

Essential Information for Candidates taking PEB ICPA Examinations in 2024-2025

The ICPA Mock Examination on Thursday 12 December 2024 and the final Live Examination on Thursday 23 January 2025 will both be delivered online.

This document contains key information about these examinations. It should be read alongside the Technical Requirements and Guidance for Candidates document. You will find this and other further information on the PEB website [here](#).

This document supersedes the Information for Candidates taking ICPA Examinations in 2024-2025 that was issued in June 2024.

It is your responsibility:

- Before you take the Mock and Live examinations, to ensure that you have read and understand this information.
- To have a hard copy of this document with you to refer to when you take the Mock and Live examinations.
- To adhere to the instructions and guidance in this document.

Post-examinations processes will be dealt with in accordance with the PEB's Policies and Regulations, and other relevant information that PEB has published, including this Essential Information and the Technical Requirements document.

In the event that you make a Special Consideration request or apply for an Enquiry about Results, or your script is reviewed as part of a Malpractice Investigation, you will **not** be able to support any case you might wish to make on the basis that you relied on information about the examinations from sources other than PEB, such as internet blogs or posts on social media.

1. Before the Examinations

1.1 Examination location

It is recommended that you take both the Mock and the Live examinations at your place of work. **If you have not already provided PEB with the name, email address and telephone number of the Designated Contact at your workplace, you must do so by Monday 18 November 2024.** Further information about the role of Designated Contacts is in Section 1.4.

Candidates can be approved to take their examinations at their home or other private address **only** if taking the examinations at their workplace is impractical, for example:

- you need to shield or self-isolate; or
- there is a substantial reason why the workplace environment is unsuitable; or
- you are based in a country outside Europe where the examination start/finish times would necessitate unreasonably early or late attendance at the place of work.

If you need to take your examination at home, you **must** notify PEB at peb@cipa.org.uk of the address where you will take your examinations by **Monday 18 November 2024**. If you are taking your examination at home, arrangements will be made for you to be invigilated via

Zoom. **If you are not recorded on Zoom throughout the Live examination, your examination will be void.**

1.2 Examination Instructions

You will receive your Examination Instructions letter in early December: check it is correct and have a hard copy with you during the Live examination.

Read the ICPA Technical Requirements document [here](#).

In entering for the PEB examinations you have agreed to be bound by the relevant PEB Examination Regulations and Policies. Your attention is drawn to the Malpractice Policy and the Special Consideration Policy. You can find these documents [here](#).

1.2 Health & Safety

It is your responsibility to ensure that you follow any Government or other relevant Covid-19 guidance in force at the time of the examinations.

If you are approved by the PEB to take the examination(s) at your home or other private address due to exceptional circumstances (see Section 1.1), you will be responsible for ensuring that your desk, chair and equipment are suitable.

If you are taking the examination(s) at a firm's premises, then you should raise any health and safety concerns with an appropriate member of staff.

PEB cannot provide advice to candidates or firms on safe working. You are advised to refer to Health and Safety Executive website for general guidance <https://www.hse.gov.uk/home-working/index.htm>.

1.3 Examination Room

You are responsible for ensuring:

- the environment where you will sit the examination is somewhere where you can work without distractions or disturbances;
- you have removed from the room all books, bags, coats and notes and any items that would not normally be permitted in PEB examinations (see Appendix 1).

1.4 Designated Contact

Designated Contacts should refer to the separate document, Information for Designated Contacts, which is on the PEB website.

If you have not already provided PEB with the name, email address and telephone number of the Designated Contact at your workplace, you must do so by Monday, 18 November 2024.

The Designated Contact should normally be your Mentor. If your Mentor cannot act as Designated Contact, then you should make arrangements for an appropriate member of staff, such as a senior administrator, a partner or an HR manager, to undertake the role.

If there are several ICPA candidates at the same workplace, there should be a single Designated Contact. Please note that it is important for the number of Designated Contacts in a firm to be restricted because they will have access to the Live Question Paper.

The Designated Contact will be responsible for:

- Being available to support candidates during the Mock examination. Designated Contacts are not required to provide formal invigilation during the Mock examination. You can make your own arrangements with your Mentor or Designated Contact if you would like your Mock examination to be formally invigilated.
- If necessary, printing and distributing Question Papers and Resource Packs. The Question Paper and Resource Pack will be emailed to the Designated Contact in sufficient time before the examination starts. You will also be able to download the Question Paper and Resource Pack from PEBX at 10.00 am so you can begin your examination promptly;
- Invigilating candidates during the Live examination (or putting arrangements in place for an appropriate person to invigilate). **If several candidates are taking the Live examination at the same workplace, they can be invigilated together in the same room;**
- During the 15 minutes upload time at the end, assisting you with scanning and uploading your completed forms.

