CICM Qualifications
Accounting Principles
Booking & Learner Guidance
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**Version 11** amendments

- Advice added the marking of notes (FAQ 9)
- Diagram to how to resolve any computer set up issues (p 8)
- Advice about use of separate keyboard and 2 screens (FAQ 16)
- Advice about tables in actual exam (p 4 and FAQ 8)
- Revised requirements table (p5) and technical specs (pp 12-17 and 22-23)
- New ExamRoom.AI support email (support@examroom.ai)
- Use of mirror allowed if fixed camera (FAQ 15)
- Some revised exam day experience slides (pp 12-17)
- Expanded advice on the storage of candidate data (FAQ 27)
- Diagrams about confidentiality, forms in exam, practice questions and mock exam (pp 17-19)
Welcome

NEW Accounting Principles – exam delivered online

We have future proofed your Accounting Principles exams by moving them online and arranging remote ‘Exam Proctors’, working in partnership with ExamRoom.AI.

The exam will follow the same format as previous exams. You will all take the exam at the same time and your answers will be marked by an examiner and moderator after the exam.

The only differences are:
- Later exam date (6 July) to allow for disruptions to classes
- You will type your answers online
- Longer exam time – an extra 30 minutes plus 5-minute comfort break
- Earlier start time – 13:30
- Technical requirements – you need to find the right space and equipment for your exam

NEW Accounting Principles – exam delivered online

### What's the same?
- Same style exam
  - FIVE 3-part compulsory questions
- Exam currently during June and January period
- You complete an CICM exam entry form
- All take exam at same time
- Answers marked by examiner and moderators after exam
- You will receive your results and certificates to similar timescales
- CICM will publish example exams on KNOWLEDGE HUB so that you can practice typing your answers

### What's different?
- No need to travel to an exam centre, instead you access your exam online
- You will need to find a quiet place and appropriate equipment
- You will type your answers instead of using pen + paper
- Pilot candidates will have 30 mins extra time (extra time to be reviewed following June exam)
- You can take a comfort break (5 mins) in middle of exam
- You will start your exam earlier (13:30 GMT) to allow for extra exam time - Log on at least 30 mins before exam (13:00)
- CICM will not publish the exam you took afterwards only general examiner comments

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T: 01780 722900  E: awardingbody@cicm.com  www.cicm.com
First steps
CICM has prepared the following resources to help you prepare for the new online exam experience:

- **Example exams** – practice typing answers and amending tables using the practice Accounting Principles exams published on CICM Knowledge Hub (look for button in Studying Members’ section at the bottom of the Home Dashboard).
- **Examiner’s comments** – read advice from previous exams to avoid frequent mistakes.
- **Mock exam** – complete the mock exam in 3 hours and 35 minutes to check your readiness for the exam. This contains tables, where required, in answer boxes (as the actual exam) which you can amend.

This guide explains equipment requirements, how to book and run a system test, who to contact if you need support, and what to expect on the day. FAQs are at the end of this document.

Key dates to remember

![TIMESCALES - Accounting Principles](image)

**Who is ExamRoom.AI?**

ExamRoom.AI is our partner for the delivery of the Accounting Principles and High Court Enforcement exams. ExamRoom.AI is a US company with considerable experience in delivering proctored exams to universities and professional institutes worldwide. They were the first to integrate artificial intelligence (AI) into their proctoring exams and use a range of advanced techniques to ensure exam security (see Section 3 Take exam and FAQs). We selected ExamRoom.AI because of their excellent customer service support, and ability to proctor long, written exams globally.
Terminology

For these exams with ExamRoom.AI:

- Invigilators are known as ‘Exam Proctors’.
- There will be ‘Onboarding Agents’ who will welcome you and carry out ID and system checks.

Proctored exam requirements

The advantage of a ‘proctored’ exam is that you can take the exam in a location which best suits you – which means that you do not have to travel to an exam centre. However, you do need to set up your exam environment carefully, and there are important equipment requirements (see below). Please follow the instructions in this guidance to ensure that you have a successful exam experience.

**REQUIREMENTS: Accounting proctored exams**

- Quiet, private location
- Reliable device with webcam and working microphone
- Strong internet connection
- Ability to log into CICM Members area and Knowledge Hub

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

See technical spec

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The guidance explains how to:

1. Book exam
2. Run a system test and check access to the CICM Members’ area and Knowledge Hub
3. Take exam
1 Book exam

Complete and return CICM exam entry form by exam entry deadline date

Accounting Principles entry form July 2020

Please see our assessment timetable for deadline dates and fees.

