# Examination Handbook

# Examination Centre Candidates

**September 2025**

# Contents

# Introduction

## Examination Handbook for In Person Invigilated Candidates

*Please note: The contents of this handbook may be subject to change. Any changes will be identified and communicated by email, as well as within your joining instructions and in the Student and Associate newsletter.*

The Institute and Faculty of Actuaries (IFoA) Examination Handbook provides practical information and guidance for you when sitting assessments in Examination Centres in September 2025.

It is your responsibility to read and be familiar with the contents of the Examinations Handbook ahead of your exams.

You must adhere to the following IFoA Regulations and Rules:
- The IFoA Assessment Regulations
- The IFoA Examination Rules

These documents may be useful to you:
- The IFoA Qualification Handbook
- Mitigating Circumstances Policy
- Assessment Appeals Policy
- Inappropriate Conduct Appeals Policy
- Refund Policy
- Membership Complaints Policy

These webpages may be useful to you:
- Frequently asked questions
- Preparing for the September 2025 exam session
- Helpful hints and tips to support your preparations

Please see Appendix A for a helpful checklist which could support you in your exam preparations.

Important information you need to know **before** you sit your exam

# 1. Checking your details

## Member Portal and Email Communications

Please note, if you are sitting an examination through another association, you will not have access to the IFoA member portal and some of the following information may not be relevant.

## Contact details

Your contact details on the IFoA Member Portal (My Account) are used to both send important exam information and to allocate your exam centre. Please ensure your **preferred address for communications**, email and phone number are correct and up to date.

To update:

- Log in to the Member Portal and go to My Account
- Review and update your contact details
- For help, email: memberservices@actuaries.org.uk

If you are sitting an exam through another association, please ensure the details being shared with us are up to date.

## Email Communications

You may receive emails from the following IFoA email addresses. Please add these email addresses to your 'safe senders' list, to avoid emails going to your junk or spam folder:

- email@notifications.actuaries.org.uk
- news@update.actuaries.org.uk
- exams@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 ask that the above addresses are whitelisted.

# 2. What to expect two weeks <u>before</u> your exam

Usually, candidates receive their joining instructions at least 10 working days before their exam. However, for the September 2025 session, due to the British Summer Bank Holiday, joining instructions will be issued 9 working days before the exam date.

This adjusted timeline has been carefully considered to account for the bank holiday, and candidates should still expect to receive all necessary information in good time to prepare.

You should receive the below information on **Tuesday 26 August 2025.**

## You will receive your **Joining Instructions**

9 working days before your exam session begins, your joining instructions will be available to download from the IFoA Member Area.

To access them:
- Log in to your IFoA account and navigate to the Review Exam Booking page.
- Your joining instructions will explain how to:
- Set up and verify your details on the exam platform.

If you're sitting your exam through another association:
- You will receive your joining instructions via email two weeks before the exam session.
- Please make sure you do check your junk or spam inbox.

## You will receive **access to the Online Exams Platform**

You will receive an email for each exam you are registered to sit from [alerts@onlinepracticalexams.org.uk](mailto:alerts@onlinepracticalexams.org.uk).

These emails will be sent to your preferred email address for communications as listed in your IFoA Member Portal.

If You Do Not Receive the Email:
- Check your contact details in the Member Portal.
- If the email is still missing, contact us at [exams@actuaries.org.uk](mailto:exams@actuaries.org.uk) no later than seven working days before your exam to allow sufficient time for preparation.

First-Time Candidates:

- If this is your first time accessing the Online Exams Platform, you must create an account on the exam platform.
- Click 'Set up my account' in the email.
- Enter your ARN and create a password.
- It is essential to complete this setup before exam day.

Returning Candidates:
- If you've used the platform before, we recommend checking your login details in advance by selecting 'Set up my account' from the email.

