Assessment Rules & Regulations

All ACT qualifications

ACT ASSESSMENT RULES AND REGULATIONS

Introduction

ACT's policies and procedures are reviewed regularly and may be subject to amendment.

These rules and regulations apply to all ACT qualifications. Candidates should ensure they read, and are thoroughly familiar, with these rules and regulations as contained in this document before taking an online assessment.

Failure to comply with these rules and regulations may mean that you are disqualified, your result is voided and you may be suspended from taking an assessment with the ACT for a defined period of time. Depending on the severity of the breach, you may be referred to the Head of Governance for investigation as a possible breach of the ACT Ethical code.

GENERAL RULES AND REGULATIONS

How to Book an Assessment

Assessments for all the ACT qualifications are booked online and booking forms are available on each qualification webpage. When you are ready to book your assessment, start the process here. Individual payment must be made at the same time you book your assessment, using a credit/debit card. Assessment bookings will be processed within five working days of payment. All assessments have booking deadlines, so ensure you have checked the timings, as late entries will not be accepted. Once you are booked onto an assessment, unless there are extenuating circumstances, deferrals are chargeable if requested within the allowed timeframe, and we do not offer refunds if you are not able to take your assessment.

Reasonable Adjustment (for candidates with special requirements)

The ACT is committed to providing equal opportunities for all studying members. It is important that you inform the ACT if you have any permanent or temporary condition that you wish to be taken into consideration when taking your exam. Please ensure you have read the Reasonable Adjustment Policy to see if you are eligible and what documentation will be required.

You will be asked to provide specific details on the adjustment you require and supporting documentation. This documentation should be medical evidence (certificate) and/or psychological, or other, assessment reports. If you are in any doubt about what to provide, please contact the Assessment Team at assessment@treasurers.org.

You have up to the assessment booking deadline to submit your request.

If you have previously applied for Reasonable Adjustments, prior to 1 February 2019, please contact the Assessment Team at assessment@treasurers.org to ensure our records are up to date. If you have applied for reasonable adjustment after 1 February 2019, you do not need to provide this information each time you book an assessment, if it is an ongoing condition.

Special Consideration (extenuating circumstances immediately prior to or during the exams)

The ACT is committed to providing high quality qualifications and assessment practices with supporting policies that are transparent and free from bias. In this regard, ACT is willing to review requests for special consideration for candidates who have not been able to perform to their potential due to unforeseen or extenuating circumstances immediately prior to or during the sitting or submission of their assessment(s).

To view ACT's special consideration policy in full and for details of how to apply please read the Special Consideration policy.

Breach of rules and misconduct during an assessment

Any breach of the rules contained in the ACT Assessment Rules and Regulations document will be investigated by the ACT and may result in action being taken against the candidate.

Examples of breach may include:

- being in possession of any materials, calculators, mobile phones, tablets, digital watches, smart watches, fitness trackers, headphones, earphones, equipment, notes, books or other papers at any time during an examination session, other than those specified in advance by the ACT, or authorised by an online invigilator (where relevant)

- using dual monitors
- contacting, communicating, talking to, or copying from any other person/source during the exam
- helping or receiving help from another person/source either online or in person
- leaving the room without prior permission agreed by the ACT and the express permission of the online invigilator (where relevant)
- consulting any materials or people outside the room during periods of authorised absence, while the exam is in progress
- attempting to influence the marker in any way, for example by writing notes or comments to the marker
- behaviour that is considered inappropriate or abusive, such as swearing, or making derogatory statements regarding the software/system during the exam, while you are being recorded or to the online invigilator directly
- speaking throughout the exam
- copying of any live assessment content, including questions, case study details and answers, either electronically or on paper
- failure to destroy paper used for rough notes/workings on camera at end of assessment
- blocking or obscuring the view of the cameras during the exam used for invigilation
- no valid ID provided, and any person taking or submitting an assessment on another candidate's behalf
- breach of the Plagiarism and Collusion Policy, including use of artificial intelligence (AI) in a submission.

Where the exam is monitored in real-time, if the online invigilator considers that there is any breach of the rules and regulations, they are empowered to stop the exam, where applicable. Any such material considered as evidence of the candidate's intention to evade the rules will be retained as evidence and reported to the ACT. Where the exam is record and review, the video will be reviewed after the exam and any breach of the rules and regulations will be reported to the ACT. Action may include a warning, suspension from ACT assessments for a fixed period, exclusion and/or prevention of any category of ACT membership or the assessment being voided and being disqualified from that exam.

The outcome of any investigation is final and cannot be appealed against.

