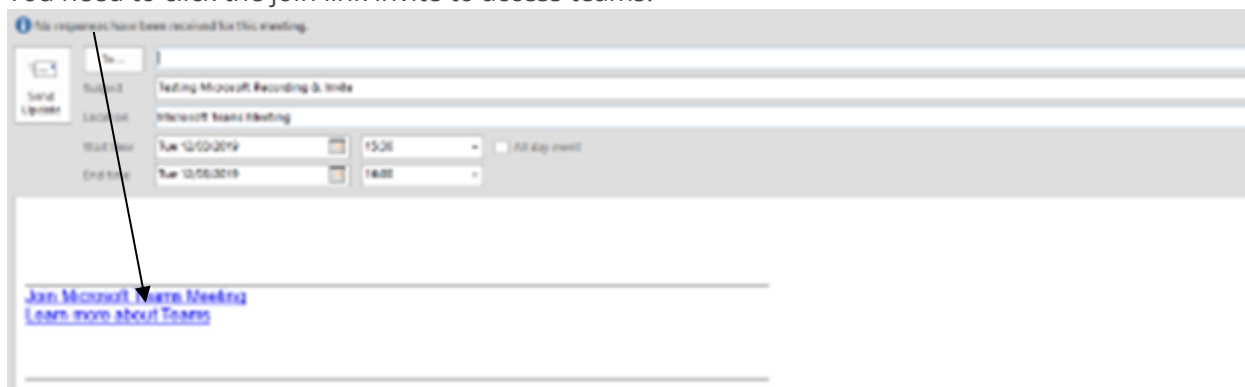
### Please read these instructions carefully before attending the examination

1. You will require a reliable pc/laptop with a strong internet connection and a power supply. You may also require a smart phone with power supply to access Microsoft Teams throughout the exam. You are responsible for arranging accommodation and equipment for your exam which meets CICM exam requirements. CICM will conduct a functionality test (via teams) at least 7 days prior to your exam appointment.
2. Microsoft Teams is the platform used by CICM proctors to record and monitor the exams. When taking the exam, you will be required to share your device's screen and demonstrate to the proctor the display is not being extended to an external device. The screen shared with the proctor can be duplicated to a second monitor, within your chosen exam room.

If you wish to use a separate or second monitor to your laptop, we will need to use a mobile phone to be able to record you, taking your exam, and screen activity. This must be supported vertically throughout the exam i.e., on a stand or in a clear pint glass.

3. CICM staff will organise and schedule Microsoft Teams through an outlook calendar and email all required invites to you.

You need to click the join link invite to access teams.



If this is your first-time using teams, you can join using the browser or if preferred you can download the app.

4. You should log into Knowledge Hub **at least** 15 minutes prior to the time scheduled for your exam and show your **required ID** to the Proctor, as stated in CICM Guidance. You

will not be admitted to the exam and will lose your fee if you fail to present the correct identification.

5. Make sure you can access CICM Knowledge Hub: [Login - CICM \(brightspace.com\)](https://brightspace.com) and bring your CICM username and password to the exam. Please note that you will not be able to access any resources on CICM Knowledge Hub during your exam, or up to 90 minutes before and after your exam.
6. You must not take into the area, of which you have chosen as the proctored exam room, any books, dictionaries, paper, memoranda, or other items likely to assist you in answering the questions. **Possession of unauthorised items, such as, but not limited to a Smart watch, Google Glasses, tablet, MP3 player, e-reader or similar communication/storage/recording/listening device is an infringement of regulations and could result in disqualification from the exam.**
7. You must ensure that you are fully equipped. You are permitted to use a **transparent ruler and small wipeable white board with erasable pen. Before the exam starts, you must show the clean white board** to the Proctor who will confirm that it is clean, and the Proctor will ask you to wipe it clean upon completion of the exam.
8. Water in a clear glass or bottle is allowed during the exam; however, eating, smoking, and chewing gum are prohibited.
9. The use of battery operated non-programmable calculators is permitted for Accounting Principles/High Court Enforcement exams only. Calculators with any of the following facilities are prohibited.
  - Mobile phone calculators
  - Data banks
  - Dictionaries
  - Language translators
  - Retrieval of text or formulae
  - QWERTY keyboards
  - Remote communication with other machines.
10. You will not be able to sit your exam if you are late, and you will lose your fees. CICM allows no extra time to compensate for late arrival.
11. You will be required to complete an on-boarding questionnaire which includes a non-disclosure statement before the start of your exam. You will not be permitted to sit the exam if you refuse to:
  - comply with onscreen terms and rules
  - conduct room scan
  - remove prohibited materials
  - remove people from exam testing area.

12. The Exam Proctor will supply you with a password which you will need to type into access your exam.
  13. You are not permitted to communicate in any way with other persons during the exam except the exam proctor via teams.
  14. Due to the length of the exam, you are entitled to one 5-minute break during the exam. At that time, you may leave your desk to use the restroom.
  15. After the first hour, you may leave the examination temporarily for a break, with the permission of the Exam Proctor, but you must not refer to notes and you must return within 5 minutes. The Exam Proctor will note your time of departure and report any absences of greater than 5 minutes, which will be investigated by CICM, and action may be taken in line with CICM Malpractice Policy.
  16. If you have a concern during the exam, you can speak to the Proctor via Microsoft teams. If you experience hardware or software problems, or distractions that affect your ability to take or continue the exam, notify the Proctor immediately.
  17. **Exam questions are confidential** and must not be noted and/or disclosed to others.
  18. During the exam your keyboard and screen activity will be recorded. No access to search engines, files or CICM Knowledge Hub resources is allowed. CICM will investigate all reports of suspicious activity and breaches in confidentiality and will act in line with CICM Malpractice Policy.
  19. If you have any cause to complain about any aspect relating to your examination, you should submit your views, in writing or by email to CICM Awarding Body **within seven working days of the examination**.
  20. If you have a temporary illness, injury, or indisposition at the time of the exam, you can apply for special consideration at the time of marking. However, applications must be made within 7 days of the exam. The same applies for special consideration regarding the conduct of the exam. Unfortunately, we cannot process requests after this time.
15. You must ensure that CICM is informed promptly of any change of address. Failure to do so will result in a delay in receipt of examination results. You can change your details in your CICM Member area.
  16. CICM will post your exam results on the date advertised on the CICM website. If you would like to receive your results on the day of release, you may ring the Awarding Body who, following identity checks, will be able to advise you of your result via telephone.

**Please quote your candidate number on all correspondence**

**Chartered Institute of Credit Management Awarding Body**

1 Accent Park, Orton Southgate  
PETERBOROUGH, PE2 6XS.  
01780 727272

**Advancing the credit profession**

T: 01780 722900

E: [awardingbody@cicm.com](mailto:awardingbody@cicm.com)

[www.cicm.com](http://www.cicm.com)