Updating Your Details:
- To update your information or reset your password, click 'Change my details' in the top right corner of the exam platform.
- Once your account is set up, you can log in at: onlinepracticalexams.org.uk
- For step-by-step instructions with screen shots, please see Appendix B

## You can download key documents **from the Online Exams Platform**

As soon as you receive access to the Online Exams Platform, you will be able to download the following reference documents to support your exam preparations:

- A PDF copy of the Examinations Handbook
- A PDF copy of the Assessment Regulations
- A PDF copy of the subject specific Exam Instructions.
- A PDF version of the Formula and Tables
- A PDF copy of the Mathematical Formulae and Symbols Notation Sheet.

  o These keystrokes are most likely to be of use in subjects CM1, CM2, CS1, CS2, SP6 and SP9, but you are advised to be familiar with them as part of examination preparation.
  o You are permitted to copy and paste the IFoA standard keyboard notation into your examination submission should that assist you in answering your examination paper.
  o It is not mandatory to use these keystrokes but your answers you should understandable to the examining teams.

These documents are available for download and should be used as reference materials throughout your preparations and during the exam period, if needed.

# 3. Accessing your pre-examination materials

**CS1 & CS2** pre-exam materials will be available **10 working days before the exam**

- CS pre-exam materials, which includes datasets which need to be loaded ahead of the exam day, should be available on **Tuesday 26 August 2025.**
- You can download the CS datasets from the Online Exam Platform.
- Downloading the CS datasets is entirely optional and offered solely as a choice for candidates who wish to familiarise themselves with the materials ahead of their exam. The CS datasets will be pre-installed on the devices before the start of your exam at your exam centre.

**CP3** advanced materials will be available **three working days before the exam**

- You should receive the CP3 advanced materials three working days before the scheduled CP3 exam, on **Friday 05 September 2025.**
  You can download the CP3 advanced materials from the Online Exam Platform.
- A printed copy of the advanced materials will not be available at your exam centre.
- However, you can print this in advance yourself and bring this with you on your exam day. You can annotate your printed materials. Please note – annotations can be made only on the advanced materials only, no additional notes on blank pages would be allowed.

Please follow the **below steps** on how to access the pre-exam materials:

*Log onto the Online Exams Platform*

*Once logged on, select the 'Exam' from the welcome screen (image below):*
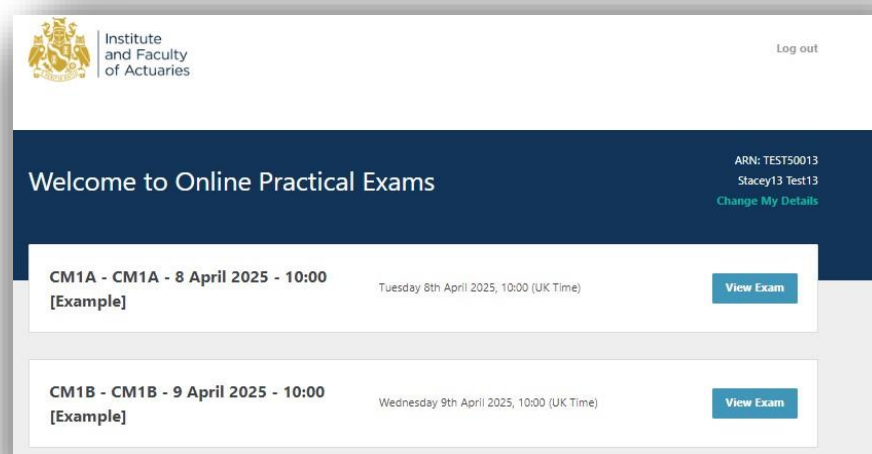
*You will need to have agreed that you read and understood the Assessment Regulations. Once agreed, you will then access the 'Exam' area.*

*Once the pre-exam materials are available, the 'Exam Material' box will turn blue.*

*You select the blue button to download the materials.*

What will it be like sit your online exam at a test centre?

# 4. What to expect when you arrive at your exam centre

> You can arrive at your exam centre 1 hour before the exam start time

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> Upon arrival, you should locate the registration desk (there should be visible signs)

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> You will need to complete the ID checks

↓

> You will then be allocated your exam desk

↓

> You will then be allowed entry to the exam room

↓

> You will need to store your items in the allocated area

↓

> You can make your way to your exam desk – bringing with you permitted items only

↓

> You can familiarise yourself with your surroundings – if you are early you can leave the exam room before the exam starts

↓

> You can log onto the Online Exams Platform only – before the exam start time

↓

> The Exam Invigilators will make announcements before the exam starts

# 5. Key Information relating to your exam sitting

## 5.1 Exam Rules

- You will need to present a single form of valid photographic identification (ID), further information as to what is permitted ID is available in the Exam Rules.

