



**REMOTE SESSION EXAMS  
- A PRACTICAL GUIDE FOR  
LEARNING PARTNERS**

# PRACTICAL GUIDANCE FOR PARTNERS SUPPORTING WITH REMOTE EXAMS

Remote session exams are now available in **more locations** than ever before. Meaning more students are benefiting from the added convenience, comfort and performance aids by taking their exams at home.

Use this practical toolkit to support your students book, prepare and successfully sit these exams.



“Remotely invigilated exams have reduced my travelling time and cost. Moreover I never felt the pressure of getting to the centre on time and I enjoyed writing the exam in my own space. I am so glad that ACCA is continuing to offer remote invigilation in Japan.”

**Shahina Parveen**  
ACCA student, Japan



# Talking to your students about remote session exams

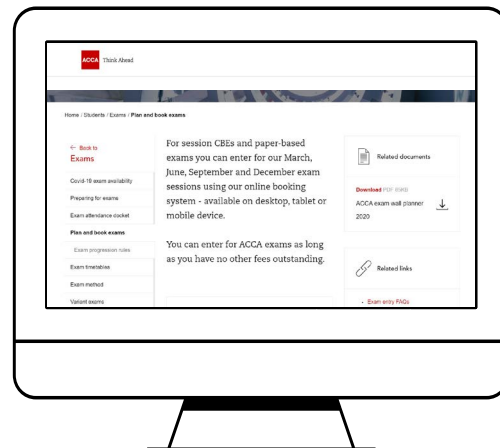
Visit our **website** for more information on the availability of remote exams in your location.

There are many benefits students can take advantage of by taking their exams remotely:

- Taking the exam in the student's same study environment can reduce exam day stress and aid memory recall.
- More convenience and added comfort with no need to travel to an exam centre.
- Using equipment students are familiar with can support their performance.
- There's added flexibility to choose an exam time that fits around their schedule.

However, to sit an exam remotely it's important students can meet the remote exam rules and regulations (such as taking your exam in a private and quiet room) and have the equipment and internet connectivity which meets the minimum technical requirements.

You can use this communication to help your students make the right exam format choice for them.



Dear (Insert student name)

You may have the opportunity to take your exam remotely at home where you can take advantage of...

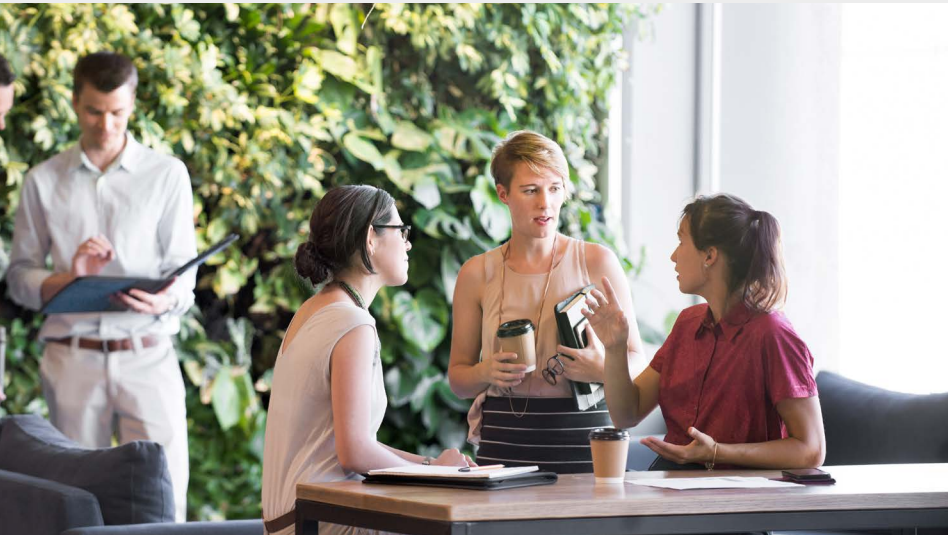
- Taking the exam in the same environment as you study which can reduce exam day stress and aid memory recall.
- More convenience and added comfort with no need to travel to an exam centre.
- Using equipment you're familiar with can support your performance.
- Added flexibility to choose an exam time that fits around your schedule.
- Remote exams can be taken in private and quiet space which meet our regulations and on a device and connection that meet our minimum technical requirements.

