Singapore CA Qualification
Exam Checklist

EXAM TOOLKIT

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  Refer to the Examinations Instructions sent 2 weeks before the exams.

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- ☐ Disciplinary Policy
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- ☐ Exam Details
- ☐ Contact Details

When in doubt, ask for help

Email: scaq@isca.org.sg

General Line: (65) 6749 8060

WE WISH YOU ALL THE BEST IN YOUR EXAM!

SINGAPORE CHARTERED ACCOUNTANT QUALIFICATION

EXAMINATION GUIDELINES AND RULES FOR THE
FOUNDATION PROGRAMME (FP) AND PROFESSIONAL PROGRAMME (PP)

Introduction

This guide prepares the Foundation Programme (FP) and Professional Programme (PP) candidates for the remote proctored e-examinations and covers the step-by-step preparations for the Singapore CA Qualification examinations. The e-examination platform uses the Cirrus programme, and online remote proctoring uses the Proctorio programme.

SECTION 1: EXAM TOOLKIT

(A)   Hardware & Software
1.   Use your personal device i.e. laptop or desktop. (See specifications below).
     X No work/office laptop
     X No tablet devices or Microsoft Surface RT
2.   Working webcam and microphone are mandatory.

Device Specifications

Device	Windows Specifications Intel Pentium Processor or better At least 8GB RAM (**with at least 4GB that is unused by other applications during the exam**) Hard Drive: at least 2GB of available space	Mac Specifications: Intel Processor or Apple M1 Processor or better At least 8GB RAM (**with at least 4GB that is unused by other applications during the exam**) Hard Drive: at least 2GB of available space
Operating System	Windows: Microsoft Windows 10 and above	Mac OS: Mac OS 13 and above
Display	Screen resolution of 1280 x 800 | **No secondary monitors allowed** |15" or higher display screen recommended.	
Webcam and microphone	Webcam resolution: 320x240 (minimum), **external webcam required if internal webcam does not allow 360 degrees room scan** Microphone, either internal or external	
Software required **(Mandatory)**	Google Chrome or Microsoft Edge (latest 3 versions) Click here to download and install Google Chrome and here to download and install Microsoft Edge. Proctorio Google Chrome or Microsoft Edge extension Click here to install. See Section 2 A Step 3 to enable incognito access Microsoft Office Applications (**Online Office Applications are not allowed**) Adobe Acrobat Reader	
Internet connection	Minimum 2.5Mbps speed Use a wired connection, if possible **(If using Wi-Fi, minimise the internet usage of others using the same network during the exam)**	

💡	Tip 1: Connect to a power source to avoid draining laptop battery
	Tip 2: Ensure stable internet connection throughout examination

(B)   Login Credentials
3.   Your username is your **email address which you have registered with the SCAQ Programme**. Refer to Section 3 Part (A) Point 1 below.

(C)   Examination Environment
4.   Sit for the exam <u>alone</u> in a conducive environment (i.e. brightly lit room with closed door, free from noise and distractions).
5.   No one is allowed in the room or to enter the room during the examination.
6.   Prohibited items are to be <u>*removed*</u> from table. (refer to table in Section E "What to Bring").
7.   **Mandatory** to perform a 360 degree-environment scan via webcam recording.

(D)   Identity verification
   8.   ISCA or the appointed vendor collects the following during the exam, for verification of the candidate and remote proctoring purposes:
      a.   Live images & Photo ID (Only NRIC, FIN card or Passport is accepted)
      b.   Video, audio and computer screen recordings

(E)   What To Bring

| Foundation Programme	Professional Programme
Restricted open-book examination	Open-book examination
✓ Calculators, 1 A4 sized 'cheat' sheet and 1 A4 sized blank paper	✓ Calculators and permitted reference materials (hardcopy and softcopy)
✗ No reference materials and books	✓ Softcopy reference materials to be placed into a **single** folder and saved onto desktop
✗ No access to hard disk and device applications except Microsoft Excel	✓ Access to hard disk and device applications except those with AI features
Other Prohibited Items ✗ AI (Artificial Intelligence) features in device applications must be disabled/turned off and MUST NOT be used during the exam ✗ No watches / alarm clocks / external monitors / tablets / iPads / wireless accessories* / mobile phones# ✗ No headphones / earpieces / non-religious head coverings (i.e. caps, scarfs, hats) ✗ No devices that can transmit information ✗ No food and drinks (only plain water is allowed)	

*ONLY** wireless mouse is allowed.

