

Technical Requirements and Guidance for Candidates taking PEB ICPA Examinations in 2024-2025
Issued 1 November 2024

Technical Requirements and Guidance

For Candidates taking PEB ICPA Examinations in 2024-2025

This document contains key technical information and guidance for candidates taking the ICPA Mock and Final examinations in 2024-2025. **It supersedes the ICPA Online Information for Candidates issued in June 2024.**

It is up to you as the candidate to ensure that you:

- Read and understand this document before the examination week starts.
- Read and understand the PEB Regulations and the Essential Information for Candidates taking PEB ICPA Examinations in 2024-2025.
- Adhere to the instructions and guidance in this document.

Failure to comply with guidance in this document may be a breach of examination requirements, which could result in your examination being voided and/or a suspected malpractice investigation taking place.

1 Examination location

You should make arrangements to take the examinations at your workplace.

If there are exceptional circumstances which mean you are unable to take your examinations at your workplace, you should refer to Section 1.1 of the Essential Information for Candidates taking PEB ICPA Examinations in 2024-2025.

2 Invigilation of the live examination

If you are taking your examinations at your workplace: your Live examination will be invigilated by your Designated Contact. This will normally be your Mentor. The role of the Designated Contact is explained in Section 1.4 of the Essential Information for Candidates Taking PEB ICPA Examinations, which you will find on the PEB website.

If PEB has given you permission to take your examinations at your home or other private address: your Live examination will be invigilated by PEB-trained invigilators using Zoom.

The mock examination will not be invigilated by PEB. If you wish, you can ask your Designated Contact to invigilate your mock examination.

3 IT requirements

The examinations will be delivered by means of PEBX, a purpose-designed system. PEBX: will be used for:

- downloading the Question Paper, Answer document and Resource Pack;

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- uploading your completed Answer document and PDF scans of your completed forms.

You are responsible for ensuring that during the examination:

- the IT equipment you will use is functioning and reliable;
- you have use of the following IT equipment and software:
 - PC/desktop or laptop (NOT tablet device)
 - printer for printing out the Question Paper and Resource Pack
 - Google Chrome set as default browser on your computer
 - Windows 8 or higher
 - MS Word 2010 or above with autosave set (to avoid loss of your Answer document in the event of system failure)
 - Adobe, or similar pdf viewer, so that you can access the question paper
 - Reliable email and internet connection – broadband upload speed of 1.5 – 2 Mbit/s minimum. You should check the speed using one of utilities available online such as Speed test [here](#)
 - For candidates who have PEB's permission to take the Live examination at their home or other private address:
 - webcam, microphone and speaker
 - scanner. Alternatively, a smartphone or iphone onto which you have downloaded Adobe Scan or similar scanning software so that you can upload completed forms as PDFs
- your computer is plugged into the mains
- your firm's IT department "whitelists" this URL to ensure you have access to the examination software: <https://pebx.scarboroughcloud.com/>.

The following are **permitted**:

- separate keyboard (wireless or non-wireless)
- mouse (wireless or non-wireless)
- a hard copy of this document
- a hard copy of the Essential Information for ICPA Candidates document.

The following are **not permitted**:

- additional screen(s)
- use of touchscreen(s)
- headphones (unless approved beforehand by the PEB as a Reasonable Adjustment)
- earplugs or ear defenders
- smart watches
- audio/video gaming devices
- any other electronic equipment that connects to the internet.

The following is essential:

- **working traditional clock** (because the PEBX clock and the online warnings are reliant on the internet connection to work accurately and your internet connection may be unstable).

See Appendix 1 of the Essential Information for Candidates for the full list of permitted and not-permitted items in PEB examinations.

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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 or chosen/arranged to use, for example: 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) when Word or PDF software were installed; or an out-of-date licence or error in user permissions preventing use of word processing software.

You are advised to ensure that you allow plenty of time on the morning of the Live examination to check your computer is working and resolve any problems.

