Handbook and Guidance for sitting Online Examinations

for the April 2020 exam session

March 2020

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Introduction

In light of the Covid-19 pandemic, the Institute and Faculty of Actuaries aims to support our candidates as best we can to ensure they are able to maintain progress on their journey to qualification.

As a candidate, this handbook aims to provide you with the necessary information you require to sit the IFoA examinations. It covers what needs to be considered and completed prior to sitting the exam and what happens on the day of the exam.

Please note that if you have any questions about this handbook please contact Examsupport@actuaries.org.uk. Please note that because of the number of enquiries being received they may not be able to respond within the usual timeframes so we ask you please to be patient and to only make contact if your enquiry is urgent.

The IFoA asks you to make sure that you have made yourself familiar with the IFoA Assessment Regulations, the Exam Contingency Statement and Mitigating Circumstances policy and appendix prior to sitting the examination. The IFoA also recommends that you read the refund guidance so you are aware of when and how you can claim if appropriate.

April 2020 Exam Session Details

The exam timetable for the April 2020 examinations is as follows:

Date	Monday 13 April 2020	Tuesday 14 April 2020	Wednesday 15 April 2020	Thursday 16 April 2020	Friday 17 April 2020
AM			CP2 – Paper 1	CP2 – Paper 2	
	Monday 20 April 2020	Tuesday 21 April 2020	Wednesday 22 April 2020	Thursday 23 April 2020	Friday 24 April 2020
AM	CP3				
	Monday 27 April 2020	Tuesday 28 April 2020	Wednesday 29 April 2020	Thursday 30 April 2020	Friday 1 May 2020
AM	CB2	CP1 - Paper 1	CP1 – Paper 2	SP1, SP5, SP7	SP8, SP9
	Monday 4 May 2020	Tuesday 5 May 2020	Wednesday 6 May 2020	Thursday 7 May 2020	Friday 8 May 2020
AM	SA1, SA2, SA3, SA4, SA7	SP2, SP4, SP6	CB1		

Pre-Reading for CP3 will be available on Wednesday 15 April 2020.

Prior to sitting the exam

Stage 1

Ensuring a correct email address is used
We would ask that you ensure that the preferred email we have on our database is the correct one to use. You can do this through your member area on the IFoA website (if applicable). We will be sending all communication by email and because of the number of candidates we will not be able to manage bounce backs and check for alternatives. We would also ask that you add the Institute and Faculty of Actuaries email (Examsupport@actuaries.org.uk) to your address book and remember to check that no emails have gone into your junk folder.

Check you have met the hardware and software requirements
You are responsible for ensuring you have a working device ahead of your online examination.

You are responsible for checking you have the correct software/package downloaded prior to the exam.

As this is a web based exam environment, both Mac and Windows will be suitable.

Please see below the list of technical requirements for online examinations:

Minimum Screen Resolution
1024 x 768

Microsoft Office 2010
Microsoft Office 2010 is the minimum version acceptable.

Adobe Reader
A device capable of downloading and opening PDFs, opening and creating Word, Excel and Power Point documents. You will need to ensure that you have a device capable of opening these documents. If you don't have a suitable application on your device, you can download the latest version of Adobe Reader which will enable you to view PDF documents.

However, PDF exam submissions will not be accepted for any online exam.

Web Browser
The online web platforms are compatible with all modern browsers on most modern computing platforms. Please ensure that you are using the latest version of your web browser.

Browser Compatibility:
- Windows: Microsoft Edge 15, Chrome 64, Firefox 58, Opera 51
- macOS: Safari 11, Chrome 64, Firefox 58, Opera 51 iPad (9+): Safari, Chrome
- Microsoft Surface Tablet: Microsoft Edge 15, Chrome 64, Firefox 58, Opera 51 iPhone: Not compatible
- Android: Tablets running Chrome 64 Android Phones: Not compatible

Internet connection
We recommend a wired connection. (2Mbps or greater)

File Sizes
For all online platforms, the file size for exam submissions should be a maximum of 20MB. If file sizes exceed 20MB, the script may not be considered for marking.

If at this stage you are unable to meet the requirements then the refund guidance will be applicable. Further information can be found on the Refund of Exam Fee webpage.

Stage 2
It should be noted that if you do decide to cancel any exam that you may still receive joining instructions. Please ignore these instructions and only contact the IFoA if you do not receive any communication regarding your cancellation within 45 days of advising the IFoA that you wish to cancel.

Joining Instructions
Joining instructions including the link to the online platform, user name and password will be sent via email 2 weeks before the examination date. It is important that you make sure you receive this document as it contains all the information you require to continue the exam. Please make sure you have checked your junk folder before contacting the IFoA.

Testing your equipment
You are responsible for organising and testing your equipment ahead of any online assessment in accordance with any guidance issued by the IFoA.

