

Please note we have updated our Exam Scheduling Terms and Conditions below (the “Exam Terms and Conditions”). The revised terms are applicable to all CIMA examinations taking place on or after 11 January 2021. If you take an exam on or after 11 January 2021, you are confirming to the Chartered Institute of Management Accountants (“CIMA”, “us” or “we”) that you have read and understood the updated Exam Terms and Conditions and that you have agreed to them.

Version control	Summary of changes	Date of publication
5.1	Clause 5: Testing irregularities that may lead to an Online Examination being revoked (stopped early) Clause 10: Misconduct disciplinary process	11 January 2021
5.0	Rules governing Online Proctored Examinations	08 May 2020
4.0	Introduction of the Apprenticeship programme & GDPR rules	1 November 2018

The terms detailed below support the implementation of assessments for Apprenticeships in England. If you are not an Apprentice, the following terms do not affect you.

- End-point assessment – Exam booking and scheduling terms
- End-point assessment – General terms and conditions
- End-point assessment – Special accommodation and Special consideration policies

### **CIMA Exam Terms and Conditions**

**Candidate statement:** By providing a digital signature to these Exam Terms and Conditions, I give Pearson Education Inc and its affiliates (“**Pearson VUE**”) my explicit consent to retain and transmit my personal data and test responses and any recordings of me taking the exam (being audio or visual) to Pearson VUE and to the exam sponsor, CIMA (either of which may be outside of the country in which I am testing). Such consent includes consent to notify Pearson VUE, any relevant CIMA body, committee or panel and the exam sponsor if I do not comply with the Exam Scheduling Terms and Conditions.

### **Examination rules**

#### **1 Examination type**

1.1 CIMA may provide for candidates to sit exams either:

- 1.1.1 in a physical location, being one of Pearson VUE’s test centres or other authorised test-centre (“**Test Centre**”); or
- 1.1.2 through the OnVUE online proctored examinations (“**Online Proctored Examination**”) which is hosted online by Pearson VUE.

1.2 CIMA, in its absolute discretion, may;

- 1.2.1 decide whether to offer an exam by way of a Test Centre examination or an Online Proctored Examination;
- 1.2.2 vary the type and format of exam from:
  - a) Test Centre examination to an Online Proctored Examination; or
  - b) Online Proctored Examination to a Test Centre examination.

provided that where a candidate has already booked an examination, CIMA shall use reasonable efforts to inform that candidate of the variation under this Clause 1.2.2 in writing, no less than 48 hours prior to the scheduled start time of the examination.

## **2 Admission to the exam room**

- 2.1 The following Clause 2 applies only to exams conducted in a Test Centre. If you are taking an exam by way of an Online Proctored Examination, please refer to Cause 3 below.
- 2.2 Prior to taking the exam in a Test Centre, you will be required to
  - 2.2.1 review and agree to these Exam Terms and Conditions;
  - 2.2.2 review and acknowledge the contents of Pearson VUE's and CIMA's respective privacy notices (which provide information regarding the collection and use of your personal data);
  - 2.2.3 review and agree to Pearson VUE's [online policies](#); and
  - 2.2.4 present identification.
- 2.3 You will be required to present two forms of identification. A current valid passport is recommended as your primary form of identification. Alternatively, you may use one of the following documents as a primary form identification: a photocard driving licence or government issued identification card.
- 2.4 Please note that in order to be accepted, these documents must have been issued in the country where you are being assessed e.g. a UK photocard driving licence will only be considered to be a valid form of identification if the Test Centre at which your exam will take place is located in the UK.
- 2.5 You will also be required to present a second form of identification with your full name and signature (e.g. a signed debit or credit card).
- 2.6 Your photograph will be taken and you will be asked to sign in at the Test Centre, using a digital device to capture a digital signature.
- 2.7 You should arrive at the Test Centre 15 minutes prior to the exam to allow time for you to be registered by the test administrators.
- 2.8 No personal items, including cellular or mobile phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, watches, wallets, purses, hats, bags, coats, books and notes ("**Personal Items**") are allowed in the testing room. You must store all Personal Items in a locker. Cell phones, pagers or other electronic devices must be turned off before storing them in a locker. Neither CIMA nor the Test Centre is responsible for lost, stolen, damaged or misplaced personal items.
- 2.9 Non-programmable calculators from a pre-approved list may be brought into the exam. For further information about which models are permitted please refer to CIMA's calculator guidance. The guidance will be reviewed periodically (twice a year). It is your responsibility to ensure you adhere to the latest guidance.
- 2.10 Personal calculators must be presented to the test administrator prior to the exam.
- 2.11 Before you enter the testing room, the test administrator will provide you with an erasable noteboard and a marker. You may not remove these items from the testing room at any time during the exam, and you must return them to the test administrator after the exam.
- 2.12 You must not write on the erasable noteboard until after the exam has been started. If you fill your noteboard during the exam, raise your hand and the test administrator will bring you a new one.
- 2.13 The test administrator will log you in to your assigned workstation, verify that you are taking the intended exam and start the exam. Please remain in your assigned seat until escorted out by a test administrator.