Once you have completed your entry form, CICM will pass your details to ExamRoom.AI so that they can send you email advice about how to:

- carry out a systems test
- access your exam appointment on exam day – keep this safe.

On receipt of this advice:

- Follow the link to log into the ExamRoom.AI website to complete your pre-exam system test.

- Make sure you can access the CICM Members’ Area and Knowledge Hub. You can request a new password on the CICM home page: www.cicm.com. Keep a note of this and your username and change them if you prefer in the member profile area.

- Use the past question papers and answers (with examiner’s feedback) in CICM Knowledge Hub to start practicing typing your Accounting Principles answers and inserting tables. You can dip in and out of questions or complete a full timed mock exam. These will be available from 1 June.

3 steps to set up exam

1 Book exam

Complete and return CICM exam entry form by exam entry deadline date

2 Run system test

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

Do this well in advance of exam – 29 JUNE DEADLINE
https://examroom.ai/systemtest/

3 Take exam

Click the link in your appointment email at least 30 minutes before your exam time.

All candidates are advised to practice typing answers in FREE PRACTICE ONLINE EXAMS on CICM Knowledge Hub before taking the exam

You will wait in a queue until just before your exam start time.

An On Boarding Agent will verify your system, ID (documentation and face scan) and room scan. You must also agree to T&Cs, which include consenting to the Proctor:
- Continuously monitoring you by video and audio
- Recording your face, voice and room.
Run systems test

Be sure to run your test on the same network and computer that you plan to use on exam day, and so plan this first

Run the systems test well in advance of exam
(29 June DEADLINE)

Room and system requirements

Before running your systems test, you will need to decide where you will take your exam. You will need a quiet, clear, private space, fairly close to a toilet if you plan to take the 5-minute break. On exam day, ExamRoom.AI’s Onboarding Agent will ask you to scan the room to check that they are satisfied with the exam environment and so please remove all reference material and ensure your desk is clear.

You are allowed a small wipeable whiteboard and a simple calculator, however the Onboarding Agent and Exam Proctor will ask to see these to check that the whiteboard is clean, and the calculator is permissible (see FAQs at end for advice about expectations).

Next you will require a reliable device with webcam and microphone take the exam, and a strong internet connection which meets the specification on the next page. Care should be taken in sourcing this equipment because most exam issues result from inadequate equipment.

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

CICM recommends that you test your equipment well ahead of exam day (29 June at the latest) to avoid disappointment.

This is the link to run your system check: https://examroom.ai/systemtest/

ExamRoom.AI Support

If you experience difficulties, contact ExamRoom.AI’s Customer Support team for assistance:
Email: support@examroom.ai
Live chat: On ExamRoom’s home page - examroom.ai

Call Centre hours
Monday - Friday: 08:00 - 20:00  Saturday: 09:00 - 15:00  Sunday: Closed
ExamRoom.AI Technical Specification

