

Frequently asked questions – remote invigilation

1. What is remote invigilation/proctoring?

Remote invigilation, or remote proctoring as it is sometimes called, allows students to take an onscreen assessment or exam in their own home or other private space. The student is monitored using smart digital technology.

2. Is there a fee for online assessment?

There is no additional fee for online assessments.

3. How long will online assessment take?

The assessment time remains the same, although you should allow a bit of extra time at the start to enable you to log in and make sure that you don't have any technical difficulties. You will also be required to do some system tests ahead of the exam, please make sure that you do this in advance so that you are well prepared.

4. How do you safeguard against cheating?

We use experienced remote invigilators and there are in-built security checks throughout your live exam. We are confident that the systems are robust with measures in place to ensure that all results are valid.

5. What if I have technical difficulties during the exam, or the system doesn't work?

There are technical teams on standby to help you. You will be given contact details when you book your exam. We will look into any cases on an individual basis to ensure that no students are unfairly disadvantaged as a result of systems based technical difficulties.

Clear instructions will be provided to you ahead of the examination to ensure that you are well prepared so that you can focus on what is important: passing your exam.

6. Do I need specialist equipment?

There are minimum technical requirements that will be shared with you in advance. It is absolutely vital that you conduct all of the pre examination tests we suggest in your joining instructions so that you can be confident the exam will work on the day.

7. Will I be able to use a calculator?

A calculator will be available on-screen with all required functionality.

8. Can I take my exam anywhere?

It is important that you take your exam in a location where there are no distractions and with a clear workstation. Guidance will be provided in advance to clearly state what is permissible. Again, it is important that you complete all checks in advance to ensure that there are no features locked down that would not allow you to access your exam (if you are considering taking your exam at your place of work, for example).

9. Are reasonable adjustments permitted?

It is important that you contact us in advance to ensure that reasonable adjustments can be accommodated. We can then discuss the options with you to ensure that the system will meet your needs. At present, not all reasonable adjustments are permissible within the remote invigilation system, so we may advise you to go to a centre.

10. Will all exams automatically move to remote assessment?

Where we are able to offer remote assessments, we will let you know. If remote invigilation isn't right for you, you can choose to sit at a centre instead. Our Customer Services team will let you know the options available

11. I need to postpone my exam, but I will fall outside of the 48 months allowed by the FCA to complete my qualification. What should I do?

The FCA has published information on their expectations and an extension of the 48 months in certain circumstances. Please see the [FCA publication](#) on what firms should do.

12. What's the best way to get in touch with you?

Our team are busier than usual, but we'll still respond to all queries as soon as we can. You may prefer to use the live chat function on our website instead of email. You can access this by clicking 'chat with us' on the right-hand side on any webpage. Alternatively you can [email us](#).