### **3 Online Proctored Examinations**

- 3.1 The following Clause 3 applies only to Online Proctored Examinations. If you are taking an exam in a Test Centre, please refer to Clause 2 above.
- 3.2 To complete an Online Proctored Examination, you will log on to a test platform through the internet to take your test and you will be monitored by way of audio and visual recording during your entire testing session in real-time so that your face, voice, desk and exam workspace will be captured. The recording and any resulting images are for the purposes of test security and the integrity of the testing process.
- 3.3 Before taking the exam, you must successfully run a systems test on the computer or laptop that you will use in the exam. The minimum system requirements can be found on this page. If your computer or laptop fails the system test and you proceed with taking the exam, you may forfeit any right to a refund of your exam fee.
- 3.4 An automated check-in process is used for Online Proctored Examinations during which you will be required to:
  - 3.4.1 review and agree to these Exam Terms and Conditions;
  - 3.4.2 review and acknowledge the contents of Pearson VUE's (<http://www.pearsonvue.com/privacy>) and CIMA's respective privacy notices (which provide information regarding the collection and use of your personal data);
  - 3.4.3 review and agree to Pearson VUE's [online policies](#);
  - 3.4.4 upload a photo you've taken of yourself; and
  - 3.4.5 share your identification documents on camera.
- 3.5 Images of your IDs will be used for the purpose of ID validation through the use of ID authentication protocols. Pearson VUE will use the ID authentication protocols in conjunction with biometric facial comparison technology to authenticate your identity. You understand and agree that Pearson VUE may use facial comparison technology for the purpose of verifying your identity during the testing session by comparing your facial image to that presented on your ID and to your facial images captured during the testing session. You will be met by your remote invigilator, or "greeter", within 10 minutes of logging on to your exam.
- 3.6 You will be required to present a valid form of identification. A current valid passport is recommended as your primary form of identification. Alternatively, you may use one of the following documents as a primary form identification: a photocard driving licence or government issued identification card.
- 3.7 Please note that in order to be accepted, these documents must have been issued in the country where you are being assessed e.g. a UK photocard driving licence will only be considered to be a valid form of identification if your exam will take place in the UK.
- 3.8 You must start your test within the exam window precisely 30 minutes before and up to 15 minutes after the specific appointment time. You must complete the check-in process before the scheduled start time of your exam. Failure to do so may mean that you are prevented from taking the exam and you may forfeit any right to a refund of your exam fee.
- 3.9 To ensure exam security, candidates taking an Online Proctored Examination will be monitored via their webcam and microphone using an invigilator. The audio and video of exam sessions may also be recorded for security and verification purposes post examination. An invigilator is live person (provided by Pearson VUE) who is located at a different location from the candidate. The invigilator may carry out security checks to ensure the right candidate is sitting the exam and will monitor the candidate for the duration of the exam.