You should test your equipment in advance of the online examination to ensure the equipment is in working order. Where you are able to sit in your office you are advised to check with your IT department ahead of your exam for any pending system updates, restrictions for using the online platform or firewalls.

Once you have received access to the online platform you will be required to test that it will run on the computer you intend to use for the exam. It is your responsibility to check this before the examination sitting date. If you fail to do this and find that it does not work on the exam day then you will be unable to sit the exam as papers are not being emailed in **any** circumstances. Any alternative equipment must be sourced by yourself and no extensions to testing can be granted. The equipment checks consist of:
- *Checking the test paper is available for you to download*
- *Checking you can upload a word document or excel document with some text or formula to the upload area. (Do not upload a blank document because the upload may not work).*

If at this stage you find that the platform does not work then please contact Examsupport@actuaries.org.uk.

If it cannot be resolved before you are due to sit your exam and/or you decide you do not wish to continue then you may cancel from the examination. Details can be found on the Change or Cancel your Exam Booking webpage.

Day of the Exam

Fire alarms and other distracting events
You are responsible for checking the building where you are sitting your exam to ensure there are no scheduled fire alarms or other planned events that may affect your exam sitting. If a fire alarm is scheduled to take place during the examination, and you are unable to relocate to another building then if you feel it has affected your performance and you wish it to be considered under mitigating circumstances then you will be required to provide some evidence.

If a fire alarm occurs, safety is considered a priority – you should leave the building if required. While evacuated from the building you must not communicate with anyone about your exam.

Once you return to your exam, you must complete the paper to the best of your ability. No additional time will be added.

Accessing the platform
You are responsible for logging onto the online platform and downloading your exam paper and any other associated material at your allocated time as provided in your joining instructions. Please note that all times are UK times. If you are sitting outside of the UK then it is your responsibility to check how this translates into your local time. No additional time will be allowed if you are late in downloading the exam paper. Please note that the download will only be available during the exam time.

- CP3, You will have 3 hours to complete the paper and then 15 minutes to upload your submission onto the online platform.

- CP2, You will have 3 hours and 15 minutes to complete the paper and then 15 minutes to upload your submission onto the online platform.

    N.B. times above will be altered to accommodate any access arrangements which have been granted by the IFoA.

If you are unable to log into the platform on the exam day and have tried every possible option including clearing your cache/history then you can contact Examsupport@actuaries.org.uk although you should note that email contact will be limited during this time and the issue may not be resolved in time for you to sit the examination. Owing to the exceptional circumstances surrounding these exams we regret that no refund will be given if you fail to upload your script.

You are allowed the use your own Formulae and Tables books during the examination. Personal course notes are permitted other than those which include e-templates and any electronic files which contain pre-existing calculations.

You are allowed to refer to any written or electronic reference material provided as part of the exam day including the help pages in Microsoft Word, and Microsoft Excel. All required data will be supplied electronically at the start of the exam time.

Saving and uploading files
It is your responsibility to ensure that you regularly save your exam work. Failure to save your work will not be considered a mitigating circumstance.

When saving files, you must include your ARN, Subject and exam session. Each file should also contain your ARN as a header or footer. We ask that you do not use your name anywhere as exam papers should remain anonymous when going through the marking process.

Once you have finished your exam you can upload your completed exam answer document. If you finish the exam early then you can upload straight away. It should be noted that you cannot change the document once it has been submitted. If you do not finish until the exam end time you will have 15 minutes to upload the document. **It is important that you begin the upload straight away as any scripts that have either not been uploaded or are partially uploading will not be accepted.**

During the 15 minutes allocated for uploading exam documents, you are prohibited to continue working on your exam.

You are expected to take responsibility for the proper submission of all assessment materials within the allocated assessment period. No materials will be accepted after this time. All marking will be undertaken on this basis. The IFoA will not accept any emailed submissions. Late submissions and documents found to be modified outside the exam time will be investigated and may not be marked.

The final decision on what will be accepted for marking rests with the IFoA.

When submitting an exam script, you are responsible for ensuring your submission is not password protected. If markers are unable to access an exam submission , the exam script will not be considered for marking.

You are confirming by submitting the required files that all the material is entirely your own work and you wish this to be taken into account for the relevant assessment. You will receive a confirmation on screen of a successful upload and no further confirmation will be issued.

System Issues (Internet / Electric connectivity)
If you have system issues during the exam, you must continue to complete your exam to the best of your ability. System issues could relate to internet connection or electricity failing.

You are required to keep a log of the issues and the time you have been impacted, screenshots will be needed as evidence for errors or issues which have occurred if you wish for this to be considered under the IFoA mitigating circumstances policy.

If you are unable to upload the exam script at the end of the exam then the IFoA regrets that your exam script will not be marked this session.