| Operating System | Windows 10  
Mac OS 10.13 (High Sierra) and above (excluding beta versions) |
|------------------|--------------------------------------------------------------------------------|
| Note: | Windows Operating Systems must pass Genuine Windows Validation.  
- **Windows Vista**, **Windows XP** and **Windows 7** are strictly prohibited for exam delivery  
- All Linux/Unix based Operating Systems are strictly prohibited. |
| Firewall | Do not take your exam in a setting with a corporate firewall (including VPN), or, alert your Network Administrator to contact the ExamRoom.AI Technical Support Team by email ([support@examroom.ai](mailto:support@examroom.ai)) or online chat (see website: [https://examroom.ai/](https://examroom.ai/)). We recommend testing on a personal computer. Work computers generally have more restrictions that may prevent successful delivery. |
| RAM | OS specified minimum RAM  
4 GB RAM or more |
| Display | Minimum Resolution: **1024 x 768** in **16-bit colour**.  
Additional monitors are forbidden. |
<p>| Internet Browser | The newest versions of <strong>Chrome 81 and above</strong> and <strong>Firefox 71 and above</strong> |</p>
<table>
<thead>
<tr>
<th><strong>Internet Connection</strong></th>
<th>For optimal performance, a reliable and stable connection speed of <strong>3 Mbps down and 3 Mbps up</strong> is required. Where possible, we recommend testing on a wired network as opposed to a wireless network. If testing from home, ask others within the household to avoid internet use during your exam session. Tethering to a mobile hotspot should be used only as a last option.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Webcam</strong></td>
<td>Webcam must have a <strong>minimum resolution of 640x480 @ 30 fps</strong>. Webcam may be internal or may be external and connected to the computer. <strong>Mac users should allow users within their ‘System Preferences: Security &amp; Privacy: Privacy’ settings for Microphone, Camera, Automation and Input Monitoring by Chrome or by Firefox depending on the browser you are using. You must be able to physically lift your webcam to pan room with your camera.</strong></td>
</tr>
<tr>
<td><strong>Sound &amp; Microphone</strong></td>
<td>Verify the audio and microphone are not set on mute in Windows. Mac users may need to allow Chrome or Firefox within their ‘System Preferences: Security &amp; Privacy: Privacy’ settings for Microphone, Camera, Automation and Input Monitoring.</td>
</tr>
<tr>
<td><strong>Browser Settings</strong></td>
<td><strong>Internet Cookies must be enabled. Any Pop-Up blocking setting(s) must be disabled.</strong></td>
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<td><strong>Device</strong></td>
<td>All tablets are strictly forbidden, unless it is a Windows Surface Pro and also meets the operating system requirements mentioned earlier. To ensure success, please use a laptop or desktop computer.</td>
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<td><strong>Power</strong></td>
<td>Ensure you are connected to a power source before starting your exam to avoid draining your battery during the exam for your mobile phone and laptop.</td>
</tr>
</tbody>
</table>
This section explains the ID checks and your exam registration experience.

ExamRoom.AI uses advanced technology to register and verify your ID and monitor your behaviour during the exam to ensure fairness. We also have rules about taking breaks and use of calculators and wipeable boards. You can find out more about these arrangements in this section, the FAQs at the end of this booklet, and the diagram below.

How we ensure fairness
Identity checks and registration

ExamRoom.AI use the following pre-exam techniques to register and check your identity:

- facial recognition and government issued photo ID
- biometric data

On the exam day, you will meet an online Onboarding Agent (OBA) who will verify your identity and perform room scans. The following provides some background to the ID and facial registration checks.

Facial recognition and biometric data
To ensure you can be properly identified while maintaining privacy and security, ExamRoom.AI utilises biometric authentication. In doing so, they will store your personal information on your local device, rather than a server or website.

ID requirements
CICM requires the same ID documentation for all exams:

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

ID requirements

Primary ID must be government issued, 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
- 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 as soon as possible. You will not be admitted to the exam, and will lose your fee, if you fail to present the correct identification.
Exam Day experience

On Exam Day, you click the link ‘Start Exam’ in your ExamRoom.AI appointment confirmation and go from there. Please do this at least 30 minutes before your exam appointment time, i.e. 13:00. This exam link will not be available for you to access before your scheduled day/time.

1. Go to https://examroom.ai/ and click Sign In in the top right corner and login to your account:

2. Once you log into your candidate profile, you will be brought to your Dashboard: Click Start

3. Installing the Screenshare Extension:

   If you do not already have this on your computer, please click Install
4. After clicking Install, a new tab will open. You will click Add to Chrome:

![ExamRoom Screen Sharing](image)

5. Then you will click Add extension:

![Add extension](image)

6. Once the extension is installed, you can close the tab and go back to ExamRoom. You will click Start Exam again.

7. After clicking Start Exam again, you will be brought to the first system check:

![System Requirements](image)

**Please make sure you are not connected to any Bluetooth devices.**

**Webcam and Microphone**
Click on the Webcam and Microphone icons to ensure the right one is selected. If there is a pop-up box for webcam and mic, you can click the X to close it.

**Internet**
If your bandwidth is low, please disconnect all other devices off the internet/Wi-Fi and sit as close to the router/modem as possible. Click **Next** to continue.

This will analyse your system. If any components are not working properly, please fix them to proceed.

Click **Next** if all boxes are checked.

**You can call ExamRoom.AI if you are facing issues** (see contact details on page 7).
8. After the first system check, you will be brought to the Terms page. Click the **I Agree box** and then **Continue**:

- Please click the box to confirm that you agree to the terms and then click **Start Exam**.
- From this page, you can also click to do a walkthrough or take a tour before continuing.