- 3.10 You can take an online proctored examination at home or in your office. You will need a well-lit, quiet space. Wherever you test, you should be in a walled room, with a closed door and without distractions or interruptions. No one else is permitted in the room with you while you are testing (other than as may be required for the automated check-in process if you are a minor – for more details on this, please refer to clause 19 – Parental/guardian consent).
- 3.11 To ensure the examination is carried out with integrity, you may be asked by the invigilator to share your computer screen using technology software provided by CIMA and/or its affiliates.
- 3.12 Before starting your exam, close all programs, applications and websites unless instructed to open them by the invigilator for the purpose of taking the exam.
- 3.13 To ensure a high level of security throughout your testing experience, you will always be monitored. Both audio and video will be recorded.
- 3.14 You must comply with all instructions given to you by a remote invigilator. If the remote invigilator suspects any suspicious activity or the use of unauthorized materials, they may ask you questions about it and/ or ask to see your testing area.
- 3.15 You will need access to a computer or laptop with webcam facility and audio and video connections as well as a secure internet connection to complete an online proctored examination.
- 3.16 You must make sure that only you will be recorded during your testing session and that no one else will be physically in the room where you are testing and that no one speaks to you during your testing session. If at any time during an online proctored examination another person enters the exam workspace or if another person's voice is detected on the audio recording your testing session may be immediately terminated and the test stopped. If this occurs, you will not receive a test refund or be credited for any portion of the test fee.
- 3.17 Non-programmable calculators from a pre-approved list may be used during your exam. For further information about which models are permitted please refer to CIMA's calculator guidance. The guidance will be reviewed periodically (twice a year). It is your responsibility to ensure you adhere to the latest guidance.
- 3.18 You will be provided with an onscreen whiteboard for online proctored examinations. You must not write on the whiteboard until after the exam has been started.
- 3.19 CIMA may share your exam responses with anti-plagiarism software third parties for the purpose of detecting plagiarism.
- 3.20 Where CIMA have decided that exams are to be carried out by way of Online Proctored Examinations, CIMA will use reasonable endeavours to ensure the Online Proctored Examination service is available during a specified time and that the information provided through that system is accurate and complete.
- 3.21 Note that Online Proctored Examinations are not available in mainland China, Japan, Slovakia, South Korea and OFAC-sanctioned countries. Accordingly, candidates in mainland China, Japan, Slovakia, South Korea and OFAC-sanctioned countries will not be able to sit a CIMA exam until CIMA have decided to make the exam available by way of a Test Centre.
- 3.22 The following clause supplements CIMA's privacy policy (which can be found on our website at <https://www.cimaglobal.com/Privacy-Policy/>):
- 3.23 If you sit an online proctored examination, the examination will be provided through Pearson VUE's online proctoring platform (as CIMA's designated service provider for such services) and personal information obtained through such process will be processed by Pearson VUE as a data processor (for and on behalf of CIMA) and shared with CIMA, as data controller of such information.

### *Categories of personal data & Lawful basis*

Below we have set out the categories of personal data collected as part of the online proctored examination process, the legal basis we rely on to process the data and why we process the data:

- Contact information of our candidates and (as the case may be) contact information relating to the candidate's parent or legal guardian. Contact information may include a name, surname, username, telephone number, address and email address.

We process this personal data for identity verification purposes and as part of the overall examination management process, on the basis of the performance of our contract with you in providing the examination. Alternatively, we may process this data on the basis of our legitimate interests in providing our services to you or on that the basis that you or your parent or legal guardian (as the case may be) have consented to the processing.

- Identity documentation which may include a passport, photocard driving licence or other government issued identification card.

We process this personal data for identity verification purposes and as part of the overall examination management process, on the basis of the performance of our contract with you in providing the examination. Alternatively, we may process this data on the basis of our legitimate interests in providing our services to you or on that the basis that you or your parent or legal guardian (as the case may be) have consented to the processing.

- Visual images, audio recordings and video recordings.

We process this personal data for identity verification purposes and as part of the overall examination management process including compliance with our examination terms and conditions, test marking, incident resolution and fraud detection/prevention as well as for test security and integrity of the testing process. Such personal data is processed on the basis of the performance of our contract with you in providing the examination. Alternatively, we may process this data on the basis of our legitimate interests in providing our services to you or on that the basis that you or your parent or legal guardian (as the case may be) have consented to the processing.

For more information on how Pearson VUE processes your personal data when you sit an online proctored examination, please see their privacy policy which can be found on their website at <https://home.pearsonvue.com/Legal/Privacy-and-cookies-policy.aspx> .

