

 <b>ICB</b> ACCREDITED BUSINESS QUALIFICATIONS	<b>Policy Name:</b>	<b>ICB Examination Policy</b>
	<b>Policy Number:</b>	<b>8001.2020.V6</b>
	<b>Approved date:</b>	<b>June 2020</b>
	<b>Review date</b>	<b>January 2021</b>

## 1. ABOUT THE INSTITUTE OF CERTIFIED BOOKKEEPERS

The ICB is a Quality Assurance Partner (QAP) of the Quality Council for Trades and Occupations (QCTO). We are not a training provider – we are an examining and certification body for several business qualifications. The Institute of Certified Bookkeepers (ICB) has been around since 1931. Due to our tenure in the market it has allowed us to gain in-depth knowledge of the market. The ICB has also contributed to improving and maintaining the quality of training and qualifications in Bookkeeping, Accounting, Office Administration and Financial Management.

We have also built up the credibility and reputation of these fields.

- You can study ICB courses at over 500 training sites in southern Africa.
- We assess over 45,000 student exams every year.

## 2. STUDY PROGRAMMES

The ICB offers the following five programmes of study:

<b>Programme</b>	<b>Qualifications</b>
Financial Accounting Programme	<ul style="list-style-type: none"> <li>• National Certificate: Bookkeeping, NQF Level 3</li> <li>• Further Education and Training Certificate: Bookkeeping, NQF Level 4</li> <li>• National Diploma: Technical Financial Accounting, NQF Level 5</li> <li>• National Diploma: Financial Accounting, NQF Level 6</li> </ul>
Public Sector Accounting Programme	<ul style="list-style-type: none"> <li>• National Certificate: Public Sector Accounting, NQF Level 4</li> <li>• Diploma: Public Sector Accounting, NQF Level 5</li> </ul>
Business Management Programme	<ul style="list-style-type: none"> <li>• National Certificate: Small Business Financial Management NQF Level 4</li> <li>• Higher Certificate: Office Administration NQF Level 5</li> <li>• National Diploma: Financial Accounting NQL Level 6</li> </ul>
Entrepreneurship Programme	<ul style="list-style-type: none"> <li>• National Certificate: Small Business Financial Management NQF Level 4</li> <li>• Higher Certificate: Office Administration NQF Level 5</li> <li>• National Diploma: Financial Accounting NQL Level 6</li> </ul>

Office Administration Programme	<ul style="list-style-type: none"> <li>• Certificate: Office Administration, NQF Level 5</li> <li>• Higher Certificate: Office Administration, NQF Level 5</li> <li>• Diploma: Office Administration, NQF Level 6</li> </ul>
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If you are looking for more information about our five programmes, please see our Prospectus or visit our website - [www.icb.org.za](http://www.icb.org.za).

### 3. HOW ICB EXAMINATION WORKS

When you register to study an ICB course, you'll also need to register to be examined for it. This is to allow the ICB to determine at the end of it whether you know and understand the course material well enough to pass.

#### 3.1 Portfolios of Evidence

As of April 2020, ALL PoEs are digital. This means that no paper PoEs are distributed, resulting in instantaneous/immediate access to the PoEs. This process will reduce the waiting time between registration and receipt of the PoE. The digital platform for PoEs is called MACCI. Your digital PoE is personalised according to what subjects you are registered for.

The ICB uses Portfolios of Evidence (PoE) to conduct student exams. During your course, you will be required to complete assignments and tests as part of your PoE. All PoE tasks must be completed prior to your final exam. All your PoE work is examined by an ICB registered assessor, who uses it to decide whether you are competent in that particular subject.

Portfolio Administration Guide: Guidelines for completing your digital PoE will be provided.

Your PoE will contain the items below, which contribute towards your final result:

Formative Assignment 1	<ul style="list-style-type: none"> <li>• Paper-based assignment <ul style="list-style-type: none"> <li>○ Assignment to be downloaded from MACCI and a completed hand-written assignment must be handed over to the Invigilator during the final exam by the learner.</li> </ul> </li> <li>• RPL learners must follow the process in section 9</li> <li>• Online assessments <ul style="list-style-type: none"> <li>○ Learners are required to scan and upload their completed assignment to their MACCI profile</li> </ul> </li> </ul>	30% (no minimum to pass)
Formative Assignment 2	<ul style="list-style-type: none"> <li>• Paper-based assignment <ul style="list-style-type: none"> <li>○ Assignment to be downloaded from MACCI and a completed hand-written assignment must be handed over to the Invigilator during the final exam by the learner.</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>• RPL learners must follow the process in section 9</li> <li>• Online assessments <ul style="list-style-type: none"> <li>○ Learners are required to scan and upload their completed assignment to their MACCI profile</li> </ul> </li> </ul>	
Formative Assignment 3	<ul style="list-style-type: none"> <li>• Paper-based assignment <ul style="list-style-type: none"> <li>○ Assignment to be downloaded from MACCI and a completed hand-written assignment must be handed over to the Invigilator during the final exam by the learner.</li> </ul> </li> <li>• RPL learners must follow the process in section 9</li> <li>• Online assessments <ul style="list-style-type: none"> <li>○ Learners are required to scan and upload their completed assignment to their MACCI profile</li> </ul> </li> </ul>	
ICB Test 1	Digital Test completed prior to the final exam	
ICB Test 2	Digital Test completed prior to the final exam	
Final exam	<ul style="list-style-type: none"> <li>• Paper based final exam at an official exam venue or approved college <b>OR</b></li> <li>• Online assessment – to be completed online in a secure location</li> </ul>	70% (50% minimum to pass)
TOTAL:		100% (60% minimum to pass)

The work you do during your course counts for 30% of your overall course mark. Your final exam counts for 70% of the total. You need to get an overall mark of 60% or higher to pass – and you must get at least 50% for your final exam (i.e. the final exam has a sub-minimum 50% pass mark requirement).

You must complete all the ICB Assignments and Tests before your final exam date. Final exams are held on specific dates set by the ICB. To find out what the exam dates are for this year, see the ICB's current prospectus, or visit our website.

**IMPORTANT:** You need to make 100% sure that your digital tests are completed successfully and prior to the final exam and that your assignment is completed accurately before you submit it. Check and then double check it! Make a copy of the assignment and keep the copy somewhere safe for your records. We cannot accept any additional materials for marking after you've handed it in.

## 3.2 Exams

- 3.2.1 See section 3.1 above for the breakdown of mark allocations across ICB Assignments, Tests and final exams, and for minimum pass marks.
- 3.2.2 For paper-based assessments the Final Exam Question Papers and Answer Books: At your final exam, you will be given your final exam question paper, along with an answer book. These must be handed over to the Invigilator at the end of the exam. **STUDENTS MAY NOT RETAIN THEIR ANSWER BOOK OR FINAL EXAM QUESTION PAPER.** College staff or any member of the public may not obtain, retain, distribute, buy or sell any ICB exam papers. These remain the property of ICB.
- 3.2.3 For online assessments: you will be provided with the login details for your assessments and will be required to log into the MACCI platform to complete your summative assessment digitally.
- 3.2.4 Each ICB programme is designed to have specific outcomes. These outcomes are things that you will be able to do and understand as a result of your studies. Explanations of these will be included in your PoE – or you can also find them in the document “Curriculum Statements” on our website.
- 3.2.5 Each outcome requires a certain amount of time for you to achieve it. These hours are represented by credits. As defined by the South African Qualifications Authority (SAQA), 1 credit equals 10 notional hours. Notional learning hours are considered to be the time taken by the average student to achieve the specified learning outcomes.

The number of credits required per qualification as general examples from SAQA are:

- National Certificate: 120 credits
- Further Education and Training Certificate: 120 credits
- Diploma: 240 credits

- 3.2.6 All subjects must be marked by registered assessors. The ICB manages this and makes sure that qualified, FASSET-registered assessors set, mark and moderate your work. This ensures consistency and high standards.
- 3.2.7 Every year, we make sure that our course content is updated. This guarantees that what you study is up to date and relevant – and that you learn about the latest in legislation, tax and the industry. Updated subjects are examined from April every year. It's important that if you have to re-take an exam, that you are aware of any changes to that subject's content.

### NOTE:

- Business Literacy remains as one assessment subject. However, the structure of the assessment has changed. There will be three sections, namely Section A consisting of questions at NQF 3, Section B will include questions at NQF 4, and Section C will consist of questions at NQF 5.

- Students will enter for one Business Literacy subject, but will receive three results letters, one for each NQF level.
- These changes have been implemented to establish more transparent assessment levels within the subject and will be effective from April 2020.

### **3.3 Exam venues**

Final exams are held at approved exam centres. Exam venues are arranged by the ICB. Before you attend your exam, please make sure you have read and understood this policy. We provide question papers to the person responsible for conducting the exam. ICB may not accept exams written at incorrect venues. Students may only write their exams at an allocated exam venue. Your exam venue will also be indicated on your exam entry confirmation.