Allowed to use mobile phone's hotspot for internet connectivity should Wi-Fi fail (**ensure internet speed meets the requirements**) and mobile phone must be out of reach during exam. Only use mobile phone for emergencies / technical issues during exams (i.e. exam taker to be in full view of webcam throughout duration of call). Misuse of hotline warrants strong disciplinary actions.
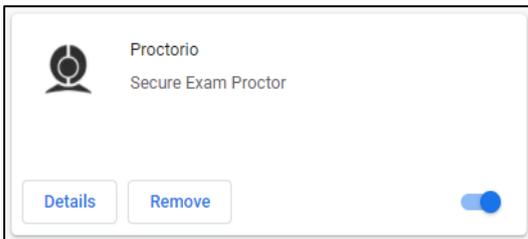
SECTION 2: BEFORE THE EXAMINATION

(A)   Prepare hardware and software
1.   Ensure that your device meets the minimum system requirements as stated in Section 1 (A).
2.   **Check that Chrome or Edge browser (make it the default browser) and Proctorio extension are installed.** Links are provided in Section 1 (A).
3.   **Enable incognito access for the Proctorio extension.**
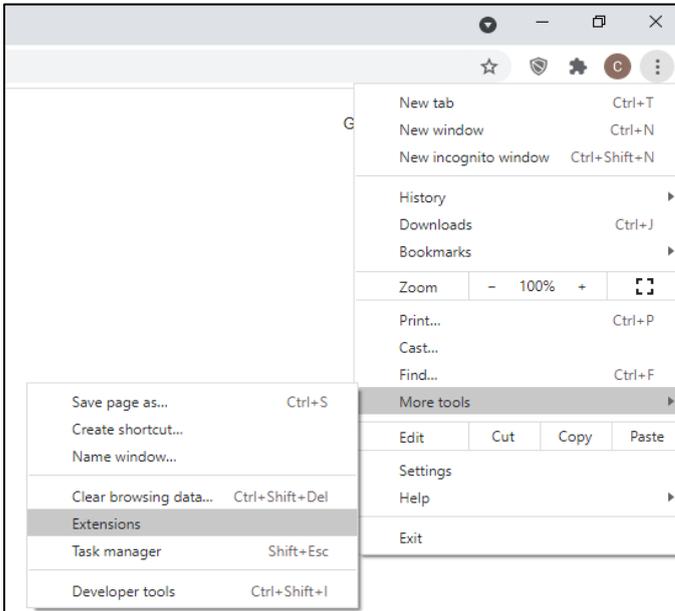
4.   Select the Proctorio extension and click "Details".

5.   Enable incognito access
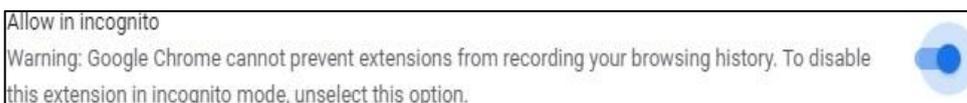
6.   Test your hardware and internet connection (via this link) at least 2 weeks before your examination date.
7.   Check that your webcam is working and has a minimum resolution of 320x240 using this link.
8.   Make sure that your microphone is working using this link.

(B)   Attempt mock exam

9.   The mock examination is meant to assist candidates to be familiarised with the e-exam platform. The mock examination does <u>not</u> have remote proctoring features turned on (i.e. no check-in process required). Remote proctoring features will be turned on for the actual examinations.

10.   Access using **<u>one</u>** of the links below based on your Programme.

Foundation Programme	Professional Programme
Mock Exam Paper 1 or Mock Exam Paper 2	Mock Exam Paper 1 or Mock Exam Paper 2

11.   Refer to Section 3 Step 17 for details on how to navigate the e-examination platform.

(C)   Familiarise yourself with the Examination Guidelines

12.   Read through this Examination Guidelines and Rules document, FAQs and watch the Video explaining the check-in and examination process to familiarise yourself with all you need to know about the examination.

SECTION 3: DURING THE EXAMINATION

(A)   Navigating the e-Examination Platform

Logging in

1.   Login to your Cirrus account using this [link](#). Your username is your **email address which you have registered with the SCAQ Programme.** Use the 'Can't Log in?' feature to create a password or if you have forgotten your password.