If you are taking the examinations using a computer provided by your firm:

1. Use of a standalone computer or laptop, not a networked computer, is recommended.
2. You should check with your firm's IT staff well in advance that access to the PEBX software will be permitted.
3. (If you will be using the firm's computer to take your examinations at a private address, check with your firm's IT staff that use of Zoom will be permitted.)
4. If you have problems accessing PEBX before the Mock examination, you should first seek support from your firm's IT staff. The PEB cannot provide technical assistance.
5. This URL must be "whitelisted" by your firm to ensure you have access to the examination software: <https://pebx.scarboroughcloud.com/>.

4 Use of the internet during the Live examination

If you are taking your examination at a private address (only if agreed by the PEB due to exceptional circumstances) and you are therefore being invigilated via Zoom, you must remain connected to the internet/WiFi from when you are admitted to the Zoom room until you click "End Exam Session" in PEBX after you have uploaded your Answer document and PDF scans of the completed form(s).

The internet must be used **only** for the following purposes during the examination:

- to log on to PEBX;
- (if you are taking the examinations at a private address) to allow invigilation via Zoom to be carried out;
- to download the Question Paper, Answer document and Resource Pack from the PEBX system;
- to upload your Answer document and PDF scans of your completed forms by the End of the Upload time.

Attempting to access the internet for any other purpose during the Live examination may be considered potential malpractice and your examination may be void.

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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.

6 Setting up the PEBX

Step 1 Access the PEBX portal and set up your PEBX account login

You will need to set up your PEBX account login in order to take part in the Mock examination.

- Click the link <https://pebx.scarboroughcloud.com/> – you will receive an email before the Mock examination containing this link. Save this link in the Chrome browser.
- Click the Reset Password link.
- Type in the email address you provided when you registered for the course and examination.
- Click the Submit button.
- You should receive an email with a temporary password within 15 minutes. If not, check your spam / junk folders.
- You can re-set your password in “My account” if you wish. Alternatively you can continue using the temporary password.
- You should now be able to log in to your PEBX account and see the exams you are registered for and their times.

Step 2 Google Chrome

- The installation of proctoring or other examination software on your computer is not needed. However, you are required to use Google Chrome.
- Download Chrome from the following link ([Chrome Download](#)). It is advisable to make Chrome your default browser before your Mock examination.

Step 3 Check you have the right hardware and do a system check

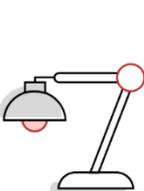
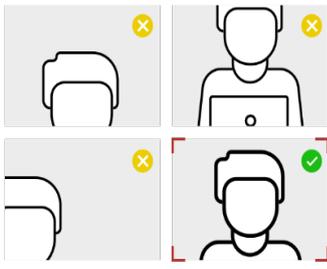
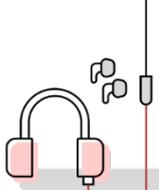
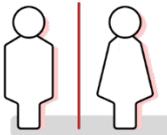
- You need an internet connection with a minimum **upload** speed of 1.5 Mbps. You can test your internet connection speeds [here](#). This test needs to be conducted in the room in which you will be taking the exam.
- For candidates taking their examinations at a private address to enable invigilation via Zoom to be carried out:
 - Check your webcam works: visit [this page](#) and follow the instructions. If you see your image, you're all set.
 - Check your microphone is working: visit [this page](#) and follow the instructions. If you can see a wave, you're all set.

Step 3 If you are taking your examination at your home or other private address, set up your exam room ready for the examination

Follow the guidance in Section 5 Setting up your exam room. You are advised to prepare in good time before your Mock examination takes place.

