



## Frequently Asked Questions – Online Examinations April 2021

### Before the Exam:

#### **1. How do I register for my online examination?**

Students can register as normal, via their [MyCPA Portal](#) on the Institute website.

Registration remains open until midnight on Monday 8 March. There will be no late application facility available so please ensure that you have registered before the deadline. Please note, all outstanding subscription and exemption fees must be paid prior to candidates being eligible to register for the examinations online.

The April 2021 Examination timetable can be found [here](#).

Should you have any problems registering for the examinations please contact Lisa Kelly on 01 4251024 or by email [lkelly@cpaireland.ie](mailto:lkelly@cpaireland.ie).

#### **2. What is A.I. (Artificial Intelligence) Remote Invigilation?**

Remote invigilation using A.I. technology allows students to take exams online, either at home or in the office. Candidates should contact their employer should they wish to arrange using an office and ensure the work PC meets the system requirements.

Each exam will be invigilated remotely via each candidate's webcam, microphone, and screen-share using Proctorio. The Proctorio invigilation tool will monitor and record what the candidate is doing on-screen and will be checking that the room is quiet with only the candidate in the room. Proctorio detects suspicious behaviour and will notify CPA Ireland should there be any instance of cheating. Proctorio will produce a report following all examinations, highlighting incidences of infringements to CPA Ireland's online exam behaviour settings, upon which CPA Ireland will review and take action.

### 3. What equipment do candidates need to take remotely invigilated exams?

Candidates must take the exam using the *Google Chrome* web browser, [free to download here](#). Candidates must also download the *Proctorio extension* to Chrome, [free to download here](#). The extension will be used to capture the webcam, audio, and screen throughout the exam. Minimum System Requirements can be found on the table below:

Minimum System Requirements				
	Windows	Mac	Linux	Chrome OS
Operating System	Windows 7+	macOS 10.12 Sierra+	Ubuntu 18.04+	Chrome 58+
Processor	Intel Pentium or better	Intel	Intel Pentium or better	Intel or ARM
Free Disk Space	250 MB	250 MB	250 MB	250 MB
Free RAM	2 GB <sup>1</sup>	2 GB <sup>1</sup>	2 GB <sup>1</sup>	1 GB <sup>1</sup>
Internet Speed	1Mbps Upload and 1.5Mbps Download			
Microphone	Any microphone, either internal or external			
Webcam	320x240 VGA resolution (minimum) internal or external			
Browser	Google Chrome			
Screen Resolution	1280 x 800			
Hardware Requirements	<ul style="list-style-type: none"> <li>• Mouse and keyboard</li> <li>• Monitor: Recommended 15" or higher</li> <li>• Processor capacity: 1GHz or faster</li> <li>• Memory: 1 gigabyte (GB) (32-bits) or 2GB (64-bits) and for video double at least.</li> <li>• Free Hard disk space: 2GB for browser and caching</li> <li>• Internet Access: Wired connection recommended where possible.</li> <li>• Graphical card: For video 64MB of Ram</li> </ul>			
Additional Information	<sup>1</sup> Free RAM is the minimum amount of memory that is not in use by any other applications.			

**4. Will candidates be able to check if their device will work with the assessment platform prior to the exam?**

Yes, candidates will be able to test their device in the weeks prior to the exams. This will include downloading the [Proctorio Google Chrome extension](#) and testing their microphone, camera, internet connection and system performance. The final system tests will need to be carried out in the room the student will be sitting the exam, with the device they will be using on the day of the exam.

If you intend to take your exam on your office device, or within your office, it is essential you check with your IT department in advance to establish whether there are any constraints in your firm such as company firewalls etc.

**5. Is the online assessment platform compliant with GDPR requirements?**

Yes, the systems in use are compliant with GDPR requirements. The data that is processed and retained is compliant with the [Institute's Data Privacy and Data Retention Policies](#).

If you have any questions relating to the privacy of your data, please email Lisa Kelly at [lkelly@cpaireland.ie](mailto:lkelly@cpaireland.ie).