9. Next, you will be asked to share your screen:

   - Please click on the image of your screen. Then click **Share**.
   - Please make sure that you have no other open tabs on your computer.
   - Please allow for a minute or two to connect to the **Onboarding Agent (OBA)**

10. Now you are connected to the OBA. They will guide you through the process. First step is second system check:
11. Government Issued ID is the first identity verification check:

   Place your IDs in the camera (one at a time).
   The OBA will click to capture and will then click to the next step.

12. Face Scan is the second identity verification check:

   Look into the camera.
   The OBA will take your photo and will click you to the next step.

13. The last verification step is the Room Scan. You will rotate your camera to show your surroundings:
14. The final step before accessing your exam are the Rules.

The icons display what is allowed and prohibited.

After reviewing, click the box that you Agree and then click Begin Exam.
Then you will be transferred to the Proctor.

Note that CICM allows you:

- Your own calculator, provided it is not programmable
- Your own small wipeable whiteboard - it must be clean at the start and cleaned at end of exam
- Water in a clear glass or bottle
- One 5-minute comfort break during the exam.

15. Accessing your Exam. Once you have completed the onboarding, you will be logged into your exam by the Exam Proctor:

The Proctor will either provide the password via the chat box, or they will enter it manually. You will then be asked to fill in the additional required information. Then click Start. You may be required to log into the CICM Members’ Area and CICM Knowledge Hub and so make sure you have your username and password to hand.
Communicating with the ExamRoom.AI team

If you hover over the top part of the screen the banner will display with the **countdown timer, contact number, reload test console, chat**, and **finish test** options. When you have completed your exam, click **Finish Test** on the exam screen AND the banner. You can speak to the Proctor verbally or through the chat box located at the bottom of the screen.

This concludes the Exam Day Login Guidance. If you have any questions, please feel free to reach out to the ExamRoom.AI team via call, email, or chat.

**Confidentiality and security**

**Reminder** Exam security and confidentiality

**WARNING**

DURING YOUR EXAM YOUR KEYBOARD AND INTERNET PROTOCOL (IP) ACTIVITY WILL BE RECORDED

NO ACCESS to search engines, files or Knowledge Hub resources is allowed

Ctrl+C and Ctrl+V is allowed

EXAM QUESTIONS ARE CONFIDENTIAL and must not be noted and/or disclosed to others

CICM will investigate all reports of suspicious activity and breaches in confidentiality and take action in line with CICM Malpractice Policy

Your ID information is stored only on your own local device. Proctoring data is stored securely on UK server before deletion, with restricted access during marking period only. In cases of suspected malpractice, CICM retains data until investigation is complete and case is closed.

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T: 01780 722900  E: awardingbody@cicm.com  www.cicm.com
Tables in your exam

You have tables provided in your exam

You can customise tables, if required using editing tools.

Table insert/formatting tools available – click arrow on left to reveal.

TIP Use keyword Down-pointing Arrow to move quickly between columns.

You could use Ctrl+C and Ctrl+V to copy and paste information from question/background information into answer box for easier reference.

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CICM Knowledge Hub support resources

Practice online exams

ACCOUNTING PRINCIPLES Practice Exams

ACCOUNTING PRINCIPLES Systems Test

ACCOUNTING PRINCIPLES Practice Exam

ACCOUNTING PRINCIPLES Examiner & Examiner Feedback

ACCOUNTING PRINCIPLES Online Exam

ACCOUNTING PRINCIPLES Exam advice

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T: 01780 722900  E: awardingbody@cicum.com  www.cicum.com
Mock exam

ACCOUNTING PRINCIPLES

MOCK EXAM
3 hours and 35 minutes (including one 5-minute break)
Exam will time out at end of this period
Permissible equipment to simulate exam conditions:
Small, clean whiteboard, erasable pen and calculator (non-programmable and not a phone calculator)
No notepaper or notes visible in room

• Questions selected from various previous exams
• Tables included in answer box
• Mock times out after 3 hours and 35 minutes
• Multiple attempts allowed
• You can review answers from previous attempts

Answers
• Ask your tutor about arrangements for marking your mock exam
• If you are studying independently, contact CICM Credit Academy for access
• You can print answers and/or copy + paste your response into a Word document to send to tutors

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CICM exams with ExamRoom.AI proctoring - Frequently Asked questions

1. **Who is ExamRoom.AI?**
   ExamRoom.AI is a US company with considerable experience in delivering proctored exams to universities and professional institutes worldwide. They were the first to integrate artificial intelligence (AI) into their proctoring exams, and use a range of advanced techniques to ensure exam security. ExamRoom.AI delivers our Accounting Principles and High Court Enforcement exams.