7 If you are taking your Examination(s) at Home or Other Private Address – Using Zoom

7.1 Setting up your examination room for **invigilation via Zoom**

	<p>1 Your room is well lit You should be clearly visible at all times. Through the setup process, you will be able to see what your webcam is sharing. Make sure that lighting is sufficient and no backlighting.</p>
	<p>2 You are alone You should be the only person in the room. The presence of someone else in the room is a serious breach of exam security which could lead to your exam being voided. Make sure that other people in your home are aware that you must not be disturbed during the exam period. Remove all items that are not permitted in an exam or that you would not wish to be seen on the recordings, such as pictures.</p>
	<p>3 Computer camera is positioned correctly The onus is on you, the candidate, to provide an acceptable view during the examination session. Your webcam needs to be able to see you and your surroundings well. (Recordings may be reviewed: please dress appropriately.) Check the video feed shown on your screen once you access Zoom: it will show you what the invigilator is seeing.</p>
	<p>4 No headphones, earplugs or ear defenders PEB needs to know what you are hearing in order for the exam to be valid. The Zoom invigilators need to be able to communicate with you.</p>
	<p>5 No noise – including talking and singing Any unusual noise will be flagged by the invigilator as an indicator of possible malpractice, so make sure you are in a quiet environment and avoid talking out loud.</p>
	<p>6 Toilet breaks Toilet breaks are allowed but ideally should be kept to a minimum. Make sure you go to the toilet before starting the exam. If you need to leave the room during the exam, use the “Chat” function to message the Invigilator and state why you are leaving the room. You do not need to wait for the Invigilator’s permission.</p>

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7.2 Accessing Zoom for the Live examination

Candidates taking the examinations at their home or other private address will be invigilated remotely during the Live examination by trained PEB Invigilators via Zoom. **Zoom invigilation will not take place during the Mock examination.**

You must remain connected to the internet/WiFi from when you first log on to the PEBX system until you end your examination by uploading your Answer document and PDFs of forms, logging out of PEBX by clicking “End Exam Session” in PEBX, and logging out of Zoom.

In order that Zoom can be used to carry out invigilation correctly, you are advised to download the Zoom application onto your computer before the start of the examination. (Connecting to the web-based version of Zoom may not be suitable.)

For the Live examination the Zoom room will be accessed from PEBX by clicking the button alongside the relevant examination.

You should access Zoom **20 minutes before the Examination Start Time** so that the Invigilator can carry out administrative tasks and let you into the “Zoom examination room”.

The Invigilator will have a copy of your photo-ID. They will not check your identity before letting you in, but will try to carry out ID checks without disturbing you once the examination has started. You must have your photo-ID and Examinations Instructions letter with you for the Live examination.

The Invigilator may at any time ask you to do a “sweep” of your examination room and may ask you to remove any unauthorised items.

The Invigilator will monitor you during the examination. The system will record you and your physical environment through the webcam. You should remain logged on to Zoom throughout the examination, and until you have finished uploading your Answer document(s) and clicked “End Exam Session” in PEBX. Recording will take place throughout the process. There will be a post-examination review of all recordings by the PEB where any potentially suspicious activity has been flagged.

Throughout the examination you must keep an eye on the “chat” and respond if the Invigilator tries to contact you. Invigilators will try not to disturb candidates without reason. However, you should be prepared for the Invigilator to contact you during the examination and ask you to make further sweeps of the room or to allow them to see your screen.

You will be under examination conditions from the point when the Invigilator has transferred you to the Zoom examination break-out room until you click the “End Exam Session” button in PEBX.

If you need to communicate with the Invigilator, for example because you wish to use the toilet or feel unwell, you should use the “Chat” facility.

Zoom invigilators have not been trained to give technical advice. Their role is to monitor all candidates in the Zoom room during the examination. They should not be asked to advise if you have technical difficulties. **You should refer to Section 7 Dealing with technical problems on page 10 if you have technical difficulties before or during the examination.**

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8 On the day of the examination

The process will be the same for the Mock and the Final examination.

8.1 Timeline

<p>09.40 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 (or your Designated Contact may provide them). 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 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></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>

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12.45 pm End of Upload time	Zero on the PEBX clock You are no longer able to upload your Answer document and your examination is void.
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8.2 Question Paper, Answer Document and Resource Pack

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.

You are advised to do the following before the day of the examination

- switch on Autosave and Autorecover in Word; and
- delete any previous Answer documents (such as past practice answers and your Mock examination attempt).

Before you can start to download the Question Paper, Answer document and the Resource Pack, you will have to complete a Candidate Declaration in which you confirm that your answers will be your own unaided work and that you understand the potential consequences of malpractice. A copy of the Declaration is in the Essential Information for Candidates Appendix 3.

