



Institute
and Faculty
of Actuaries

Exam Guidance and Behaviours

for the online examinations

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1. Testing Equipment

Candidates will receive instructions relating to their online exam 2 weeks prior to the examination. Candidates are required to check they have access to the online exam portal at least 2 weeks prior to their exam date. The online exam portal will require candidates to test the functionality of the platform with their equipment.

Candidates are responsible for organising their own equipment ahead of their online examination. The equipment should be tested in advance of the online examination. Candidates should be advised to check for any pending system updates. If candidates are sitting at their place of work, they must check with their IT department ahead of their exam if firewalls are affecting access to the online platform.

The IFoA cannot be deemed liable for any technical issues which occur with the candidate's equipment.

If a technical issue occurs during the online examination, candidates should keep a record of the occurrence and how long it has affected them, screenshots are advised. No additional time will be given during the exam. Candidates are advised to complete their examination to the best of their ability.

Once the exam has finished and candidates believe their performance has dramatically been impacted, they should complete an [Online Exam Incident form](#). These must be submitted within seven calendar days of the assessment date. We will respond advising of any action that is considered appropriate within 14 calendar days of the assessment date.

2. Online Assessment Invigilation

If a candidate is planning to sit their online exam at their place of work or another location where multiple candidates will be present in the same area, they must inform the Examinations team by email of this at least 15 working days prior to the exam taking place and the exam MUST be overseen by an invigilator for the entire examination.

For clarity, taking your exam in a place where you are not the only candidate, includes work, educational, social and private venues.

An invigilator need not be a Fellow of the IFoA but should be in possession of a professional qualification e.g. CIPD, ACCA or a Fellow of another organisation.

An invigilator MUST not be a student at the IFoA or be providing educational services to the students.

The invigilator must complete the [form](#) supplied by the Examinations Team at least 15 working days before the examination. Failure to do so will result in the exam not being marked. The Examinations team will send instructions to the invigilator by email.

During the exam, candidates must not communicate with anyone regarding their online assessment.

Please note - If a single candidate sits at their place of work or anywhere else, they do not require an invigilator however they must abide to the [assessment regulations](#)

3. Software / Packages

Students are responsible for ensuring they have a working device ahead of their online examination. Candidates are also responsible for checking they 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 recommended packages students should use for their examinations:

Microsoft Office 2010

Microsoft Office 2010 is the minimum version acceptable.

Adobe Reader

To ensure that you are able to open these documents, please ensure that you have the latest version of Adobe Reader (<http://get.adobe.com/reader/>)

'R' System

Examination	Version of R required	Version of R Studio required	Packages required
CS1B	3.5.2 is the recommended version.	1.1.463 is the minimum version acceptable, any later versions will be sufficient.	Read CS1/2 guide for further details
CS2B	3.5.2 is the recommended version.	1.1.463 is the minimum version acceptable, any later versions will be sufficient.	Read CS1/2 guide for further details

Please note - If you choose to use a newer version of R rather than 3.5.2 as recommended in the CS guide, please be aware that some packages and functions may not operate in the same way or produce the same output as detailed in the examination marking schedule.

Internet connection

We recommend a wired connection.

Web Browser

Please ensure that you are using the latest version of your web browser.

Prior to your examination, the IFoA recommend candidates [delete their cookies/cache and internet history](#) to avoid encountering an issue during your examination. The IFoA cannot be held responsible for candidates encountering a web browser issue during their online examination.

4. Internet / Electric connectivity

If a candidate has any issues prior to their exam date, they must contact the Examinations team. If the issue stems from the students system, they will then have time to fix the issues before the exam.

If a candidate has system issues during the exam, they must continue to complete their exam to the best of their ability. System issues could relate to internet connection or electricity failing.

Candidates are recommended to keep a log of the issues and the time they have been impacted, screenshots are required as evidence for errors or issues which have occurred. Once the candidate completes their online exam, **15 minutes** will be allocated to allow candidates to upload their exam documents onto the online platform. The IFoA will not accept any exam submissions which are emailed.

Once the exam has finished and candidates consider their performance has been impacted, they should complete an [Online Exam Incident form](#). These must be submitted within 7 calendar days of the assessment date. We will respond advising of any action that is considered appropriate within 14 calendar days of the assessment date.

5. Fire alarms

Candidates are responsible for checking the building where they have chosen to sit their exam to ensure there are no scheduled fire alarms. If a fire alarm is scheduled to take place during the examination, it is the candidate's responsibility to source another venue prior to the examination sitting.

If a fire alarm occurs, safety is considered a priority – candidates should leave the building if required. While evacuated from the building candidates must not discuss their examination with anyone.

