



Institute
and Faculty
of Actuaries

Examination Handbook

April 2024

March 2024

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Introduction

The IFoA Examinations Handbook provides you with important information to help you prepare for, and to sit IFoA exams.

The handbook covers the software and hardware you need on the device you will be using to sit IFoA exams, what you need to do before you sit your exam and what happens on the day of your exam.

This document also provides information about the relevant IFoA regulations, policies, and procedures and signposts relevant web links where you can find more information.

It is the responsibility of all candidates to read and become familiar with the content of the Examinations Handbook ahead of your exams.

This Handbook sits alongside:

[The IFoA Qualification Handbook](#)

[Assessment Regulations](#)

[Mitigating Circumstances](#)

[Appeals](#)

[Refund policy](#)

[Membership Complaint policy](#)

Please make sure you familiarise yourself with these before you sit an IFoA exam.

Exam Emergency Contact Information

On the day of your exam, if you experience technical issues which mean you are not able to download the exam paper and/or upload your examination, then please contact us by calling:

+ 44 (0)1865 268 873, or emailing examsupport@actuaries.org.uk

Please note: The contents of this handbook may be subject to change. Any changes will be identified with a timestamp and communicated by email (with the subject: Important update), your joining instructions and our Student and Associate newsletter.

Minimum Technical Requirements

Below you can see the minimum technical requirements for the examination platform to function to the expected standards.

Microsoft Package:

The recommended minimum acceptable version is Microsoft Office 2013.

Minimum screen resolution:

1024 x 768

Internet connection:

We recommend a wired connection of 2mbps or greater.

Time and Date:

Your computer or device date and time must be set to the correct local time and zone for the country where you are sitting your exam. Please do not adjust the time on your device to UK time.

Adobe Reader:

You will need an application capable of opening PDF documents. If you do not have a suitable application on your device, you can download the latest version of Adobe Reader by following this link: <http://get.adobe.com/reader/>

Web Browser:

You should use the latest version to ensure the best performance and behaviour. Internet Explorer is not supported. Your web browser will need to have JavaScript enabled.

Windows: Microsoft Edge, Google Chrome, Firefox, Opera
macOS: Safari, Google Chrome, Firefox, Opera

Microsoft Surface Tablet: Microsoft Edge, Google Chrome, Firefox, Opera

iPad (9+): Safari, Google Chrome
iPhone: Not compatible

Android Tablets: Google Chrome
Android Phones: Not compatible

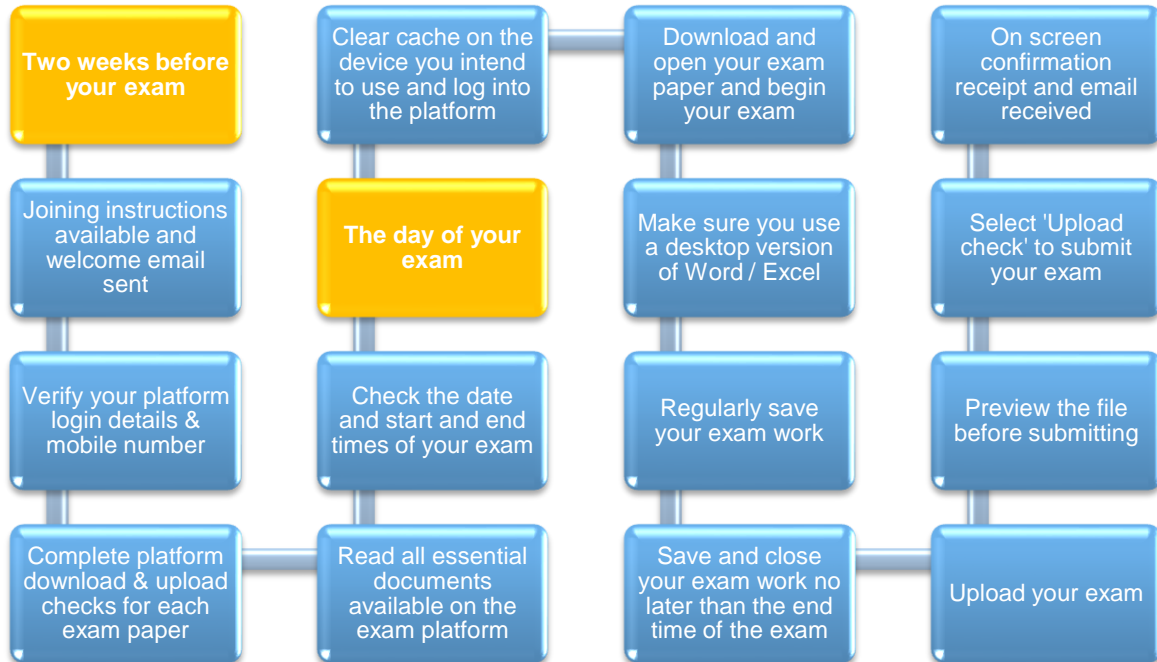
File Sizes:

For all exams, the maximum file size should be no more than 100MB. If your file sizes exceed 100MB, your submission may not upload and may not be considered for marking.

ZIP File extractor:

Your computer or device must have the ability to extract files from a compressed ZIP folder.

Examination process



Completing your Examination

1. You must answer all exam papers using either Microsoft Word or Excel. Details of the specific exam formats are below. Only files uploaded in the correct Microsoft Word or Excel formats will be marked.

<u>Exam</u>	<u>Exam Materials Format</u>	<u>Exam Upload Format</u>	<u>Exam Length</u>	<u>Exam</u>	<u>Exam Materials Format</u>	<u>Exam Upload Format</u>	<u>Exam Length</u>
CS1A	PDF	Word	3 hr 20 min	SP1	PDF	Word	3 hr 20 min
CS1B	PDF & R Data	Word	1 hr 50 min	SP2	PDF	Word	3 hr 20 min
CS2A	PDF	Word	3 hr 20 min	SP4	PDF	Word	3 hr 20 min
CS2B	PDF & R Data	Word	1 hr 50 min	SP5	PDF	Word	3 hr 20 min
CM1A	PDF	Word	3 hr 20 min	SP6	PDF	Word	3 hr 20 min
CM1B	PDF & Excel	Excel	1 hr 50 min	SP7	PDF	Word	3 hr 20 min
CM2A	PDF	Word	3 hr 20 min	SP8	PDF	Word	3 hr 20 min
CM2B	PDF & Excel	Excel	1 hr 50 min	SP9	PDF	Word	3 hr 20 min
CB1	PDF	Word	3 hr 20 min	SA1	PDF	Word	3 hr 20 min
CB2	PDF	Word	3 hr 20 min	SA2	PDF	Word	3 hr 20 min
CP1 Paper 1 & 2	PDF	Word	3 hr 20 min	SA3	PDF	Word	3 hr 20 min
CP2 Paper 1 & 2	PDF & Excel	Word & Excel	3 hr 20 min	SA4	PDF	Word	3 hr 20 min
CP3	PDF	Word	3 hr 5 min	SA7	PDF	Word	3 hr 20 min

2. The exam platform will only upload the following file formats:

Document	Software Package	Suffix
Word	Microsoft Office	.docx
Excel	Microsoft Office	.xlsx

- You will be provided with Excel templates for the completion of the CM1B and CM2B papers examinations.
- For any other examinations you will need to create the document, in the format specified above, at the start of the exam time. **Do not** create the file before your exam starts.
- We also recommend that you allow a spacing of 2.0 between lines, you will not lose marks for this, however, this will make it easier for our markers to mark your work.
- For all examinations you can use Excel to help you with calculations. Any formulae and/or numerical workings should be copied and pasted directly from Excel into your answer sheet. Do not copy/insert an Excel (or similar) sheet into your examination submission.
- For questions requiring calculations, you **MUST** include **ALL** working as part of your answer in your examination submission. Include calculations steps and/or sufficient formulae or other necessary information for examiners to understand and assess how you determined your answer. A correct answer alone will **NOT** score full marks. You must then make sure your calculations appear in full in your Word (.docx) answer submission. This means that the markers can see how you arrived at your answer. Without this you may miss out on marks.
- Candidates should be aware of the following if they wish to use Excel or similar software:
 - Data within Excel (or similar) should be copied and pasted directly into MS Word.
 - Screen shots or image capture will be accepted for marking but you will need to make sure the full working outs are visible to be marked.
 - Data copied from Excel (or similar) must not be 'linked' to the source file.
 - Do not copy/insert an Excel (or similar) 'sheet' into word. Any formulae and /or numerical workings should be copied and pasted directly from Excel into your answer sheet.
- You must ensure the content of your examination submission is visible to mark. You should remove any formatting that has the potential to hide text, such as track changes, hidden text properties or font colours that will make your submission illegible. Please ensure you preview your examination submission before you submit it, as we cannot consider any Assessment Appeals based on exam questions or parts of questions that cannot be marked.
- Ensure that your examination submission is not saved in read only mode, as this will prevent you from uploading it to the examination platform.
- Your examination submission **must not** be password protected. If your examination submission is password protected it will not be accepted for marking.
- Your submission must not contain links. If your submission contains links our marking platform will not accept it and it cannot be marked.
- You should not leave any messages for the markers in your answer submission. Markers have been instructed not to take these comments into consideration.