The Answer document must be uploaded as **one** file. Do not change the filename: it is unique to you.

8.3 Forms

The Resource Pack contains the calendars, EPO closing dates and forms required for the examination. You should print them during the printing time at the start of the examination.

In the examinations there may be up to 10 pages of forms to complete. You must answer the questions requiring completion of forms by handwriting in black pen on the printed form(s).

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 “scan to PDF” app. It is your responsibility to ensure that the scanned versions you upload to PEBX are clear enough for the examiners to read and mark them, otherwise they will not be marked.

The Upload time begins at 12.30 pm (UK time). You have 15 minutes in which to upload your Answer document to PEBX, scan your completed forms and upload your scans as PDFs.

You should upload your scanned form(s) as **one** PDF using the file name format ICPA-12345-Qx using your candidate number in place of “12345” and the question number in place of “x”.

9 Dealing with technical problems

Contacting the PEB

For all examination queries or for reporting issues during examination periods, you should email pebxsupport@cipa.org.uk.

This email address is only monitored during examination periods and should be used only for examination-related queries.

Including your candidate number in your email may help PEB to respond more quickly to technical queries.

PEB will prioritise responding to emails that are critical to ongoing examinations: replies to non-urgent matters may be delayed.

The telephone number to contact PEB is **020 7405 9450 (CIPA switchboard)**. During an examination, this number should be used **ONLY if you have a major, catastrophic problem relating to the examination that is in progress. Follow up your phone call with an email to pebxsupport@cipa.org.uk.**

Please note: an email to pebxsupport@cipa.org.uk is likely to result in a quicker response than telephoning the PEB.

Use of email during an examination, other than to access the Question Paper or to contact PEB in the event of difficulties, will be considered malpractice.

9.1 If you have problems accessing PEBX

If there are technical reasons why you are unable to access PEBX, you should still be able to take your examination.

Before contacting the PEB, check that you are using the email address (the "PEB address") that you provided when you registered for the examination. Trying to use the wrong email address is the most common reason why candidates are unable to access PEBX. If you are still unable to access PEBX, follow these steps:

- Are you using Google Chrome? That is the recommended browser.
- Refresh the page.
- If that does not work – close the tab completely and start the process again.
- Disable any other extensions that may be running.
- Clear your cache.

If you have been unable to download the Question Paper:

- **Candidates taking the examination at their place of work:** the Designated Contact will have received an email with the Question Paper at the start of the examination. The Designated Contact should provide you with a printout.
- **Candidates taking the examination at their home or other private address:** the PEB will email the question paper to you at 10.05 am (5 minutes after the start of the examination). You can use your email for the sole purpose of accessing the Question Paper. Use of email, during an examination, other than to access the Question Paper or to contact PEB in the event of difficulties will be considered malpractice.

If you have been unable to download the Answer document: Open a new Word document. Save it using the examination number and your candidate number as the file name e.g. ICPA-12345-Answer. Continue with your examination.

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At the end of the examination you should try to upload your Answer document to PEBX in accordance with the instructions in the Timeline in Section 8.1. If this is not possible you should email your Answer document(s) **before the End of Upload Time** to pebxsupport@cipa.org.uk explaining the situation that has occurred.

After the examination, you must email pebxsupport@cipa.org.uk to explain the circumstances which led to your not having been able to access PEBX. The PEB will review all such cases before scripts are sent for marking.

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

- if you did not participate in the trial 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 or chosen to use, for example: 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; or an out-of-date licence preventing use of word processing software.

9.2 Common technical queries

1 Do I need to download any software on my computer?

No software installation is needed for PEBX as the PEBX platform is completely web-based.

If you are taking the examination at a private address you will need to access and download Zoom beforehand. See Section 6.2.

2 Do I need a specific browser?

You should use the latest version of Google Chrome ([Chrome Download](#)).

3 What about my internet connection?

A decent internet connection is required if you are taking the examinations at a private address so that you can be invigilated via Zoom. It is recommended that you use an ethernet cable to ensure a more stable connection. A minimum of 1.5 Mbps upload, ping under 25 ms, is required. Check your internet speed [here](#).