- You can only bring permitted items into the examination room.. A list of permitted items is detailed in Appendix A of the Examination Rules.

## 5.2 Examination Centre Provision

The Examination Centre will provide the following set-up for you:
- Windows PC / laptop with external QWERTY keyboard and mouse
- Single 17" (or greater) laptop screen or external monitor. You will be completing your work on a single screen only.
- Google Chrome browser

- Microsoft Office – providing full versions of Excel and Word
- R version 4.4.3 4.5.1  - all required R packages will be pre-installed
- R studio 2024
- ZIP archival software

## 5.3 Examination Paper Format and Upload Format

| Exam | Exam Paper/Materials File Format | Answers should be submitted in: | Exam Length |
|---|---|---|---|
| CB1 | PDF | Word | 3 hr 20 min |
| CB2 | PDF | Word | 3 hr 20 min |
| CS1A | PDF | Word | 3 hr 20 min |
| CS1B | *PDF & Excel | Word | 1 hr 50 min |
| CS2A | PDF | Word | 3 hr 20 min |
| CS2B | *PDF and R Data | Word | 1 hr 50 min |
| CM1A | PDF | Word | 3 hr 20 min |
| CM1B | *PDF and Excel | Excel | 1 hr 50 min |
| CM2A | PDF | Word | 3 hr 20 min |
| CM2B | *PDF and Excel | Excel | 1 hr 50 min |
| CP1 Paper 1 & 2 | PDF | Word | 3 hr 20 min |
| CP2 Paper 1 & 2 | *PDF and Excel | Word and Excel | 3 hr 20 min |
| CP3 | *PDF | Word | 3 hr 5 min |
| SP1 | PDF | Word | 3 hr 20 min |
| SP2 | PDF | Word | 3 hr 20 min |
| SP4 | PDF | Word | 3 hr 20 min |
| SP5 | PDF | Word | 3 hr 20 min |
| SP6 | PDF | Word | 3 hr 20 min |
| SP7 | PDF | Word | 3 hr 20 min |
| SP8 | PDF | Word | 3 hr 20 min |
| SP9 | PDF | Word | 3 hr 20 min |
| SA1 | PDF | Word | 3 hr 20 min |
| SA2 | PDF | Word | 3 hr 20 min |
| SA3 | PDF | Word | 3 hr 20 min |
| SA4 | PDF | Word | 3 hr 20 min |
| SA7 | PDF | Word | 3 hr 20 min |

*CS1B/CS2B/CM1B/CM2B/CP2/CP3 materials will be presented in a .zip, please see section 7.1 on downloading your paper, detailing how to safely extract and save files from a zip folder.*

The examination platform will only upload the following file formats:

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

## 5.4 Calculations, formulae and symbols

- Candidates cannot use a calculator on their mobile device or an online calculator, other than that there are no other restrictions on which calculators can be used.

- You can use Excel in any exam for supporting your calculations.

- Unless specifically advised not to, include all calculation steps, and/or sufficient formulae for examiners to understand and assess how you determined your answer.

- If using Excel for calculations:
    - Data within Excel (or similar) should be copied and pasted directly into your answer file.
    - Screen shots or image capture will be accepted for marking but you will need to ensure all workings are visible to be marked, unless specifically advised not to.
    - Data copied from Excel (or similar) must not contain links to another source file.
    - Do not copy/insert an Excel (or similar) sheet into a Word document.

## 5.5 Logging in to the Examination Platform

- You must log-in and download the examination paper within 30 minutes of the examination start time. After this time, you will be marked as absent, and your attempt will be marked as a fail.