Once candidates return to their exam, they must complete the paper to the best of their ability. No additional time will be added.

Once the exam has finished and candidates consider their performance has been impacted, they should complete an [Online Exam Incident form](#). These must be submitted within 7 calendar days of the assessment date. We will respond advising of any action that is considered appropriate within 14 calendar days of the assessment date.

6. Platform issues (Uploading & Downloading)

Candidates will receive instructions relating to their online exam 2 weeks prior to the examination. Candidates are required to check they have access to the online exam portal at least 2 weeks prior to their exam date. The online exam portal will require candidates to test the functionality of the platform with their equipment.

Candidates are responsible for organising their own equipment ahead of their online examination. The equipment should be tested in advance of the online examination. Candidates should be advised to check for any pending system updates. If candidates are sitting at their place of work, they must check with their IT department ahead of their exam if firewalls are affecting access to the online platform.

If a candidate has any issues prior to their exam date, they need contact the Examinations team, contact details below, immediately.

On the exam day if candidates experience an issue **downloading** their exam paper, a contingency plan would have been emailed to candidates 3 days prior to the exam with an alternative method of downloading their exam paper. Candidates should refer to the alternative method to download their exam paper. Candidates are recommended to keep a log of the issues and the time they have been impacted, screenshots are recommended as evidence. If candidates consider their performance has been impacted, they should complete an [Online Exam Incident form](#). These must be submitted within 7 calendar days of the assessment date. We will respond advising of any action that is considered appropriate within 14 calendar days of the assessment date.

Once the online exam has finished, [15 minutes](#) will be allocated to allow candidates to upload their exam documents onto the online platform. During this time candidates are prohibited to continue their exam and must upload within this period.

If candidates experience problems **uploading** their exam documents, candidates must contact the Examinations team immediately for further instructions. Candidates will only be allowed to email in their documents, once it has been authorised. The IFoA will not accept any email submissions, unless it has been previously agreed.

7. Dos & Don'ts

Candidates must do the following:

Candidates must ensure that their email & contact details, with the IFoA are up to date and correct prior to their examination.

Candidates must ensure they have the up to date software / programs for their examination.

Candidates must ensure they have tested the exam platform prior to their examination.

If a candidate is planning to sit their online exam at their place of work or another location where multiple candidates will be present in the same area, they must inform the Examinations team by email of this at least 15 working days prior to the exam taking place and the assessment MUST be overseen by an invigilator for the entire examination. The invigilator must complete the [Online Invigilation form](#) and return this to the examinations team.

Candidates must ensure they have checked for any scheduled fire alarms.

Candidates are allowed the use their own Formulae and Table's during the examination.

Candidates are recommended to check the IFoA website for guidance on the [Authorised calculators](#).

Candidates may refer to any written or electronic reference material provided as part of the examination day guidance documentation. All required data will normally be supplied electronically at the start of the examination time. In some circumstances, data sets may be issued ahead of the examination.

File names must include the candidate's ARN and each Word / Excel file should also contain the candidate's ARN as a header or footer.

Saving work is the candidate's responsibility. Failure to do so will not be considered a mitigating circumstance.

It is the candidate's responsibility to ensure that all required files are submitted within the stated timelines. Candidates will have **15 minutes** allocated to upload their exam documents onto the platform. Late submissions and documents found to be modified outside the examination time will be investigated and may not be marked. The IFoA will not accept any exam submissions which are emailed.

Candidates must download the examination assignment and any associated materials at the start of the examination time stated. All given times are UK time. Please note that these will not be available at any other time.

Candidates must not do the following:

Candidates are not permitted to discuss their examinations with others.

Candidates are not permitted to use the internet, other than for activities directly related to the exam but are permitted to refer to their own personal notes and course materials.

Candidates are not permitted to use their phones, or other electronic devices excluding permitted calculators.

Candidates are not permitted to share or discuss any pre-course work materials.

Candidates are not permitted to have any help or support.

Candidates are not permitted to share their username or password.

Candidates must not use an imported e-template or pre-configured templates unless provided as part of the examination material.

Examination submissions will only be accepted in the specified file format e.g. If MS Word is specified then PDF submissions will not be accepted.

During the **15 minutes** allocated for uploading exam documents, candidates are prohibited to continue working on their exam. Late submissions and documents found to be modified outside the examination time will be investigated and may not be marked.

Candidates must not email their exam documents to the Examinations team without prior authorisation to do so. The IFoA will not accept any exam submissions which are emailed, unless authorisation has been given.

Candidates are confirming by submitting the required files that all the material is entirely their own work and they wish this to be taken into account for the relevant assessment. Use of the internet is not permitted to help candidates during examination.

Contact Details

Email - Examssupport@actuaries.org.uk

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