Data Protection

It is the ACT's policy **not** to return assessments to candidates as scripts are exempt from the UK Data Protection Act of 1998, Schedule 7, and Section 9 (1). Video footage from the exam session will be retained for six months, after which it will be securely destroyed.

Results

For Multiple Choice question (MCQ) online assessments, a provisional pass/fail result will be available on completion of the assessment, and the final graded result will be available within ten working days of the last day of the timetabled assessment. For combination MCQ and long essay-style assessments and dissertations, results will be available five to six weeks after the assessment. For session based exams, an email will be sent to all candidates when results are ready. Results will not be given over the phone, and individual marks will not be provided to candidates. We cannot speed up the marking and resulting process and will not accept requests to release results earlier than the specified deadline.

Feedback

As an Awarding Body, the ACT is responsible for ensuring that assessments are a fair, reliable and valid test of the learning outcomes of a specific unit, and that the standard of marking is consistent and transparent across all levels of ACT's assessed qualifications.

Unsuccessful candidates who have completed Multiple Choice assessments will only receive a final overall grade, and a remarking service is not available, as the assessments are multiple choice-based exams, which are auto-marked.

Candidates that fail a long-essay style assessment or assignment can request bespoke feedback from a senior examiner, for a fee, up to 14 days after the results have been published. Please note that this is not a remarking service and feedback will only be given on those areas where you have scored less than 50% of the marks available. For more information on this service please visit our website or contact the Assessment Team.

Appeals

If you wish to appeal your result, please contact assessment@treasurers.org in the first instance.

Rules and Regulations for Online Assessments

Introduction

ACT's online assessments are taken on an individual's PC or laptop at home and are invigilated online. All candidates should ensure that they have read and understood the requirements for a successful exam sitting before taking their assessment.

Equipment needed for the assessment

By accepting the ACT's Terms and Conditions for Assessment, you have agreed to take the equipment test **before** the date of your examination, so that an automated systems check can be carried out on the equipment you intend to use for the test to ensure it meets the necessary specifications for the test to run smoothly.

Please ensure you do this **using the equipment that you intend to use for your exam ahead of time,** so that if there are any issues, there is time resolve them.

STEP 1: Decide where you will be sitting your assessment

You MUST NOT sit your assessment at work or on a work laptop. This is because often an organisation's firewalls cause problems, especially for those who work in banks/financial institutions. Find somewhere with a reliable internet connection and where you won't be easily disturbed or interrupted. A wired connection is better than Wi-Fi, if you are able to have one.

STEP 2: Read the assessment quick start guide

Before booking or taking an assessment, download and read the candidate quick start guide. It outlines the correct requirements you need to successfully take your exam online.

STEP 3: Check you have the right equipment

You will receive an email to test your equipment approximately two weeks before your exam for the Diploma and Advanced Diploma, or 72 hours before your exam for those sitting an on-demand exam (CertTF, CertT, AwardICM and CertICM).

Please note that if you are sitting more than one exam, you will receive an email, and need to complete the check, for each exam you are sitting. The link(s) will be available until the day of your exam(s). It is essential you complete this test as it will ensure you have minimal issues on the day. Live chat technical support is available to help with any issues.

Before the exam you will also receive an exam link 72 hours before for all exams, which is how you will access your assessment.

A. Mobile Device

You will need a mobile device or tablet. This is so that you can download the ProctorExam app. You will not be sitting the exam on your mobile device. The app is specially designed to support the remote invigilation process. Instructions for downloading the app will be provided during the system check process, but firstly you need to make sure your mobile device meets the right requirements.
Please note, if you have already installed the ProctorExam app, you will need to uninstall and reinstall, as it is regularly updated.

Mobile specifications:

- Android 5.1 or higher (Google Pixel 3, Huawei P30 and Samsung Galaxy A3 (2016) are not supported)
- iOS (Apple) 10.0 or higher
- you can see your operating system version in the settings of your phone
- video resolution must be minimum 800 x 600 px
- ensure you can connect to WiFi so you don’t use up your data
- ensure your mobile device can be plugged in for the duration of your exam or is fully charged.

B. Laptop/PC

You will need a laptop or PC to sit your assessment. Your default browser must be set to the latest version of Google Chrome. Take a look at this useful guide if you don't know how to change your default browser.

Laptop/PC requirements:

- bandwidth – minimum 1mbps or higher upload speed, recommended 1.5mbps + upload speed, 10mbps download speed and ping under 25 ms
- tethering is not supported

- operating systems
    - Windows 10 or higher
    - MAC OSX (latest release)
- Wi-Fi connection – place your PC/laptop where signal is strongest or connect directly to the Ethernet cable
- web browser – current version of Google Chrome
- webcam required – maximum resolution of 1280 x 720
- microphone required - this must be built into your PC or laptop
- audio required.