1.5 Photo Identification

You must send a colour image/scan of your photo-identification (passport, driving licence or identity card) to pebapplications@cipa.org if you are sitting your Live examination at home

For the Live examination, you must also have your identification document (passport or driving licence) to hand.

2. Examination Times

The total examination time is 2 hours 45 minutes. It has been calculated and tested to ensure you have sufficient time to complete your examination and all the online processes. It comprises:

- Download the Question Paper and Resource pack and print them (10 minutes)
- Read the questions carefully (15 minutes)
- Answer the questions (2 hours)
- Take one screen rest break of 5 minutes, if wished.

When the examination has ended you will have

- 15 minutes (maximum) Upload Time in which to scan your completed forms and then upload your Answer document and scanned forms to the PEBX system.

2.1 Examination Timeline

<p>09.30 am UK Time (GMT)</p>	<p>Login to the PEBX portal (https://pebx.scarboroughcloud.com/). Live examination only: If you are taking the examination at home, use the Zoom button to access Zoom and your Zoom examination room.</p>
<p>10.00 am</p>	<p>2 hours 45 minutes on the PEBX clock Examination starts. Agree to the Candidate Declaration in PEBX Download the Question Paper, Answer document and Resource Pack. (Click on the downloaded documents in the bottom ribbon to open them.) Save the documents to your desktop. Do not change the file names of the Answer document and the form(s): they are unique to you, for example ICPA-12345-Answer. Print the Question Paper and Resource Pack. There is 10 minutes' printing time and 15 minutes' Recommended Reading time. Read the Candidate Instructions on the Question Paper front sheet carefully. Read through the Question Paper and Resource Pack. Total 25 minutes is allowed for printing and Recommended Reading Time.</p>
<p>10.25 am</p>	<p>2 hours 20 minutes left on the PEBX clock End of printing time and Recommended Reading Time. Click on the yellow "Enable editing" ribbon at the top of the Answer document to start typing up your answers.</p>
	<p>5 minutes (optional) screen break</p>
<p>12.20 10 minutes before Exam End time</p>	<p>25 minutes left on the PEBX clock On-screen warning message telling you there is 10 minutes till the examination ends.</p>
<p>12.30 pm Exam End time and start of Upload time</p>	<p>15 minutes left on the PEBX clock Warning message telling you to stop working on your answers and begin uploading your Answer document. YOU MUST immediately stop working on your answers and begin uploading your Answer document. Save your Answer document (as a Word document). Upload your Answer document (as a Word document) immediately. (PEBX will save it automatically as a PDF.) Scan your completed form(s) and upload the PDFs to PEBX. Use the "View Document" button to check that the correct documents are uploaded. Click the "End Exam Session" in PEBX. If you are taking the exam at a private address and being invigilated via Zoom, leave the Zoom room.</p>
<p>12.45 pm End of Upload time</p>	<p>Zero on the PEBX clock You are no longer able to upload your Answer document and your examination is void.</p>

Screen breaks: Within the total examination time, you can manage how you use the 5 minutes allocated for a screen break. For example, you can take a screen break when you wish or not at all.

The front of the Question Paper will show the times for the examination.

No additional time can be allowed if you start the examination late.

2.2 On-screen Warning messages at the end of the examination

The first warning message will be 10 minutes before the time when you must stop working on your answers. This is the only warning about the end of the examination that will be given.

The second message will be at the “**Exam End/ Upload Start time**”. **At this time** you must **immediately** stop working on your answers, start scanning your completed forms, and upload your Answer document and scanned forms.

It is essential that there is a working traditional clock in the room where you can see it. The warnings will not be audible. Breaks in internet connection may mean the PEBX clock freezes or you miss the warning messages. Documents on screen could cover the PEBX clock and the messages.

You are responsible for ensuring that you submit your Answer document(s) and forms by the stated End of Upload time. **You will have 15 minutes in which to carry out the scanning and uploading. If your Answer document and form(s) are not uploaded by the End of Upload time, then you will not be able to upload and your examination will be void.**

PEB will review the candidate data log on the PEBX system immediately after each examination as part of routine monitoring of the examinations processes.