2. **How and when do I book?**
   You complete a CICM exam booking form. This is available approximately 6 weeks before the exam. See the assessment timetable on CICM website for deadline dates and fees.

3. **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 or call T: +44 (0)1780 727272.

4. **What happens if I need to cancel or amend my booking?**
   You need to contact CICM Awarding Body no less than 2 working days before your exam at E: awardingbody@cicm.com or call T: +44 (0)1780 727272. For example, if your exam was on a Monday, you would need to contact us by close of play on the previous Wednesday (17:00 BST).

5. **Will I lose my fee due to cancellation?**
   Not unless you give less than two working days’ notice (see above).

6. **What will I need for 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
   - 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, as soon as possible. **You will not be admitted to the exam and will lose your fee if you fail to present the correct identification.**

7. **Are you allowed to use notepaper or equivalent, e.g. whiteboard? What are you required to do with them after the exam?**
   You are not allowed notepaper during the exam. However, CICM allows you to use a small, wipeable whiteboard for notes. If you chose this options, the Onboarding Agent will confirm that it is clean, and the Proctor will ask you to wipe it clean upon completion of the exam.

8. **Will CICM provide tables, where required in the exam where I can insert my answers?**
   Yes, just like the mock exam on CICM Knowledge Hub, you will have tables that you can complete or amend, for example when preparing trial balances, budgets and ledger accounts.
9. Will my notes be marked?
   Yes – just like now, if you include your notes at the top or bottom of your answer, the examining team will take these into consideration, if you do not cross them out at the end. Please identify these clearly with headings e.g. notes/workings

10. Can I use my own calculator in the proctored exam?
    Yes, but it must be a simple, non-programmable calculator and you must allow the Exam Proctor to check it at the start of the exam.

11. What are the required conditions for remote proctored exam administration?
    Compatible computer with working webcam and microphone and an isolated well-lit room.

12. What technical specifications will you receive prior to taking the remote proctored exam?
    When your exam is scheduled, you will receive an email from ExamRoom.AI with the technical requirements, and also a link to perform a system check to ensure your computer is compatible. You can also perform this test beforehand by going to this location: https://examroom.ai/systemtest/

13. Are there any special exam set up requirements?
    Yes, you need to find a quiet, clear, private space, fairly close a toilet if you plan to take the 5-minute break. On exam day, you must remove all reference material and ensure your desk is clear. Please ensure that your desktop is clean and that you are not near any books, notepads, sticky notes, papers, pens or other writing instruments. Additional monitors and computers must be unplugged and turned off. Items on the wall with writing on them, such as whiteboards, will be inspected. If your workspace does not pass a room scan, you will not be permitted to take the exam.

14. What about equipment requirements?
    You will require a reliable laptop or desktop computer with webcam and microphone to take the exam, and a strong internet connection which meets the specification below. Please make sure you use the updated versions of Google Chrome and Firefox, along with an updated Operating System. 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.

    When you have sourced the correct equipment, you should use this link to run a system check to make sure that your equipment will work with ExamRoom.AI’s software: https://examroom.ai/systemtest/

    Please shut down all non-essential applications before launching the software. Also, you must carry out the test on the same computer as you plan to use in the exam and in the same place because internet connectivity may vary.