**6. What happens if a candidate has technical difficulties logging into the exam?**

Candidates are advised to contact CPA Ireland directly should you be unable to log into your exam. However, candidates should ensure in advance that their system meets the requirements and that they can log in well before the time the examination begins. Please find relevant contact details below:

**Arran Feery**  
**Examinations Executive**  
Tel: +353 (1) 4251021  
Email: [afeery@cpaireland.ie](mailto:afeery@cpaireland.ie)

**Lisa Kelly**  
**Education & Training Administrator**  
Tel: +353 (1) 4251024  
Email: [lkelly@cpaireland.ie](mailto:lkelly@cpaireland.ie)

**Main Reception**  
Tel: +353 (1) 4251000  
Email: [cpa@cpaireland.ie](mailto:cpa@cpaireland.ie)

## During the Exam:

### **7. Will examinations continue to be the same length?**

For the April 2021 examinations only, there will be an additional 30 minutes granted for each examination. For example, if an exam was 3 hours in length, an additional 30 minutes will be added to the overall exam time. This additional time is provided to assist students transition to using a new online examination platform. Students may not wish to avail of the additional time and can submit their solutions when completed using the Complete Assessment button.

### **8. Will there be reading time?**

All candidates are granted 10 minutes reading time per Foundation and Professional Level examination and 20 minutes for all Strategic Level exams. Candidates are encouraged to use this time to read each question carefully. Please note, however, during the A.I. remotely invigilated online exams, candidates will not be prevented from using this time to start typing answers and notes.

### **9. Can candidates use a wireless mouse and keyboard?**

Yes, a wireless mouse and keyboard can be used.

### **10. Are candidates permitted to use a blank sheet of paper to write notes during the exam?**

*Yes, one sheet of blank A4 paper and a pen are permitted to use for all examinations. If you are using a blank piece of paper for notes, this must be shown to the camera (front and back) during the room scan and any additional rooms scans.*

### **11. Can candidates use a headset or earphones during the exam?**

No, candidates must not use a headset or earphones during the exam.

### **12. Can candidates use a second screen whilst taking the exam?**

No, a second screen is not permitted while taking the exams as it cannot be securely monitored. If a candidate does not shut down a screen once logged onto the assessment platform the second screen will automatically shut down for the duration of the exam. There will be no facility to mirror/ extend to a second screen.

### **13. Can I copy and paste within the exam?**

Yes, candidates can copy and paste material in the exam platform using keyboard functions only.

CTRL + C (to copy text) and CTRL + V (to paste the text).

There is **no right click** function within the assessment so candidates must use the keyboard functions to copy and paste.

**14. If technical issues occur on the day will candidates be able to log in on another device?**

Yes, students will be permitted to log onto another device provided it meets the minimum specifications as detailed above. However, as outlined previously we will be asking all students to test their device in the room they will be completing their exam, in the weeks prior to the exam. By carrying out the system checks with the device students are using, in the room they are taking the exam it will mitigate issues arising on the day of the exam.

**15. What should candidates do if they have concerns in relation to poor broadband access in their area?**

It will be the student's responsibility to ensure that their chosen exam room has a reliable broadband service and does not have connectivity issues.

Students should ensure that they are connected to a stable broadband connection (1MBps Upload and 1.5MBps Download) during the exam. A wired internet connection is recommended as it is the most stable connection and least likely to experience performance issues or interruptions. If the wired connection fails or becomes otherwise unavailable during the exam, student can use a stable Wi-Fi connection with the recommended speed.

If the student's home broadband is entirely interrupted during the exam and the student is temporarily removed from the exam, the student could then attempt to reconnect their PC or laptop to their mobile phone hotspot to re-enter and complete their examination. The assessment platform will recognise and record the type of internet connection the student is using during the exam. Students will not be penalised for using their mobile phone in this manner.