## **4 Exam confidentiality**

- 4.1 The exam is confidential to CIMA and is protected by law. It is made available to you, the candidate, solely for the purpose of being assessed by CIMA. You are expressly prohibited from disclosing, publishing, reproducing or transmitting this assessment, in whole or in part, in any form or by any means, written, electronic or mechanical, to another person including any other candidates or any tutor, for any purpose without the prior express written permission of CIMA.
- 4.2 To maintain the integrity of the exam, if exam content is divulged to you directly or indirectly before, during or after sitting your exam, it is your responsibility to report this to CIMA immediately.
- 4.3 You understand that if a Non-Disclosure Agreement is presented to you before the exam, you must agree to its terms and conditions within the specified time limit in order to take the exam, any such Non-Disclosure Agreement to be deemed to form part of these Exam Terms and Conditions.

## 5 During the exam

- 5.1 Before the assessment, you will be given a short tutorial to complete which will allow you to practise submitting answers to the various question types you might see. You will also be shown how to navigate the exam and access the calculator and any maths tables that are available to you onscreen during the assessment.
- 5.2 Eating, drinking, chewing gum, smoking and making noise that creates a disturbance are prohibited during the exam.
- 5.3 Disruptive conduct during exams will not be permitted. The test administrator has the right to terminate the exam of any candidate whose behaviour is disruptive and, where that candidate is in a Test Centre, to have the candidate escorted from the exam room.
- 5.4 You must comply with all instructions given to you by any test administrator or remote invigilator.
- 5.5 In a Test Centre examination:
  - 5.5.1 if you take an unscheduled break at any time, the exam timer will not be stopped. The test administrator will set your workstation to the break mode, and you will take your ID with you when you leave the room. The test administrator will check your ID before you return to your seat and will then restart your exam;
  - 5.5.2 while you are taking a break (whether scheduled or unscheduled), you are NOT allowed access to Personal Items other than medication or food required at a specific time and with the approval of the test administrator;
  - 5.5.3 you must leave the testing room for all breaks. You may be fingerprinted or have your palm vein pattern captured when you leave the testing room and again before you re-enter the testing room. The test administrator will restart the exam for you when you return;
  - 5.5.4 if you encounter any difficulties during the exam, for example, computer hardware or software issues, noise or other disturbances, then you must notify the test administrator or remote invigilator immediately. If you do not do this, then CIMA may not be able to verify that such circumstances occurred and therefore may not accept a request for special consideration at a later date;
  - 5.5.5 if you have other questions or concerns, raise your hand and the test administrator or remote invigilator will assist you as long as other candidates are not disturbed. The test administrator or remote invigilator cannot answer questions related to exam content;
  - 5.5.6 to ensure a high level of security throughout your testing experience, you will be monitored at all times. Both audio and video will be recorded.
- 5.6 During an Online Proctored Exam:
  - 5.6.1 scheduled or unscheduled breaks are not permitted during your exam and you are not permitted to leave the room in which you are sitting your exam;
  - 5.6.2 you may notify the remote invigilator as necessary via the contact function available.
  - 5.6.3 You can use the chat function to communicate with the proctor; please note that the proctor cannot answer questions relating to the exam content;
  - 5.6.4 if you experience a technical issue during your online proctored exam appointment and cannot resume your session after you have met with the proctor, Pearson VUE will automatically log a case on your behalf or you may contact Pearson VUE's [CIMA-specific Contact Centre Team](#).;
  - 5.6.5 you will be monitored at all times to ensure a high level of security throughout your testing experience. Both audio and video will be recorded. You should not move your webcam once the testing session has started, unless asked to do so by the proctor.
  - 5.6.6 You must wear suitable clothing (hats or hoodies are not permitted);

