



Chartered  
Institute  
of Credit  
Management

# CICM Qualifications

## Online Exams (Pearson VUE & OnVUE)

### Booking & Learner Guidance

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**Version 12 amendments updated 21.01.2025**

- Updated fees for 2025
- Changed AB members

## Welcome



Tracey Turville  
Awarding Body Officer

Natasha Lyon  
Awarding Body Co-ordinator

### Online exams available to book for the following CICM Level 2/3 units:

Credit Management (trade, export & consumer)	7AO
Trade Credit Management	7AT
Export Credit Management	7AE
Consumer Credit Management	7AC
Consumer Collections	7CDC
Business Law (Level 3 only)	7CO
Business Environment (Level 3 only)	7DO
Taking Control of Goods (Level 2 only)	6TCG

We work in partnership with Pearson VUE to deliver these online exams at either test centres worldwide or choose to use OnVUE online proctoring at your home or work office.

Booking could not be easier. Once registered with the CICM you can book your online examination through the Pearson Vue website or by telephone. Pearson Vue have sent new members a welcome email with information regarding how to access their website which includes your login details. This email will be entitled 'candidate profile change'. If you have not received your login details, please contact Pearson VUE directly on T: +44 (0)161 855 7328.

**First you need to choose between these two options:** <https://home.pearsonvue.com/cicm>

1. Take test at Pearson Vue test centre at a town or city nearby.
- or
2. Take test remotely in a quiet location, e.g. at your home or office, with a remote Exam Proctor invigilating your exam and using Pearson OnVUE software - please note carefully the system requirements for this option.

### This guidance explains:

- How to book your exam if you are an apprentice or a learner whose company or training provider has paid for your online exam in advance, using Pearson Voucher Codes (p 4).
- Pearson Vue test centre booking arrangements and requirements (**Section A pp 5 – 20**).
- OnVUE exam proctoring booking arrangements and requirements (**Section B pp 21 – 42**).
- Checklist can be found **Page 43** Appendix A

## Pre-paid online exam bookings

Please note that if you are an apprentice or a learner whose company or training provider has paid for your online exam in advance, the process for booking the above online exams has changed. Instead of sending CICM your exam preferences for us to co-ordinate your booking, you will book your own online exam using a Pearson Vue Voucher Code – click [here](#) to request (see below).

### How to book online exams if you have paid in advance

#### 1 Request Voucher

When you are ready to book your exam, complete the CICM online request form for a Pearson Voucher Code

ONLY REQUIRED if you are an apprentice, or learner whose company or training provider has paid for your online exam in advance

#### 2 Receive Voucher

CICM will send you an email with a Voucher Code to be used when booking your exam. This has an expiry date

#### 3 Book your exam

Log into your Pearson Vue account [www.pearson.com](http://www.pearson.com) to book your exam or call Pearson Vue Customer Service on 01618 557328. Click [here](#) for further details

Supply your Pearson Voucher Code number when asked for payment

#### 4 Receive Certificate

You will receive your award certificate the following week on passing the exam. Alternatively, you can retake your exam after 30 days.

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## SECTION A Booking your exam at a Pearson VUE Test Centre

CICM has introduced on demand test delivery to allow candidates to sit exams at a convenient date and time (depending on system requirements/centre availability). This means you will be able to book an appointment when you are ready for your exam, rather than waiting for a specific CICM assessment event. You can book your exam either, via the [Pearson Vue](https://home.pearsonvue.com/cicm) website, where you need to log into your Pearson Vue account, or by contacting the Pearson Vue customer service team by telephone on +44 (0)161 855 7328.

**You will need your CICM candidate/membership number, exam title, code and credit or debit card details/or voucher code.** The fee for all UK CICM online exams in 2025 is £130. International fees for centres outside the UK is £150. If you have any concerns about finding a test centre that offers CICM exams in your country, please get in touch at [Awardingbody@cicm.com](mailto:Awardingbody@cicm.com).

<https://home.pearsonvue.com/cicm>

Sign in or create an account; if you have forgotten your login details, you can through the link retrieve your username by clicking forgot username, and doing the same for password.

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Institute of Credit Management

Sign in

All fields are required.

Returning users, please sign in:

User name:

Password:

[I forgot my username.](#)

[I forgot my password.](#)

Sign In

New users, please sign up:

[Create a web account.](#)

Our secure website encrypts your personal information so that it cannot be read by unauthorized Internet users.

This website is best experienced using Microsoft Internet Explorer (IE) version 9 and above, Google Chrome version 30 and above, Safari version 7 and above or

If this is the first time you have logged into the Pearson Vue booking system, you will be asked to change your password and add answers to security questions of your choice. Keep these details safe and secure for use in the future.

Alternatively, you can contact the Pearson VUE Customer Services team on +44 (0)161 855 7328 to help book your exam. You will need your CICM candidate number (which is the same as your CICM membership number), exam title, code and credit or debit card details.

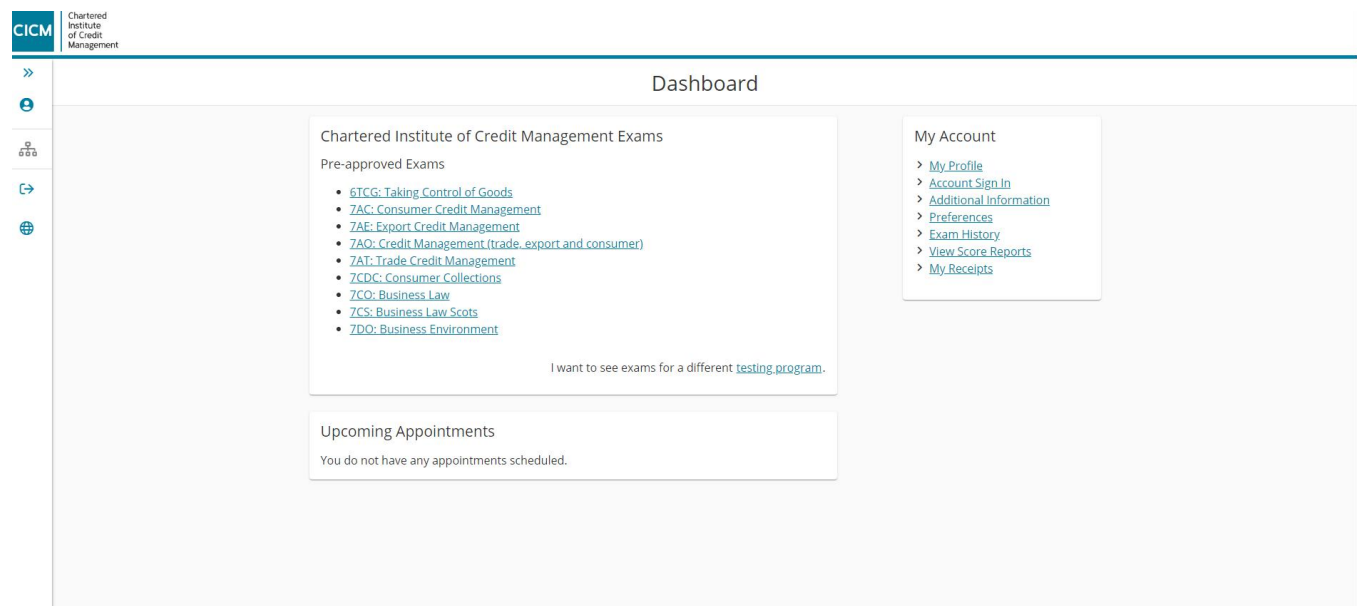
**The Recognised Standard**

T: 01780 727272

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

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

## Your Pearson VUE CICM home page will be as below



This confirms the exams CICM has authorised for you to sit through Pearson Vue. If the exam you wish to sit is not listed, please contact the Awarding Body on T: +44 (0)1780 727272 so we can investigate this for you.

It also will show you any upcoming appointments you have.

**To schedule your online exam at a Test centre location**, click into the pre-approved exam you wish to take:

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>> <-

Select exam options

6TCG: Taking Control of Goods

All fields are required.

How do you want to take your exam? [Exam delivery option descriptions](#)

☐ At a local test center

☐ Online from my home or office

Previous Next

The next screen asks you to choose how do you want to take your exam? Exam delivery options are:

- At a local test centre
- Or
- Online from my home or office

**select** the one you would prefer, e.g at a local test centre click **next** button

You will then see the next screen press **next** button

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>> <-

Exam details

6TCG: Taking Control of Goods

[View My Authorization Information](#)

Exam:  
6TCG: Taking Control of Goods  
[View Testing Policies](#)

Price\*:  
GBP 105.00

Language:  
English-UK

\*Prices listed are based on today's date and do not include local taxes which may be applicable.

Previous Next

This screen identifies the five closest centres to the main address CICM has on their records for you.

Find a test center

7AO: Credit Management (trade, export and consumer)

Station Road, South Luffenham, Oakham, LE15 8NB, United Kingdom

You can select up to three test centers to compare availability.

Helpful hints:

- The test center information link may provide directions, parking, wheelchair support or other physical access considerations.
- Distance (mi/km) is a straight line calculated from the center point of your search criteria and does not reflect driving distance.

Test Center	Distance
<b>Pearson Professional Centres-UK Corby</b> Corby Innovation Hub Bangrave Road South Corby NN17 1NN United Kingdom <a href="#">Test Center Information</a>	8.8 mi
<b>Pearson Professional Centres-UK Peterborough</b> Pearson Professional Centre Ground Floor, East Wing Stuart House, St Johns Street Peterborough PE1 5DD United Kingdom <a href="#">Test Center Information</a>	15.8 mi

Map

Next

You can **select** up to **three** test centers to compare availability.

This then brings up a calendar page showing the next dates available for your exam:

Find an appointment

6TCG: Taking Control of Goods

Helpful hints:

- When you select your appointment time, double-check the time format and time zone to avoid confusion, as some exams support delivery nearly 24 hours a day. For example, depending on the time format you prefer, note whether you have chosen an early morning (01:00 AM) or midday (13:00 or 1:00 PM) appointment.
- Time format and time zone display use default settings but can be adjusted to your personal preference.

Test Center
<b>Pearson Professional Centres-UK Corby</b> Corby Innovation Hub Bangrave Road South Corby NN17 1NN United Kingdom
<b>Pearson Professional Centres-UK Peterborough</b> Pearson Professional Centre Ground Floor, East Wing Stuart House, St Johns Street Peterborough PE1 5DD United Kingdom <a href="#">Change Test Centers</a>

Select Date

[Why can't I find an available appointment?](#)

December 2020

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Select a date from the calendar. Only available dates can be selected.

You need to click on the convenient day that you wish to take your exam. Please note, days that are available will be highlighted in light grey, whilst days that are not available, will be faded.



When you select your appointment time, double-check the time format and time zone to avoid confusion, as some exams support delivery 24 hours a day. For example, depending on the time format you prefer, note whether you have chosen an early morning (01:00 AM) or midday (13:00 or 1:00 PM) appointment. You need to select the time you wish from the available list, you can change your date if you want to see other available times.

**Pearson Professional Centres-UK Corby**  
Corby Innovation Hub  
Bangrave Road South  
Corby  
NN17 1NN  
United Kingdom

**Pearson Professional Centres-UK Peterborough**  
Pearson Professional Centre  
Ground Floor, East Wing  
Stuart House, St Johns Street  
Peterborough  
PE1 5DD  
United Kingdom

[Change Test Centers](#)

Select Date  
[Why can't I find an available appointment?](#)

January 2021

Su	Mo	Tu	We	Th	Fr	Sa
		5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Select a date from the calendar. Only available dates can be selected.

Available start times: Tuesday, January 12, 2021 at Pearson Professional Centres-UK Corby  
Times shown in: Europe/London - GMT [Show 24-hour](#)

Morning: **08:00 AM**

Afternoon: **02:00 PM**, **02:30 PM**

[Previous](#)

[Terms](#) [Privacy](#) [Contact](#)

The next screen will confirm what exam you have booked, date, time and venue. You will also need to review and confirm your contact information is correct to avoid issues on test day. You have the option to edit some of these at this point; if you are happy to proceed click **proceed to check out** button.