- If you experience any problems logging into the examination platform, you must make the Examination Invigilator aware and submit a Candidate Incident Report form upon completion of your exam. Further information is available in the after your exam section,

What are the steps you need to take when sitting your exam?

# 6. The key stages to taking your exam

**For step by step instructions on downloading either;**

- **CB1**
- **CB2**
- **CS1A**
- **CS2A**
- **CM1A**
- **CM2A**
- **CP1 Paper 1 and Paper**
- **SP1**
- **SP2**
- **SP4**
- **SP5**
- **SP6**
- **SP7**
- **SP8**
- **SP9**
- **SA1**
- **SA2**
- **SA3**
- **SA4**

**from the Online Exams Platform, please refer to Appendix B.**

## 6.1 Downloading a ZIP file folder exam paper

For the following exams, you must download the required response templates from the exam platform and save them in a known location before beginning your exam response:

- CM1B
- CM2B
- CP2 Paper 1 and CP2 Paper 2
- CP3

Steps:

| 1. | Open the Online Exams Platform |
|----|--------------------------------|
| 2. | Click on 'View Exam' |
| 3. | Read and agree to the Assessment Regulations |
| 4. | **Click 'Download Paper'** to download your exam materials. |

| | |
|---|---|
| 5. | The materials will download as a .zip file.<br><br><br>. |
| 6. | Locate the .zip file in your Downloads area<br><br>The exact location of this file may vary depending on laptop device.<br><br> |
| 7. | Open the .zip file to access the contents<br><br>Inside the folder, open the response template |
| 8. | When you have the document open, **click 'Enable Editing'**:<br><br> |
| 9. | Save As the file to your Desktop or to a known location.<br><br> |
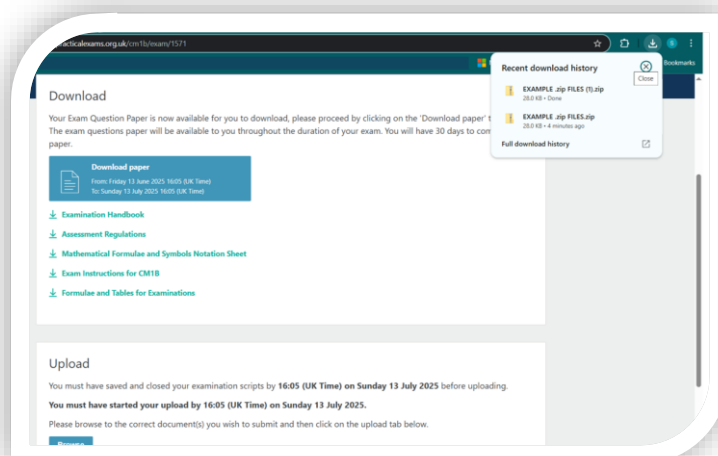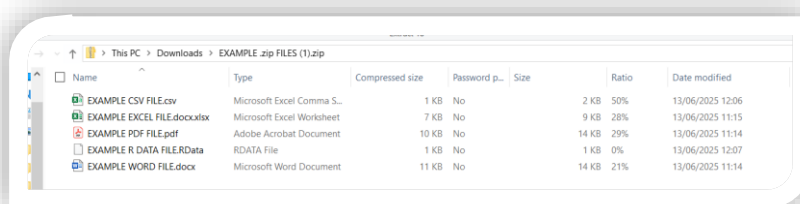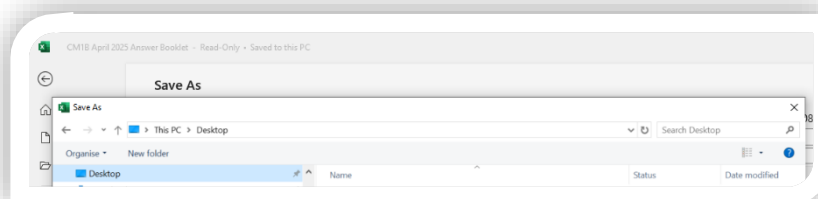
Important: Do **not** save the file in the default location (e.g., Local > Temp). This may cause your work to be lost. Refer to the image below for guidance.
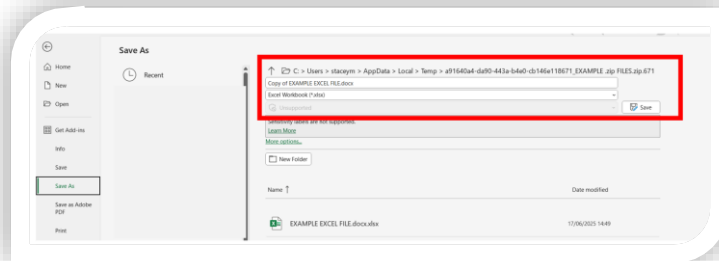