Use of standard functions in Microsoft Office and R

14. You can use most of the standard function available in Excel, Word and R (excluding the use of Macros), as set out in the [IFoA Assessment Regulations](#). You cannot use functions only available in versions of Microsoft Office released after 2013. This is so that candidates using the 2013 version of Microsoft Office are not placed at a disadvantage. Information about this can be found here:
 - 14.1. [Microsoft Excel](#) – Compare Excel 2010 vs 2013 vs 2016 vs 2019.
 - 14.2. [Microsoft Word](#) – Compare Word 2010 vs 2013 vs 2016 vs 2019.
15. You cannot use mathematical mark-up language in your examination submission (i.e., MathML, Open Math and OMDoc) as it can corrupt your file and so it cannot be marked.
16. The Goal Seek function can be used for the completion of the exams.
17. You are not permitted to use RMarkdown and knitR during your exam.
18. You cannot use any dictation functionality within Microsoft Word or alternative software. You must type all your answers, unless the IFoA have approved specific access arrangements. For the avoidance of doubt, 'typed' is defined as keyboard entry. Candidates with handwritten requirements need to apply for Access Arrangements.
19. You cannot handwrite or use freehand drawing tools or other hardware, such as drawing tablets, or any device that converts handwritten text into typed text automatically for example Apple pencil or Surface Pen, unless the IFoA have approved specific access arrangements.
20. You are allowed to use help pages in Microsoft Word and Microsoft Excel.
21. You are allowed to use multiple screens for the completion of your exam.

Use of authorised calculators

22. There are no restrictions on which calculators can be used in our exams.

Mathematical formulae and symbols

23. Below you will find suggested keystrokes in Word to use in place of the mathematical formulae and symbols.

This list is not exhaustive, and we will accept other sensible notation.

The list has been grouped into four key areas as follows:

- General mathematical notation
- Statistical notation
- Compound interest functions
- Life table functions

We recommend that you read this list in conjunction with past papers and Examiner reports provided for the relevant subject.

The notation in the table below is likely to be of most use in subjects CM1, CM2, CS1, CS2, SP6 and SP9. All candidates are advised to familiarise themselves with the notation as part of their examination preparation.

You are permitted to copy and paste the IFoA Standard Keyboard Notation into your exam submission should that assist you in answering your exam paper.

You may also use the Equation Editor function within Word if you wish to do so.

Notation or Meaning	Standard Keyboard Symbol / Notation that may be used
General mathematical notation	
Multiplication, \times	*
Division, \div	/
Approximately equal, \approx	~= OR; approx. = OR; c. =
Inequalities e.g. $a \geq b$ and $c \leq d$	$a >= b$ and $c <= d$
Proportionality, $a \propto b$	a is proportional to b
Square root $\sqrt{\dots}$	sqrt(...)
Superscripted letters, a^x	a^x
Subscripted letters, e.g. X_{ij}	X_{ij}

Notation or Meaning	Standard Keyboard Symbol / Notation that may be used
	OR; Xij
Exponential, e^x	exp(x) OR; e^x
Accented symbols, e.g. \hat{b} , \bar{X}	b^hat, X^bar OR; bhat, Xbar
Greek letters, e.g. $\mu, \sigma, \alpha, \beta, \theta, \varphi, \lambda, \eta, \rho, \delta$	Use the typed word for the letter e.g. mu, sigma, alpha, beta, theta, phi, lambda, eta, rho, delta. Match case of Greek letter, for example phi for φ and PHI for Φ . OR; an Arabic alternative where available e.g. a instead of alpha, b instead of beta, d for delta or D for DELTA.
Symbols, e.g. infinity symbol, ∞	Infinity OR; Inf
Derivatives, e.g. $f'(x), f''(x), \delta f/\delta s$	f'(x), f''(x), df/ds (stating partial, if necessary) OR; df/dx, d^2f/dx^2
Integral, e.g. $\int_a^b f'(t)dt$ and Solved Integral, e.g. $= [f(t)]_a^b$	INT(a,b):f'(t) dt OR; Integral over a to b (f'(t)) OR; int(a,b)[f'(t)] = [f(t)]:(a,b)
Summation, e.g. $\sum_{t=a}^b \mu_t$	sigma(a,b): mu(t) OR; sum(a,b): mu(t) OR; Sum over a to b (mu(t)) OR; Sum(a,b)[mu(t)]
Product, e.g. $\prod_a^b f(x)$	Product (a,b):f(x) OR; product over a to b(f(x))
Statistical notation	

Notation or Meaning	Standard Keyboard Symbol / Notation that may be used
Expected values e.g. $E(\dots)$	$E(\dots)$
Conditional expectation, e.g. $E(X Y)$	$E(X \text{ given } Y)$
Variance, $V(\dots)$	$V(\dots)$
Covariance, $Cov(\dots)$	$Cov(\dots)$
Distributions, e.g. χ_m^2	chi-squared_m OR; chi-squared with m degrees of freedom
Binomial Coefficient, e.g. $\binom{n}{r}$	n choose r OR; choose (n, r)
Compound interest functions	
$i^{(p)}$	$i(p)$
$d^{(p)}$	$d(p)$
δ	delta
v^n	v^n
$s_{\overline{n} }$	$s:<n>$
$\overline{a}_{\overline{n} }$	$abar:<n>$
$a_{\overline{n} }^{(p)}$	$a(p):<n>$
Life table functions	
$\frac{l_y}{l_x}$	Ly/Lx
$\frac{d_x}{l_y}$	dx/Ly
${}_k p_x$	kpx

Notation or Meaning	Standard Keyboard Symbol / Notation that may be used
$m q_x$	m qx
P_{xy}	px:y
$\ddot{a}_{x:\overline{n}}$	adue:x:<n>
$a_x^{(p)}$	a(p):x
$\ddot{a}_{x:y}$	adue:x:y
$\ddot{a}_{x:y:\overline{n}}$	adue:x:y:<n>
$\ddot{a}_{x:y:\overline{n}}^{(p)}$	adue(p):x:y:<n>
$\ddot{a}_{x y}$	adue:x y
$m \ddot{a}_x$	m adue:x
$A_{x:\overline{n}}$	EA:x:<n>
$\overline{A}_{x:\overline{n}}$	EAbars:x:<n>
$A_{1\overline{x:n}}$	TA:x:<n>
$A_{[x]:\overline{n}}^1$	PE:[x]:<n>
$(IA)_{1\overline{x:n}}$	I(TA):x:<n>

Preparing to sit your exam

This section sets out the essential steps you must take to:

- ✓ Ensure that you can receive essential communications.
- ✓ Have the appropriate hardware and software to successfully complete an IFoA exam (see Technical Requirements at the beginning of this Handbook).
- ✓ Ensure that you have carried out the necessary checks must perform in advance to allow you to sit your examination on the exam day.
- ✓ Ensure that you have completed your equipment checks for all exam papers, particularly if your exam has two papers.
- ✓ Ensure you download any pre-exam materials needed for the examination.

Make sure your email address and mobile phone number are correct.

We use the preferred contact email address and phone number that are listed on your record. It is your responsibility to check that your contact details are correct and kept up to date during exam time, from booking your exam up to exam results' release. If you fail to do so, this could mean that you miss out on important communications. These communications may direct you to complete an essential task, like exam platform testing, so if you miss these communications, you could find that that you are unable to sit to your exam on the day.

What do you need to do?

You can check and update your details by logging in to [your online account](#) on the IFoA's website. If you are not a member of the IFoA, but are sitting our exams, these requirements also apply to you.

If necessary, please contact us at examsupport@actuaries.org.uk if you need to update your contact details.

Two weeks before the exam

Two weeks before the exam session starts, joining instructions will become available for you to download from the member's area of the IFoA's website, under the [Review exam booking page](#). This information will include how to create and verify your details in the exam platform and how to complete the examination.

If you are sitting an examination through another association, you will receive joining instructions by email.