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Cart

[Review and confirm](#) contact information to avoid issues on test day.

Description	Details	Price	Actions
<b>Exam</b> 6TCG: Taking Control of Goods Language: English-UK Exam Length: 60 minutes	<b>Appointment</b> Tuesday, January 12, 2021 Start time: 02:30 PM GMT <a href="#">Change Appointment</a>  <b>Location</b> Pearson Professional Centres-UK Corby Corby Innovation Hub Bangrave Road South Corby NN17 1NN United Kingdom <a href="#">Change Test Center</a>	105.00	<a href="#">Remove</a>

Confirm contact information

⚠ Your name must exactly match the identification (ID) that is presented at time of testing or you will not be able to take your exam.

Name: Tanya Clegg

ESTIMATED TOTAL DUE: GBP 105.00 **Proceed to Checkout**

The above screen also confirmed the name of the ID which should match exactly that is presented at the time of testing or you will not be able to take your test,

If this is not correct and does not match, please contact Awarding Body team for help. Please ensure you contact CICM Awarding Body at least 48 working hours before the exam takes place in order for us to help you with this amendment.

The next screen asks you to read and accept the CICM policies with regard to your exam. Please read these carefully as it confirms what ID the Pearson Vue centre will accept and CICM's cancellation policy:

The screenshot shows a web browser window with the URL <https://www8.pearsonvue.com/testtaker/checkout/OrderPoliciesPage/INSTITUTEFCRED/801687>. The page header includes the Pearson logo and 'PEARSON VUE' text. A navigation bar contains links: Home, My Profile, My Order, and Sign Out. The CICM logo and 'Chartered Institute of Credit Management' text are displayed. The user is signed in as Tracey Turville with ICM ID: 6012624. The main heading is 'Checkout - Step 2: Agree to Policies'. Below this is a progress bar with five steps: Confirm Personal Information, Agree to Policies (highlighted), Enter Payment, Submit Order, and Receipt. The 'Institute of Credit Management Policies' section is visible, starting with the 'Admission Policy' which states that candidates must arrive 15 minutes before their appointment and present two forms of identification (one primary, one secondary). A list of acceptable primary IDs is provided: a valid passport, a government-issued photo driving licence, a military ID, a signed university/college/learning provider ID, and an employee ID. The page also mentions that the secondary ID must contain the candidate's signature.

Tick the box that confirms you have read and agreed to these policies and then click on next.

This screenshot shows the same page as the previous one, but with additional policy details and a confirmation step. The 'Rescheduling Policy' states that exams can be rescheduled or moved to a different venue by contacting Pearson VUE or logging in online at <http://www.pearsonvue.com/icm/> at least two business days prior to the appointment. The 'Cancellation Policy' states that exams can be cancelled by contacting Pearson VUE or logging in online at <http://www.pearsonvue.com/icm/> at least two business days prior to the exam appointment. It also mentions that exam fees are not refundable for no-shows. The 'Additional Information' section provides contact details for Pearson VUE and the ICM Awarding Body. The 'Use of candidate data' section explains that personal information will be used to issue a Unique Learner Number (ULN) and create a Personal Learning Record. At the bottom, there is a checkbox with the text 'I have read and agree to the Institute of Credit Management policies listed above.' which is currently unchecked. Below the checkbox are 'Previous' and 'Next' buttons. The footer of the page includes copyright information: 'Copyright © 1996-2015 Pearson Education, Inc. or its affiliate(s). All rights reserved. Terms | Privacy | Contact'.

You are then asked to complete the payment page:

The screenshot shows a web browser window with the URL <https://www8.pearsonvue.com/testtaker/checkout/OrderPayment/INSTITUTEOFCRE/801687>. The page displays the 'Order Total' section with a subtotal of 93.00, tax of 0.00, and a total due of GBP 93.00. Below this is a section for 'Card Details' with fields for card type, number, expiration date, cardholder's name, and security code. A 'Billing Address' section is also visible at the bottom.

**Order Total**

Subtotal: 93.00  
Tax: 0.00  
**TOTAL DUE: GBP 93.00**

[Add Voucher or Promo Code](#) [What is this?](#)

Required information is marked with an asterisk (\*).

**Card Details**

We accept the following cards:

\*Card Type:

\*Card Number:   
(Do not include hyphens or spaces)

\*Expiration Date:

\*Cardholder's Name:   
(Name as it appears on card)

\*Security Code:  [What is this?](#)

**Billing Address**

Click on next to proceed to checkout which confirms again your exam, appointment date, time and centre.

The screenshot shows a web browser window with the URL <https://www8.pearsonvue.com/testtaker/checkout/OrderConfirmPage/INSTITUTEOFCRE/916073>. The page displays the 'Checkout - Step 4: Submit Order' section. It includes a progress bar with steps: Confirm Personal Information, Agree to Policies, Enter Payment, Submit Order, and Receipt. Below the progress bar, it states 'Your order is NOT complete until you click the "Submit Order" button.' The 'Confirm Order Details' section shows a table with exam details, appointment information, and location.

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**PEARSON VUE** [Home](#) | [My Profile](#) | [My Order](#) | [Sign Out](#)

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Signed In as: Tracey Turville  
ICM ID: 6012824

**Checkout - Step 4: Submit Order**

Confirm Personal Information | Agree to Policies | Enter Payment | **Submit Order** | Receipt

**Your order is NOT complete until you click the "Submit Order" button.**

**Confirm Order Details**

Description	Details	Price
<b>Exam</b> 6TCG: Taking Control of Goods Language: English-UK Exam Length: 60 minutes	<b>Appointment</b> Tuesday, September 1, 2015 Start Time: 11:30 AM BST  <b>Location</b> Pearson Professional Centres-UK Peterborough Pearson Professional Centre First Floor, East Wing Stuart House, St Johns Street Peterborough PE1 5DD United Kingdom	93.00

Finally, once you click on next, you receive a receipt which you can print off for your records. Again, it reminds you of the Pearson Vue/CICM policies that you need to be aware of with regard to your exam.

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**PEARSON VUE**

Home | My Profile | My Order | Sign Out

**CICM** Chartered Institute of Credit Management

Signed In as: Tracey Turville  
ICM ID: 6012624

### Checkout - Step 5: Receipt

Confirm Personal Information | Agree to Policies | Enter Payment | Submit Order | **Receipt**

An email confirmation has been sent to: tracey.turville@cicm.com [Print Receipt](#)

#### Exam Details

Description	Details	Order Information	Price
<b>Exam</b> 6TCG: Taking Control of Goods Language: English-UK Exam Length: 60 minutes	<b>Appointment</b> Tuesday, September 1, 2015 Start Time: 11:30 AM BST  <b>Location</b> Pearson Professional Centres-UK Peterborough <a href="#">Get Directions</a>	<b>Order Number/Invoice</b> 0021-3442-0722 <b>Registration ID</b> 285937911 <b>Status</b> Scheduled	93.00

#### Payment Details

Once you have booked the exam, you will receive an email from Pearson VUE confirming the details of the exam, testing centre, and explaining the documents you will need to take with you to the centre. Please see sample email below.

**Candidates are advised to actively monitor their personal and business emails, for appointment confirmations and potential changes to exam bookings throughout the booking window period.**

## Example confirmation email



Chartered  
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of Credit  
Management

Candidate name

This email contains important information about the exam(s) you booked, the location and the rules. Please ensure these details are correct. If any information is not correct, please contact Pearson VUE immediately.

### Appointment Details

Order Number: 0021-3442-0722

**Exam:** 6TCG Taking Control of Goods - English-UK -

Candidate: xxxxx

Candidate ID: xxxxx

Registration ID: xxxxx

Date: 01 September 2015

Time: \* 11:30 AM

Appointment 60 Minutes

Time shown is test centre local time.

### Test Centre Location (Directions shown below)

Pearson Professional Centres-UK Peterborough  
Pearson Professional Centre  
First Floor, East Wing  
Stuart House, St Johns Street  
Peterborough  
PE1 5DD  
United Kingdom  
0800 093 4520

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## Admission Policy at Pearson VUE Testing Centres

We ask that you arrive at the test centre 15 minutes before your scheduled appointment time. This will give you adequate time to complete the necessary sign-in procedures. Failure to arrive on time may result in you being unable to test and your test fee will not be refundable.

CICM candidates are required to present at Pearson VUE testing centres **two physical** forms of identification; one primary and one secondary. Copies/scans are not accepted.

**Primary ID must be current, valid (i.e. not expired), and contain your name exactly as registered, photograph and signature:**

- A valid/ current passport of any country
- A government issued photo driving licence (full or provisional)
- A government issued state/country identification card
- A government issued alien registration card, green card or permanent resident's visa
- Military ID
- Signed University/ College/ Learning Provider ID
- Employee ID
- Bailiff General Certificate

**Secondary ID must contain your signature:**

- Any ID from the primary list
- Credit / Debit or ATM card

No personal items may be taken into the testing room. This includes all bags, books not authorised by the sponsor, notes, phones, pagers, watches and wallets.

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## Reschedule Policy

If you wish to reschedule your exam or change your appointment to a different test centre venue, you must contact Pearson VUE or log in online (<http://www.pearsonvue.com/cicm/>) at least **two business days prior to your appointment**. Rescheduling an appointment with less than two full business days' notice is subject to a forfeit of your exam fee. Exam fees are not refundable for no-shows.

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## Cancellation Policy

If you wish to cancel your exam, you must contact Pearson VUE or log in online (<http://www.pearsonvue.com/cicm/>) at least **two business days prior to your exam appointment**. Cancelling an exam with less than 2 clear working days' notice is subject to a forfeit of your exam fee. Exam fees are not refundable for no-shows.

However, consideration may be made for **exceptional circumstances**. If this is the case, you will need to explain your circumstances in writing to the CICM Awarding Body Co-ordinator. Please email the Awarding Body Co-ordinator on [awardingbody@cicm.com](mailto:awardingbody@cicm.com) or send your letter with supporting evidence to 1 Accent Park, Bakewell Road, Orton Southgate, Peterborough, PE2 6XS.



## Additional Information

To contact Pearson VUE during the registration or booking process please telephone +44 (0) 161 855 7328 or [PVUKICMcustomersupport@pearson.com](mailto:PVUKICMcustomersupport@pearson.com). Our goal is to make your testing experience a pleasant one.

Please feel free to contact the CICM with your comments or questions. T: +44 (0)1780 727272 or E: [awardingbody@cicm.com](mailto:awardingbody@cicm.com).

## Use of candidate data

Please note that the personal information you have supplied to CICM will be used by the Chief Executive of Skills Funding to issue you with a Unique Learner Number (ULN) and to create your Personal Learning Record.

Further details of how your information is processed and shared can be found at <http://bit.ly/bmHWNp>

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Pearson VUE will not be held responsible for expenses incurred beyond the cost of the exam, including but not limited to travel expense and lost wages on the day of the exam.

Pearson VUE's goal is to make your exam experience a pleasant one. We want to thank you for selecting Pearson VUE as your exam service provider, and we look forward to serving you again. Please feel free to contact us with your comments or questions. Our contact information can be found on our website: [www.pearsonvue.com/contact](http://www.pearsonvue.com/contact).

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## Directions to Test Centre

Pearson Professional Centres-UK Peterborough - Peterborough

From Queensgate centre turn right into Westgate, continue onto Midgate and follow straight ahead on City road. Pass the Passport office, turning left at St John's St and Stuart House is situated on the left. Please follow the signs for the East Wing entrance. The test centre is on the first floor. Please note that waiting areas are for candidates only and we cannot accommodate visitors unless by prior arrangement

## Privacy Policy

Our records indicate that you have voluntarily given personal information to Pearson VUE so that we can book your exam and forward the results to the exam sponsor for certification or licensure. In order to protect that data and your privacy, we have established and abide by data protection measures that are compliant with all requirements for "Safe Harbour" designation by the U.S. Department of Commerce. Safe Harbour standards meet or exceed all requirements of the European Union Data Protection Directive and member country requirements. To read the full text of our privacy statement, please visit our Web site [www.pearsonvue.com](http://www.pearsonvue.com) or contact the Pearson VUE call centre in your area.