## 6.2 Saving your answer submission

Permitted Software and Tools:
- Microsoft Word and Excel may be used in all examinations. You may use a blank Excel spreadsheet as a calculator.
- R, RStudio, and Rstudio Online Help Pages are permitted only during the CS exams (Paper A and Paper B).
- You may use standard functions in Microsoft Word, Excel, and R (for CS exams only). Examples include:
  - Excel: LN, EXP, FORECAST
  - Word: Equation Editor (recommended for algebraic answers)
  - Math Autocorrect is allowed but not recommended, as it may alter your responses unintentionally.
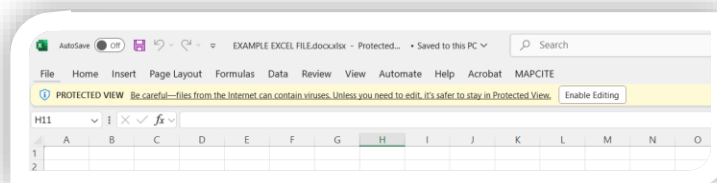
Answer Presentation:
- There is no mandatory font style or size for your answer sheet.
- For:
  - CM1 and CM2 Paper B: Excel answer templates will be provided.
  - CP2: An Excel file with model data will be provided.
- All answers must be typed using a keyboard, unless you have received prior approval through the IFoA's Access and Inclusion Arrangements. Handwritten responses are not permitted without this approval.
- All answers must be typed in English. Translation tools are not permitted.
- You should only work on the MS Packages installed on your device; you should not use online versions of Word or Excel.

Pre-prepared materials:
- Pre-prepared materials are not allowed, except for:
  - Pre-exam materials provided for CP3 and CS exams, which may be used during the exam.

File Management:
- Do not include any identifying information (e.g., name or ARN) in your files, headers, or footers.
- It is your responsibility to ensure your work is saved correctly and can be easily located when submitting it to the exam platform. We strongly recommend that you do not save your file in a folder containing other documents.

File Naming:
- You must include your ARN (Actuarial Reference Number) in the filename of your answer script. For example:
  SA3 September 25 (ARN number)

Autosave Settings:
- Please disable the autosave feature during your exam. This prevents the last saved time from being altered after the exam has ended.

Save Your Work Regularly:
- You will need to save your file(s) to a folder your Desktop or to a known location.
- You are responsible for saving your exam work frequently and in the correct format. Failure to do so will not be accepted as a mitigating circumstance. We recommend avoiding saving your file in a folder that contains other documents.

No Password Protection:
- Do not password-protect your answer file. Password-protected files cannot be accessed by markers and will not be marked.

No Links in Your File:
- Do not include hyperlinks in your answer file. The IFoA's marking system does not support files containing links, and such files will not be marked.

No Messages to Markers:
- Do not leave any personal notes or messages for the markers within your answer file.

## 6.3 Uploading your answer submission

**When to Upload**

- You may upload your completed answer file(s) at any time during the exam.
- At the end of the exam, take your time to carefully save your answer file(s) before closing them.
- Do not close your file until you are confident it has saved properly. If you experience any issues saving to the desktop, leave the file open and immediately inform the invigilator – they can assist by saving your file to an external drive. In this case, an incident report will be completed by both you and the invigilator to ensure your file is retrieved and uploaded securely.