Please make sure that you add the following IFoA email addresses to your 'safe senders' address book to avoid the email being sent to your Junk or Spam folder:

- email@notifications.actuaries.org.uk
- news@update.actuaries.org.uk
- examsupport@actuaries.org.uk
- alerts@onlinepracticalexams.org.uk
- memberservices@actuaries.org.uk

If your preferred email address is your work email address, you may need to contact your IT department to request that the @actuaries email addresses are whitelisted

Important: Remember to check that no IFoA emails have gone into your junk folder

24. We use a Two-Factor Authentication process to allow you to access our online exam platform. This requires you to be able to receive an SMS text message. It is important that you keep your mobile phone number up to date or you may miss out on communications and therefore are unable to sit your exam. This process is set out in detail in 'accessing the online exam platform' and 'verifying your details' (security process) in Appendix 1 of this handbook.

Make sure you meet IFoA online examination hardware and software requirements

25. You are responsible for ensuring you have a working device ahead of your online examination.
26. You are also responsible for checking you have the correct software/package downloaded before the exam.
27. You are responsible for checking that your device date and time is set to the correct time and zone for the country where you are sitting your exam. Do not change your computer to UK time.

Make sure you have the date and time of the exam recorded

28. In order to access the examination on your exam day, **you will need to complete equipment checks for every exam you are sitting.** For those examinations with two papers, you will need to complete an equipment check for each paper.

Cache History

29. We recommend that you clear your browser cache/history before accessing the exam platform every time you access it. You may need administrator rights to do this if you are using a work computer to sit your exam.

Pre-Exam Materials

30. If you are sitting any of the exams listed below, you may need to download pre-exam materials from the exam platform to be able to complete the exam. The list below shows what subject may have pre-exam materials and when these will be available to you in the examination platform the on the day you get access to it.

Subject	Paper	Available
CS1	B	2 weeks before the start of the session
CS2	Bau	2 weeks before the start of the session
CP3	n/a	3 working days before the exam takes place

Using R in CS1 Paper B and CS2 Paper B for 2023 Exams

For **CS examinations**, pre-exam materials will not be always necessary. Please check [the Getting started with R](#) and [Using R in CS1B and CS2B](#) guides and follow all the instructions given before the day of the examination to avoid any issues.

The IFoA does not provide technical support for the use of 'R'.

Emergency situations

We want to make sure you have the support you need if you experience any issues during your exam, so we have put together some information of what you should do:

Fire alarms and other distracting events

31. 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.
32. If a fire alarm is scheduled to take place during your exam, and you are unable to relocate to another building, you can apply for mitigating circumstances. You will be required to explain how this affected your performance and you will be required to provide evidence, as set out in the [IFoA mitigating circumstances policy](#).
33. Your safety is our priority. If a fire alarm occurs during your exam, you should leave the building if required. While evacuated from the building, you must not communicate with anyone about your exam.
34. Once you return to your exam, you must complete the paper to the best of your ability. We cannot add additional time. You can apply for mitigating circumstances. Please refer to the [policy](#) on the website.

IFoA platform issues

35. If our system fails during your examination, we will do our best to immediately put alternative arrangements in place. If this proves impossible, our only remaining option will be to cancel that exam. In the unlikely event that we must cancel an exam, we will contact you directly to advise you of the next steps.

System Issues (Internet / Electric connectivity)

36. If you have system issues during your exam, you must continue to complete your exam to the best of your ability. System issues could relate to internet connection or electricity failing.
37. If you experience systems issues, you must keep a log of the issues and the times when you have been affected. You will need to take screenshots as evidence for errors or issues which have occurred if you want the issues to be considered under our [mitigating circumstances policy](#).

Individual upload issues

38. If you experience issues uploading your exam document(s) during the 30-minute upload period, you **MUST** call us on +44 (0)1865 268 873 before you attempt to send us your examination submission.
39. We cannot accept any submission sent by email or other method unless we have given pre-authorization by phone.
40. We will give you guidance and further instructions during the call. If during the call, we grant you authorisation, you will then be allowed to email in your submission quoting a unique code.
41. **We cannot accept any submissions which are emailed to us unless we have given you authorisation and you quote your unique code in your email. We cannot mark any emailed submission that we have not authorised.**
42. You must keep a log of the issues and the time you have been affected; you will also need to take screenshots as evidence.

We understand that exams can be a stressful time and we want to make things as easy as possible for you. We hope that this handbook provides you with all the information you need for your upcoming exam sitting. Please ensure you familiarise yourself with our Assessment Regulations alongside the information provided here, to make sure your exam experience goes as smoothly as possible on your exam day.

We wish you all the best of luck with your exams.

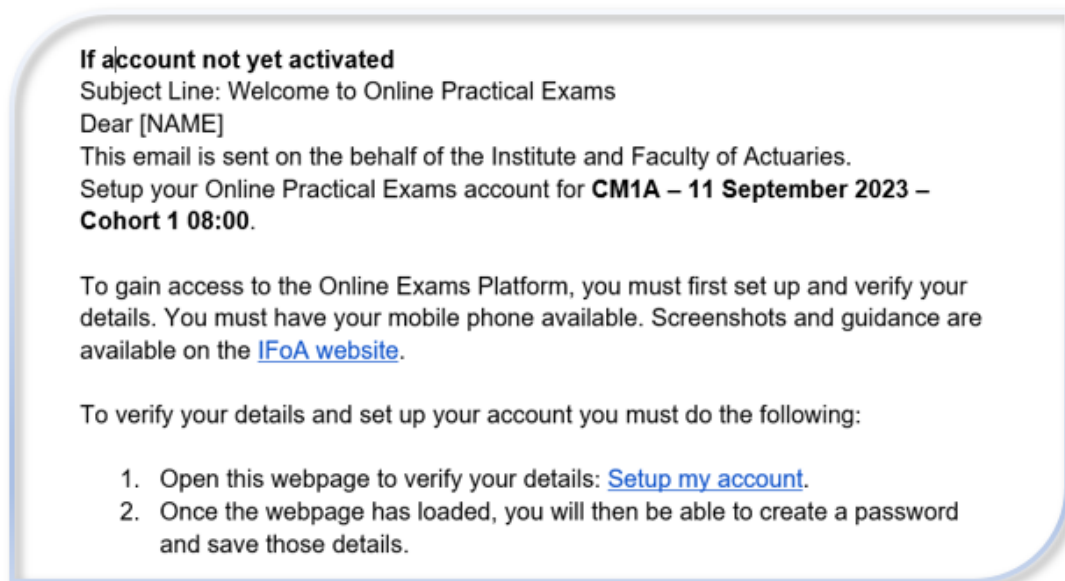
Appendix 1– Accessing the examination platform

Two weeks before the start of the exam session:

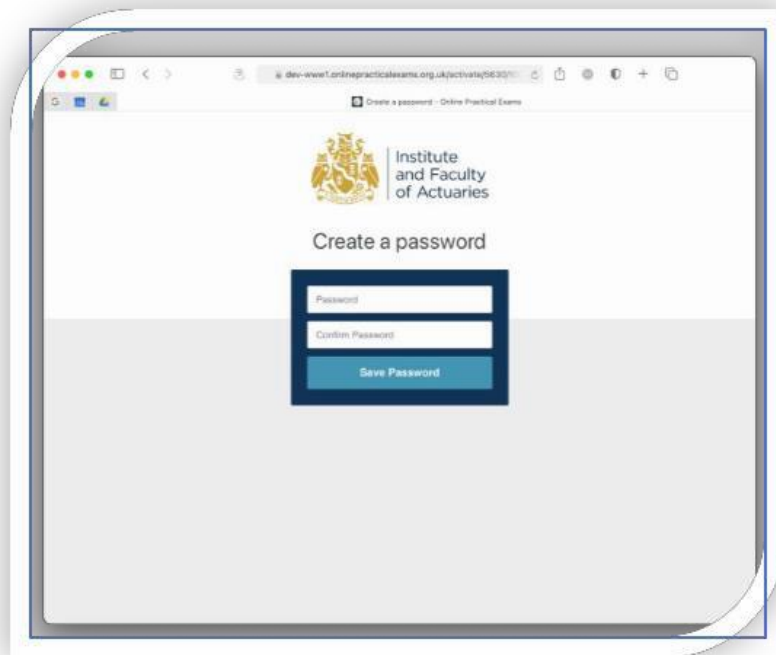
- You will receive an email to your preferred email address from alerts@onlinepracticalexams.org.uk advising you to create and verify your details on our exam platform.
- Your joining instructions will be available to view in your member's area of the IFoA website by navigating to My Exams: Review exam bookings. If you are sitting an IFoA examination through another association, you will receive joining instructions by email. This information will include how to create and verify your details on the exam platform and how to complete the essential exam platform equipment checks.