3. IT requirements

See Section 1 of the Technical Requirements and Guidance document for full information about the equipment and software you will need and the PEBX examination system.

PEB cannot put mitigation in place or accept Special Consideration requests after the examination:

- if you did not participate in the Mock examination and find your room and/or IT equipment are unsuitable on the day of the examination;
- if you take your examinations at a location other than that stated on your Registration form or notified to PEB before the deadline;
- if you experience technical equipment failure of IT/communications equipment, systems or software you have provided, chosen or otherwise arranged to use. Examples of IT failure include: intermittent breaks in WiFi connection leading to loss of connection to the examinations system; firewall blocking access to the examination system; use of an internet browser other than that specified; error(s) during installation Word or PDF software; an out-of-date licence; or an error in user permissions preventing use of word processing software.

If you plan to prepare for the examinations by working through past papers, you are advised to practise typing the answers into a Word document.

Please note: PEB does not have the expertise to advise on technical queries. If you are taking your examinations at your workplace, you are advised to discuss with your Designated Contact arrangements for ensuring IT support is available if needed.

4 The Mock examination

It is essential that you take part in the Mock examination. It is your opportunity to:

- test and ensure that your IT arrangements will work for the Live examination;
- become familiar with the PEBX online examination system;
- practise working through a question paper under timed examination-style conditions;
- practise scanning and uploading your forms; and
- review your answers to typical examination questions with your Mentor afterwards.

After the Mock examination PEB will release the mark scheme to Mentors. You should arrange to review your answers with your Mentor.

Accessing PEBX for the Mock examination

You should read the Technical Requirements and Guidance document before the Mock examination.

Before the day of the Mock examination, an email will be sent **to the email address that you provided to the PEB at registration**. The email contains the link to activate your account on the PEBX system. **You are advised to save that link in your browser**. Once you have accessed the system, you will only need to refer to the initial email again if you cannot find the link.

When you have accessed PEBX, you need to click on “Reset password” to receive a temporary password via email. When you have logged on you can change that temporary password to something you are likely to remember by clicking on “My account” in the blue ribbon at the top of the page.

If you have not received the emails about the Mock examination, before you contact PEB, check: first, your junk folder, second, the email address that you notified to PEB when you registered, and third, any other email addresses that you have.

You should use the time allowed during the Mock examination to ensure you are confident with the PEBX system and the examination processes.

Candidates taking their Live examination at their home or other private address will not be invigilated via Zoom during the Mock examination.

Answer documents and forms saved to PEBX during the Mock examination will not be marked. You should ensure you have saved them to your computer so that you can discuss your answers with the Mentor using the mark scheme. **Before the Live examination you should ensure you delete all your Mock Answer documents from your computer, so you can be sure that** you do not inadvertently upload a wrong document at the end of the Live examination.

5 Resource Packs and forms

The Resource Pack contains the calendars, EPO closing dates and forms required for the examination.

In the examinations there may be up to 10 pages of forms to complete. As in previous ICPA examinations, forms should be completed by hand using black pen.

Your completed forms must be scanned and uploaded to PEBX as PDFs.

If you are taking your examinations at your workplace, you should liaise with your Designated Contact before the examination about arrangements for scanning your completed forms.

If you are taking your examinations at a private address, you will need a scanner.

Use of a mobile phone to scan your forms is permitted. You would need to use a “scan to PDF” app.

It is your responsibility to ensure that the scanned versions you upload to PEBX are clear enough to be marked.

You are advised to use the Mock examination to practise getting the pages in the right order, scanning the pages and uploading them as one document. You should also take the opportunity of the Mock examination to check that the scanned forms are clear enough to be marked.

6 The Live examination

If you are taking the examination at your home, please ensure you are dressed appropriately for the Live examination: you will be recorded from when you join the Zoom room until the time when you finish the examination and leave Zoom.

Full details about how the PEBX and Zoom will run are in the document Technical Requirements and Guidance for Candidates taking ICPA 2024-2025 on the PEB website [here](#). You should ensure you have read this document carefully. It is recommended that you have a copy of this document in the room when you take your Live examination.

7 After the examination

Your results will be issued as published on the PEB website [here](#).

Post-examinations processes will be dealt with in accordance with the PEB’s Policies and Regulations, and other relevant information that PEB has published, including this Essential Information and the Technical Requirements and Guidance.