If you have any queries regarding booking your online examination, please do not hesitate to contact Pearson VUE on T: +44 (0)161 855 7328. They will be pleased to help.

## Online exams at PEARSON VUE testing centres - Frequently Asked Questions

**1. Who is Pearson VUE?**

Pearson VUE is the leader in high stakes computer-based-testing with a world-wide network of testing centres and at home/work delivery options. Pearson VUE delivers CICM multiple choice examinations globally. They provide the exam testing venues and deliver the exams to our candidates.

**2. Are the emails I am getting from Pearson VUE 'spam'?**

No, these provide log in details and a password to enable you to book your online exams via the CICM website.

**3. What if I have lost my login details?**

Contact Pearson VUE on T: +44 (0)0161 855 7328.

**4. How and when do I book?**

You book through the Pearson Vue website /test takers page. Payment will be required at the time of booking and can only be made by credit or debit card. For those who have already paid CICM for exam fees please ensure you have contact [assessments@cicm.com](mailto:assessments@cicm.com) to receive a voucher number to be used at the time of booking.

**5. Where will I sit my online exams?**

Test centres or Pearson OnVUE remote proctoring at home or office (dependent on system requirements) – see next section for more detail about this.

**Test Centres** - The booking website will show available test centres, which are located around most towns and cities throughout the UK so there should be one available reasonably close to either your work or home address. The exams are available at various times to make your booking as flexible and convenient as possible.

**6. What if I require special access, special educational requirements or other assistance?**

You must inform the CICM of any special requirements or access needs before you book your exam, preferably at time of CICM registration. Contact the CICM Awarding Body at E: [awardingbody@cicm.com](mailto:awardingbody@cicm.com) or call T: +44 (0)1780 727272.

**7. What happens if I need to cancel or amend my booking?**

You need to contact Pearson VUE customer services, T: +44 (0)161 855 7328, no less than 48 working hours before your online exam.

**8. Will I lose my fee due to cancellation?**

Not unless you give less than 48 hours (two working days) notice.

**9. What will I need when I arrive at the test centre?**

Security is tight, and we ask that you arrive at the centre 15 minutes before your scheduled appointment. You must have two forms of identification: The primary document must contain your photograph and signature, i.e. current, valid passport, or photo driving licence. The secondary document must contain signature, i.e. credit card. Please note Pearson Vue will not accept an expired passport as ID.



**Primary ID must be current, valid (i.e. not expired), and contain your name exactly as registered, photograph and signature:**

- A valid/ current passport of any country
- A government issued photo driving licence (full or provisional)
- A government issued state/country identification card
- A government issued alien registration card, green card or permanent resident's visa
- Military ID
- Signed University/ College/ Learning Provider ID
- Employee ID
- Bailiff General Certificate

**Secondary ID must contain your signature:**

- Any ID from the primary list
- Credit / Debit or ATM card

Please check that your first name and last name match **exactly** with the identification documents that you intend to present on the day of your test. If the details do not match, please contact [assessments@cicm.com](mailto:assessments@cicm.com) as soon as possible. **You will not be admitted to test and will lose your fee if you fail to present the correct identification.**

**10. What if I'm late?**

If you arrive more than 15 minutes after your appointment time, you will not be able to enter the exam room and your entry fee will be lost.

**11. What can I take into the test with me at the Test centre?**

Nothing. A locker will be provided for all your personal belongings, e.g. mobile phones or handbags. You will be allowed to take in your asthma inhaler, but the invigilator may ask you to take it apart to check that there is nothing hidden inside. You are not allowed advanced technology eyewear e.g. Google Glass, camera glasses or spy glasses.

Please see Pearson VUE website regarding particular arrangement in each country, e.g. if there are requirements to wear a mask and social distancing arrangements in place.

The centre will provide you with an erasable whiteboard and pen should you request it and there is a standard calculator built into the exam for your use, if required. The centre will provide you with a simple function hand held calculator on request.

Earphones or plugs will also be available from the centre should you wish to use them.

**12. Why is there an issue about glasses?**

Pearson Vue identified that candidates could wear advanced technological eyewear such as Google Glass, camera glasses or spy glasses which means they could copy an exam. As a result, Pearson Vue is introducing a new process to check for this advanced eyewear. The test centre administrator therefore may ask every candidate wearing glasses to remove the glasses and show them, but not hand them over, to the administrator for inspection. Administrators will not be allowed to touch the glasses, even if a candidate offers, for legal and liability reasons. If a test centre administrator suspects a candidate to be wearing a camera or spy glasses after the visual inspection, candidates will be asked to store Google Glass (or similar) with their personal items in the locker provided or leave them in their vehicles to continue with the check-in process. If the candidate refuses to store the Google Glass (or similar), the test centre administrator will follow the candidate misconduct process.

**13. What is the format of the examination, for example is there a tutorial on how to use the system?**

The exam is made up of three sections:

- **Introduction including a tutorial, practice question and non-disclosure agreement.** There is no time limit to this section. Please see appendix B for an example of the tutorial pages. The non-disclosure agreement is important and you need to read it carefully as there are consequences should assessment material be disclosed by a candidate to another candidate.
- **Exam questions** (timed for 60 minutes). All questions are multiple-choice and there are 60 questions to be answered.
- **Exam evaluation**

You are required to agree to the non-disclosure agreement to confirm that you will not disclose, publish, reproduce or transmit any part of the test to anyone by any means, including visual, aural, verbal, written, electronic or mechanical, for any purpose. The consequences of a candidate disclosing assessment material includes the voiding of specific items or the whole examination if the CICM Assessment Board believed that a candidate had an unfair advantage. Also, the Assessment Board may ban the candidate who disclosed the information from entering further CICM exam. Testing centres will monitor and report any improper communication regarding examination content to the CICM Awarding Body

If you do not agree to the non-disclosure agreement, your examination will be terminated and you will forfeit the examination fee.

**14. Concerns during the exam**

Candidates are instructed to raise their hand during their exam if you require assistance. If you experience hardware or software problems, or distractions that affect your ability to take the exam, notify the administrator immediately by raising your hand. The centre will raise an incident number with Pearson VUE who will then advise the CICM of the circumstances. We can then take this into consideration when moderating the online examinations.

**15. What is the pass mark for online exams?**

The pass mark depends on the subject. 65% for Level 3 and 60% for Level 2. However, this varies slightly between exams. The Institute issues confirmation of results by letter following the exam series.

**16. When do I get my result?**

**Immediate feedback for CICM online results**

Online exams results will be available from the test centre administrator immediately after your examinations. The result report will detail your overall percentage mark, grade (Fail, Level 2 pass or Level 3 pass) and the proportion of items you answered correctly for each part of the syllabus. You will receive written notification and any certificate/s approximately two weeks later.

We hope that knowledge of a 'pass' means that you can move more confidently onto the next unit or alternatively that you find the report a helpful guide for further study if you have to prepare for a retake. It is strongly recommended that you have gained Level 3 passes in credit management, business environment business law and accounting principles if you would like to progress to the CICM Level 5 Diploma in Credit Management.

**17.** The **personal data** you have provided on your membership form will be used only for the administration of the Institute's examinations, and will be passed to your education provider and examination centre solely for this purpose. We will not share your details with any third party outside of Europe unless these have been provided as part of your registration details or consent has been given. Where personal information is processed and retained by a service provider in the United States, we have appropriate agreements in place which include a requirement that the organisation utilises appropriate data security safeguards and maintains its certification under the EU-US Privacy Shield Framework.

**18.** The **results of assessments** are:

- Held within the Institute's computer system in perpetuity
- Kept on your personal file
- With your permission notified to your education provider
- Published in Credit Management where success in an examination leads to the completion of a CICM Diploma in Credit Management
- In the case of prize-winners, notified to the organisation which offers the relevant CICM prize or award and published in Credit Management
- Verified to recruitment agencies, employers and prospective employers where appropriate.
- Uploaded to the Personal Learning Record database on request.

**19. Use of candidate data**

Please note that some of the information you supply will be used by the Skills Funding Agency to fulfil its statutory functions, issue and/or verify your Unique Learner Number (ULN) and update and/or check your own Personal Learning Record. Further details of how your information is processed and shared can be found at <http://goo.gl/6bnYfS>

**20. Issues at exam centres**

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 the Awarding Body Co-ordinator at 1 Accent Park, Bakewell Road, Orton Southgate, Peterborough, PE2 6XS or Email: [awardingbody@cicm.com](mailto:awardingbody@cicm.com) within seven working days of the examination.

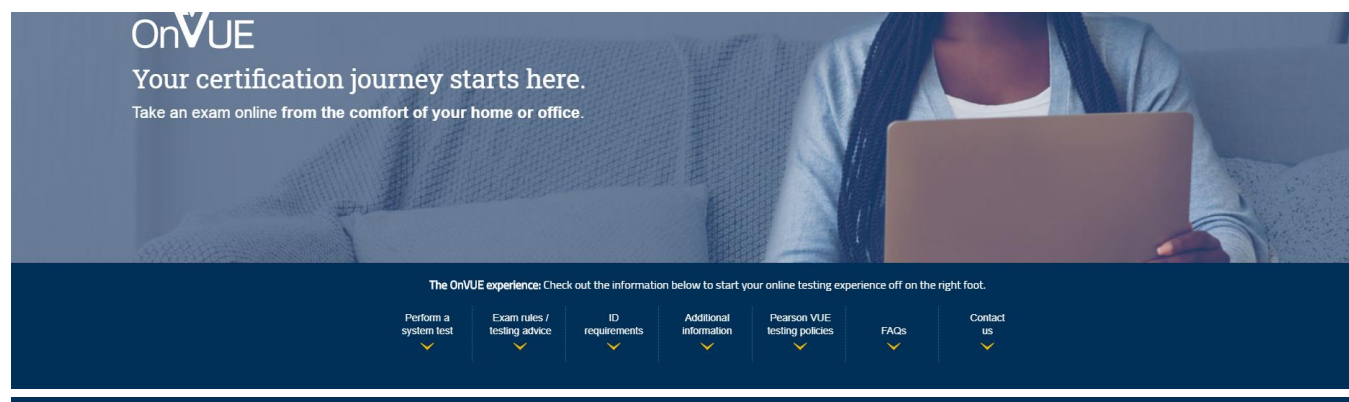
Also, if a test centre becomes unavailable on the day of your exam, Pearson Vue customer service will do their best to re-schedule your exam to another centre during the exam week, or offer you the choice of deferring your exam free of charge to the next exam series.

Please note, however, that it is Pearson Vue policy that should you decide to go ahead and sit your re-scheduled exam and not to defer your exam to the next series, no further compensation or adjustments to results can be made.




## SECTION B Taking your online exams remotely with Pearson OnVUE Proctoring

OnVUE online proctored exams allow you to conveniently take an exam in the comfort of your home or office while being monitored by an offsite proctor through your webcam. All communication with the proctor is done in English.




**BEFORE EXAM DAY**

☒ **Perform a system test**  
Make sure to do the required system test and exam simulation before exam day.\*




[Run system test](#)

☒ **Find your testing space**  
Find a quiet, distraction-free area in your home or office to take your exam.



[Testing advice](#)

☒ **Get your ID ready**  
Your ID must be valid and up to date. Does your program have specific ID policies?



[View ID requirements](#)

\*Issues? Check out the [technical requirements](#)

Need to **schedule, reschedule, or cancel?** [Manage exam appointment](#)

### Three simple requirements:

1. Quiet, private location
2. Reliable device with a webcam – completion of system test
3. Strong internet connection

**Avoid taking your exam on a work laptop/computer in a setting with a corporate firewall (including VPN), where possible, or alert your Network Administrator of network configuration requirements.**

**Highly recommended** - use a personal computer rather than a work computer, where possible.

**It is your responsibility to review the technical requirements to ensure your system is compatible with the online proctoring software.** If your system does not meet the requirements and causes a problem during the exam, you will have to reschedule at your own cost.