We would advise that students do everything possible to ensure that they are connected to a stable internet connection for the duration of the exam.

**16. What happens if a candidate loses internet connection?**

Candidates have a 2-minute window to reconnect in case they lose internet connection. If the candidate does not reconnect in 2 minutes, the exam will be stopped, and the candidate should contact CPA Ireland directly using the contact details provided below:

**Arran Feery**  
**Examinations Executive**  
Tel: +353 (1) 4251021  
Email: [afeery@cpaireland.ie](mailto:afeery@cpaireland.ie)

**Lisa Kelly**  
**Education & Training Administrator**  
Tel: +353 (1) 4251024  
Email: [lkelly@cpaireland.ie](mailto:lkelly@cpaireland.ie)

**Main Reception**  
Tel: +353 (1) 4251000  
Email: [cpa@cpaireland.ie](mailto:cpa@cpaireland.ie)

If having poor broadband access is a common issue for a candidate, we recommend that candidates do everything possible to ensure that they are connected to a stable internet connection for the duration of the exam. This may mean travelling to work for the day, or a friend or relative's house.

Candidates are also permitted to use their mobile phone hotspot if Wi-Fi goes down. For advice on how to use this please see this [article](#). However, we do not recommend this solution unless a stable internet connection cannot be established.

#### **17. Will I lose my answer if my internet connection goes?**

Solutions are automatically saved every 5 seconds within the Cirrus assessment platform so no material can be lost.

#### **18. What can candidates access during the exam? Can I use Excel or other programmes?**

Students must only access the assessment platform during the exam. Students must close all applications except for Google Chrome before starting the exam. The assessment platform forces the exam in full screen, preventing students from inadvertently accessing other applications and websites. If a student attempts to navigate away from the exam page a warning will display on the exam screen and they must resume the exam with 30 seconds (cumulative) to prevent removal from the exam. If a student is removed from the exam, they can re-enter the exam but must log back in and complete the Proctorio checks again before recommencing the exam. This time is taken from the overall exam duration. The platform tracks and highlights any attempts to challenge the secure environment. The students will be continuously recorded.

#### **19. Will candidates be able to print an exam paper during the exam?**

Printing is prohibited during the exam. Candidates will have access to a copy of the exam paper within the Cirrus platform that will be housed as a separate document that you can open on each question. This will allow candidates to open the exam paper and read it in full. There is also a notepad function, in which candidates can jot down rough work.

#### **20. Can candidates take a break mid-examination?**

As candidates are taking the exams at home or in an office or another quiet private room, we are hopeful that all candidates will start the exam refreshed and ready to focus throughout the exam time. Candidates should have eaten and used the toilet facilities prior to the exam commencing.

Candidates are permitted to take one toilet break. The time and duration of these breaks will be reviewed during the post exam review by CPA Ireland. When availing of a comfort break, please announce this to the camera in advance and upon returning to your examination you are required to perform another manual full room scan of your room and desktop to ensure there are no unauthorised materials present. Please note, you will not be prompted to do so, however, CPA Ireland will review all instances whereby a candidate leaves the examination, therefore it is essential this room scan is completed so as not to affect your examination result. Candidates are not permitted to leave their exam room for any other reason.

## **21. How do I end my exam?**

If a candidate finishes the exam prior to the time permitted, they can select the Complete Assessment button and their solutions will be automatically submitted.

Otherwise, when the exam time has lapsed, the exam will end, and candidates' solutions will be automatically submitted. Candidates will not be required to do anything further.

### **After the Exam:**

## **22. When are exam results issued?**

Exam results will be issued on the 11<sup>th</sup> of June 2021. These can be accessed as normal through your MyCPA student portal.

## **23. How long will candidates' examination scripts and recordings of the exams be retained?**

Retention of exam material will comply with our [Data Privacy and Data Retention Policies](#).

## **24. Will the August 2021 exams be online and remotely invigilated?**

Yes, CPA Ireland examinations will be online and remotely invigilated for the foreseeable future.