If you do not receive this email, then please contact us at examsupport@actuaries.org.uk no later than seven working days before the exam is due to begin. If you contact us less than seven working days before your exam you may not have enough time to complete the relevant checks and you may be unable to sit the exam.

The email you will receive will look like this:



43. Once you have received this email, you must select the hyperlink 'Set up my account' to access the online exam platform. You will then be able to create a password and save those details.

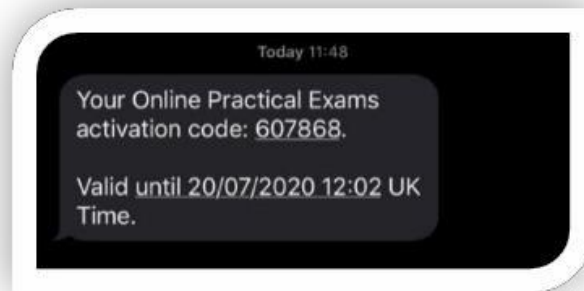


44. Once you have saved your password, you must then confirm your mobile phone number. If no number is shown select our area location, then add your telephone number and selecting If the mobile telephone number we hold for you is incorrect, please enter in the correct mobile number. If you need to update your mobile number more than once, you will need to contact us at examsupport@actuaries.org.uk to help you with this. Then select **Send Verification Code**.

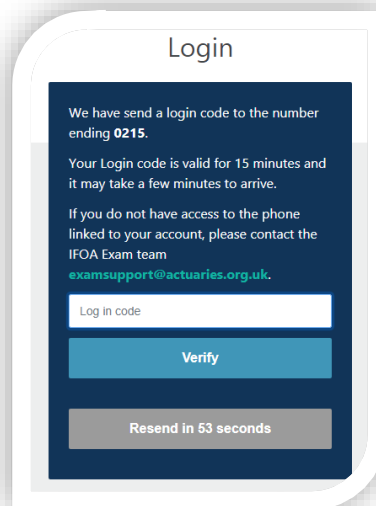


45.

46. Once you have selected '**Send verification code**'; you should receive a text message with an activation code. The text message can take a couple of minutes to come through.



47. Once you have received your activation code, this will be valid for 15 minutes. You must enter this code into the online exam platform to verify your details.



48. Once your details have been verified, your account will be active. You will see a confirmation on screen.



Once you have completed your account set up, you will be able to log into the online exam platform through the following web page: <https://www.onlinepracticalexams.org.uk>. We recommend you bookmark this link.

You will need to enter your ARN (Actuarial Reference Number) and the password you have created to access the exam platform.

Appendix 2 – Equipment check instructions

Equipment checks

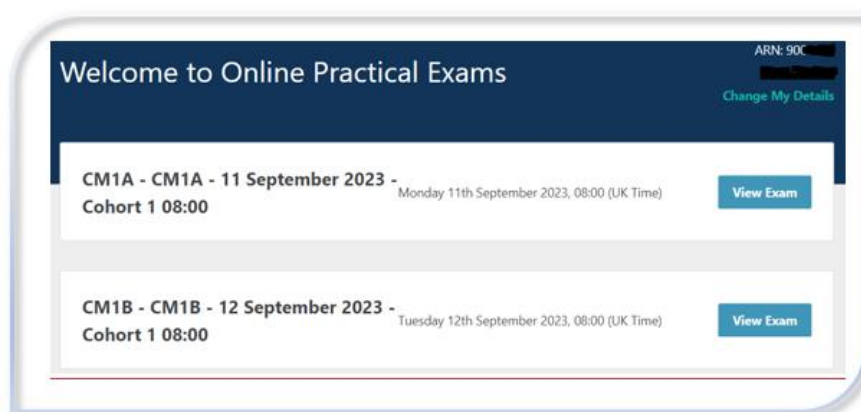
To make sure you can access your exam paper and do not experience exam platform issues on the day of your exam, you will need to complete essential equipment checks before your exam day.

49. Once you have activated your account and are able to access our online exam platform, you must complete the equipment checks **on the device you plan to use for the exam**.
50. **You will need to complete these equipment checks for every exam you are taking**, which includes both papers of a dual paper exam, to ensure your equipment works for each exam you are taking.
51. **If you do not carry out these equipment checks before your exam day, you will not be able to access your exam paper and therefore you will not be able to complete the exam.**
52. A red banner will show at the top of the examination area if you have not completed your equipment check.

You must complete the equipment check before attempting to access this exam. Click to check now.

*The blue equipment check button will also have a tick and 'required' message on it – this indicates that you are yet to complete your equipment check download and upload tasks for that exam paper.

53. If you sit your examination in your office, or you are using a work device, you are advised to check with your IT department ahead of your exam for any pending system updates, restrictions for using the exam platform or any firewalls which may cause problems while using the exam platform.
54. Once logged into the exam platform, you will be taken to the **Welcome Page**. To begin an equipment check, select **View Exam**.



55. You will be presented with an information page, which includes IFOA Assessment Regulations. You will need to tick at the bottom of the screen to confirm you have read and understood the Assessment Regulations.

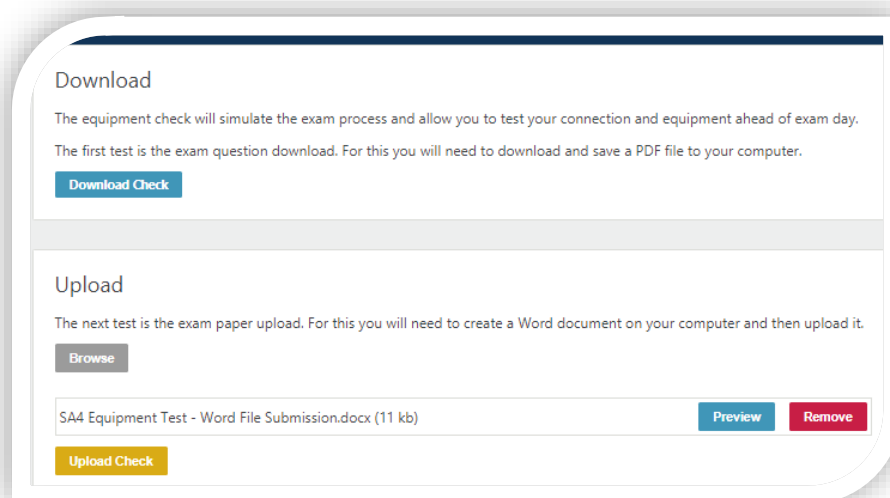
56. You will then be taken to the **examination page**. Here you will be presented with several important documents, including the exam instructions, which you will need to read and become familiar with before your exam day.
57. Alongside the exam instructions, you will find a blue **equipment check** button on the right.



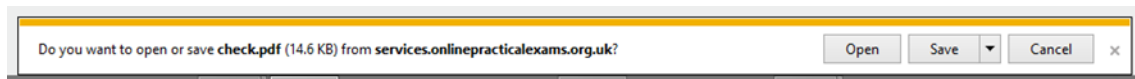
58. Within the equipment check section, there is a download area and an upload area. **You must complete the checks in both the upload and download areas for the equipment check to be fully tested.** There is no limit to how many times you can test your equipment.

Download Area

59. To test the download area, select the blue 'download check' button.

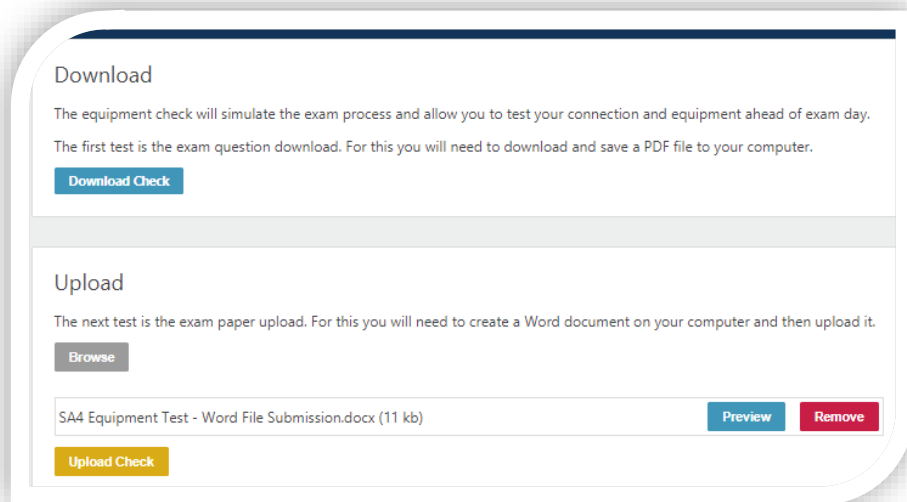


60. Once selected, the downloaded document should appear at the bottom of the web page in the download banner. Select 'open' to ensure you can view the downloaded document.