    CICM recommends that you test your equipment well ahead of exam day to avoid disappointment. **You will not be admitted to the exam if you fail the system test on Exam Day and will lose your fee.**

15. What happens if you have a fixed camera? What happens if you cannot physically lift your computer and do a pan of the room, e.g. using a desktop and/or are hard wired to the internet?
    Please have a mirror on hand to show the room to the Onboarding Agent, otherwise, you will have to reschedule.
ExamRoom.AI Technical Specification

| Operating System | Windows 10  
| Mac OS 10.13 (High Sierra) and above (excluding beta versions) |

**Note:** Windows Operating Systems must pass Genuine Windows Validation.  
- **Windows Vista, Windows XP and Windows 7** are strictly prohibited for exam delivery  
- All Linux/Unix based Operating Systems are strictly prohibited.

| Firewall | Do not take your exam in a setting with a corporate firewall (including VPN), or, alert your Network Administrator to contact the ExamRoom.AI Technical Support Team by email (support@examroom.ai) or online chat (see website: https://examroom.ai/). We recommend testing on a personal computer. Work computers generally have more restrictions that may prevent successful delivery.

| RAM | OS specified minimum RAM  
| 4 GB RAM or more |

| Display | Minimum Resolution: **1024 x 768** in **16-bit colour**.  
| Additional monitors are forbidden. |

| Internet Browser | The newest versions of **Chrome 81 and above** and **Firefox 71 and above** |
| Internet Connection | For optimal performance, a reliable and stable connection speed of **3 Mbps down and 3 Mbps up** is required.  
Where possible, we recommend testing on a wired network as opposed to a wireless network.  
If testing from home, ask others within the household to avoid internet use during your exam session.  
Tethering to a mobile hotspot should be used only as a last option. |

| Webcam | Webcam must have a **minimum resolution of 640x480 @ 30 fps**.  
Webcam may be internal or may be external and connected to the computer.  
**Mac users should** allow users within their ‘System Preferences: Security & Privacy: Privacy’ settings for Microphone, Camera, Automation and Input Monitoring by Chrome or by FireFox depending on the browser you are using. You must be able to physically lift your webcam to pan room with your camera. |

| Sound & Microphone | Verify the audio and microphone are not set on mute in Windows.  
Mac users may need to allow Chrome or Firefox within their ‘System Preferences: Security & Privacy: Privacy’ settings for Microphone, Camera, Automation and Input Monitoring. |

| Browser Settings | **Internet Cookies must be enabled.**  
**Any Pop-Up blocking setting(s) must be disabled.** |

| Device | All tablets are strictly forbidden, unless it is a Windows Surface Pro and also meets the operating system requirements mentioned earlier. To ensure success, |
||
| --- | --- |
| Please use a laptop or desktop computer. | Ensure you are connected to a power source before starting your exam to avoid draining your battery during the exam for your mobile phone and laptop. |

16. Am I allowed to use a separate keyboard and screen to my laptop?
You can use a separate keyboard – no problems here. A separate screen depends on your screen configuration. As a rule of thumb, you are only allowed ONE screen in the exam and this must have the camera. However, you could use a separate, larger screen (with a camera) if you have a docking station which enables laptop screen to be closed.

17. Is there support in setting up my equipment?
Yes, if you experience difficulties, contact ExamRoom.AI’s Customer Support team for assistance:

- Email: Support@examroom.ai
- Live chat: on ExamRoom’s home page - examroom.ai

**Call Centre hours**
Monday - Friday: 08:00 - 20:00
Saturday: 09:00 - 15:00
Sunday: Closed

18. Can I receive any exam assistance during the exam?
You may not receive any assistance from others during the exam, and you may not allow others to see the exam questions on your computer screen.
- If another person enters the room while you are testing, your exam will be terminated.
- The Proctor cannot answer questions related to exam content.

19. Can I communicate with the Exam Proctor?
Yes, by chat, audio or video. If you hover over the top part of the screen the banner will display with the countdown timer, contact number, reload test console, chat, and finish test options. Also you can speak to the Proctor verbally or through the chat box located at the bottom of the screen.

20. What happens if I have a technical problem during the exam?
The Proctor will arrange technical support if you experience a problem during the exam. If this can't be resolved, e.g. due to a poor internet connection, you will have to reschedule your exam. In this case, contact CICM Awarding Body immediately at E: awardingbody@cicm.com or call T: +44 (0)1780 727272. You will have just one further opportunity to sit the exam (within 7 days) when you receive a different version of the exam. After this you will have to wait until the next exam period (currently January 2021).

21. Am I allowed any equipment in the exam?
Yes. You are allowed a small wipeable whiteboard, a simple calculator (non-programmable, and water in a clear glass or bottle. However, the Onboarding Agent and Exam Proctor will ask to see these to check that the calculator is permissible, and the whiteboard is clean at the start of the exam and that you have cleaned it before you end the exam. You are not allowed to take any notes away from the exam.