## **Before exam day:**

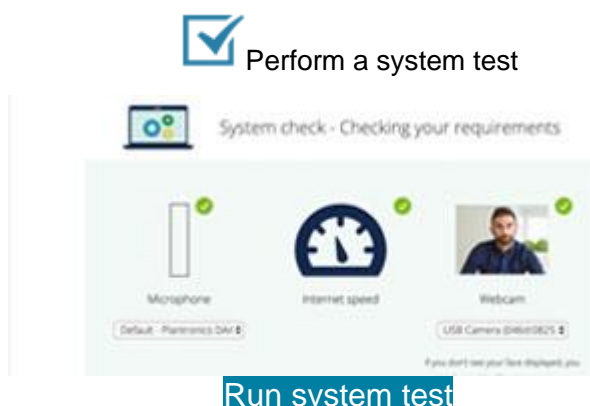
Go to: <https://home.pearsonvue.com/cicm/onvue>

### **1. Perform system test**

Click on 'run system test', be sure to run your test on the same network and computer you will use on exam day. [Run system test](#)

Make sure to do the required system test and exam simulation before exam day.

During this system check you will be asked to download the Onvue application\*



[Run system test](#)

\*Issues? Check out the [technical requirements](#).

## System Test

☐ I confirm that on my exam day I will be using this same testing space, computer, and internet connection.

**Alert!** Work computers generally have more restrictions that may prevent a successful test. Ensure you are not behind a corporate firewall, and shut down any **Virtual Private Networks (VPNs)** or **Virtual Machines**.

### 1. Copy Access Code

Click '**Copy Access Code**'.

This code will authorize you to perform a system test.

544-218-058

Copy Access Code

### 2. Download OnVUE

Click '**Download**'.

Download

### 3. Run OnVUE

Run the OnVUE application from your Downloads folder.

Recent improvements implemented for system checks

### **Updated troubleshooting instructions for equipment checks**

We recently updated the OnVUE system test and exam check-in process by enhancing the internet connection check. This new, advanced network check pings multiple URLs to evaluate each candidate's network connection quality.

We've also updated the troubleshooting pop-up message that displays to candidates if issues are found during their equipment checks. Candidates will see a list of any URLs that the system failed to reach, along with an indication of whether the speed test passed or failed.

### **Add cloud video streaming to the OnVUE system test**

As part of our efforts to enhance and require the system test, we're adding cloud streaming to the process to test connections between candidate streams and our servers.

### **Replace optional browser-based equipment checks with the entire OnVUE system test**

Currently, candidates have the option to perform a browser-based equipment check. We are retiring this browser-based page and instead encouraging candidates to take the entire system test that will launch within OnVUE and include downloading Browser Lock/Secure Browser and launching a simulation exam.

Links to the browser-based equipment checks will be removed from the web. However, a redirect is in place for any candidates who may still have access to the browser-based version. These candidates will be directed to the appropriate webpage for their programs to access the system test within OnVUE.

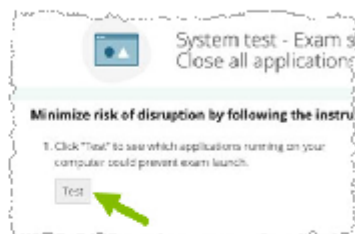


# OnVUE changes: secure browser pretest

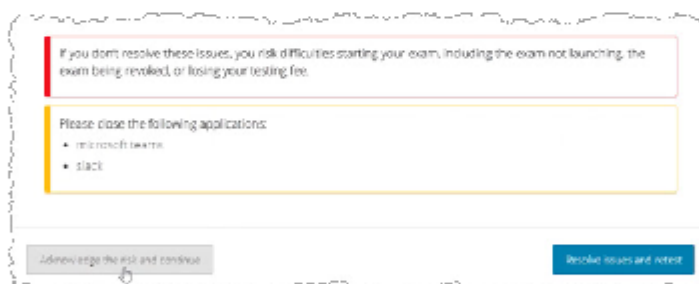


These upcoming changes affect candidates whose exams are secured by Pearson VUE Browser Lock, used with Athena — Browser Edition.

Last year we added a **Test** button to the system test and the check preceding exams to inform candidates whether they were running applications that must be shut down before their exam could launch. Performing this check was optional—we allowed candidates to click **Next** to proceed without performing this test.



On 27 February, we will remove the **Next** button from this page so that candidates must click **Test** and run the test before entering the greeter queue. OnVUE then lists any issues Browser Lock detects and how to correct them, just as before. In this phase, candidates are not required to resolve issues before entering the greeter queue. They can either resolve issues and then click **Retest** to repeat the test or acknowledge their risk and proceed to the exam (by clicking the button at left below).



On 21 March, we plan to activate a change that requires candidates to resolve any secure-browser issues identified—e.g., closing prohibited applications—before entering the greeter queue. To do this, we will remove the **Acknowledge the risk and continue** button from the "Secure browser test" page. The only option remaining is to resolve the issues and repeat the test. We will monitor activity in production and, if this increases the rate of successful OnVUE exam launches as we expect, we plan to leave this feature on.



We are making these changes both to maintain security and to improve the experience for candidates individually and collectively—by helping them troubleshoot and resolve issues beforehand without adversely affecting other candidates waiting for a greeter.



## 2. Find your testing space



### Find your testing space

Find a quiet, distraction-free area in your home or office to take your exam.



### Testing advice

## Exam rules / testing advice

We take steps to ensure that every testing experience is a good one, but the proctor will still stop your exam if the rules aren't followed.

- You must be fully clothed throughout your entire exam (no hats or hoods)
- You must stay within your webcam view
- You cannot get up and walk around
- No one can enter your testing environment
- You cannot leave your testing environment
- A beverage in any container is allowed, but no food, smoking or chewing gum
- You cannot move your webcam once your testing session has started
- Mumbling or speaking out loud will lead to a warning as it is not acceptable to read out the questions aloud.

Testing advice for a successful OnVUE testing experience

Preparation is key. We have several areas of advice to help you get the most out of your OnVUE testing experience.

- [Take the system test](#)
- [Make sure you have the right equipment](#)
- [Use the best internet connection possible](#)
- [Prepare your testing environment](#)
- [How to start the check-in](#)
- [Tips for capturing your photos on first try](#)
- [Be careful, you're being recorded](#)
- [Technical issues](#)
- [Creating a support ticket with Pearson VUE](#)

**The Recognised Standard**

T: 01780 727272

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

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

### 3. Get ID ready



Get your ID ready

Your ID must be valid and up to date. Does your program have specific ID policies?



[View ID requirements](#)

### ID Requirements

Make sure you have a proper ID for online testing.

Please remember to review any program-specific ID policies on your exam program's homepage prior to your appointment.

General:

- All IDs must be valid government-issued in their original form (not a photocopy)
- Acceptable IDs include: International travel passport; driver's license; military ID (includes spouse and dependents); identification card (national, state, or province ID card); alien registration card (green card or permanent resident/visa)

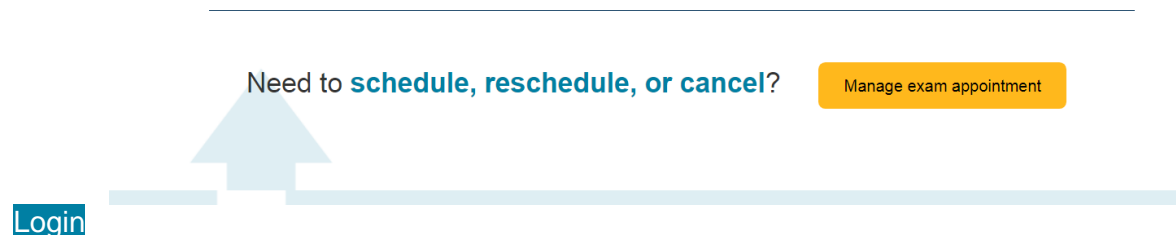
Name requirements:

- IDs must include the candidate's name
- The first and last name on the ID must match the first and last name the candidate used to register for the exam.

Photo requirements:

- ID must include a recent, recognizable photo

## 4. Schedule exam



Select how do you want to take exam? Select **online from my home or office**.

The following message will appear:

We need to verify that the computer and internet connection you plan to use on exam day meet the [minimum requirements](#) for online testing. It'll just take 5 minutes to run and you can do so after you've completed scheduling.

**NOTE:** We strongly recommend using a personal computer (not issued from your employer) and a wired, ethernet connection. The two most frequent causes of technical issues with online proctored exams are testing on (1) a work computer and (2) an unreliable internet connection. Firewalls or security settings from work computers may restrict the software from operating properly. Unreliable internet connections (wireless network, VPN, mobile hotspot) may lead to being disconnected.

Click **Next**

**Agree** to online exam policies – Read carefully these policies and tick to agree to the terms then click **Next**

To take this exam in an online environment, please agree to the following terms and conditions.

☐ By accessing this website and ticking the boxes hereunder you understand and agree to the terms set forth in this Candidate Agreement ("Agreement"). This Agreement is entered into by and between you as a test taker, Pearson VUE, a business of NCS Pearson, Inc., and your testing program owner ("Test Sponsor"). This Agreement represents your understanding and acceptance of Pearson VUE's [Privacy and Cookies Policy](#) ("Privacy Policy"), [Terms and Conditions](#), and use of cookies to support your testing experience. You also understand, acknowledge and agree that the testing program sponsor has its own, possibly different, privacy policy.

☐ By providing your personal information, as described in our [Privacy and Cookies Policy](#), you acknowledge and agree to the video and audio recording of your entire testing session and you agree to the processing of such personal information and test data by Pearson VUE and to the transfer of such data to Pearson VUE's hub server, located in the USA, as the data processor, its authorized third parties, if any, both in the capacity as data processors for the processing of your personal information and test data on behalf of the testing program sponsor, as the data controller, located in the USA or elsewhere. Pearson VUE and other data processing entities, if any, are the recipients of your personal information and test data and are or may be located outside of the United Kingdom, the European Union, and the European Economic Area; however, Pearson VUE will enter into reasonable data transfer agreements with such entities for the purpose of communicating and following the instructions of your testing program sponsor and for establishing reasonable security measures to protect the confidentiality and integrity of your personal information and test data.

☐ If you choose to take the test through our online-proctoring platform, which is not mandatory in the event that there are other ways of taking the test as determined by the testing program sponsor, you and your computer will be monitored during your entire testing session in real time so that your face, voice, desk, and workspace will be captured and possibly recorded for the purposes of test quality, test security, and the integrity of the testing process. You understand, acknowledge and agree that you will be monitored at your location through audio, technology and video means so all activity at your location will be detectable by test proctors. By accessing this website and ticking this box you signify your acknowledgement and agreement that any inappropriate or wrongful conduct, as determined in Pearson VUE's or the test proctor's sole discretion, witnessed while monitoring your testing session will be reported by Pearson VUE to the testing program sponsor and may also be reported to the appropriate governmental authorities, including, but not limited to, any law enforcement officials.

☐ By accessing this website and ticking this box you signify that you understand, acknowledge and agree that if any third party is: **1) detected as being present in your physical location, whether visible or not; or 2) overheard in any manner, whether physically detected through movement and making of noise or through sounds irrespective of whether they are in your current location or not during your testing session, the test will be terminated and you will not receive any score.** Further, you understand, acknowledge and agree that if your testing session is terminated for this or any other reason **you will not receive a test fee refund, credit or voucher.**

## Exam details

Once you have agreed to the policies you will then see this screen.

Exam:  
7AO: Credit Management (trade, export and consumer)  
[View Testing Policies](#)

Price\*:  
GBP 105.00

Language:  
English

[View My Authorization Information](#)

\*Prices listed are based on today's date and do not include local taxes which may be applicable.