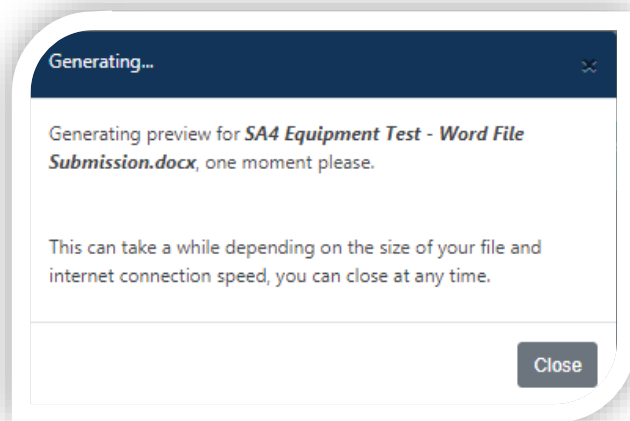


Upload Area

61. To test the upload area, select the **browse** button to find the file you would like to upload to the exam platform. Upload a document in the same format as specified in the exam file format section of this handbook.

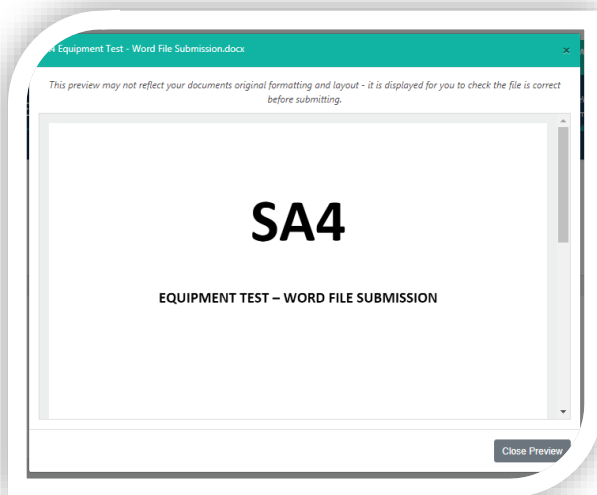


62. Find your examination submission test file and then click on the **upload** button. If you are submitting **multiple files (only needed for the CP2 examination) you MUST upload all the files at the same time**. You cannot add further files once you have completed this step. To select two documents, click on the **first file** you wish to upload, then press the Ctrl button on your keyboard and then click on the **second file**. Both files should now be highlighted, which will allow you to upload both at the same time.
63. You can preview the file(s) you have uploaded before submitting them. If you have selected the wrong file, click **remove** and the file will be removed. You can then browse and select the correct file(s).

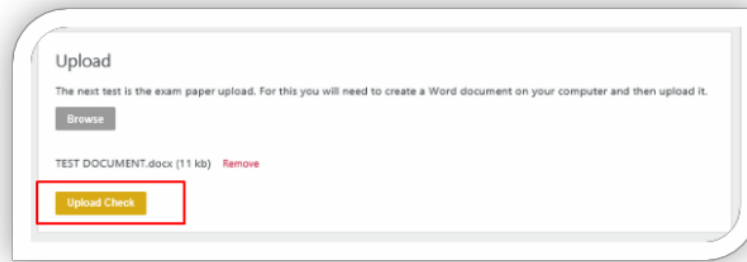


Please note that the optional preview function may not be compatible with certain browsers, workplace networks or devices. If you are uploading a particularly large file (such as an Excel file), the preview function may take longer to generate or not load all tabs in the exact format/layout you are expecting. This is an automated conversion tool, which may not exactly replicate the layout as per your saved file(s). On your exam day, whilst fully operational, this feature may run slower than usual, as all candidates will be attempting to use this feature at similar times. If the function does not work for you, you can still check the title of the file you are attempting to upload to ensure you are selecting the correct file.

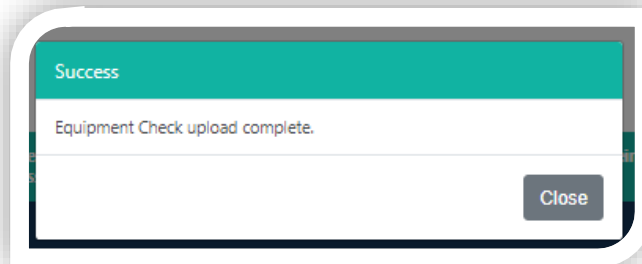
Example preview:



64. If you are happy that the file(s) you selected is correct and you would like to upload it, select **upload check**, which will upload the file.



65. Once the file is uploaded, a confirmation popup box will appear.



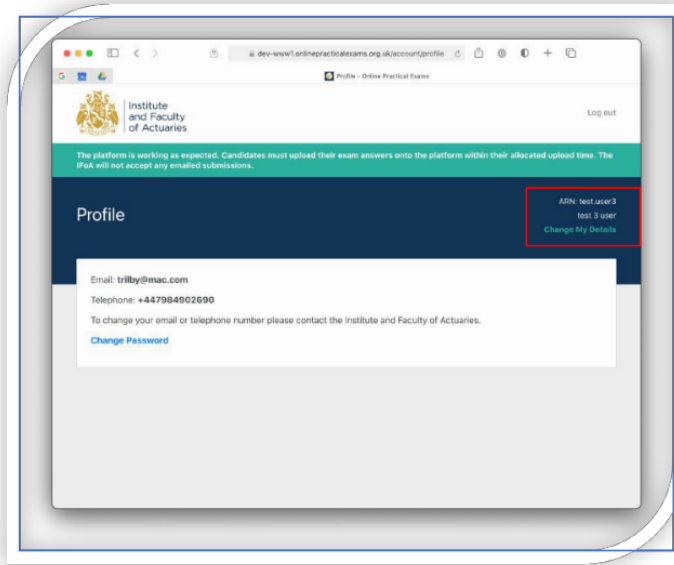
66. If at this stage you find that the exam platform does not work, then please contact us +44 (0)1865 268 873 or at examsupport@actuaries.org.uk

67. **It is your responsibility to check your equipment and test our online exam platform for all papers of your exam before your exam sitting date. If you fail to do this, you will not be able to access your exam paper on your exam days.**

68. Once you have successfully completed your equipment checks, the blue button will state that you have completed the checks for that exam with a tick and the word 'completed'. If the button does not state this, then you may have missed a step in the checks.

Changing your personal details (on the online exam platform)

69. If you need to change your details, select 'change my details' at the top right corner of the exam platform.



70. If you forget your password go to the login screen at www.onlinepracticalexams.org.uk ,enter your ARN and click **next**.
71. Click **forgotten password?** Enter your ARN again then click reset password.
72. You will receive an email with a reset password link allowing you to set a new password.



Please note you will need to complete the verification code steps every time you access the online exam platform.

If you have difficulties with verification codes, please contact examsupport@actuaries.org.uk as soon as possible.

Appendix 3 - On the day of your exam

We know exams can be a stressful time, so to support you on your exam day we have set out important information about your exam start time, allowing sufficient time for completing any security measures and downloading your exam paper and any other exam materials.

We also guide you step by step through completing your exam on our online exam platform, including accessing the online exam platform, agreeing to Assessment Regulations, equipment checks, downloading your exam paper and uploading your submission file(s).

This section also covers how to save your work.

During the exam:

73. You are strictly prohibited from collaborating or working with other exam candidates during your exam.
74. You must not share any of the exam materials with anyone, even if your exam cohort finishes before another exam cohort.
75. You must not share your examination submission with any other candidate.

Exam start times:

76. You are responsible for accessing the online exam platform at the correct time and date, to successfully download your exam materials. Your exam paper will not be available any earlier. If you log into the online exam platform late, you will not be given any additional time to complete your exam.
77. You are responsible for logging onto the online exam platform at your allocated time as set out in your joining instructions.

Accessing the examination platform

78. We recommend that you clear your browser cache and history before you access the exams platform. This will increase the speed of downloading the exam paper and your upload. If you are sitting your exam on a work device, you may need administrator rights to clear your cache/browser history.
79. If you are using a work device to complete the exam, please check with your IT department to confirm you will not have any issues with the company firewall.
80. If you have already activated your account during the current exam session, you do not need to set up your account again.

You should access the exams platform with the URL: <https://www.onlinepracticalexams.org.uk/>, we recommend you bookmark this link.