If your internet connectivity is generally not good you should consider an alternative location to sit the examination if this is possible.

To troubleshoot:

- Carry out an online speed test via <https://www.speedtest.net/> before starting the examination.
- Try to use a wired internet connection where possible, rather than WiFi.
- If WiFi is to be used, you should position yourself where the wireless signal from the router is strong.
- Restrict the use of internet on other devices using the same network.

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- Disable any operating system/application updates that may be triggered during the examination.
- Ensure only one screen display is being used. (Only one screen is permitted.)

4 How can I check if my webcam is working?

Visit [this page](#) and follow the instructions. If you see your image, you're all set.

5 How can I check if my microphone is working?

Visit [this page](#) and follow the instructions. If you can see a wave, you're all set.

6 I cannot access my webcam (if you are taking your examinations at a private address and are being invigilated via Zoom)

Check that your webcam is not covered or obscured in any way.

If your room is too dark the webcam will not operate – please ensure that the room is well lit.

If your internet connectivity is too weak you may be unable to use the webcam function, in which case please email PEB directly.

If you are using a firm's laptop, the network settings may prohibit this kind of activity in which case this must be discussed with your firm.

If there is more than a brief loss of connection, you should follow the advice on the page above and try to re-connect as soon as you can.

7 If I lose time from the exam session due to technical issues, can I have additional time to finish my exam?

No, this is not possible. You must finish your exam and upload your Answer document and scanned form(s) by the End of Upload time, otherwise you will not be able to upload, in which case your exam will be void and you will not receive a result.

8 What happens when I can't take my exam due to technical issues?

It is not possible to give definitive answers here for all situations that might occur. This response is guidance.

Technical issues with PEBX are extremely unlikely to occur. If they did, PEB would aim to ensure that affected candidates were not disadvantaged.

Technical issues in online examinations most often relate to loss of internet connectivity. For this reason you are recommended to test your WiFi connectivity beforehand and consider beforehand what steps you might take in this situation.

If you are unable to resolve problems with Zoom, it is likely that you would still be able to work on your Answer document and form(s) and upload them to PEBX by the end of the upload time. Immediately after the examination, you should notify PEB pebxsupport@cipa.org.uk of what has happened and explain the steps you took to resolve it. PEB will review all such cases on an individual basis to determine whether the script can be sent for marking and a result issued or whether the examination is void.

Even if you have a lengthy internet outage, it should still be possible for you to continue working on your Answer document and form(s) and you should do so. You will need to re-connect to PEBX and upload your Answer document by the end of the upload time, otherwise your examination will be void and a result cannot be issued.

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If your WiFi connection has failed completely, you should phone PEB on **020 7405 9450**.

9.3 Queries about your data

Who will be able to access my personal data?

Mock and Live examination data will be stored till after the deadline for submitting a Results Enquiry.

PEB staff will be able to access the collected information on the PEBX system.

(For candidates taking their examinations at a private address) PEB-trained personnel carrying out invigilation via Zoom will have access to identification information.

PEB staff and invigilators cannot look into your files without it being registered in the log files.

PEB complies with GDPR regulations and follows CIPA's Privacy Policy which is downloadable <https://www.cipa.org.uk/privacy-policy/>.

The contracted suppliers of the PEBX system will be able to access the PEBX data.

Data logs will be made before and during examinations (including the Mock examination) and up to the deadline for submission of answers. Zoom recordings of candidates taking the examination at a private address will be made only during the Live examination. Data and Zoom recordings will be used only for the purposes of ensuring that PEB's Regulations and Candidate Instructions were followed and that accurate results are issued to candidates. This may involve reviewing data and recordings in investigating suspected malpractice.

How long will the platform store personal data and recorded exam sessions?

Zoom recordings will normally be retained until the final date for requesting an Enquiry about Results (EaR).

If you request an EaR, then data logs and recordings relating to your examination(s) will be retained until the EaR process (including any Stage 3 Appeal) is complete.

If there is reason to suspect that malpractice may have occurred, then any relevant recordings and data will be reviewed as part of any investigation and retained until the suspected malpractice case has been resolved.

PEBX data is hosted on servers in the UK.