- 5.6.7 Water in a clear container is allowed. Food, alcohol, chewing gum and smoking are **not** permitted.
- 5.6.8 Your exam may be revoked (stopped), without warning if the proctor sees any testing irregularities during the checking in process or during your exam. Testing irregularities include;
  - 5.6.8.1 Using a mobile phone for non-technical issues
  - 5.6.8.2 Accessing a pen, pencil and/or paper i.e using or having these items visible within your testing area
  - 5.6.8.3 Accessing any other unauthorised materials including note pads, textbooks, revision notes electrical devices and additional monitors (screens).
  - 5.6.8.4 Moving out of webcam view for any reason
  - 5.6.8.5 Someone entering your testing environment.
  - 5.6.8.6 Leaving your testing environment; moving away from your testing desk area, standing up and/or walking around
- 5.6.9 Mumbling or speaking out loud may lead to a warning, if the behaviour persists your exam may be revoked.
- 5.6.10 Your exam may be revoked early for technical reasons. For example, if the webcam is not working or exam cannot be launched due to technical issues with your computer or internet connection.
- 5.6.11 If your exam is revoked for any of the reasons specified in clause 5 (with the exception of experiencing technical difficulties), your exam fee will be forfeited. You will not be eligible for a refund or special consideration.

## **6 Completing the exam**

- 6.1 After you finish the exam, you may be asked to complete an optional, onscreen evaluation.
- 6.2 After completing the exam or the evaluation in a Test Centre, raise your hand. The test administrator will come to your workstation and ensure your exam has ended properly.
- 6.3 You should return the erasable noteboard and pen to the test administrator if testing within an exam room. Do not leave these items at your testing workstation.
- 6.4 After completing the exam or the evaluation through an Online Proctored Examination, you may notify the remote invigilator via the contact function available and await further instruction.

## **7 After the exam**

- 7.1 On leaving the exam room, the test administrator may issue a confirmation that you have completed the exam. For candidates taking an objective test, this confirmation may also contain a preliminary result. A verified exam result will usually be issued within 48 hours of taking the exam and can be accessed via your MY CIMA account.
- 7.2 You may not remove copies of exam questions and answers from the Test Centre and may not share or discuss the questions or answers seen to another person including other candidates or tutors, at any time after your exam.

## **8 Your privacy**

- 8.1 Your exam results will be encrypted and transmitted to Pearson VUE and CIMA. The Pearson VUE Privacy Policy Statement provides additional information regarding this which you can obtain by visiting the Pearson VUE Web site ([www.pearsonvue.com/privacy](http://www.pearsonvue.com/privacy)) or by contacting a Pearson VUE Call Centre.
- 8.2 CIMA complies with the General Data Protection Regulation and UK Data Protection Act 2018 and will process your personal data in accordance with our [Privacy Policy](#).
- 8.3 Accordingly, by proceeding to take an exam under these Exam Terms and Conditions and irrespective of whether such exam is in a Test Centre or an Online Proctored Examination, you acknowledge your personal data will be processed in accordance with Pearson VUE's and CIMA's privacy notices (as set out above).

## **9 Breach of Exam Terms and Conditions and misconduct**

- 9.1 If you breach these Exam Terms and Conditions, CIMA reasonably believes you may have breached these Exam Terms and Conditions or CIMA reasonably believes there have been Testing Irregularities or Unfair Practices in respect of you (including, in respect of Testing Irregularities, where CIMA cannot confirm your direct involvement in any breach):
  - 9.1.1 your exam may not be marked and your exam result may be withheld and/or invalidated;
  - 9.1.2 further disciplinary action may be taken against you; and
  - 9.1.3 your exam fee will be deemed to have been forfeited.
- 9.2 For the purposes of this Clause 9, Testing Irregularities are events, incidents or patterns which may affect an individual candidate or multiple candidates and cause CIMA to question the validity of an exam result and suggest one or more of the following may have occurred (or another similar irregularity):
  - 9.2.1 possible exposure by the candidate (whether deliberately or otherwise) to confidential exam content;
  - 9.2.2 unusual answer patterns;
  - 9.2.3 unusual score changes; and
  - 9.2.4 inconsistent performance on different parts of the exam or compared to prior exam performance.
- 9.3 Unfair Practices include, but are not limited to:
  - 9.3.1 cheating or tampering with any computer used for exam purposes;
  - 9.3.2 falsifying results;
  - 9.3.3 tampering with results to enable false certification;
  - 9.3.4 disclosing, publishing, reproducing or transmitting exam content, in whole or in part, in any form or by any means to another person.