- 80.1. Enter your ARN



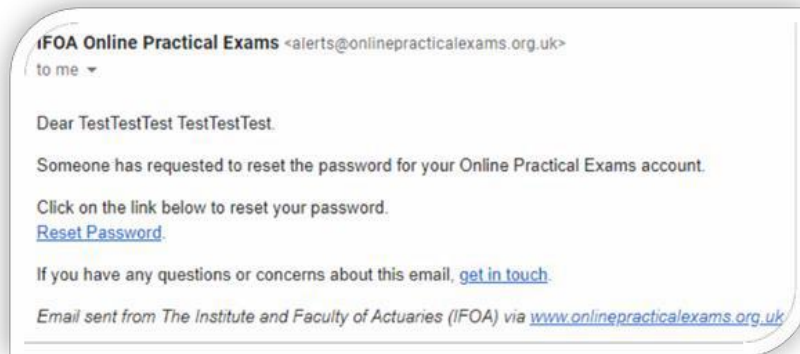
80.2. Once you have entered your ARN, you will be then asked to add the password which you created in Appendix 1 of this Handbook.



80.3. If you have forgotten your password, select the forgotten password hyperlink and enter your ARN.



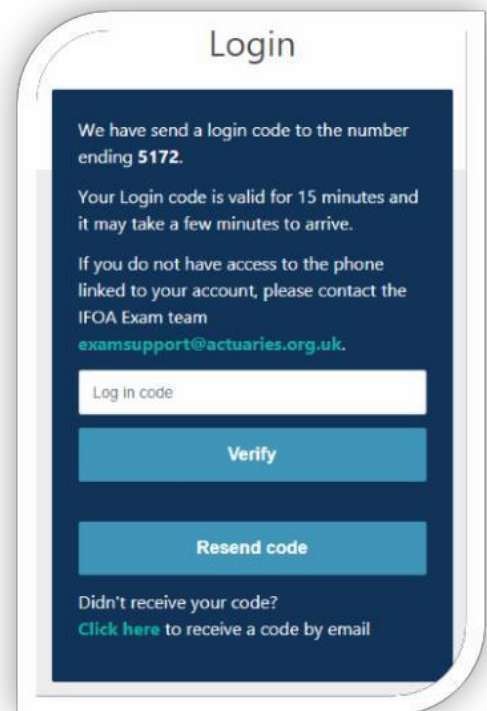
80.4. You will then receive an email, sent to the email account which we have on file for you.



Once you have entered your ARN and password on the exam platform, you will need to enter a verification code, which will be sent to the mobile telephone number which you set up in appendix 1 of this Handbook.

If, after 60 seconds, you do not receive a code, an option appears allowing you to request the code by email.

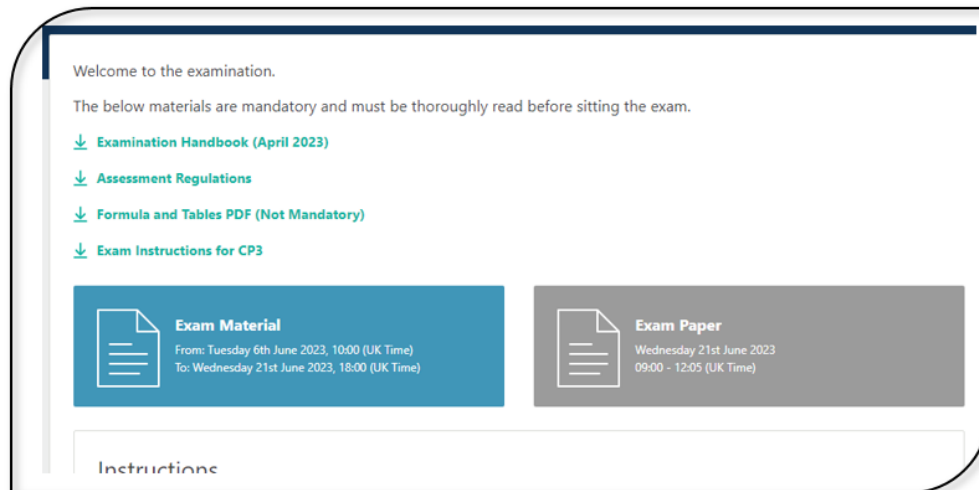
Once the code has been entered and your details have been verified, you will then have access to the exam platform.



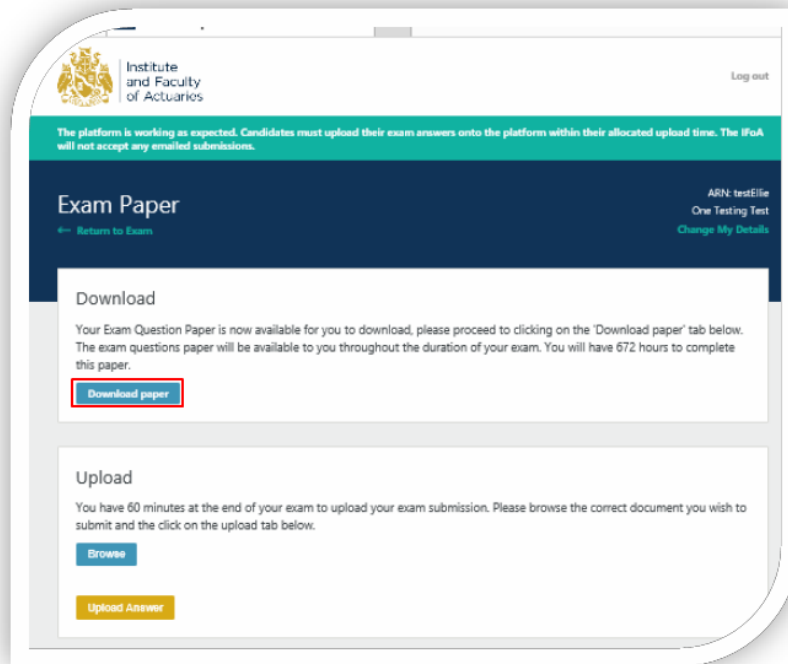
81. If you are unable to log into the exam platform on the exam day and have tried every possible option including clearing your cache/history, please contact us by calling 44 (0)1865 268 873 or emailing examsupport@actuaries.org.uk

Downloading your exam paper

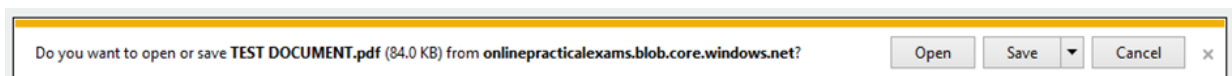
82. Once logged in the **welcome page** will load and display the exams you've booked onto. Select the correct exam to load the next page. On the screen the exam paper section will show details of the date and time it will become available. When the area is unavailable, the section will be greyed out. When available, the box will appear blue. If your exam has exam material, this will also show on the screen.



- 82.1. To view your exam paper area, select the exam paper button. This will load the area where you can download your exam paper. **The exam paper area is also where you upload your examination submission.**
- 82.2. Once you have accessed the exam paper area, select the **download paper** button to download your exam paper.



82.3. Once you have selected **download paper**, the exam paper should appear at the bottom of the screen. Select open to ensure you can view the downloaded document.



Saving your work

83. **It is your responsibility to ensure that you regularly save your exam work in a specific and easily found location in your computer. If you do not save your work, we will not consider this as a mitigating circumstance.**

84. Your examination submission file(s) name(s) should include at least your ARN and the subject you are attempting. Please do not change the format of the naming convention after the end of the examination time, as this will modify the last time the document was modified.

Example: 5544333 CM1B

85. If you are using Microsoft's AutoSave functionality, your file may be autosaved after the end of the exam time. This will change the time that you last edited your answer script. If the last time your exam answer script appears to have been edited (even if you are only saving your document), is in the 30 minute upload period, we cannot mark your answer script.

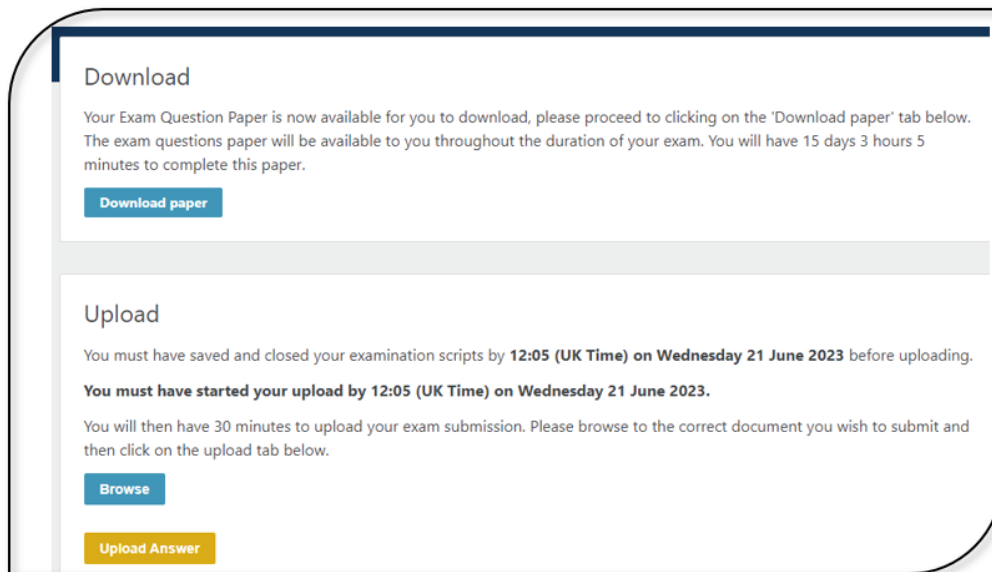
To avoid your exam answer script appearing to be edited during the 30 minute answer script upload period, you may wish to turn the AutoSave functionality off.