### **3.4 Registering for Exams**

- 3.4.1 When you start studying an ICB programme for the first time, you need to register with us. Fill in the online ICB Student Details Form, pay your annual registration fee and we'll put all your details onto our system. Register via our Student Portal (see [www.icb.org.za](http://www.icb.org.za)). ICB will no longer accept paper-based registration forms.
- 3.4.2 You'll also need to register for your exams on the student portal. This means that you are registered for exams in the subjects you've chosen – in other words, you've signed up for the tests and exams! If you want to change these dates later, you have one chance to postpone the exam to the next exam sitting/date only. There will be a cost involved.
- 3.4.3 Exams take place on fixed dates during the year and you must get your application in before the closing date for each. Please check our Prospectus and/or website for the deadlines for exam registration. If you do not get your registration in on time, your exam will be carried forward to the next exam date.
- 3.4.4 If you are studying via distance learning or self-study, you must submit your exam entry via the student portal with proof of payment. If you are doing classroom-based studies, you will register via your college.
- 3.4.5 Please check that you have filled in your digital forms correctly, and if you are a distance learning student, that you have given the exam venue and have

paid the correct exam fees. If your form is incomplete or your payment is incorrect, your exam application will not be accepted.

- 3.4.6 Once registered for an examination, the student will be registered on MACCI and will receive a password for MACCI.
- 3.4.7 Only first-time MACCI users will receive a login email and anyone who has used the platform before must use their current login details.
- 3.4.8 Your CORRECT email address on the ICB database is essential as you need this to access MACCI.
- 3.4.9 You are welcome to contact us to change/update your email address, or you may change these on the student portal.
- 3.4.10 If you haven't registered for an exam, you won't be allowed to write any final exams. Please make sure that you've entered for the exams as early as possible so we can grant you access to your digital PoE and you can complete your tests when ready.
- 3.4.11 It is YOUR responsibility to make sure you have access to your digital PoE, and that it's the correct one for your programme. Ask your college or contact the ICB if you experience any issues in this regard. Make sure that ICB has your correct email address.

### **3.5 ICB assignments**

- 3.5.1 The three assignments which make up the formative mark in your PoE are important. They've been designed to prepare you for the tests and your final exam.
- 3.5.2 These assignments are to be completed under uncontrolled conditions – in other words, you can do them in your own time, when and however you want to. They must be completed in the Assignment Answer Books that learners will download from MACCI.
- 3.5.3 Learners will be required to download, print and complete the assignments and then hand it over to the invigilator on the day of their exam, or upload to MACCI if completing an online assessment. If you do not submit the assignments before the final exam they can't be counted towards your final mark, and might result in you being declared 'Not yet competent' (failing the subject). If you do not include them, you will be given a zero mark for them.

### **3.6 ICB tests**

- 3.6.1 Tests: Students are required to complete two multiple-choice tests on MACCI which will be automatically marked, and results made available immediately to the Student.
- 3.6.2 Tests are not scheduled at a particular time but taken when the student is ready. The tests must however be completed prior to the final exam, no

exceptions will be made. Allow enough time for all the sections of the portfolio to be completed and do not leave this until the last minute.

- 3.6.3 To prepare students for the final exam which is timed and to ensure continued academic integrity of the ICB programmes, the digital test will be timed. This will be applicable to all students, whether classroom-based learners or distance/correspondence/private learners.

### **3.7 Final exams**

- 3.7.1 At the end of your programme or subject is your final exam. The ICB publishes timetables for these in our annual Prospectus and on our website.
- 3.7.2 A single Timetable for 2020 contains dates for both classroom-based, distance and independent students who are studying any of our five programmes.
- 3.7.3 On the day of your exam, you'll need to sign the ICB attendance register when you enter the exam venue and hand the completed assignment to the Invigilator. Once you've finished your exam, you must give the question paper and the answer book to the Invigilator to add to your Portfolio of Evidence. The invigilator will sign that they have received it, alongside your signature. Remember to make a copy of your assignment for your records. Should you complete an online final assessment, your log-in status will serve as a confirmation of attendance.
- 3.7.4 The Invigilator will then arrange to send all exam scripts and assignments to the ICB offices in Cape Town on the first working day after the final exams. Our Exam Administrator records all incoming exam material on our database and then forwards these to our registered assessors for marking.

For online final assessments, the submission of the exam script will be instantaneous and will be done digitally via the internet once you press submit.

- 3.7.5 The ICB is not responsible for any late scripts. If we don't receive them on time, they may not be marked and you might be recorded as not having written the exam.
- 3.7.6 If your assignments and digital tests are not received (or uploaded for the online final assessment), you'll be given zero for these sections of the PoE.
- 3.7.7 If anything doesn't match up between the documents we receive and the attendance register, we will investigate and have the right to reject any submission and record a student as being absent for the exam.