Dashboard

2.   After log-in, you will see your personalised dashboard with your upcoming examination(s).
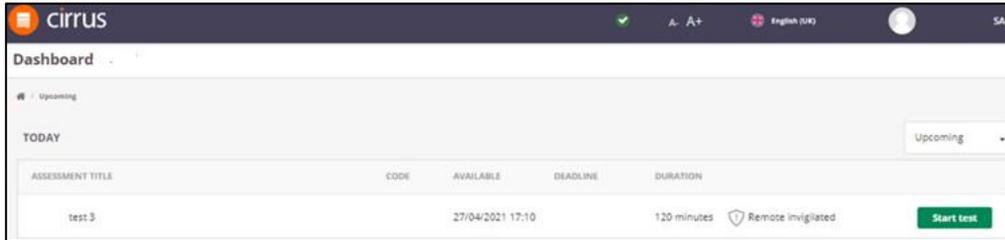
Starting an assessment/examination

3.   Ensure that all application windows are closed before starting the examination.

4.   **IMPORTANT** Your computer screen will be monitored throughout the examination. Strong disciplinary action will be taken against exam takers who are found to have breached the examination policy.

5.   Click on the ___Start test___ button to start the check-in process. T h e button will only appear at the 'available time'.

6.   If your computer has less than 4GB of free/available RAM, you may receive the following error message(s). Close all additional browsers, tabs or applications which are not required for the examination. If the error message continues to appear, you may ignore it and click ___Start exam pre-checks___ to continue, however, disruptions in the middle of the examinations may occur.

7.   A system diagnostics test will run. This may take up to a minute.

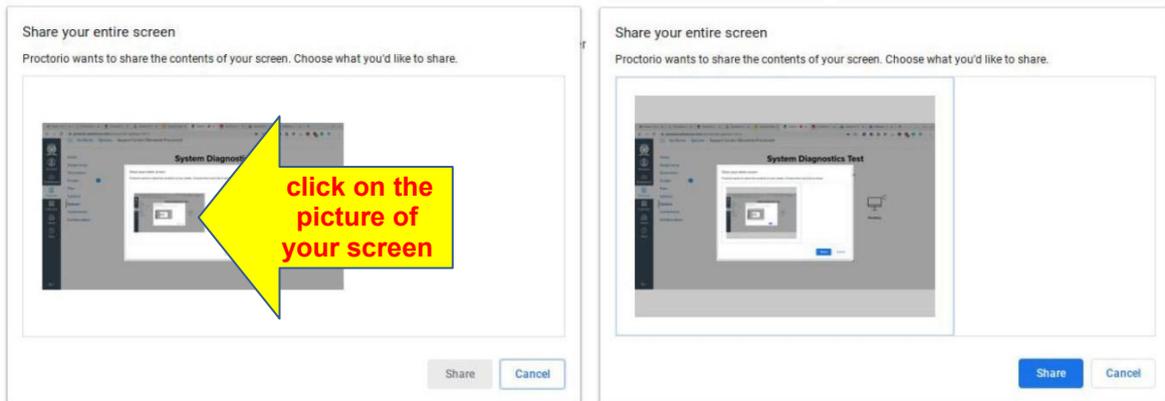8. You will be asked to share your screen. **You have to click on the picture of your screen within the pop-up window**. Only after clicking the image of your screen, will you be able to click the share button [Share] .


9.
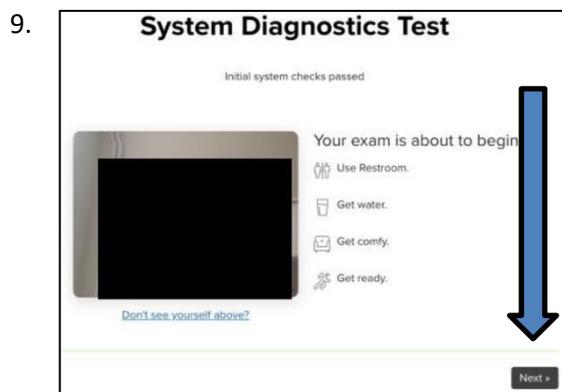
Scroll down and click "Next"