DO NOT use a work laptop! This is due to firewall issues.

DO NOT use a separate headset or earphones!

DO NOT use dual monitors!

If you wish to use a bigger screen than that of your laptop, you may do so as long as your laptop screen is covered with a blank piece of paper to make it clear that you are not using both screens. You must ensure that you have duplicated your desktop across the laptop and the additional monitor, and you must ensure that the screenshare is showing the screen you are working on. You must also have a webcam attached to your monitor or if using the webcam on the laptop, you must ensure that it is unobscured and still pointing at your face. Any additional monitors should be removed from the room where you are sitting your exam or, if this is not possible, they should be covered by a towel or blank sheet to make it clear they are not being used during the exam.

We do not invigilate computers running virtual machines. If you are running a virtual machine, you will need to close your virtual machine and boot into your actual operating system to take your test.

We do not support development previews, beta builds, or release candidates of any operating system unless specified.

STEP 4: Test your equipment

Once you're happy that your equipment meets the requirements above, you can test the device you plan to use for your assessment in advance.

You will be emailed a link approximately **two weeks** before your exam window for the Diploma and Advanced Diploma exams, or **72 hours** before your on-demand exam (CertTF, AwardICM, CertT and CertICM) to test your equipment. Click on the link and follow the system set up instructions. We strongly recommend that you carry out the system set up check as soon as possible after receiving this email so that if there are any issues, we will have time to help you sort them out before the day of your assessment.

If you do not complete the system check, you may not be permitted to take the live assessment on the day.

Once you have tested your equipment, your ProctorExam record will be updated to reflect that you have done so.

TIP: It might sound obvious, but make sure that you perform the system setup on the same computer on which you will take the exam!

You will need to do the system setup every time you take an exam. You will also need to re-install the ProctorExam app each time you sit the exam.

STEP 5: Other things you need to know

1. You can take in a scientific calculator on the day. An onscreen calculator is available, however candidates can take into the exam their own scientific calculator. You will be required to show the calculator in the environment check and clear any memory on the device. You may not use any calculator functionality attached to a mobile phone, a personal computer, or internet device.

   You may not use a calculator which has any of the following functions:

   - IRR or NPV
   - programmability
   - text storage
   - print out function
   - internet
   - messaging.

2. You will need a government-issued photo ID to prove who you are, so make sure you know where it is and have it easily to hand. You will be prompted to show your ID in the environment checks before your exam. Failure to produce ID may result in disqualification or your results being withheld. If you cannot see yourself in the webcam and you cannot take a photo of your ID, you should not proceed with the assessment until the webcam works.
3. Online invigilation means you cannot take bathroom breaks during your assessment. Make sure you go to the toilet before your exam. If you have any medical reasons which mean you will need a concession, please let us know at least 72 hours in advance by emailing assessment@treasurers.org.
4. You can take in 6 sheets of A4 blank white paper (unlined) on the day to make notes. You will need to show both sides of the blank paper in the environment check.
5. You can also take in a pen to make notes.
6. You can take water into the exam, but ensure any bottles/glasses/cups are clear and have the labels removed.
7. You cannot wear a smart watch, fitness tracker or digital watch during the exam. You are permitted to wear an analog watch, and you must clearly show your wrists and watch in the environment check.

STEP 6: Don't panic

Work through the steps above in advance - don't leave it until the last minute. If you're having any problems with your devices or system set up, you may find these ProctorExam FAQ pages helpful. If not, get in touch with our team at assessment@treasurers.org.

Service failures, IT or internet outages

The ACT is not responsible for your IT equipment or internet provision. If these fail on the day of your assessment, then no refunds will be offered. Candidates will be asked to re-book their assessment. Please ensure you check whether your equipment is suitable for use once you have made your booking.

Take the practice exam

Candidates should take the practice test available on the Assessment webpage, to ensure they are familiar with how to navigate around the assessment site before their assessment date.

Dress code

All candidates should be appropriately and decently attired for the exam in day clothes. No hoodies should be worn. No hats or sunglasses are permitted and the candidate's eyes should be clearly visible to the online invigilator. The online invigilator has ACT's permission not to run the exam if they consider any candidate is inappropriately dressed, where applicable. If you wear a headscarf, you will be required to show your ears during the environment check, but you do not need to remove it.

Arrival for examination, security checks and identification

You should allow at least an extra 30-60 minutes to the normal exam duration (so, for a 90-minute assessment allow two and a half hours from your start time, and for a two-hour assessment, allow three hours from your start time). This will provide time to carry out the necessary personal identity and environment checks before you take your exam.