## **10 Misconduct disciplinary process**

- 10.1 In the event that a case of misconduct is raised against you, whether due to a breach or potential breach of the Exam Terms and Conditions, suspected Testing Irregularities, Unfair Practices or otherwise, in addition to the consequences referred to in Clause 9.1:
  - 10.1.1 your case will be referred to one or more of CIMA's governance committees, the Review Panel and/or Appeals Panel<sup>1</sup>;
  - 10.1.2 your case may be subject to the [CIMA's Exam Standards Investigation Procedure](#)



- 10.1.3 if you are a registered CIMA student, the Review Panel and/or the Appeals Panel may refer your case to CIMA's [Professional Conduct department](#) for further investigation and disciplinary action;
  - 10.1.4 if you are not a registered CIMA student, your CIMA apprenticeship status may be withdrawn and, if you are a registered CIMA student, member or apprentice, your CIMA student, CIMA member or CIMA apprentice status may be withdrawn.
- 10.2 In the case of End-point assessments, the Institute of Apprenticeships, External quality assurance agency (EQA) and apprentice's employer and tuition provider may also be notified of misconduct cases.

## 11 Appeals process

In the event that your exam result is invalidated or withheld due to misconduct or suspected misconduct and you wish to appeal this decision, you will be given the opportunity to put forward your case in writing to the Appeals Panel and/or CIMA's Professional Conduct team.

## 12 Enquires about results

If you believe your exam result does not reflect your performance, you may submit a results enquiry via the CIMA Contact Centre. CIMA's results enquiry service includes a check of all processes and procedures leading to the issue of the result. The service does not include a review of the original marking.

## 13 Challenges to exam results

- 13.1 CIMA's results process is overseen by CIMA's governance Committee - the CGMA Examination Board.
  - 13.2 The Governance Committee's role includes, for each examination session, to endeavour to ensure due process has been followed and all necessary quality assurance checks have been carried out during the marking process to ensure accurate and reliable results.
  - 13.3 CIMA does not accept challenges to human marked results once they have been approved by the Governance Committee.
  - 13.4 For autoscored exams, a candidate may request that their exam result be verified by a human to ensure the automated scoring process was applied accurately and consistently in the individual case. Please be aware this process is not a re-mark and CIMA will not accept requests for re-marking based on academic judgement.
- 1.1 If you feel your exam performance was adversely affected by mitigating circumstances, please refer to the guidance issued in [CIMA's special consideration policy](#). Please note an application for special consideration must be received by the specified deadline and before your exam results are published.

<sup>1</sup>CIMA's governance committees, the Review Panel, Appeals Panel and the CGMA examination Board have oversight of all examination policies, ensuring all policies and processes are applied consistently and fairly to all candidates. CIMA's [charter, byelaws and regulations](#) regulate the conduct of CIMA's governance committees, its members and students.

## 14 Subject access rules

You acknowledge that, to maintain the standards of CIMA's examinations process, exam scripts and work submitted as part of your End- point assessment are exempted from subject access rules. CIMA is under no obligation to allow candidates access to original examination scripts, assessment evidence or copies thereof.

## 15 Bookings, reschedules, cancellations and refunds

15.1 Additional terms and conditions that apply for bookings, reschedules, cancellations and refunds in respect of objective tests and case study exams are set out below.

15.2 In certain circumstances, CIMA may alter the duration in which booking and rescheduling exams can take place. This will be notified in advance on the CIMA website.

	<b>Objective tests</b>	<b>Case study exams</b>
Bookings	Objective tests can be booked up to 2 days before the scheduled exam.	Case study exams can be booked up to 2 weeks before the exam window opens.
Reschedules	Objective tests can be rescheduled up to 2 days before the scheduled exam.	Case study exams can be rescheduled if the exam registration is open.
Refunds/ Cancellations	<p>Exams can be cancelled if exam registration is open.</p> <p>If the candidate has paid Pearson VUE for the exam using a credit card and that candidate wishes to cancel an exam rather than reschedule, then a refund will be made to the credit card used to make the payment.</p> <p>No refunds for cancelled exams within 48 hours of the exam booking. This includes circumstances where the booking window has been extended to within 48 hours of a potential exam sitting.</p> <p>If exam entry is closed, refunds for cancellations will be made in exceptional circumstances, subject to CIMA's discretion.</p>	