86. **Any information that could help markers to identify you must not be included in the content, headers, or footers of your examination file(s) (i.e., name, ARN, email address, etc.).**

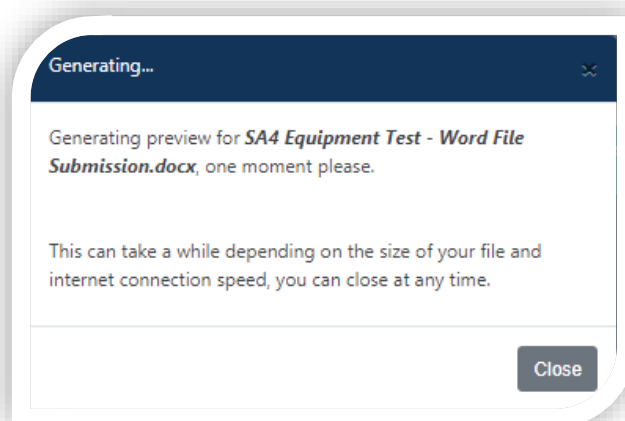
You are not allowed to use any collaborative platforms or groupware to save your examination files during or after your exams takes place (i.e., SharePoint, Google Docs, One Drive, Office 365 online). Please ensure that you are using the desktop version of Microsoft Word or Excel, as exam file(s) uploaded from an online account may not be uploaded correctly to the exam platform. We cannot consider any assessment appeals based on an incomplete examination from an online account such as Office 365 online or similar.

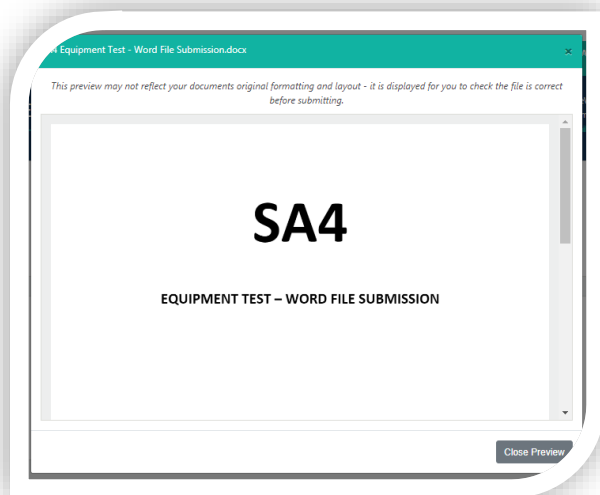
Uploading your examination

87. Once you have finished your exam you can upload your completed file(s). If you finish your exam early, then you can upload your submission straight away.
88. You must **save and close your examination file(s) before the end time of the exam. Do not reopen the file, as this will amend the last modified time stamp.** Remember to save your examination to a specific location on your desktop, and not in an online app (such as OneDrive).
89. Once you have saved, your exam you should upload your submission file(s) in the upload area of the exam platform.
90. You access the upload area by selecting the exam paper button from the instructions page. **We recommend keeping the upload area open on screen throughout your exam.**
91. You will have 30 minutes to upload your examination submission after the end of your exam time. It is important that you begin your examination upload as soon as your exam time ends, as we cannot accept any submission that have either not been uploaded or are partially uploaded.
92. During the 30 minutes allocated for uploading your exam documents, you are not permitted to continue working on your examination. This includes reviewing and formatting your examination file(s). You are responsible for the proper submission of all your exam materials within the 30 minutes upload period and we will not accept materials uploaded after this time. We cannot be held liable if an error occurs when you upload your exam materials onto the exam platform.
93. We will check the timestamp on your examination submission for confirmation if required. This includes the time and date the submitted materials were created and when they were last modified. Examination submissions which are found to be created and/or modified outside the exam time **will not be marked.**
94. To upload your examination files(s), select the **browse** button within the upload section to find the file you would like to upload. When the exam platform upload area is unavailable, the section will be greyed out. When available, the box will appear blue. The maximum file size is 100MB. If your file size is greater than 100MB, your submission cannot be marked.



95. Browse and select the file(s) you wish to submit and then click on the upload button below. If submitting multiple files (only needed for subject CP2), you **MUST** do this at the same time. You cannot add further files once you have completed this step. To select two documents, click on the first file you wish to upload, then press the Ctrl button on your keyboard and then click on the second file.
96. You can preview your uploaded file(s) before you submit them. If you have selected the wrong file, click on remove and the file will be removed. You can then browse and select the correct file(s). Please note that the optional preview function may not be compatible with certain browsers, workplace networks or devices. If you are uploading a particularly large file (such as an Excel file), the preview function may take longer to generate or not load all tabs in the exact format/layout you are expecting. This is an automated conversion tool, which may not exactly replicate the layout as per your saved file. On your exam day, whilst fully operational, this feature may run slower than usual, as all candidates will be attempting to use this feature at similar times. If the function does not work for you, you can still check the title of the file you are attempting to upload to ensure you are selecting the correct file(s).



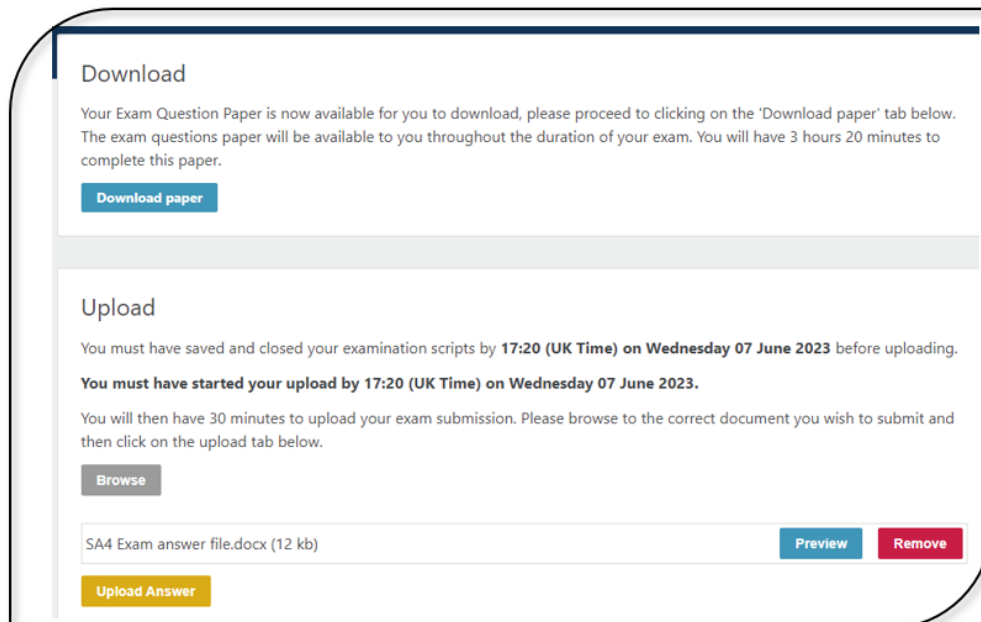


Please note that the size of the document may vary when this is uploaded to the exam platform so you cannot use this to verify you have uploaded the right document.

Please also note that when previewing Excel files that have multiple tabs/sheets within the file, these may appear as separate pages in the preview. Please check all your intended work appears on the screen.