[Previous](#) [Next](#)

[Terms](#) [Privacy](#) [Contact](#)

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Click **Next**

Next is to find an appointment date and time that suits you:

T: 01780 727272

**The Recognised Standard**

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

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

This is a live calendar and will show what appointments are available at the time of booking.

**CICM** Chartered Institute of Credit Management

## Find an appointment

7AO: Credit Management (trade, export and consumer)

**Helpful hints:**

- To avoid any issues on exam day, we recommend checking in to your exam 30 minutes before the scheduled start time. This allows optimal preparedness but does not guarantee an early admittance or start time.
- Some exams support delivery nearly 24 hours a day. Note whether you have chosen an early morning (01:00 or 01:00 AM) or midday (13:00 or 01:00 PM) appointment.

**Select Date**  
[Why can't I find an available appointment?](#)

< November 2020 >

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Select a date from the calendar. Only available dates can be selected.

[Previous](#)

You need to **click on the convenient day** that you wish to take your exam. Please note, days that are available will be highlighted in light grey, whilst days that are not available, will be faded.

**Select Date**  
[Why can't I find an available appointment?](#)

< November 2020 >

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Select a date from the calendar. Only available dates can be selected.

Available start times: Saturday, November 28, 2020

Do we have your correct time zone preference?  
Europe/London-GMT [Change time zone](#)

\*How do you want available times displayed?  
[12 hr](#) [24 hr](#)

[Previous](#)

Then you need to choose whether you would like to see the time of your appointment as 12hr or 24 hour clock, click this to then see what time is available.

When you select your appointment time, double-check the time format and time zone to avoid confusion, as some exams support delivery nearly 24 hours a day. For example, depending on the time format you prefer, note whether you have chosen an early morning (01:00 AM) or midday (13:00 or 1:00 PM) appointment. You need to select the time you wish from the available list, you can change your date if you want to see other available times.

The screenshot shows a calendar for November 2020. The date 28 is selected. Below the calendar, it says 'Available start times: Saturday, November 28, 2020'. There is a question 'Do we have your correct time zone preference?' with 'Europe/London-GMT' and a 'Change time zone' link. Another question asks '\*How do you want available times displayed?' with '12 hr' selected over '24 hr'. Below this are 'Morning' and 'Afternoon' tabs. Under 'Morning' is 'None available'. Under 'Afternoon' is '11:00 PM'. A 'Previous' button is at the bottom.

The next screen will confirm what exam you have booked, date and time. You will also need to review and confirm your contact information is correct to avoid issues on test day. You have the option to edit some of these at this point; if you are happy to proceed click **proceed to check** out button.

The screenshot shows a 'Cart' page for CICM (Chartered Institute of Credit Management). It includes a 'Review and confirm' section with a warning about contact information. Below this is a table with exam details:

Description	Details	Price	Actions
<b>Exam</b> 7AO: Credit Management (trade, export and consumer) Language: English Exam Length: 60 minutes	<b>Appointment</b> Saturday, November 28, 2020 Check-in time: 10:30 PM GMT Start time: 11:00 PM GMT <a href="#">Change Appointment</a>	105.00	<a href="#">Remove</a>

Below the table is an 'Add Another Exam' button. Further down is a 'Confirm contact information' section with a warning: 'Your name must exactly match the identification (ID) that is presented at time of testing or you will not be able to take your exam.' It shows 'Name: Tanya Clegg' and 'Telephone: +44 01780 727272' with an 'Edit' button. At the bottom right, it says 'ESTIMATED TOTAL DUE: GBP 105.00' and a 'Proceed to Checkout' button.

The above screen also confirms the name of the ID which should match exactly that is presented at the time of testing or you will not be able to take your test,

If this is not correct and does not match please contact Awarding Body team to help. Please ensure this is done at least 48 working hours before the exam takes place in order for us to help you with this amendment.

## On exam day:

The screenshot displays the 'ON EXAM DAY' section of the OnVUE online proctoring interface. It features three numbered steps for exam preparation, a video player showing a woman, and a 'Sign in now' button.

**ON EXAM DAY**

**STEP 1. Prepare your testing space**  
Clean off your desk or workspace. Make sure there is no paper, books or other clutter.

**STEP 2. Prepare your computer**  
Disconnect any additional monitors and be sure to close all other open applications. Don't forget to [perform the system test](#), too!

**STEP 3. Check-in for your exam**  
You can begin the check in process up to 30 minutes prior to your appointment.

**OnVUE online proctoring**  
What to expect for your online exam

Ready to **check-in** for your exam? [Sign in now](#)

[Need help on exam day?](#)

Click [here](#) to view the short video

### 1. **Prepare your testing space**

Clean off your desk or workspace. Make sure there is no paper, books or other clutter.

### 2. **Prepare your computer**

Disconnect any additional monitors and be sure to close all other open applications. Don't forget to [perform the system test](#), too!

**Note:** PV runs updates on alternative weekends, which may cause your administration rights on your system to change.

### 3. **Check in for your exam**

Check-in for your exam - You can begin the check in process up to 30 minutes prior to your appointment.

### 4. **Begin exam**

Ready to **check-in** for your exam? [Sign in now](#)



Recent improvements implemented for exam day experience:

### **Add chat to the OnVUE download page**

We want to support candidates when they need it most—on exam day. Since candidates are already stressed about their exams, we want to make sure that technology doesn't add additional stress. As a result, we're adding chat support on the OnVUE download page. We are including a chat support to other points within the OnVUE experience shortly.

### **Candidate instructions for shutting down illegal applications**

If an illegal application is detected during the greeting process or exam session, the exam is shut down and the candidate is shown a generic message stating that the exam was unexpectedly shut down. We are adding instructions that will also explain how to close illegal applications before attempting to relaunch OnVUE. These instructions will be specific to the operating system that the candidate is using.

### **Show queue position to candidates**

On exam day, candidates would benefit from knowing how many others are ahead of them in the queue while they wait for a greeter or proctor. Upon entering a greeter or proctor queue, each candidate will see a message displaying their current queue position which will be updated every 60 seconds.

### **Show candidates a page to confirm exam is loading**

We're adding a page that will inform candidates that the exam is loading (after a greeter or proctor launches an exam but before the exam loads). If the exam successfully loads, the candidate will be automatically directed to the exam. If the exam fails to load, the secure browser will automatically shut down and the candidate will be brought back to the Waiting for Greeter/Proctor page.

### **Disable OnVUE when candidates are disconnected from the internet**

If a candidate is disconnected from the internet, the following message displays: "You have lost your internet connection. OnVUE is disabled until your connection is restored." We are making changes to disable and blur OnVUE content while this message is displayed. This will prevent the candidate from proceeding until the internet connection has been restored.

### **Display messaging to candidates when exams are shut down due to internet connection issues**

If a candidate's internet connection is lost or becomes unstable, the exam is shut down and the candidate sees a generic message stating that the exam was unexpectedly shut down. We are modifying this message to inform candidates of what is happening, so that they will know why their exams were shut down. They will also be instructed to relaunch their exams once internet connection has been restored.

## OnVue Technical requirement

**It is your responsibility to review the technical requirements to ensure your system is compatible with the online proctoring software.** If your system does not meet the requirements and causes a problem during the exam, you will have to reschedule at your own cost.

**NOTE:** We strongly recommend using a personal computer (not issued from your employer) and a wired, ethernet connection. The two most frequent causes of technical issues with online proctored exams are testing on (1) a work computer and (2) an unreliable internet connection. Firewalls or security settings from work on computers may restrict the software from operating properly. Unreliable internet connections (wireless network, VPN, mobile hotspot) may lead to being disconnected.

Pearson strongly recommends using equipment that meets or exceeds the Recommended Specifications. **The minimum requirements will change periodically ensure to check these on our Pearson Vue website when booking and before taking your exam.**

	Minimum Required	Recommended Specifications
Operating System	<b>Windows 11 &amp; 10 (64-bit)</b> – (excluding 'S Mode') <b>macOS High Sierra (10.13)</b> and above – (excluding beta versions) <b>Note:</b> macOS, starting with <b>Mojave</b> , now requires permission from the user to allow any hardware access to an application, which includes <b>OnVUE</b> (proctorapp). Candidates should be prompted to allow this application.	
	<b>Note:</b> Windows Operating Systems must pass Genuine Windows Validation. <ul style="list-style-type: none"><li>• <b>Windows 8/8.1, Windows 7, Windows Vista, and Windows XP</b> are not supported for exam delivery</li><li>• <b>Linux/Unix</b> and Chrome based Operating Systems are not supported</li></ul>	
Firewall	Corporate firewalls (including VPNs) or proxies often cause this delivery method to fail. We recommend testing on a personal computer. Work computers generally have more restrictions that may prevent successful delivery. Please take your exam in a setting without a corporate firewall.	
RAM	<b>OS specified Minimum RAM</b>	<b>4 GB RAM</b> or more
Display	Minimum Resolution: <b>1024 x 768</b> in <b>16-bit color</b> .	Recommended Resolution: <b>1920 x 1080</b> or higher in <b>32-bit color</b> .
	If using an external monitor, you must close your laptop and use an external keyboard, mouse, and webcam. Multiple monitors are forbidden. Touch screens are strictly forbidden.	
Supported Internet Browsers	The newest versions of Microsoft <b>Edge</b> , <b>Safari</b> , <b>Chrome</b> , and <b>Firefox</b> , for web registrations or downloading the secure browser.	

<b>Internet Connection</b>	<p>For optimal performance, a reliable and stable connection speed of <b>3 Mbps down/up</b> is required.</p> <p>We recommend testing on a wired network as opposed to a wireless network.</p> <p>If testing from home, ask others within the household to avoid internet use during your exam session.</p>
----------------------------	--

	Minimum Required	Recommended Specifications
<b>Webcam</b>	<p>Webcam must have a <b>minimum resolution of 640x480 @ 10 fps</b>.</p> <p>Webcam may be internal, or an external webcam connected to the computer.</p> <p><b>Note:</b> <b>Mobile phones</b> are <b>strictly prohibited</b> as a webcam for exam delivery.</p> <p><b>Note:</b> Mac OS users may need to allow OnVUE within their <b>System Preferences: Security &amp; Privacy: Privacy</b> settings for camera.</p>	
<b>Sound &amp; Microphone</b>	<p>Verify the audio and microphone are not muted.</p> <p>Headphones and headsets (wired or Bluetooth) are not allowed unless explicitly approved by your test sponsor.</p> <p><b>Note:</b> Mac OS users may need to allow OnVUE within their <b>System Preferences: Security &amp; Privacy: Privacy</b> settings for microphone.</p>	
<b>Browser Settings</b>	<b>Internet Cookies must be enabled.</b>	
<b>Device</b>	All tablets are strictly prohibited, unless they have a physical keyboard and meet the operating system requirements mentioned earlier.	
<b>Power</b>	Make sure you are connected to a power source before starting your exam to avoid draining your battery during the exam.	
<b>Mobile Phone</b>	<p>You may have the option to use your mobile phone to complete the check-in process. The mobile must meet the following requirements:</p> <ul style="list-style-type: none"> <li>• <b>Android (7+, Chrome)</b> or <b>IOS (12+, Safari)</b> operating systems</li> <li>• A functioning <b>camera</b> with a <b>stable internet connection</b> (mobile phone is only used for completing admission steps, and must not be used during the exam)</li> </ul> <p>Once you have completed the check-in steps, please place your mobile phone out of your arms reach where it is not accessible to you during the exam. As a reminder, phones are a prohibited item and should not be within your reach or visible to you while sitting in front of your computer.</p>	

### Self-service rebooking

CICM has the self-service rebooking feature enabled, this allows candidates unable to pass the diagnostic checks the ability to reschedule themselves within two hours, without the need to contact operations. This will provide you the time to troubleshoot issues before attempting again.

## Mac special note

### Note



Starting with Mojave, Mac OS users are required to grant permission to applications that need hardware access, which includes OnVUE. Candidates should be prompted to allow this application.

