

# Your CICM Online Exam

**CICM**

Chartered  
Institute  
of Credit  
Management

# Our assessment priorities

**High quality**

**Flexibility**

**Keeping you safe with  
remote delivery options**

# Online exams

High quality delivery • increased flexibility

# NEW Online exams - flexible options

## Online exams

### 1 hour exam

60 multiple-choice questions

Credit management (TEC)  
Trade Credit Management  
Export Credit Management  
Consumer Credit Management  
Consumer Collections  
Business Environment  
Business Law  
Taking Control of Goods

OPTION ONE  
Pearson-Vue  
testing centre

NB not available  
for Accounting  
Principles



### OPTION TWO

Take exam at home or work with  
online proctoring

NB: Accounting Principles = only  
option two available



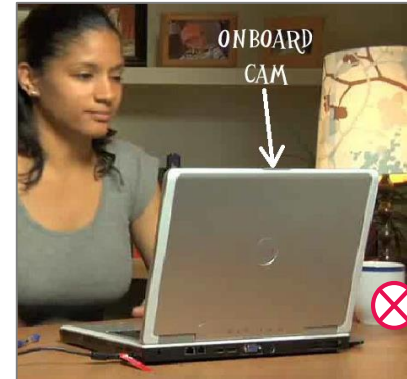
# How do we ensure fairness?

## Pearson VUE/OnVUE ID checks



**Government issued ID**  
2 forms (one with photo)

## Room scan with camera



Water in clear glass  
or bottle only

## Pearson VUE testing centres only



**Wipeable whiteboard +  
Simple calculator only**  
Collect from PV administrator



**TOILET BREAK**  
Testing centres ONLY

## Pearson OnVUE PROCTORED EXAMS

**No breaks or equipment allowed  
during 1-hour exam**

Onscreen calculator and online  
flags and scratchboard for notes

# Example protection at testing centres



**Social distancing • hygiene • reducing risks**

**Pearson Vue follows government guidelines  
See their website for arrangements for each centre**

<https://home.pearsonvue.com/coronavirus-update.aspx>

**CICM - Advancing the credit profession**



# Your Support- Pearson VUE/OnVUE

Customer service and IT support for all exam subjects  
(apart from Accounting Principles)



**WEBSITE:** [home.pearsonvue.com/Microsoft/contact](http://home.pearsonvue.com/Microsoft/contact)

- FAQs
- **Live chat** - quickest way to reach customer service
- **Phone** - regional free phone numbers

## BOOKING

**Customer Service PHONE:** +44 (0)161 855 7328

**WEBSITE:** [home.pearsonvue.com/Test-takers.aspx](http://home.pearsonvue.com/Test-takers.aspx)

## How Proctors communicate with you



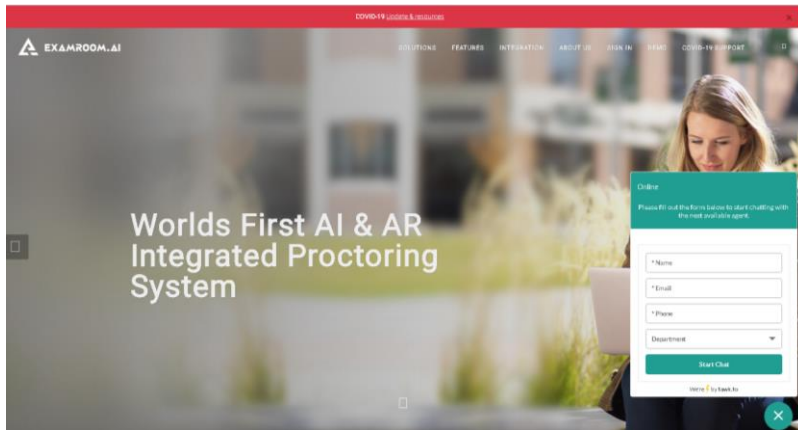
Live chat



By ringing your mobile

# Your Support- EXAMROOM.AI

Customer service and IT support for your  
**Accounting Principles exam only**



Start chatting to customer service  
on EXAMROOM.AI home page

## How Proctors communicate with you



Live chat



By audio



By video



# Proctored exams

Taken remotely, e.g. at home or work

Available on-demand for CICM online exams

# REQUIREMENTS: Online proctored exams

- **Quiet, private location**
- **Reliable device with webcam**
- **Strong internet connection**

Avoid taking exam in setting with corporate firewall (including VPN), where possible, or alert Network Administrator of network configuration requirements

If possible use a personal computer rather than work computer

# 3 steps to set up online proctored exam

## 1 Run system test

Be sure to run your test on the same network and computer you will use on exam day

## 2 Schedule exam

Log into your account to schedule exam

## 3 Take exam

Log into your account to check in at least 30 minutes before your exam appointment Allow extra time at peak times

Do this well in advance of your exam date

An Exam Greeter will check your ID and you must agree to T&Cs, which include consenting to the Proctor:

- Continuously monitoring you by video and audio
- Recording your face, voice and room

Accounting Principles:  
Exam Room instructions

All other subjects:  
Pearson Vue instructions

# What happens if?

## ? I am late

Being late is not an option. Allow enough time for check-in to be ready to start exam at precise appointment time

## ? I have ID issues

As with all exam methods, you will only be able to take the exam if you have correct ID:

- You must present 2 forms of government- issued ID (at least one with photo)
- Your name on ID must match name in your PV account and appointment confirmation email

## ? I leave my desk

Proctor will end your session and you will be unable to continue the exam

## ? Proctor is concerned

Proctors will terminate exam immediately and report CICM with audio/and video evidence if they are concerned about cheating

## ? I need a reader

If you require a reasonable adjustment, e.g. due to dyslexia - contact CICM for advice

## ? System issues

Technical teams are on hand to provide support. Most technical issues can be avoided by completing system test in advance. Common issues are lack of stable internet connection and running unauthorised applications during exam

## ? I don't have a camera

You will need to arrange a camera to take your exam using proctoring. If you don't have access, please contact the CICM to make other arrangements

# For more information and guidance

Everything you need to know is on our Assessment 2020 webpage.

Get in touch for advice, [Contact us today](#)

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