**How to Upload**
- Step by step instruction on uploading files can be found in Appendix B.
- Click the 'Exam Paper' button within the exam area of the Online Exams Platform.
- We recommend keeping the upload area open throughout your exam to avoid needing to log in again.
- After the exam ends, begin uploading your file(s) immediately. You have 30 minutes to complete the upload.
- Use the 'Browse' button in the upload section to locate and select your file(s).
- Ensure your file is no larger than 100MB. Files over this size cannot be marked.

**What You Must Not Do During the Upload Window**
- Do not continue working on your exam file(s). Any attempt to work on your exam materials after the official end time will be flagged by the invigilator and treated as a breach of the Assessment Regulations. This will be considered an attempt to gain an unfair advantage and may result in disciplinary action.

**Your Responsibilities**
- You are fully responsible for submitting all required materials within the 30-minute upload window.
- Late or incomplete uploads will not be marked.

**Troubleshooting File Upload Issues**
- If you experience problems uploading your file:
    - Make sure the file is in the correct format: .docx or .xlsx only.
    - Save the file to your Desktop or to a known location.
    - Ensure the file is in edit mode (not protected view or read-only).
- If issues persist, raise your hand and inform the Examination Invigilator immediately during the upload window.

## 6.4 Receiving a copy of your exam submission

You can download a copy of your submission from the Online Exam Platform, after your exam.

It will be available for **two weeks only**, so make sure to save it in time.

1.  Log in to the Online Exam Platform.
2.  Click on 'View Exam'
3.  Click on 'Download submission'
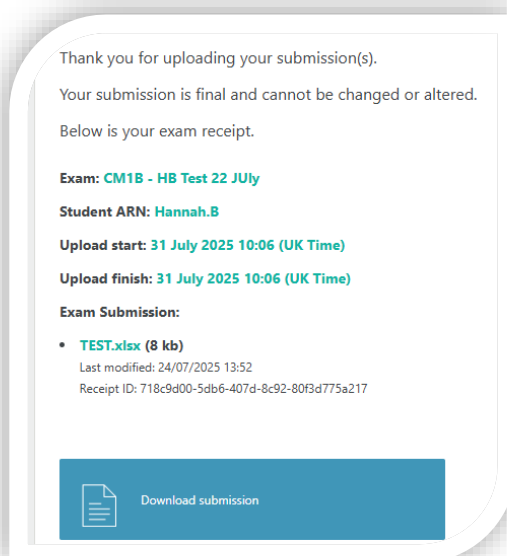


4.  Go to your Download folder to find the file
5.  Open the file and click 'Enable Editing' if prompted.
6.  Save the file to a location you'll remember (e.g., Desktop or Document folder)

**Important:** If you don't download and save your submission within two weeks of your exam, we won't be able to provide a copy later.

# 7. Incident Management

As standard regardless of disruption type, where possible the invigilator will be authorised to award the candidate time (to the equivalent time lost) plus 5 minutes to allow candidate to recompose of disruption.

## 7.1 Reporting an Issues/Incidents

**Reporting Issues/Incidents during your Examination**
If you experience any issues or incidents during the examination, you will have the opportunity to report this direct to IFoA. See Appendix C for definitions of incident types to report on.

How to submit an Incident Report form

- QR code signs will be displayed throughout the test centre. After completing your exam and retrieving your mobile phone from storage, scan one of the codes
- Complete the online form with the required details as instructed. Please use your ARN number as the reference number
- Incident reports should be completed **within 24 hours** of you completing your exam to ensure timely review. Where this is not feasible, a maximum extension of up to three working days from when you completed your exam, will be permitted.
- If you experience any issues or incidents during your exam, you must report them to the test centre invigilator before leaving. The invigilator will also submit a separate report to accompany yours.
- If you are unable to scan the QR code at the venue, you can access the form directly using this link

  https://forms.office.com/Pages/ResponseP-age.aspx?id=vrU_XK2tDkuSD433-d6sdG0wb8PxgvVBu5_Fug55kZdUQ1ZQUk5XM0g3V1BTU-VNISFNDN1pTVURMWi4u.

- A link to the form will also be available in the confirmation receipt email of your exam upload.

- This form is not a replacement for mitigating circumstances application. If you believe the issue seriously affected your performance, you still need to submit a separate mitigating circumstances application. This form can support that application with evidence.