If candidates deny OnVUE the first time, they will not be prompted again and will need to manually grant permission through **System Preferences**. In **System Preferences**, they must allow OnVUE within the **Security & Privacy: Privacy settings** for Microphone and Camera. Additionally, OnVUE may require permission for Automation and Input Monitoring.

These technical requirements apply to any candidate taking an exam from their office or a location with a network administrator who controls

the hardware, delivery software, network configurations (firewalls, etc.), or a combination of these variables that will impact the exam experience.

### Note



**Most candidates will not be required to make any changes to successfully take Online Proctored exams.**

## OnVUE Advanced Technical Requirements for the Networking Professional

**DO NOT** make changes without first consulting with an IT Technology Professional.

This information below describes a full set of technical requirements and configuration settings necessary for delivering **Online Proctored** exams using OnVUE and Pearson VUE Browser Lock or Pearson ITS Secure Browser.

The configuration settings and technical requirements described are targeted at an audience of mid to higher level technical skill.

These configuration settings and requirements should only be implemented if you are confident, you understand and can implement these settings and configuration changes. If you do not understand these configuration settings and requirements.

**Advanced Required Configurations - DO NOT** make changes without first consulting with an IT Technology Professional.

- Recommended: Ensure any security software will not block execution of JavaScript.
- The following URLs may need to be added as trusted sites under Internet Settings. This can be done by going to the **Control Panel | Internet Options | Security** tab. Select **Trusted Sites**. Click the **Sites** button and add the following items to the list of websites. You may need to deselect the **Require server verification (https:) for all sites in this zone** option.
  - [http://\\*.pearson.com](http://*.pearson.com) & [https://\\*.pearson.com](https://*.pearson.com)
  - [http://\\*.pearsonvue.com](http://*.pearsonvue.com) & [https://\\*.pearsonvue.com](https://*.pearsonvue.com)
  - [http://\\*.proctorcam.com](http://*.proctorcam.com) & [https://\\*.proctorcam.com](https://*.proctorcam.com)
  - [http://\\*.starttest.com](http://*.starttest.com) & [https://\\*.starttest.com](https://*.starttest.com)
  - [http://\\*.starttest2.com](http://*.starttest2.com) & [https://\\*.starttest2.com](https://*.starttest2.com)
  - [http://\\*.programworkshop.com](http://*.programworkshop.com) & [https://\\*.programworkshop.com](https://*.programworkshop.com)
    - [https://\\*.\\*.twilio.com](https://*.*.twilio.com)
    - [https://\\*.\\*.pvue2.com](https://*.*.pvue2.com)
  - [https://\\*.\\*.ably.io](https://*.*.ably.io)
  - [https://\\*.\\*.ably-realtime.com](https://*.*.ably-realtime.com)
  - [https://\\*.\\*.wowza.com](https://*.*.wowza.com)
  - [https://\\*.onvue.com](https://*.onvue.com)

Sometimes it works better on certain systems if you add them in one of these fashions:

**Warning**



- (1) <http://starttest.com>
- (2) <http://starttest2.com>
- (3) \*.starttest.com\*
- (4) \*.starttest2.com\*
- (5) \*.programworkshop.com\*

## Network & Domain Level Configuration Settings

**DO NOT make changes that you do not** understand without first consulting a Technology Professional.

This section describes the configuration settings necessary on the LAN / WAN used for IBT Exam Delivery. A moderate to high level of technical skill may be necessary to comply with these settings.

- **Pearson Strongly Recommends** using a wired network rather than a wireless network, as it provides better exam delivery performance.
- **Pearson Strongly Recommends** avoiding network configurations involving **VPN, Proxy Servers, Advanced Firewall Security Configurations**, and other network security measures such as but not limited to **Packet Filtering or Packet Inspection**. These advanced security configurations are known to cause moderate to severe degradation in exam delivery performance.
- For **Pearson IBT Exams** Port 80 (HTTP), Port 443 (HTTPS), and Port 1935 (video streaming) **must have sustained continuous connections**. It is strongly recommended that traffic on these ports should be completely unrestricted.

## Troubleshooting Tips

If you are having performance issues or your exam will not launch, do the following:

Stop active Anti-virus scanning while taking an exam. Some anti-virus software can cause performance issues.

– or –

Contact your Pearson Vue Programme Manager to discuss the possibility of having an exception made to your Pearson VUE Browser Lock process action list to allow your internet security or antivirus software used by your organization and/or candidates.

## **Pearson Vue Policies and procedures:**

### **Before testing**

- To ensure a high level of security throughout the testing experience, you will be monitored at all times. Both audio and video may be recorded.
- You must store personal items away from your testing space for the duration of your exam. If you refuse to store your personal items, you will be unable to test and you will lose your test fee. Please note that, if you need to use your cell phone during check-in, you may do so. However, prior to starting your exam, you must place your phone out of arm's reach.

The following items are not allowed in your testing space:

- Cell phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, and watches
  - Wallets or purses
  - Firearms or other weapons
  - Hats (and other non-religious head coverings), bags, coats, jackets, or eyeglass cases
  - Barrettes or hair clips larger than ¼ inch (½ centimeter) wide and headbands or hairbands larger than ½ inch (1 centimeter)
  - Jewelry that is removable and larger than ¼ inch (½ centimeter)
  - Books or notes unless specifically authorized by the exam program for use during your test
- You may be subject to additional potential inspections, including the following:
    - A proctor may ask you to show your ears if you have hair that covers your ears, for the purpose of verifying that no Bluetooth devices are present.
    - A proctor may ask you to roll up your sleeves to verify that you have no writing on your arms.
    - A proctor may ask you to empty your pockets for the purpose of ensuring nothing is in them.
    - A proctor may ask you to complete a full 360-degree room scan either during check-in or during your exam.
  - You must follow all of the appropriate check-in and check-out processes as defined by your exam program. This may include the need to complete a room scan prior to or during your exam. A proctor may intervene if they suspect the presence or use of prohibited items or if a third-party appears.



## During testing

- OnVUE uses a mixture of artificial intelligence and a live greeter to diligently check ID submissions to authenticate your identification. We do this to verify each candidate's identity and to protect the security and integrity of the test.
  - If required, the proctor may ask that you retake a photo of your identification before your exam can start if the image is blurry or ineligible. If there are any discrepancies during the check-in process, you may be prohibited from starting your exam. You may not be allowed to reschedule your test appointment, and you may forfeit your test fee. Your exam program defines the specific ID requirements used during the check-in process for your exam and the proctor has no flexibility to add, delete, or alter this process. After starting your exam, a proctor will continue to monitor you, including the use of specially permitted items that your exam program has approved.
- The proctor will start your exam upon verifying that your testing space and ID meet our requirements. You will verify that you are taking the intended test that you registered to take. You must remain in your designated testing space during the duration of your exam unless your exam program specifically allows breaks.
- Once you have started your exam, any disruptive, threatening, or fraudulent behavior — or anything specifically against exam rules — may be grounds for terminating your test, invalidating your test results, or disqualifying you from taking the test at a future date. Once you have started your exam, you may not communicate with others, including any third-parties or others within your home, such as children. Proctors will monitor you for suspicious movement during the duration of your exam. Please do not read the questions aloud and do not cover your mouth or attempt to hide your face or move it out of view of the webcam. If any of those actions occur, a proctor may intervene and remind you of these policies. If the behavior continues, a proctor may be required to revoke your exam session.
- You may not copy/paste or attempt to remember test questions or test answers from the exam, and you may not share or discuss any or all of the test questions or test answers you saw or viewed during the exam with anyone. Appropriate action will be taken, including the possibility of the exam program taking action against you, if you:
  - Do not abide by these rules
  - Tamper with your computer to modify your testing space in a way that does not meet our requirements
  - Are suspected of cheating
- A Non-Disclosure Agreement or other security statement may be presented to you before the test begins. If presented, you must read, acknowledge, and agree to the terms and conditions of the document within the specified time limit, if applicable, in order to begin your test. Should you not agree, you will not be permitted to proceed with taking the test and you may forfeit your test fee. If you select "DECLINE," your test session will immediately end.
- Each individual exam program establishes their own break policies. You must check your program's specific policies on this page to find out if you will have breaks during your exam. Please note that there are different types of breaks: scheduled or unscheduled. If your test



includes scheduled breaks, instructions will appear on the computer screen at the appropriate time. If you take an unscheduled break at any other time or if you take a break during a test in which the exam program does not have a scheduled break, your exam will be revoked. Please also be sure to review your exam program's policies related to accessing personal items during the break that have been stored (with the exception of comfort aids and medication, which you may access without permission during the exam).

Unless specifically permitted by your exam program, you cannot access mobile phones, watches, test notes, and study guides during your break.

- If you experience any problems or distractions or if you have other questions or concerns, you may click the chat icon, and the proctor will assist you. The proctor cannot answer questions related to test content. If you have concerns about a test question or image, make a mental note of the item (question) number, if available, and share that feedback with the proctor. If you raise your hand and a proctor does not reach out to you, you may be experiencing a connectivity issue that is blocking our system's ability to contact you. We recommend reaching out to your program-specific customer service team for assistance after your testing is completed.
- After you have completed the test, you should be presented information on how to exit out of the application. Depending on the type of test taken, the exam program may display your test score on the computer screen after you have completed the test or you may be provided with a confirmation notice indicating that you have completed the test. If you do not successfully close out of the program at the end of the exam and leave the view of the camera, an exam proctor may interpret that as a testing violation as they cannot see your exam status or content. Ensure you close out of the OnVUE application (PVproctor) properly to avoid your exam being revoked in error.
- After you finish the test, you may be asked to complete an optional on-screen evaluation.

### **Cell Phone Policy**

Cell/mobile phone use is permitted only while checking in for your exam, and/or if you experience a technical issue. Any other cell phone use, including but not limited to actively taking a call and having a conversation with a third party who is not a Pearson VUE proctor, texting, accessing apps, etc., may result in your exam being revoked/terminated.

### **Storing your phone.**

- Keep your mobile phone in the room where you are testing, but just out of arm's reach, as it may not be kept in your immediate testing workspace.
- If you need to access your phone during the exam you may reach for it, but do not leave the webcam's view entirely. The proctor must be able to see you access the phone.

### **Incoming calls.**

- If your phone rings during your exam, limit your interaction to seeing who the caller is.
- If a proctor is contacting you, the OnVUE number will always show as 617-379-0635, and/or caller ID may identify the number as Pearson VUE. If this number or contact appears, please answer the call, as a proctor may be trying to reach you.

- Any mobile phone use other than engaging with a proctor is strictly prohibited and will result in your exam being revoked. If your phone rings and the call is not from a Pearson VUE proctor, do not answer it.

#### **Outbound calls.**

- You may not make outbound calls for any reason.
- To reach Pearson VUE Support, please use the chat feature on your program page: <https://home.pearsonvue.com/Test-takers/OnVUE-online-proctoring/View-all.aspx>

#### **[Take your exam through OnVUE // Pearson VUE](#)**

Check to see if your certification or licensure exam is delivered via online proctoring so that you can test from the convenience of home or work.

[home.pearsonvue.com](https://home.pearsonvue.com)

#### **Silencing your phone.**

- If you need to silence your phone after the exam has begun, first alert a proctor, then wait for their acknowledgement to ensure they understand you are accessing your phone only to silence any notifications.
- Once you have silenced your phone, move it back to a place where you won't have immediate access to it.

#### **Other notifications.**

- We will not text you during your exam. If you receive a text notification, ignore the notification, and continue testing.
- If an alarm sounds on your phone, first alert a proctor, then wait for their acknowledgement to ensure they understand you are accessing your phone only to silence the alarm.
- Once you have silenced the alarm or notification, move your phone back to a place where you won't have immediate access to it.