10. Next is the ID check. Hold your Photo ID in front of your webcam and position it in the green box. If the ID does not scan automatically, click on "Click here" to scan manually. Once the Photo ID is scanned, click "next".
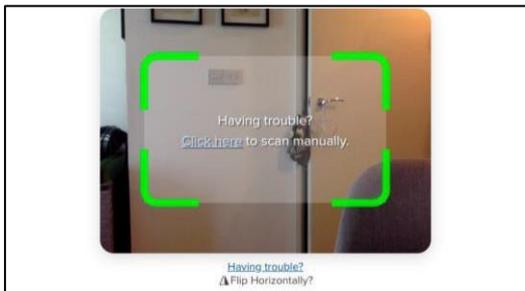

11. You are required to have your face captured by the webcam. Position your face in the centre of the webcam and ensure that it is clearly visible in the box provided. Click [Begin camera test »]
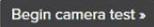
12. You will be brought to a screen as shown below. **This is <u>NOT</u> the step to perform the room scan**, but just a reminder that a room scan of the examination environment is required when you commence the exam later. Click the grey button [I understand »] to continue.
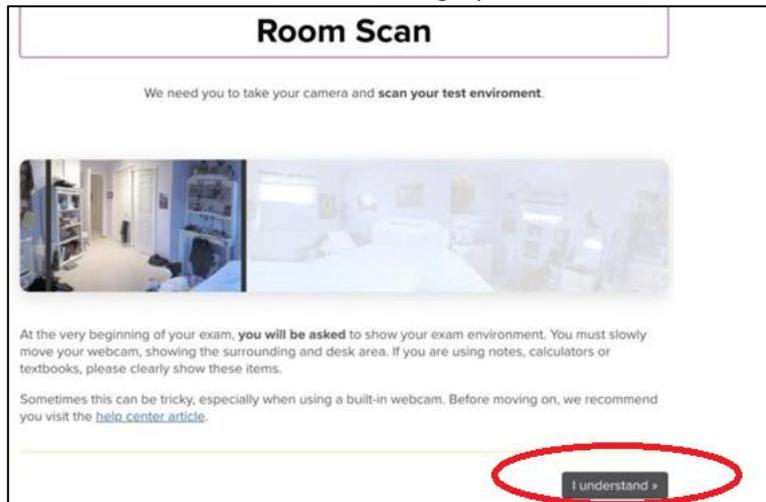
13. You will be brought to a screen to start the assessment. You will see a 'Quiz Tool' as circled below. You may collapse it.
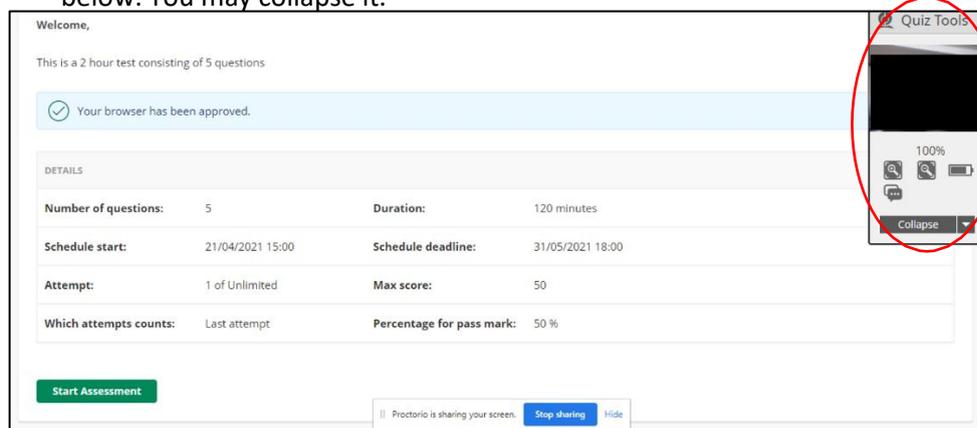
14. Click on [Start Assessment] to start the exam. **The timer for the duration of the exam will begin.**

15. A window will appear, asking you to scan your examination environment. Click [START SCAN] to scan the environment and follow the instructions on the screen.
    IMPORTANT **Slowly move your webcam and show your <u>surroundings</u> & <u>desk</u> area.**

16. **Do not** **click on the 'Stop sharing' button at the bottom of the screen** as you will be 'logged out' of the examination. Should this happen, log into Cirrus platform and start the examination again. Do note that you will be required to perform the 'check-in process' again and no extension of examination duration will be provided.