22. 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.
23. **What is the format of the examination, for example is there a tutorial on how to use the system?**
   The Accounting Principles exam involves 5 compulsory questions with 3 parts. You will type your answers in the exam and insert tables where required. There are example exams and advice on CICM Knowledge Hub, including a timed mock exam.

24. **Concerns during the exam**
   If you have a concern during the exam, you can speak to the Proctor or use the online chat. If you experience hardware or software problems, or distractions that affect your ability to take or continue the exam, notify the Proctor immediately.

25. **What is the pass mark for accounting principles online exams?**
   The pass mark for the Accounting Principle exam is 50% for Level 3 Pass and 40% for Level 2 Pass.

26. **Will I get my result on the day like other CICM online exams?**
   No, your answers will be marked by an examiner and moderator, and so you will receive your result about 6 weeks later (see assessment timetable on CICM website for results day).

27. **How is my personal data held?**
   The personal data you have provided 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, the organisation either uses a UK-based server, or 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.

   Your ID information is stored only on your own local device. Proctoring data is stored securely on UK server before deletion, with restricted access during marking period only. In cases of suspected malpractice, CICM retains data until investigation is complete and case is closed.

28. **What happens to my assessment results?**
   Your results 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.

29. **Does the government have access to my candidate data?**
   Yes, 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/6bnYf5](http://goo.gl/6bnYf5).
30. Where do I report concerns about my exam experience?
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 Officer at the Water Mill, Station Road, South Luffenham, Oakham, Rutland, LE15 8NB or Email: awardingbody@cicm.com within seven working days of the examination.

31. How are the candidates on-boarded?
ExamRoom.AI has Onboarding Agents, separate from the Exam Proctors, this gives the additional attention needed for identity verification.

During the onboarding process, the Onboarding Agent will:
- Approve the system check
- Take a photo scan of government issued IDs
- Take a photo of the candidate and records typing DNA.
- Require you to perform a room scan during which you must:
  - Show the entire room, on/under desk
  - Close all doors
  - Remove any prohibited materials
  - Have no other individuals
  - Have no additional monitors or devices nearby
  - Have no TV, radio or other device playing in the background

32. What are the steps taken to verify and/or authenticate your identity?
Facial scans must match Government issued ID.

33. What are the steps or procedures regarding lost internet connection during the examination process?
**Technology:** The ExamRoom.AI system tries three times to connect with the session generated by their sever. If they are unable to connect, the exam test console closes and ExamRoom.AI Technical Support will call you right away

**Candidate induced:** ExamRoom.AI systems can detect if a candidate intentionally disconnects the internet or exits the browsers upon four confirmation popups. In this event The ExamRoom.AI defers the decision to the CICM Awarding Body to ascertain the next step for the candidate.

34. Can the Proctor pause and/or stop the candidate from continuing with the examination?
Yes.

35. Will you be required to sign non-disclosure statements and terms before the start of your exam?
Yes, this is done before and/or after onboarding. If candidates do not accept the terms, ExamRoom.AI will not start the exam.

36. Is the test administration recorded?
Yes.

37. Does the Proctor onboard candidates while proctoring others?
No. ExamRoom.AI has separate individuals who on-board candidates and proctor exams.

38. Are you required to pan the room (360) at the beginning of the exam?
Yes.
39. What are the reasons a Proctor would not allow a candidate to begin the exam?
   - Non-compliance to onscreen terms and agreement of rules.
   - Refusal to conduct room scan.
   - Refusal to remove prohibited materials or people from the exam testing area.

40. Can I take a break during the examination process? If so, what are the procedures?
   - Yes, we have agreed that you can take a 5-minute comfort break during the exam.
   - When you need to go for a break, you should ask the Proctor and the Proctor will confirm.
   - The Proctor will watch the timer for the allotted time (5 minutes only) based on CICM rules.
   - If you exceed the allotted time, the Proctor will issue a time-stamped flag, then issue a verbal warning.
   - If you do not return or return after a time decided with CICM, the exam will be cancelled, and the Proctor will call you to see if you are ok (if you do not return to the exam).

41. Can I eat, drink or take a break during the exam?
    As your exam is long, you are allowed one 5-minute break during the exam. At that time, you may leave your desk to use the restroom. Water in a clear glass or bottle is allowed during the exam; however, eating, smoking, and chewing gum are prohibited.