## Frequently asked questions

### Prior to testing

**Q. Where can I test?**

- A. We require that you test in an enclosed, private space that allows you to maintain a strong and stable internet connection. An ideal testing space would allow you to close a door to avoid interruptions, as third-parties are prohibited from entering your testing space during the exam. If your testing space has windows or glass partitions that may allow a third-party into the view of the camera, your exam may be at risk of being revoked. Ensure that your testing space allows for your computer screen to face yourself, and your background environment protects the integrity of the exam content.

**Q. How do I know my computer will work with the OnVUE software?**

- A. [Perform a system test](#) to download the OnVUE online proctoring software in advance to ensure that your system will work with our software. Once complete, review the system requirements and shut down all non-essential applications before launching the software. If you do not shut down non-essential applications, your exam may not load as expected and you may forfeit your exam fee as a result.

**Q. How do I schedule my OnVUE exam?**

- A. Before scheduling an OnVUE exam, please review our [system requirements](#) to ensure that your computer will be able to run your exam. If your computer does not meet our system requirements, please schedule your exam at the test centre closest to you.

Once you have verified that your computer meets system requirements, you can begin the scheduling process by [signing into your web account](#) to schedule your exam. After you have selected the exam you want to take, choose the “home or office” option. Follow the remaining prompts to complete the scheduling process.

Once you have successfully scheduled your exam appointment, you will be sent a confirmation email that will provide you with your appointment details and important information for exam day. We strongly recommend [re-checking your system](#) on exam day by running a system test and reviewing the [minimum system requirements](#) prior to the start of your exam. If you experience any issues during the system test or find your system does not meet our system requirements, please [log back into your account](#) to reschedule your exam. If you are unable to reschedule your exam, please contact your [program-specific customer service team](#) for assistance.

**Q. Is my testing space okay for testing?**

- A. During the check-in process, you will be asked to [take photos of your testing space](#), which will be checked by a proctor prior to starting your exam. Please ensure that your space is private and secure. If your testing space does not pass a room scan, you will not be permitted to proceed with taking the exam and may forfeit your exam fees.

Additional monitors (and, if applicable, systems) must be unplugged and turned off.

Any visible materials on the wall — including sticky notes, whiteboards, or chalkboards — that look like test reference material may be inspected by your proctor. If necessary, we may intervene or ask you to remove the material, and it could influence your ability to take your exam.

**Q. What does the current system test check for?**

A. The system test checks for:

- General communications between OnVUE and Pearson VUE servers
- Download speeds
- Microphone/webcam functionality and permissions
- Download of the secure browser
- Unzipping and launching of the secure browser

We strongly encourage you to read the [system requirements](#) and ensure you meet them.

**Q. Can I take my exam using a corporate/work computer?**

A. Yes. However, candidates typically have more success when testing on **personal computers** rather than on their work computers. This is because work computers are more likely to have firewalls, VPNs, and other security policies that may block video streaming of you during the exam. We advise employers to share the following requirements with their candidates if they are testing on work computers. Find the link to these requirements [here](#).

**Q. Why is tethering to a mobile hotspot prohibited?**

A. The current hotspot technology is not ideal for maintaining a reliable and consistent connection for candidates' testing sessions. For optimal performance, a reliable and stable connection speed of 3 Mbps down and 2 Mbps up is required. When possible, we recommend testing on a wired network rather than on a wireless network. If testing from home, candidates should ask others in the household to avoid internet use during the testing session.

## Checking in

**Q. I can't see the 'Check-in' button. What do I do?**

A. Please [log in to your account](#) if you're ready to check in for your exam. You'll see the "Check-in" button if you're able to launch your exam. If it's not available within 15 minutes of your exam appointment time, please contact your [program-specific customer service team](#) for assistance.

**Q. My proctor hasn't started my exam yet. Where is my proctor?**

A. Once you've completed all of your required check-in steps, you will see a page that states, "You are almost done with the check-in process". We ask that you please be patient with us as our teams are checking in candidates who are in the queue. Most candidates will have their

exam launched by a proctor within 15 minutes of the exam appointment. If you are experiencing a longer delay, there may be a problem with your photos or your internet connection. If there is an issue with your submitted photos, a proctor will attempt to reach you over chat or your cell phone. The incoming phone number may be unfamiliar to you but please answer so we can help you. If we haven't contacted you in 30 minutes, we may have lost connection to you and our team has been unable to reach out to help resolve this issue. Please reach out to our customer service team via [chat](#) if you require assistance.

**Q. What type of identification will I be required to present?**

- A. Click the ["View ID requirements" button](#) on this page to make sure you have proper ID for online testing.

**Q. How do I check in for my test on exam day and download the software?**

- A. You may have two options. Check out your confirmation, reschedule or reminder email. You can click the Check-in to start exam link if you are within 30 minutes prior, to 15 minutes past your appointment time.

The second option is to [click the "Sign in now" button](#) on this page to sign in to your web account.

The exam you are scheduled to take will appear once you log in to your account under "Open Online Exams." Select the exam link and then select "Check-in." If the "Check-in" button is not available within 15 minutes of your exam appointment time, please contact your [program-specific customer service team](#) for assistance on 0161 8557328 . Please check your appointment details to make sure you are within the designated time frame.

With either start process, you will be asked to download OnVUE, the online proctoring software. Follow the prompts in the application to complete the required check-in steps. Have your acceptable identification available so that the proctor can verify your identity.

Shut down any non-essential applications such as email, chat, calendars, and messaging applications. Please pay particular attention to any applications that may pop up unprompted reminders or messages for you during the exam.

You will be placed in a queue and connected with the next available proctor to begin your exam.

The check-in process takes approximately 15 minutes for candidates who have previously completed a system test.

To allow time for the check-in procedure, please be ready when the check-in window opens 30 minutes before the exam start time.

## During exam

**Q. Can I receive any exam assistance during the exam?**

- A. You may not receive any assistance from other individuals while taking the exam, and you may not allow other individuals to see the computer screen that presents the exam questions.

If another person enters the room while you are testing and/or is visible within your camera screen, your exam will be terminated. The proctor cannot answer questions related to exam content.

**Q. Is technical software assistance available during the exam?**

- A. Most issues can be avoided by completing a [system test](#) and ensuring that you meet all [system requirements](#) in advance of testing. Common issues include an unreliable internet connection and third-party applications trying to run during your exam. We strongly recommend that candidates confirm that all applications have been closed and that there is a sufficient and reliable internet connection prior to testing.

**Q. What are the exam rules on personal belongings?**

- A. If your exam program has specific policies regarding personal belongings or testing tools like calculators during an exam, you will find that information in that section of this page.

**Q. Can I eat or drink during the exam?**

- A. You are permitted to have a beverage during your exam. Eating during your exam is prohibited, as is the use of tobacco products or chewing gum.

**Q. Can I take a break during the exam?**

- A. If your exam program has specific policies and procedures regarding breaks, you will find that information in that section of this page.

**Q. Could I be interrupted by a proctor during my testing session?**

- A. Yes. Proctors may interrupt candidates if there is any suspicious behaviour or rule violations, and take appropriate actions. Sometimes, it's to offer a reminder (no talking) and sometimes it's to investigate something (show me the room, your desk, etc.).

**Q. Can tablets or mobile devices be used for OnVUE exams? What about touchscreens?**

- A. At this time, we require you to run OnVUE exams on desktop and laptop computers running Windows or macOS operating systems that meet these minimum specifications. We currently do not support or allow tablets and touchscreens.

**Q. What happens if my mobile phone rings or beeps during an exam?**

- A. We asked that you keep your mobile phones nearby (but not in arm's reach) in case the proctor needs to call you. If your phone starts ringing or beeping during an exam, you should ignore the notifications. If the proctor questions you about the noise, you can explain that it is your phone ringing. If candidates have an alarm or reminder that goes off on their phone, they will be allowed to turn off the alarm.

**Q. What are the protocols if my internet connection is disrupted during an exam or the proctor asks me to restart my application?**

- A. Note that if a disconnection occurs, the exam timer stops and you will resume from the question or moment you left the exam. If technical issues occur during an exam, you can use the OnVUE chat function to discuss the problem and its remedy with Pearson VUE support staff. We emphasize the importance of having a good, strong internet connection; meeting all of our system requirements; and successfully passing the system test before registering for an OnVUE exam to avoid this process.

If the connection between you and the proctor is lost, a proctor will try to contact you either through your computer or by phone to see what happened and offer help in restarting the exam. If you do not respond to the proctor, she will revoke the testing session. The proctor will also create a case for you in our system outlining what happened; standard protocols regarding test revocation will be followed. If, during your exam, a proctor asks you to restart or you lose connection to your exam, you can resume testing by relaunching the application through your downloads by following these steps:

1. Locate your downloads folder and reopen the OnVUE application
2. Recomplete any requested check in steps and then click next. Your exam should reload and begin. If your exam does not relaunch, please contact our customer service team via [chat](#) for additional support.

**Q. Can I adjust my font size during my exam?**

- A. When the testing computer is locked down during an exam, you may still use CTRL+ and CTRL- to magnify content up to 200%. This is the same capability that is available in testing centers as well.

**Q. Can I read questions aloud during OnVUE exams?**

- A. No. If this happens, a proctor will ask you to stop reading the questions aloud. If you continue, the exam may be revoked.

**Q. Where can I locate my score report for my OnVUE exam?**

- A. Depending on your exam program, you may be able to access your score report after the completion of your exam by logging into your Pearson VUE web account. Please review your exam program's specific processes to ensure you know where to go to locate this information and when it will be available to you.



## General

### Q. Am I required to wear a face mask?

- A. If you are testing at a test centre, you must bring and wear your own face mask while you're at the test centre and throughout your exam. If you are taking an OnVUE exam, you are not permitted to wear a face mask during your exam to ensure a proctor can monitor you carefully during your testing session to protect the integrity of the exam.

At test centres, a surgical or cloth face mask, including a homemade face mask, is acceptable as long as your nose and mouth are fully covered. Face masks with exhalation valves and face shields are not acceptable. We are unable to provide face masks to candidates. Candidates without a face mask will be denied testing services at a test centre. You will be asked to briefly remove the mask during the check-in process to take the required candidate photo. See country-specific face mask exceptions for the United Kingdom.

### Q. Are OnVUE testing policies different from test centre policies?

- A. Yes, they are. Policies covering OnVUE testing differ from those that apply to test centre delivery because candidates must agree to allow themselves to be recorded in their own space and to having artificial intelligence (AI) and other advanced technology techniques applied. Candidates must complete the registration process for OnVUE exams through our Pearson VUE candidate website, where you must accept various policies in order to continue with scheduling. You are held to these policies and other testing expectations.

### Q. If an exam is offered via multimodal delivery (test centre and OnVUE), can I book an exam in one delivery method and reschedule it to the other?

- A. The rescheduling function cannot be used to change the delivery mode for an exam appointment. Instead, if you wish to do so, you must first cancel the original appointment using one delivery method and then schedule a new appointment using the other delivery method. For example, you might cancel an exam appointment at a test centre and then schedule a new appointment for an OnVUE exam.