Find out whether you can meet the pre-booking requirements and more on how to book and what to expect on exam day on **ACCA's remote session hub**

Yours sincerely,  
(insert relevant name)

# Equipment and internet connectivity requirements

Whilst remote exams provide added convenience for students, it is important for them to ensure they can meet the requirements to take an exam remotely.



## Minimum requirement checklist

Students can check that they meet the minimum technical requirements for taking a remote session exam using our interactive checklist.

> [Interactive checklist](#)

## System test

Once students have checked they can meet the minimum technical requirements they must then perform a successful system test in the same location and device they plan to use on exam day. The system test provides a point of time check on some aspects of meeting the technical requirements, but importantly not all. Therefore if students are unable to pass either the system test OR meet the technical requirements they should not enter for a remote session exam as the exam may not run successfully. Students must complete the system test via Exam Planner ahead of exam day in order to be eligible for some of our post-exam options.

> [Students access the system test via their Exam Planner](#)

## Troubleshooting guidance

The vast majority of students enjoy a smooth exam day. However some students face unexpected technical issues on exam day. Our troubleshooting support highlights the steps students can take to avoid some of the common technical issues.

> [Access troubleshooting support](#)

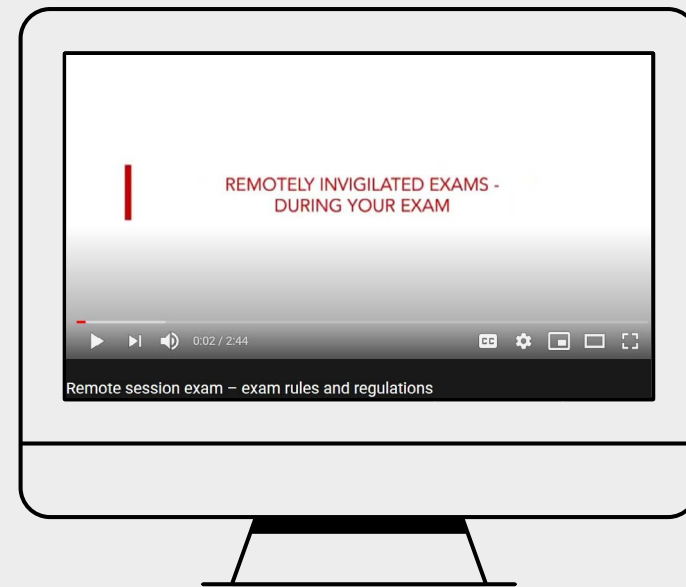
# Making sure your students know the rules and regulations

Students are required to sit under exam conditions and will be monitored by a team of trained invigilators throughout. Additionally, there are some specific rules and regulations relating to remote session exams which help us run the exams securely.

## These include:

- Taking the exam in a private and quiet room for the full duration of the exam.
- No scrap paper is permitted.
- Students are allowed a single 5 minute bathroom break.
- Additionally, students should make sure their room and desk setup meets the exam regulations.
- Access our [desk and room setup infographic](#)
- Just like our centre-based exams, students are not allowed to use secondary monitors, wear headphones nor leave the exam environment early.

View the full rules and regulations of remote exams or watch our video below for more information.



**RULES AND REGULATIONS OF  
REMOTE EXAMS**

# We support students on every step of their remote session exam experience



## On our website

Students are provided with step-by-step guidance on how to have a successful exam day on our remote session exam hub. From videos to infographics to interactive checklists, students can access further information on pre-booking guidance, how to book, how to prepare and what to do on exam day.

[Visit the remote session hub](#)



## By email

Students are provided with the pre-booking requirements during the exam entry period. Once students have entered an exam they'll start to receive our learning support emails which will remind them of key setup and troubleshooting guidance. These weekly, tailored emails also signpost the core support resources and activities that students should be completing each week ahead of exam day.



## Other support resources

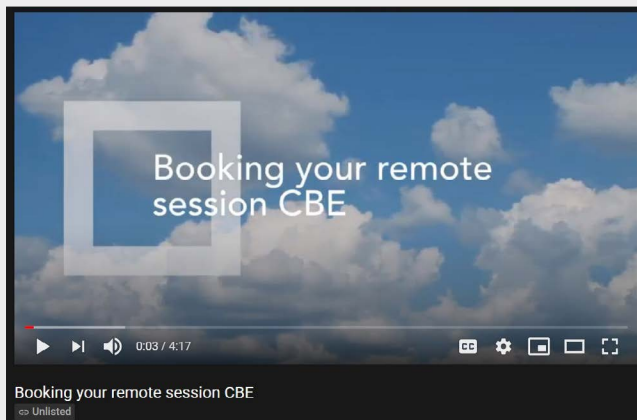
We also have podcasts, webinars and run interactive sessions on our social media channels to support students sit their remote session exams successfully.