If you believe your examination performance has been adversely affected by circumstances outside your control, it may be possible for you to apply for Special Consideration. You should read the Special Consideration Policy [here](#), before making any application. Applications for Special Consideration should be emailed to peb@cipa.org.uk.

In the event that you make a Special Consideration request or request an Enquiry about Results, or your script is reviewed as part of a Malpractice Investigation, you will **not** be able

to support any case you might wish to make on the basis that you relied on information about the examinations from sources other than PEB, such as internet blogs or posts on social media.

Please contact the PEB if you wish to raise any issue or send any feedback in relation to the examination. Please send it as soon as possible after the examination to peb@cipa.org.uk using the Customer Feedback Policy which can be found [here](#).

8 Data protection

CIPA's Privacy Policy is downloadable <https://www.cipa.org.uk/privacy-policy/>.

The document Technical Requirements and Guidance Section 9.3 explains how your personal data will be handled.

9 Suspected Malpractice

Candidates take the PEB ICPA examination in preparation for entering a support role within a professional organisation. PEB expects them to act in a way which is consistent with the expectations of that role.

In registering for the examination(s), you confirmed that you have read and understood the PEB Malpractice Policy on the PEB website [here](#).

PEB will investigate all cases of suspected malpractice. A malpractice investigation may involve scrutiny of all relevant information and data, including script evidence, data logs, Zoom recordings etc.

A suspected malpractice investigation may lead to a delay in results being issued until the matter is resolved. The penalties for malpractice are set out in the PEB Malpractice policy. In addition, CIPA and/or your employer may be notified of a finding of malpractice.

Appendix 1 Items Permitted and Not-Permitted in the Examination Room

Essential Items

- Your Examination Instructions Letter – laid out on your desk
- Photographic identification such as a passport or driving licence – laid out on your desk
- Working, traditional clock on your desk or on the wall in your exam room: the PEBX clock counts down the time you have left, but the Answer document you will be typing into on screen may hide both the PEBX clock and the on-screen warning messages.
- The equipment specified in the Technical Requirements and Guidance document
- Printer paper
- Scanner
- Black pen (for completing forms)

Permitted Items

These must be laid out on your desk **or**, if appropriate, be in a clear plastic bag or container.

- This document
- The Technical Requirements and Guidance document
- Essential medical equipment. If you are taking the examination at home, please show any medical items to the Zoom invigilator at the start of the Live examination and state, “This is my essential medical equipment”.
- Food and drink in clear plastic bags or containers
- Pens, pencils, ruler, eraser, blank ‘Post it’ notes or similar, highlighter pens, paper clips, clear plastic bag to keep these in on your examination desk
- Sheets of loose blank paper (not a notebook) for notes

What you must not have in the Examination Room

- Books (including dictionaries), notes and learning materials
- Calculators
- Adhesive tape, treasury tags, stapler
- Bags, coats, jackets
- Correcting fluid or pens
- USB memory sticks and electronic devices such as smart watches
- Any other electronic equipment that connects to the internet (except when needed at the end of the examination for transferring scanning and uploading completed forms)

Appendix 2 Candidate Declaration

Online Declaration

You MUST complete this Declaration which you will see after you click on the 'start exam' button on the PEBX online examination system.

You will not be able to start the examination until you have indicated your acceptance of this Declaration.

By clicking the check box below and submitting this Declaration you are confirming that:

- You have read the PEB Malpractice Policy.
- You understand that malpractice includes, and is not limited to:
 - Misuse of assessment material;
 - Introduction of unauthorised material into the exam room for example notes, study guides, personal stereos, mobile phones and other similar electronic devices (except when permitted by the invigilator and/or the PEB Essential Information for Candidates);
 - Attempting to gain an advantage by obtaining, receiving or exchanging information during the course of the examination by verbal communication, documents or electronic communication;
 - Copying from another candidate;
 - Collusion – working collaboratively with other candidates;
 - Disruptive behaviour including the use of offensive language;
 - Failing to abide by the instructions or advice of an invigilator, supervisor, or the PEB in relation to the examination rules and regulations;
 - Impersonation – pretending to be someone else or arranging for another person to take your place in an examination;
 - Attempting to influence PEB decisions by inappropriate or unethical means.
- The work you submit must be your own unaided work.
- You understand that serious consequences can result if an investigation by the PEB determines that you have committed malpractice. Those consequences could include the PEB notifying CIPA and/or your employer that an examination result had not been issued to you as a result of a malpractice finding.

(Click checkbox.)