Viewing and answering questions

17. **For Foundation Modules,** Questions will be shown within Cirrus. There will be no PDF Question Paper for download.

    For Professional Modules, there are 2 ways to access your Question Paper. You can either download the paper in Question 1 or click on [Resource] **button** (available at the bottom of every Question) as shown below. **Printing of Question Paper is not allowed**
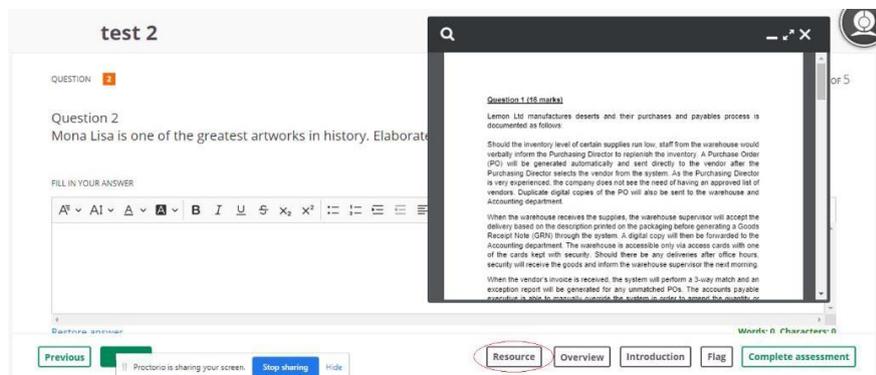

18. In addition to the Question Paper, examination instructions / information and additional attachments for certain examination modules will also be provided in Question 1.
    You are **not** required to key in answers for Question 1.

19. Top bar shows the 'Total time remaining", a basic calculator and font size control.
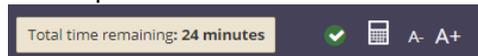
20. Click on [Previous] [Next] buttons to navigate between the questions.

21. Click on [Overview] button to show the status of questions (answered, unanswered or flagged). You may click on the Question numbers to be linked directly to the Question.
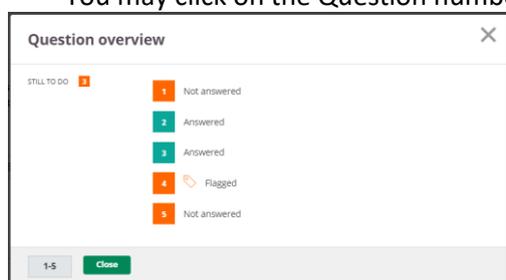
22. Click on [Introduction] button to view the 'Welcome Page'.

23. Candidates are allowed to use Microsoft Excel for computation of answers. Copy the necessary answers from Microsoft Excel onto the Cirrus answer window. **Only answers submitted via the answer window in Cirrus platform will be marked.**

24. 'Restore Answer' feature available at the bottom left of the answer field allows the restoring of previously deleted answers.
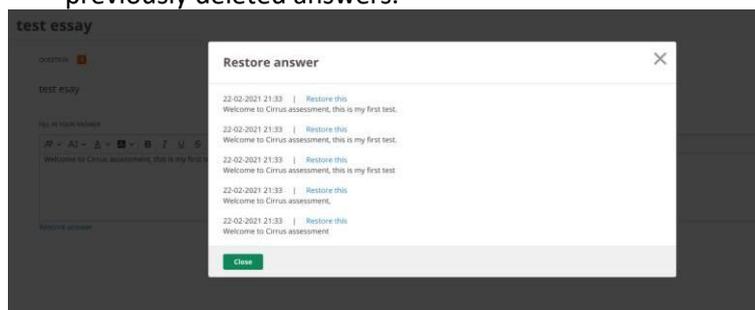
25. Click on [Complete assessment] button if you wish to submit the examination.