# Booking support and guidance

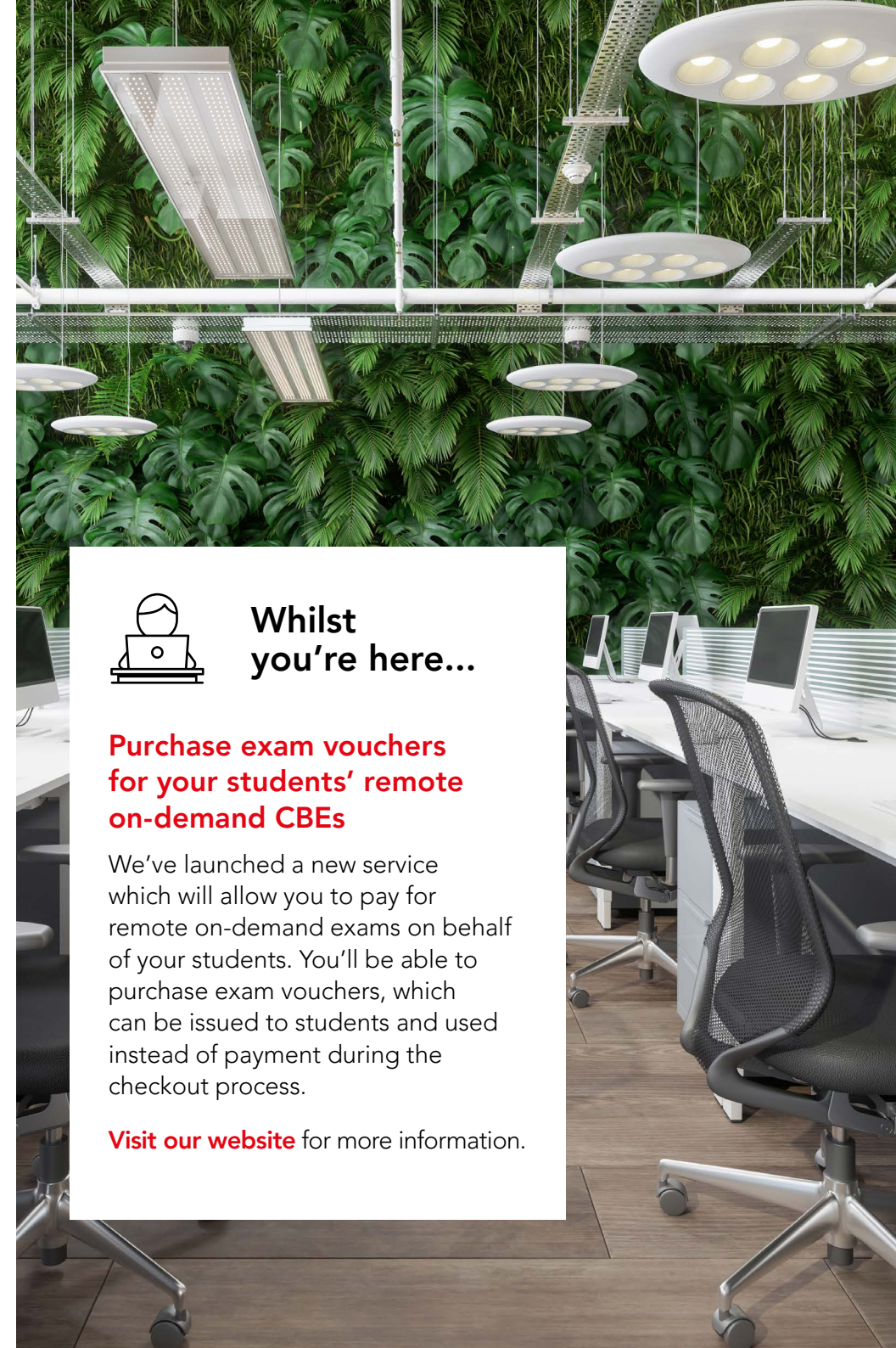
Just like centre exams, students book their exams via Exam Planner..