## 16 End Point Assessment – bookings, reschedules, cancellations and refunds

Additional terms and conditions that apply to Level 4 and Level 7 End-point assessments for apprentices are set out in the table below:

	<b>Role simulation exam (Level 4)</b>	<b>Reflective statement and portfolio/ Project report</b>
Registration window	Exam registration window opens 6 months in advance of the scheduled exam date.	Completed assessments can be submitted on demand (all year round).
Bookings	Exam registration window closes 2 weeks before the exam window opens.	Reflective statement and portfolio must be submitted together.
Reschedules	Exams can be rescheduled free of charge if the exam registration is open.	Final submissions cannot be withdrawn.
Refunds/ Cancellations	Exams can be cancelled free of charge if exam registration is open. No refunds for cancelled exams once exam registration window is closed.	N/A
Time to complete (Level 4 only)	Both components of End-point assessment must be completed within a 12-month period. In the event that the 12-month period expires before the failed assessment is passed, the apprentice must reattempt both assessment components.	
Resits	There are no maximum number of attempts at the End-point assessment. Please note all costs associated with an apprentice undertaking further assessment	

attempts on any component will not automatically qualify for government funding. The apprentice and employer should agree who will pick up the cost of resits and confirm this in a written agreement. Prices for resits are available on the <a href="#">End-point assessment website</a> .
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## 17 Allocation of payments

Payments received by CIMA will be allocated to customer orders in the following order:

- Subscriptions (when due)
- Registration fees
- Exemption fees (including exam waiver fees)
- Exam fees
- Membership application fees
- CIMAstudy.com and non-core qualifications fees
- Local event fees
- Other fees.

## 18 Reasonable adjustments / Special accommodations

- 18.1 CIMA welcomes entries from candidates with disabilities or special requirements and will use its best endeavours to provide additional help or concessions, such as extra exam time, as appropriate to individual needs. In addition, CIMA will, through the Test Centre or via Online Proctored Examinations, use best endeavours to provide the reasonable accommodations/ adjustments that have been shown to be necessary for the candidate to undertake the test. The costs of these reasonable accommodations/adjustments to the test will not be borne by the candidate.
- 18.2 Candidates can bring a number of comfort aids such as medicines to examinations without prior approval. A full list of permitted items can be found online [www.pearsonvue.com/accommodations](http://www.pearsonvue.com/accommodations).
- 18.3 Candidates can contact CIMA to apply for reasonable adjustments at any time and must do so in advance of booking their first exam. If you do require reasonable adjustments to be made but only inform us at the time of sitting the exam, we are unlikely to be able to assist and you may forfeit any right to a refund of the exam fee.
- 18.4 If you have a special requirement, please notify the CIMA's Exam Operations Team in writing of your requirements by sending a covering letter and supporting medical documentation from a professional. This can be submitted by e-mailing the documentation to: [Exams.Consideration@aicpa-cima.com](mailto:Exams.Consideration@aicpa-cima.com)
- 18.5 Supporting medical information, which is the sole responsibility of the candidate to provide, must be on the physician's or other qualified healthcare professional's letterhead, typed, dated and signed by the physician or other qualified healthcare professional.
- 18.6 The written documentation supporting the accommodation you are requesting must include the following:
- 18.6.1 A specific diagnosis and date of your diagnosis.
  - 18.6.2 Specific and current findings that support your diagnosis (relevant medical history, tests administered, date of the most current evaluation, within the last three (3) years).

- 18.6.3 Specific recommendations for your testing accommodation(s) including a detailed explanation of why the accommodation is needed. If the accommodation includes extra time, please indicate the amount of time requested.
- 18.6.4 Evidence that similar accommodations have been made for the candidate in other educational or testing situations or in employment settings, or an explanation of why no such accommodation was made in the past but is now required.
- 18.6.5 If appropriate, approved reasonable adjustments will remain in force for the duration of your studies with CIMA. Thus, you only need to apply once, not for every exam that you book.
- 18.6.6 All information submitted will be treated as confidential. Only the administrators responsible for the processing of the application will have access to your medical information.