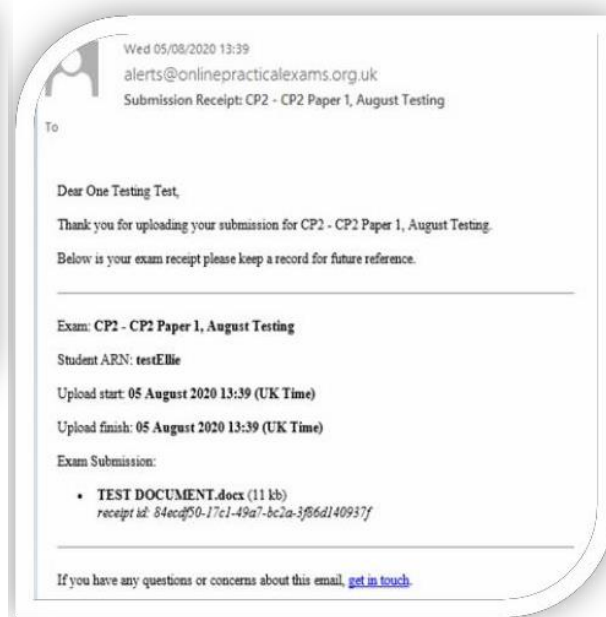
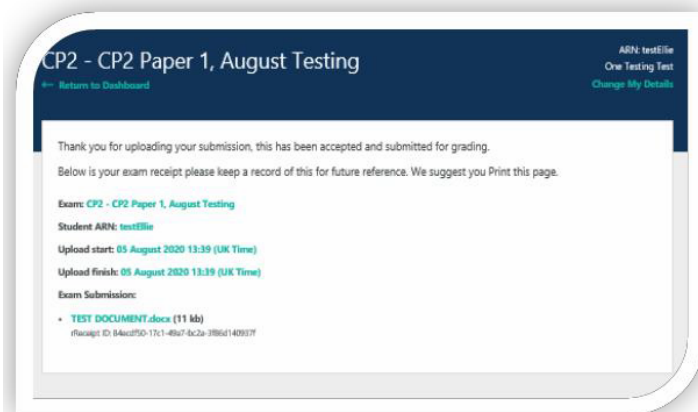
It may take up to 60 seconds for the preview to appear. This will depend on factors like the size of the document uploaded and your internet connection.

97. If you are happy with the file(s) and you would like to upload it, select **Upload Answer**.

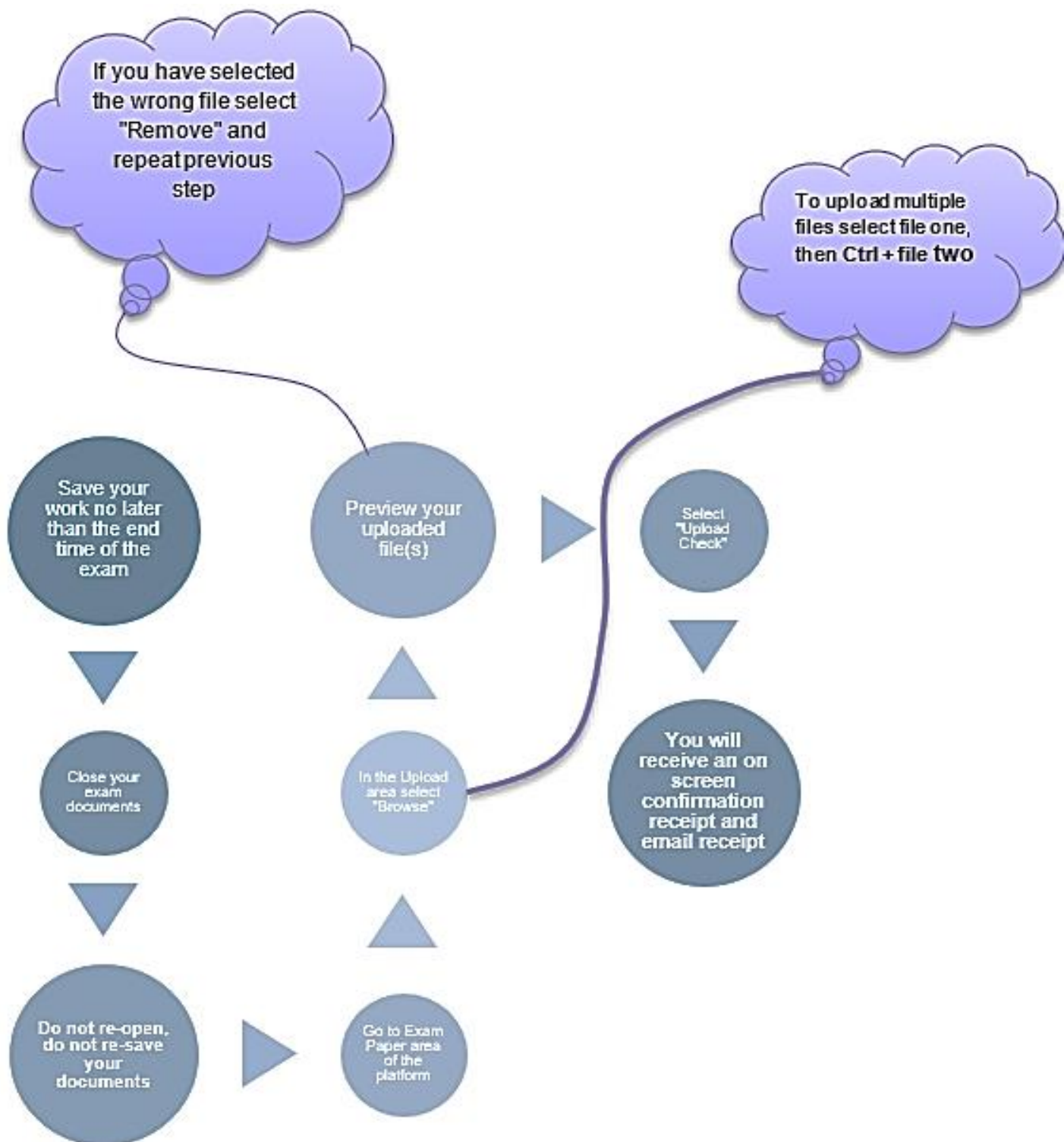


98. Once your file(s) is uploaded, a confirmation pop up box will appear. Tick the box to confirm that this is the file that you wish to submit. When you click the Confirm button this will submit your file(s).

99. You cannot make changes to your submission once you have completed the uploaded process. We cannot accept alternative or additional documents sent to us by email after this point.
100. Once your file(s) have been successfully uploaded, the exam platform will show an onscreen confirmation receipt detailing: the exam, your candidate details, upload details and the file name. In addition to the confirmation receipt on screen, an email with your upload details will be sent to the email address which you have entered on the exam platform.



If you have issues uploading your submission, please refer to the [emergency situations](#) section of this handbook.



Appendix 4 -IFoA Exam checklist

Two weeks before your exam

- Make sure your contact details are up to date in your members area (including your mobile phone number). If you are not a member please contact us via email.
- Read the Assessment Regulations, Examination Handbook and any other guides needed for the completion of your examination.
- Joining instructions available and welcome email sent – ensure you read them carefully.
- Ensure the time in your computer is set at your local time.
- Complete platform download and upload checks for each exam paper in the device you will used to complete your examination.
- Check the date, start and end times of your exam.

Day before your exam

- Set up your exam space / area
- Prepare your exam notes to be easily accessed
- Re-check the start and end times of your exam
- Do a final upload/download check

Day of your exam

- Get set up 20-30 minutes before your exam starts
- Clear cache on the device you intend to use and log into the platform
- Don't open a new word or excel file until your exam starts
- Save your examination file(s) in an area of your computer that is easy to find for the upload process
- Download and open your exam paper and begin your exam
- Make sure you use a desktop version of Word / Excel, not GoogleDocs or Microsoft 365 online
- Regularly save your exam work

Once your exam finishes

- At the end of the exam time, save and close your examination file(s)
- Do not review, amend, edit, or change your file(s) after the exam has finished
- Upload your exam submission
- Preview the file(s) before submitting
- Upload your file(s) once you are sure you have uploaded the right file
- On screen confirmation receipt and email received



Institute and Faculty of Actuaries

Beijing

14F China World Office 1 · 1 Jianwai Avenue · Beijing · China 100004
Tel: +86 (10) 6535 0248

Edinburgh

Level 2 · Exchange Crescent · 7 Conference Square · Edinburgh · EH3 8RA
Tel: +44 (0) 131 240 1300

Hong Kong

1803 Tower One · Lippo Centre · 89 Queensway · Hong Kong
Tel: +852 2147 9418

London (registered office)

7th Floor · Holborn Gate · 326-330 High Holborn · London · WC1V 7PP
Tel: +44 (0) 20 7632 2100

Oxford

1st Floor · Belsyre Court, 57 Woodstock Road · Oxford · OX2 6HJ
Tel: +44 (0) 1865 268 200

Singapore

5 Shenton Way · UIC Building · #10-01 · Singapore 068808
Tel: +65 8778 1784

www.actuaries.org.uk

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