[Visit our how to book page](#)

Watch the **step by step video** below and share with your students.



[→ STEP BY STEP GUIDE](#)



**Whilst you're here...**

**Purchase exam vouchers for your students' remote on-demand CBEs**

We've launched a new service which will allow you to pay for remote on-demand exams on behalf of your students. You'll be able to purchase exam vouchers, which can be issued to students and used instead of payment during the checkout process.

**Visit our website** for more information.

# On Exam Day

We have lots of information and support to help students get ready and feel comfortable ahead of their remote exam day experience. This can be found on our 'on exam day' page within our remote session hub and covers important information such how to check-in for the exam and what to do in the event of experiencing a technical issue.

Visit the on [exam day webpage](#)

We'd strongly encourage students to engage with our troubleshooting information which provide students with best practice IT tips to minimise the risk of a technical issue disrupting their exam experience.

There are also helpful FAQs on our website which cover some of the most commonly asked queries from students.

Visit our [FAQs](#) page

We've created a helpful video for your students to help your students check in.



REMOTE EXAM CHECK IN



## Post exam day options for students experiencing technical issues

It is rare that students who meet the minimum technical requirements encounter technical issues on exam day. Most commonly, technical issues occur as a result of students experiencing internet connectivity disruptions. Guidance on how to avoid connectivity disruptions and other technical issues are provided in our [troubleshooting guidance page](#).



## Post-exam day options

If technical issues impact a student's exam day they may wish to use our post-exam day options. Students can self-serve these options using their Exam Planner following the exam.

We have a rebook option which allows students to rebook their exam (subject to availability) for our contingency exam week. Alternatively, if students are unable to rebook their exam for the contingency week they have the option of withdrawing their exam and receiving a credit for their exam fee. Students are able to withdraw their exam after any rebook option has passed i.e. after the exam has been scheduled in the contingency week and must do so before the withdrawal deadline.

> [View our contingency exam week timetable](#)



Our service status will be published on the website during exam weeks.



Watch our videos on how to perform a rebook or withdrawal

## Post-exam options eligibility

To be eligible to use our rebook option students must have:

- attempted to check-in for their exam
- experienced a technical issue during their exam which has impacted their ability to complete the exam.

In addition to meeting the above criteria, if students wish to alternatively withdraw their exam and receive an exam credit they must also have:

- successfully passed the **mandatory system test via Exam Planner** at some point between the previous exam session finishing and before starting the exam check-in process. If the student has performed multiple mandatory system tests, the last test result must have been a pass ahead of exam check-in

Students selecting either of these options will not have their exam attempt marked and it is not possible to retract a rebooking or withdrawal request. Any students found to be misusing the post-exam options may face disciplinary action.

> [Access more information on our post-exam options](#)

## Mitigating circumstances

Students who have been able to complete their exam but who feel they've experienced technical issues which have impacted their performance can apply for mitigating circumstances.

# Exam integrity

You and your students can have confidence that our remote exams use the most robust and rigorous form of invigilation.

Students are supervised remotely by a live invigilator as well as using state of the art artificial intelligence checks on the exam environment. We also run multiple checks during our post-exam procedures to ensure the absolute integrity of the exams taken and results issued.



## Investigating claims of malpractice

Whilst the vast majority of our students take their exams in a fair and ethical way, it is important for all students to be aware that we investigate all claims of malpractice either reported to us or highlighted by invigilators or through our post exam processes.

Any instances where students are suspected of attempting to gain benefit from any irregular methods, for example sharing exam content or receiving assistance from others/materials during the exam itself, will be investigated and results nullified. Students should be aware that the consequences of malpractice are severe and could ultimately result in students being removed from ACCA's student register.



“My experience with the RI exam was wonderful, at first I had reservations concerning my own computer configurations... but my overall experience was just beyond my imagination. The convenience of revising upto the very last minute before the check in process and avoiding travelling to the centre was a big plus to my final preparation. I also had the advantage of using my own computer which I was familiar with and also writing in a familiar environment was also a benefit.”

**Melvin Xolani Khumalo**  
ACCA student, Botswana





For more information and user guides to help your students' confidently prepare for remote exams visit our website  
**Information to support preparation**

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**[www.accaglobal.com](http://www.accaglobal.com)**

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