## Pearson OnVUE system test problem

### What should I do next?

- 1 Check Guidance**  
Ensure you have checked system requirements, detailed in [CICM Booking and Online Exam Guidance](#)
- 2 System Check – Live Chat**  
Use OnVUE Help click Live chat with Pearson OnVUE Technical Team  
<https://home.pearsonvue.com/theopengroup/onvue>
- 3 Employer IT Team**  
Ask your IT Team to check exam system requirements/firewall and use live chat to talk to Pearson OnVUE Technical Team, or use alternative equipment
- 4 CICM Awarding Body**  
Contact [awardingbody@cicm.com](mailto:awardingbody@cicm.com)

CICM - Advancing the credit profession

CICM

## The Recognised Standard

T: 01780 727272

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

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

## Q. What are the full revoke criterias for exams sat with Onvue?

Below is the list of revoke reasons for OnVUE:

Revoke type	Revoke reason
Cannot meet requirements	Language barrier/unsupported language
Cannot meet requirements	Minor guardian policy not followed
Cannot meet requirements	Problem with candidate ID
Cannot meet requirements	Problem with testing environment
Misconduct	3rd party in room
Misconduct	Candidate accessed or attempted to use unauthorized item
Misconduct	Candidate attempted to bribe greeter/proctor
Misconduct	Candidate attempted to capture exam content
Misconduct	Candidate exited testing space
Misconduct	Candidate leaned offscreen
Misconduct	Candidate left before finishing exam
Misconduct	Candidate looked offscreen
Misconduct	Candidate mumbled or spoke out loud
Misconduct	Candidate refused to comply with request
Misconduct	Candidate suspected of using hidden camera
Misconduct	ID
Misconduct	Materials
Misconduct	Proxy test attempt
Misconduct	Workspace
Technical	Access code issue
Technical	Candidate audio/video issue
Technical	Candidate network issue
Technical	Exam froze or crashed
Technical	No audio
Technical	No video
Technical	Pearson VUE outage
Technical	Unable to launch exam
Technical	Unable to reach candidate by chat or VOIP
Exam complete	Exam not ended properly
Auto Revoke by Onvue	See below

Some additional things that might be helpful regarding revokes:

- For technical revokes, the candidate can try again with a new access code if they are within 30 minutes of their appointment time and 30% of their exam time. The greeter will ask if this is what you want to do. Other types of revoke do not have this option.

- "Exam complete" is only used where the candidate has finished the exam but has left the test open (e.g., on the exit page). This ensures a result is uploaded.
- "Auto-revoke by OnVUE" can occur if the candidate fails the secure browser check more than 5 times i.e., they can't close the required apps/processes more than 5 times in a row. This is initiated by the system, not by a greeter/proctor.

## Checklist

## Appendix A

Before exam day	Tick
Read through online booking guidance	
Complete <a href="#">voucher code request from</a> if you have pre-paid in advance for your online exam	
If wishing to take exam from home find a suitable testing space and check * <a href="#">technical requirements</a> .	
check to see if you can take your online exam at home/office using OnVue	
<a href="#">Run system test</a>	
Check you have the correct ID	

Booking exam	Tick
Signed into your pearson vue account using correct log in details?	
If not Click forgot username/forgot password to retrieve these	
From Dashboard from pre approved exam list select exam you wish to book	
Select chosen method, test centre or at home onVue?	
Select and location/date/time	
Make payment	
Check confirmation email/name is same as ID/location of test centre	

On exam day	Tick
Prepare your desk - Clean off your desk or workspace. Make sure there is no paper, books or other clutter	
ID ready	
Prepare your computer - Disconnect any additional monitors and be sure to close all other open applications	
<a href="#">perform the system test</a>	
Have you have strong internet connect direct if at all possible	
Signed into your pearson vue account – check in for your exam	
Once exam has finished log back in after 30mins to retrieve your exam results	

**Introduction – Candidate Name****Tutorial**

You can now complete a brief tutorial before beginning the exam. The tutorial consists of ten screens of information, explains, and lets you try out the functions you might use while taking your exam with the Pearson VUE software

Select the **Next** button to begin the tutorial.

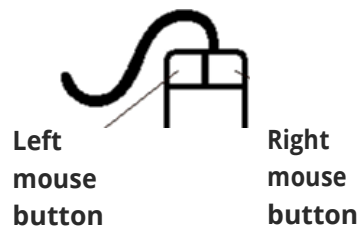


## Introduction

### How to Use the Mouse

If you know how to use a mouse, please click on the **Next** button to proceed.

Navigation buttons and functions on the computer screen can be selected by either using the mouse or the keyboard. A mouse looks like this:



The mouse can be moved by resting your hand on the mouse and sliding it slowly on the mouse pad. Slide the mouse left or right with its buttons facing away from you. Notice what happens to the arrow on the screen when you move the mouse. If you run out of room on the mouse pad, lift the mouse and move it back to the center of the mouse pad. Practice moving the pointer around on the screen and pointing to each of the navigation buttons on the bottom of the screen.

To click a navigation button, slide the mouse on the mouse pad until the pointer is directly over the button along the bottom edge of the screen. Then gently press (click) and release the LEFT mouse button.

Use your mouse now to click the **Next** button to proceed to the next screen.

End Tutorial

Next →

## Introduction

### Time and Progress

At any point in the exam, you can see how much time you have remaining in the upper right corner of the screen. Just below the time remaining, you will see "2 of 12". This indicates that you are viewing the second of 12 questions or screens.

You can minimise the time remaining and the question number reminders by clicking on them. During the exam, when you have five (5) minutes remaining, the time remaining will automatically reappear. To restore them, click on the icons:

### Navigation

The **Previous** and **Next** buttons on the bottom of this screen will be available throughout the exam.

**Next** moves you from screen to screen.

**Previous** moves you back one screen.

The navigation buttons and functions can be selected by clicking the appropriate button with the mouse, using the shortcut keys and using the Tab key to move through the options and pressing the spacebar to select an option.

### Using the Scrollbar

Some exam items may not fit on the screen. For these items, a scroll bar will appear along the portion of the screen that can be scrolled. To reveal the rest of the item, either use the mouse to click and drag the scroll bars, or click on the arrows on either end of the scroll bar.

For some exams, if you attempt to complete an item without scrolling to the bottom of the screen, a user prompt may appear to remind you to scroll down before completing the item.

To close the user prompt, click **OK** and then scroll down the page to reveal the remainder of the item. Be sure to read all the information carefully and then proceed to the next item.

Select the **Next** button to continue.



End Tutorial

Next →

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## Introduction

### Multiple Choice Questions • Single Answer

A multiple choice question with a single answer appears like this on your screen:



**There is a calculator on each item to help you. Access the calculator by clicking the icon, or its hot key: Alt + C.**

- You select the one best answer by:
- pressing the letter on the keyboard,
- clicking the radio button next to the letter with the mouse,
- Using the Tab key to move through the options and pressing the spacebar to select an option.

The next two screens are multiple choice questions with a single answer. Practice following the instructions and answering the questions just as you will on your exam.

End Tutorial

Next →

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 Calculator

If you bought an ice cream in the UK, you would tend to pay in which currency?

- ☐ A. Yen
- ☐ B. Euro
- ☐ C. Pounds
- ☐ D. Zloty

 End Tutorial Next 

 Calculator

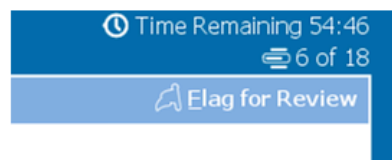
What is the largest city in England?

- ☐ A. London
- ☐ B. Manchester
- ☐ C. Birmingham
- ☐ D. Great Yarmouth

 End TutorialNext 

### Flag for Review

Your exam allows you to flag items that you want to return to later. To flag an item, click the button in the upper right corner labelled **Flag for Review**. If you flag an item for review, a flag will appear next to that item on the review screen.



Review of items must be done during the testing time. You can select items for review whether you have answered them or not.

To flag an item for review:

- use the mouse to move the pointer to the **Flag for Review** button and then click the LEFT mouse button, or
- use the Tab key to move through the options and then press the spacebar to select, or
- hold down the Alt key and press the letter F.

A flag image will appear within the flag outline when the item has been flagged for review. If you wish to unflag the item, click on the **Flag for Review** button again and the flag image will disappear.

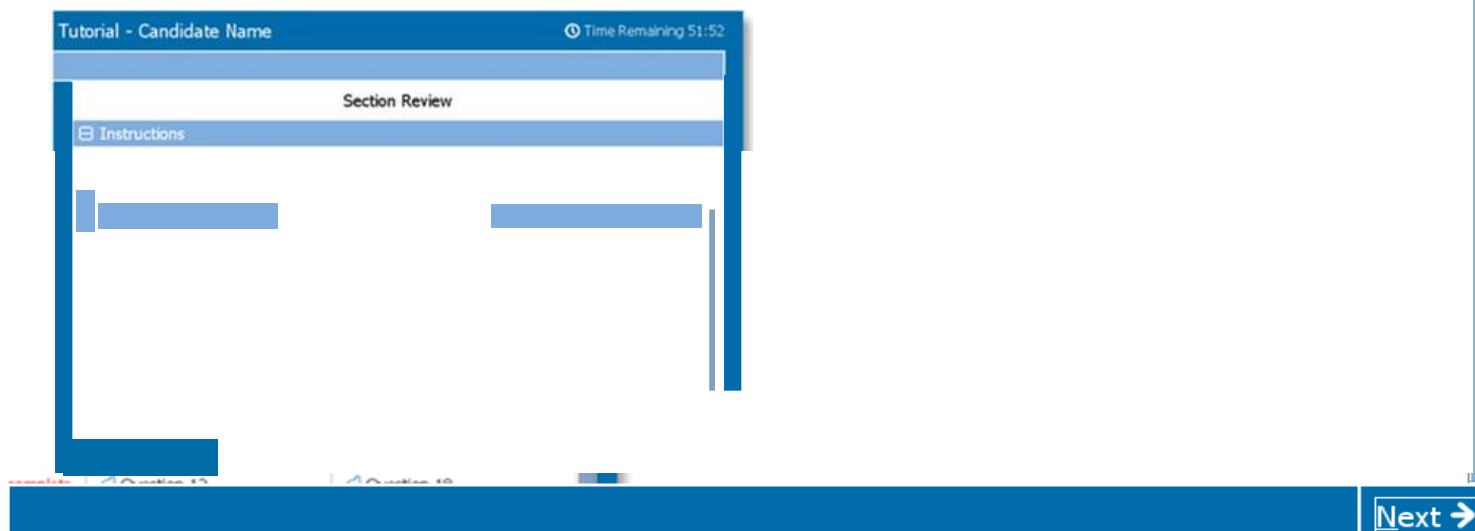
When you reach the last question, press the **Next** button to move to the Review Screen.

Select the **Next** button to continue.

## Introduction

### Using the Review Screen

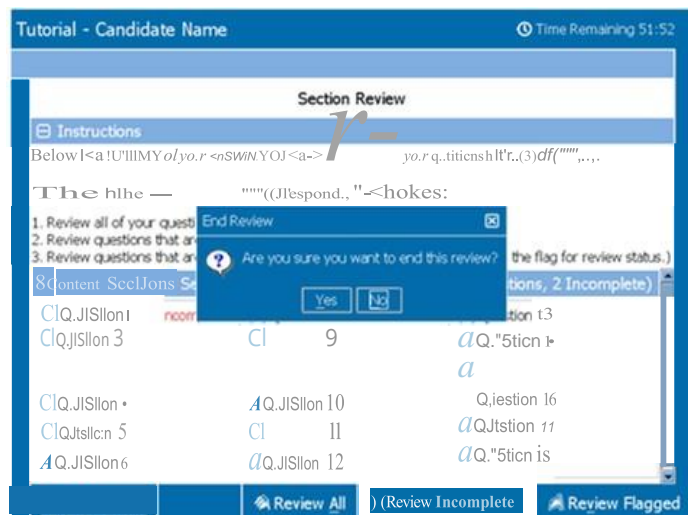
When item review is allowed, the Review Screen is automatically displayed at the end of the section. If you checked the .Flag for Review button on an Item Screen, a flag appears beside that item on the Review Screen. In this example, items 6 and 10 were flagged for review. Unanswered items are displayed as "Incomplete.". From the Review Screen you can review items in a number of ways. The following buttons are available on the Review screen: **Review All** Click to review all the items and answers in the section. **Review Incomplete** Review only the items that were left incomplete. **Review Flagged** Review the items that are flagged for review. You can select or deselect additional items to be flagged by **clicking on the flag outline to the left of the item number**. If your exam has item review, a Review Screen button may appear on each screen of the section in review mode. When this button is provided you can access the **Review Screen at any time during the section**.



## Introduction

### Ending Review

To end your review and your exam, select the **"End Review"** button in the Review Screen. Once you end review, you can no longer go back and review or change your responses for that section. Be sure to read all screen instructions carefully!



Select the Next button to continue.

End Tutorial

Next ➔

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**The next screen will be the start of the exam. Good Luck!**