**Important Note:** Additional information may be requested after a review of your information. Accommodations which fundamentally alter the nature or security or validity of the assessment will not be granted.

- 18.7 Applications for special requirements/reasonable adjustments will be processed within 7 working days of receipt of supporting documentation.
- 18.8 For those candidates with approved reasonable adjustments who will be taking the exam at a Test Centre, you will need to book your exam(s) by phone with CIMA to ensure that your chosen Test Centre will be prepared for your exam appointment on the day. Full details of how to do this will be provided once your application has been successfully completed. Please also allow sufficient time between the time of the booking and the exam appointment to ensure that the Test Centre can prepare for the delivery of your exam.

With respect to Online Proctored Examinations, you acknowledge it may not be possible for CIMA to offer reasonable adjustments which would permit a candidate with certain special requirements or disability to take the exam in that way. In this instance, we will inform such candidate as soon as reasonably practicable and take such steps, as we deem reasonably fit, with a view to ensuring they can take the examination at a Test Centre instead.

- 18.9 For further details please refer to CIMA's full [Special accommodations policy](#)

## **19 Parental/legal guardian consent**

- 19.1 Candidates sitting an Online Proctored Examination must be at least 13 years old at the time of scheduling an exam (not the date of the exam). Parental or legal guardian consent is required for candidates 13 to 16 years old (inclusive) prior to scheduling the exam.
- 1.2 To request a consent authorisation form, please contact [Assessment.Team@aicpa-cima.com](mailto:Assessment.Team@aicpa-cima.com). Note that the consent process can take up to 7-10 business days to complete from the first point of contact and candidates should wait for written confirmation from CIMA that the consent authorisation form has been accepted prior to scheduling an exam.
- 19.2 During the Online Proctored Examination check-in process, candidates aged 13-16 (inclusive) years are required to have the parent or legal guardian that signed their consent form with them, and the parent/legal guardian needs to present an ID confirming his/her identify and that he/she (the parent/legal guardian) is over 18. The greeter will ask the parent/legal guardian to use the Mobile ID tool to upload his/her ID.
- 19.3 The parent/legal guardian must show the signed authorisation form either by using the camera on the candidate's computer or by using the Mobile ID tool to upload it digitally, must reconfirm verbally their consent to the candidate in question taking the exam, and will then be asked to leave the room. The parent/legal guardian must leave the room before the exam can begin. If the parent/guardian is not available, does not consent, or if there is an ID mismatch, the greeter/remote

invigilator will not allow the exam to start and the candidate may forfeit any right to a refund of the exam fee.

- 19.4 Notwithstanding the foregoing provisions, parental/legal guardian consent may in some jurisdictions be required in respect of candidates older than 17 and in such instances, CIMA reserves the right to require parental/legal guardian consent in accordance with these Exam Terms and Conditions.

## **20 Examinations rules for non-English exams**

If you are sitting an exam within a Test Centre in a language other than English please refer to the relevant rules here:

[Exams in Russian language](#)

[Exams in Chinese language](#)

**Note:** Online Proctored Examinations are only offered in the English language at this time.

## **21 End-point assessment policies**

If you are an apprentice taking End-point assessment (EPA) please refer to the relevant policies [here](#), which are deemed to form part of these Exam Terms and Conditions:

EPA General terms and conditions

EPA Special consideration policy

EPA Special accommodation policy.

## **22 CIMA Contact Centre**

If you need more information, please contact our advisors at the CIMA Contact Centre.

Email: [cima.contact@aicpa-cima.com](mailto:cima.contact@aicpa-cima.com)

Phone: +44 (0)20 8849 2251

Fax: +44 (0)20 8849 2450

CIMA Contact  
The Helicon  
One South Place  
London  
EC2M 2RB  
United Kingdom  
[www.cimaglobal.com](http://www.cimaglobal.com)

If you are based outside the UK you might find it easier to contact your local office.

Any written notice to be given in connection with these Exam Terms and Conditions must (save where expressly provided otherwise) be sent by pre-paid first class post or email to the CIMA Contact Centre and will be deemed to be given, if sent by pre-paid first class post, on the second business day after posting or, if sent by email or fax, when sent provided no notice of non-delivery is received.