## 7.2 Fire alarms and other distracting events

Examination Invigilators will check that there are no scheduled fire alarms or other planned events that may affect your examination sitting in the building where you are sitting your exam.

If an unexpected 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 examination.

Once you return to your examination, you must complete the paper to the best of your ability; you will not receive additional time but may apply for mitigating circumstances.

## 7.3 IFoA Examination Platform Issues

If the examination platform fails during your examination, the IFoA will do their best to immediately put alternative arrangements in place where possible. If this proves impossible, the examination may be cancelled. In the unlikely event of cancellation, you will be contacted and advised of the next steps by email.

## 7.4 System Issues (Internet/Electric Connectivity)

System issues could relate to internet connection or electricity failing. Candidates encountering an issue (software issues, device issues etc) which impacts their ability to continue with their exam, must inform the Examination Invigilator as soon as the issue arises to allow for real-time mitigation. Examination Invigilators will offer support to resolve matters, in a timely manner and offer mitigation where appropriate.

Incidents which are reported to Examination Invigilators will be recorded and reported to the IFoA, for their reference.

## 7.5 Whistleblowing

Should you witness another candidate attempting to cheat during their exam, you should either:

- Raise your hand and notify the Examination Invigilator immediately.

OR

- Contact the exams@actuaries.org.uk once your exam has ended, confirming your desk number and where the offending candidate was sitting with details of what you witnessed. You do not need to locate their ARN or details.

All whistleblowing reports will be handled with strict confidentiality.

## Appendix A. IFoA Examination Checklist

After making your booking

- ☐ Book your exam.

- ☐ Read the Examination Handbook, Exam Rules, and Assessment Regulations.

- ☐ Update your preferred address for communications in the IFoA member portal (or email: memberservices@actuaries.org.uk).

- ☐ Make sure you have valid photo ID.

Two Weeks Before

- ☐ Check you can receive IFoA emails.

- ☐ Create and verify your exam platform account (email from: alerts@onlinepracticalexams.org.uk).

- ☐ Review your joining instructions.

- ☐ Confirm your exam date, time, and location.

- ☐ Plan your travel to the exam centre.

- ☐ If sitting multiple exams, check all details carefully.

Three Working Days Before (CP3 only)

- ☐ Download CP3 pre-exam materials from the platform.

Day Before

- ☐ Confirm your exam platform login details.

- ☐ Re-check your valid photo ID.

- ☐ Pack only permitted items for the exam.

Exam Day

- ☐ Arrive at the centre 1 hour early.

- ☐ Show your valid photo ID.

- ☐ Bring only permitted items (optional: a note with your login details and email).

- ☐ Get assigned your desk and check the equipment.

- ☐ Log on to the exam platform.

- ☐ Download your exam paper.

- ☐ Enable editing on the answer script (if applicable).

- ☐ Save your work to the Desktop (not cloud storage).

- ☐ Save your work regularly.

- ☐ Include your ARN in the file name.

- ☐ Use desktop versions of Word/Excel only.

- ☐ Upload your submission within the 30-minute upload window after the exam ends.

# Appendix B – Using the Examination Platform

Online Exams Platform: www.onlinepracticalexams.org.uk

Follow the below steps if one of the scenarios fits your criteria.

## Forgotten Password

1.  If you forget your password, go to the login screen and enter your ARN, then click 'Next'.
2.  Click 'Forgotten Password?' Enter your ARN again, then click reset password.
3.  You will receive an email with a reset password link allowing you to set a new password.