Acceptable types of identification, should be government-issued, and are:

- passport
- photographic driving licence
- National ID card.

You will be required to conduct a floor to ceiling scan of the whole room, desk, and workspace so that we are satisfied the exam environment will not compromise the integrity of the exam. You will need a mobile device to complete the scan. If you do not complete the environment scans effectively and slowly, your exam may be flagged for review. If anything in your environment changes after completing the environment check (such as the candidate leaving the room, another person entering the room, the camera view being obscured) you must complete a fresh scan of the room and workspace to maintain the integrity of the exam.

Late arrivals

Candidates are able to start the exam at any point during the exam window, as advertised, however if candidates do not start their exam in good time, and miss the window, no extensions will be granted and the exam will need to be rescheduled. No refunds are given in these circumstances.

Temporary absence

Candidates will be expected to complete the test without a break unless it has been previously agreed with the ACT via a request for a reasonable adjustment. However, should you need a break during the exam time, it will be recorded that you have taken temporary leave. **Please note: The clock will not be stopped whilst you are absent from the test, so taking a break will compromise the amount of time you have to complete your test.** You must carry out a further environmental scan on your return to ensure that the exam environment has not been compromised. You should advise the ACT in writing after the exam if you took a temporary absence so that it can be noted on your record, failure to do so could result in investigation.

Candidates seeking a reasonable adjustment and expect to need a break during the examination time, should inform the ACT of this **at the time of booking their assessment** and request Reasonable Adjustment so that appropriate provision can be made, and you will be notified of these arrangements in advance of your exam.

Under no circumstances are any kind of notes to be removed from the exam room or brought back into it as a consequence of a break. If this is done, the exam will be reviewed, you will be disqualified, and the result declared null and void.

Failure to sit at your allocated time

If you miss your booked exam time, then another test will need to be purchased and rebooked. No refunds are given.

Ending the online exam

Candidates can terminate the test by clicking 'Finish Test' at any point, but then they will not be able to resume the test. Otherwise, the test will end at the end of the allotted exam time.

Ensure that you close the ProctorExam tab to end invigilation after finishing your exam.

Online Invigilation

ACT's online invigilation services are provided by ProctorExam.

The exam may be monitored in real-time via the webcam facility with audio and video connections, or recorded and reviewed after the exam session. Live feeds to the test-takers are viewed and recorded through screen-sharing technology to ensure the exam is carried out with integrity.

If something untoward happens, e.g. a fire alarm goes off or there is a technical problem once the online examination has started, you can contact the online invigilator via the live chat functionality, and they will support you as required.

Smoking

Smoking/vaping is forbidden during the examination.

Food and drink

Food and drink are not normally permitted during an exam, but a bottle/cup/glass of water may be taken in by candidates who wish to do so. The container cannot have any labels and needs to be see-through. You will need to show this during the environment check process. Bringing in water is at your own risk as spillage may compromise the functionality of their computer and therefore your ability to complete the test.

Noise

Once the exam starts, complete silence must be observed throughout. Mobile phones (unless being used to record the session), tablets, watch alarms and pagers **must be turned off** and stored outside the room for the duration of the test. The only reason for speaking to the invigilator is in the case of malfunction of the test or to report a reason to pause or abort the test e.g. fire alarm.

Behaviour

Students are expected to behave professionally at all times throughout the exam. If students use profanity, abuse or speak inappropriately before, during or after the exam session, or make defamatory remarks about the ACT, ProctorExam or the BTL Surpass system, the exam will be disqualified and the result voided. Further investigation may be undertaken if appropriate.

Advice

No form of advice or guidance may be sought from the online invigilator on the meaning or interpretation of any part of the content of the exam.

Dictionaries

Candidates are **not** permitted to have access to any form of dictionary, online or paper-based, for the duration of the exam. Candidates may not access any type of finance or general business dictionary or glossary of terms and expressions.

Use of Notes, Books, Other electronic devices

The candidate's workspace must be clear of books, notes, any other papers, or internet enabled electronic devices including watches apart from the equipment they are using to take the test. There must be no notes or diagrams on the walls or other surfaces that may constitute help to the candidate.

At the end of the exam, all notes made on your permitted sheets of paper must be destroyed on camera before you finish the session. Failure to do so will be treated as a breach of the Assessment Rules and Regulations.

To find all the resources needed to take your assessment successfully and support any post-assessment queries you may have, please visit our website at: learning.treasurers.org/assessment.

If you have any questions regarding your assessments, please contact us at assessment@treasurers.org.