26. **As no answers are required for Cirrus Question 1, there will always be at least 1 unanswered question.**
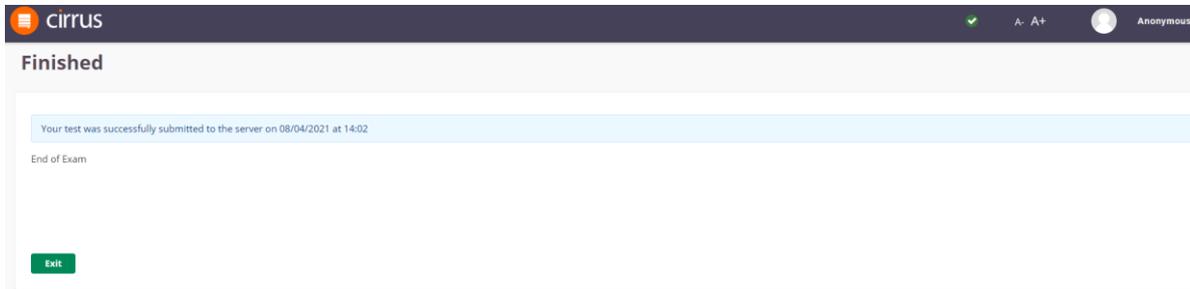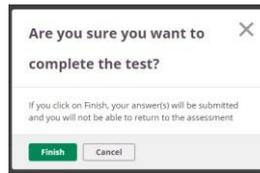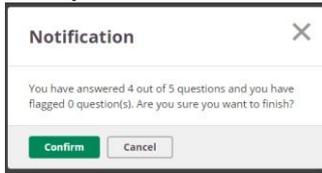
(B) What to expect on Exam Day

Starting your exam

1. Login to the Cirrus Platform at least 10 minutes before the scheduled start time of the examination.

2. Start the examination on time. You are only allowed a 15 minute grace period to start the examination. **Late comers will not be permitted to start the examination.**

Toilet breaks

3. Indicate this by saying 'toilet break' to the webcam before you leave the room.

Ending your exam

4. Your script is auto submitted at the end of the exam duration, if you have not clicked the Complete assessment button when you have finished your exam.

Issues during the examination

5. **Examination takers facing issues during the examination are to call the exam-day hotline immediately at (65) 6028 9811. Do not speak to the webcam as the invigilators will not be able to hear you nor assist you from there. As there may be other candidates in the queue, do allow some time for the team to answer your call.**

6. If the exam ends unexpectedly due to a device breakdown, you may switch to another device during the examination. If there is prolonged internet disconnection, you will be 'logged out' of the examination. Should this happen, re-connect back your internet. Regardless of the situation, you need to log into Cirrus platform and start the examination and perform the 'check-in process' again. Candidates must call the exam hotline immediately to report the incident.

7. In the unlikely event of a system outage during the exam, stay calm and remain seated in front of your laptop/computer. You are allowed to refer to the Exam-Day Announcements page (https://www.isca.org.sg/scaq/exam-day-announcement) for the latest announcements.

SECTION 4: EXAMINATION DISCIPLINARY POLICY

(A) **Disciplinary Policy**
  1. All candidates are required to hold themselves to the highest standard of integrity and comply with the Exam Disciplinary Policy. Ignorance will not be accepted as a justification for non-compliance.

(B) **Grounds for Disciplinary Actions**
  2. Exam Breaches include but are not limited to:
      a. Cheating, including:
          i. Use, sight or hearing of, unauthorised materials, including online resources / prohibited items;
          ii. Gaining unauthorised access to Internet or communicating with external parties during exam;
          iii. Colluding – Receiving / providing assistance, whether in person, electronic, or written.
      b. Impersonation;
      c. Non-conformance to exam rules;
      d. Furnishing misleading or false information or declaration (including false medical certificates);
      e. Fabricating or altering information, data or document and presenting it as legitimate;
      f. Failure to comply with the instructions;
      g. Intentionally causing hardware or software failures in electronic devices during the exams in order to be eligible for deferment;
      h. Failure to perform a 360-degree scan of the environment in the event of a remotely conducted e-Exam.

  3. Whilst investigation is underway, the candidate's results may be withheld pending investigation outcome.

SECTION 5: EXAMINATION AND CONTACT DETAILS

(A) **Examination Details**

	Foundation Programme (Restricted open-book exam)	**Professional Programme** (Open-book exam)
Examination Dates	Please refer here	Please refer here
Examination Duration	2 hours 30 mins from your actual start time (for all modules)	3 hours 15 mins from your actual start time (for Technical modules) 4 hours 30 mins from your actual start time (for Integrative Business Solutions module)

(B) **Contact Details**
For general queries or assistance, please contact ISCA at (65) 6749 8060, during office hours or scaq@isca.org.sg.

If you face issues on the examination day, please contact the team at (65) 6028 9811 during examination hours (*Note: Hotline opens 15 minutes before the examination commences*).