## Setting up an account (As a first-time exam sitter <u>ONLY</u>)

1.  You will receive an email prompting you to set up an account on the exam platform.
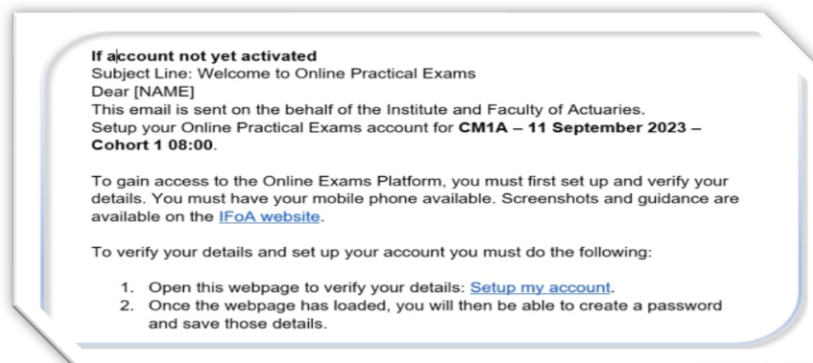


2.  Select the link within the email 'Set up my account'
3.  Create a password

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



# Downloading your exam paper

1. You will arrive at your exam desk; your device will be turned on. However, the Online Exams Platform will not be loaded for you.

2. You open the internet browser; the Online Exams Platform should be bookmarked for you.

    i. Should you encounter an issue locating the bookmark, please raise your hand to notify the invigilator.

3. Log onto the Online Exams Platform with your ARN and password.

4. Once logged in, **select your exam** from the welcome screen.



5. Confirm you have "read and understood the assessment regulations".

6. The 'Exam Material' box (if applicable) and the 'Exam Paper' box will turn blue when files are available to download. *Please note - The 'Exam Paper' box will turn blue when the examination time starts.*

7.   When available, **click on 'Exam Paper'**.

# Uploading your answer submission

You must be aware of your exam end time. When you are ready, upload your answer submission onto the Online Exams Platform.

1.   In the Online Exams Platform, navigate to the 'Exam Paper' area. **Click 'Upload'.**

2.   Within the 'Upload' box – **select 'Browse'.**



3.   Search for your completed work and then select the file(s) you wish to submit.

   - Should you need to upload multiple documents (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 and hold the Ctrl button on your keyboard and click on the second file.

4.   Click 'Preview' if you wish to check you have uploaded the right file.

   Please note:

   - **Wrong File?** Click 'Remove' to delete it and complete the above steps again.

- **Compatibility**: the preview function may not be compatible with certain browsers, workplace networks or devices.

- **Large Files**: Big files (especially Excel) may take longer to preview or may not display exactly as saved. The preview is automated and might not match your original layout.

- **Excel Files**: If your Excel file has multiple sheets, they may show as separate pages in the preview. Make sure all your content is visible.

- **Preview Timing**: It can take up to 60 seconds for the preview to load, depending on your internet speed and file size. On exam day, it may be slower due to high usage.

- **If Preview Doesn't Work**: You can still check the file name to make sure you've selected the correct file.
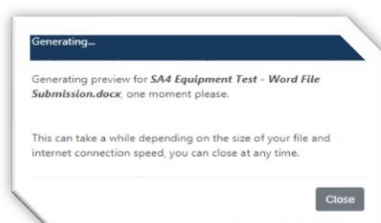




- **File Size**: The size of your uploaded file may change slightly. Don't rely on file size to confirm you've uploaded the correct file.

- **Ready to Upload? Click 'Upload Answer'**. A pop-up will ask you to confirm. **Tick the box and click to submit**.

- **Important**: Once submitted, you cannot change your file or send another one by email.

- **Confirmation**: After uploading, you'll see a confirmation on screen and receive an email with your exam and file details.

# Appendix C – Incident Types and Definitions

| Incident Type | Definition |
|---|---|
| Multiple | If more than one issue was faced in an examination, provide detail of all in one form |
| Environmental | Issues at the centre, including noise, disturbances, or fire alarms |
| Technical failure or issue | Failure or issue with connection or failure or issue equipment |
| Exam Download/Upload | Issues faced when attempting to download or upload exam papers or materials |
| Illness | Had to leave the exam room, or had to finish the exam early due to illness |
| Access Arrangement | Not provided agreed arrangements, lack of knowledge of agreed arrangement |
| Invigilation | Incorrect information given, invigilators talking, disturbing the exam, lack of knowledge of exam rules |
| Errors in exam delivery | Issues experienced with the exam content |
| Other | Anything that does not come under the above |

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