### **3.8 Online submission window and deadline**

- 3.8.1 The deadline date for all submissions of tests and assignments will be provided by the ICB. This date will be treated as the actual date of submission, there is no expectation that this will be changed unless there are exceptional circumstances for doing so.
- 3.8.2 Amending the submission deadline for tests and assignments

- 3.8.2.1 Once provided by the ICB the assessment date is not expected to change prior to submission.
- 3.8.2.2 Circumstances that will be considered for changing an assessment date are:
  - Administrative error in entering an incorrect date
  - Technical and/or connectivity errors when submitting assessments

### **3.9 Late submission**

Late submissions are at the discretion of the ICB and are reviewed on an individual basis based on the evidence submitted with the request by the learner.

### **3.10 Quality of submitted work**

- 3.10.1 Students are responsible for the quality of work submitted.
- 3.10.2 Online assessment extends this responsibility to the student checking the quality of the submission after it has been submitted. It is the student's responsibility to check and resolve any corruption in transit; coursework submission receipts are provided for this purpose. Where any work submitted has been corrupted in transit, including any resubmissions, to the extent that the final submission cannot be assessed, the work will be given a mark of zero.

### **3.11 Student failure to submit as per instructions**

In instances of a student submitting an electronic file for assessment that fails to comply with the published instructions, and the work cannot be assessed as a result (e.g. the file type cannot be opened and read) then this work will be given a mark of zero. This recognises that a submission has been made by the deadline but cannot be assessed.

### **3.12 Extenuating Circumstances**

- 3.12.1 The only grounds for consideration of student extenuating circumstances regarding the online submission process is evidence of the ICB system failure. Online connection speed or other time based over subscription delay will not be considered as a system failure and therefore are not grounds for extenuating circumstances.
- 3.12.2 Submission of Extenuating Circumstances will only be accepted using the approved ICB process.

## **4. MARKING AND RESULTS**

- 4.1 All ICB registered examiners are provided with marking memorandums, marking strategies, rubrics and descriptions of competencies. These help them examine all learner assignments and exam scripts accurately and fairly across the board. When the assessor has finished marking your work, they will decide whether you are 'Competent' (you've passed) or 'Not yet competent' (you haven't passed).
- 4.2 The ICB releases results on fixed dates during the year and your results will be released on the next 'results release date' after your final exam. Please see our



website or Prospectus for these. Results are released if fees are up to date and provided that we received all the completed Portfolios of Evidence on time. Paper exam results are released with six weeks after the exam date and online exam results will be released with five weeks of the exam being written.

- 4.3 The average ratio of scripts to Assessor is 150:1 per subject.
- 4.4 If you're doing classroom-based study, we'll send your results to your college who will release them. (They'll get these if they've followed all the ICB's policies and procedures properly, and if their account with us is not in arrears.) If you're a distance learning student or private student, we'll send you your results directly and you may also get them from the Student Portal.
- 4.5 Students will receive an individual letter showing their own exam results. If you're doing classroom-based studies at a college, your college will give you this. Distance learning and independent/private students will have these posted to them. ICB Programme Certificates will be available around 6-8 weeks after the Result Release Date. If you haven't received anything 8 weeks after your results release date, then please contact the ICB.
- 4.6 According to SAQA rules, we will hold on to your PoE for a period of time in case your results need to be verified by them. Portfolios of Evidence are held by the ICB for a period of 5 years and are not returned to the student or provider.
- 4.7 Past question papers may not be used by providers or students for practice purposes as these remain the property of the ICB, in order to keep our exams credible.

## **5. MODERATION OF ASSESSMENTS**

The ICB has very strict quality assurance practices to make sure that the exam process is in line with best practices. All results are checked very carefully before they are released, and a minimum of 10% of Portfolios of Evidence are sent for moderation. This means that external assessors check that they have been marked fairly and consistently.

## **6. CONDUCT AT THE ICB EXAM VENUE**

- 6.1 Invigilators are appointed by either by the ICB (at external Exam Centres) or by a college (if it is an accredited centre).
- 6.2 Invigilators are there to make sure that the exams are run properly and according to ICB standards. Their decisions on any matters at the exam are final.
- 6.3 If you are writing an exam, make sure you arrive 15 minutes prior to the start of the exam, so that you are prepared and calm when the exam begins. Students who arrive at the Exam Centre up to 30 min after the start of a paper may be permitted to write – but must give a reason for their lateness. This plus your candidate number and time of arrival will be reported to the Academic Board (AB). If you arrive late, you will not be given extra time – but your performance and the

reason for your lateness will be considered by the Academic Board when reviewing your results.

- 6.4 If you cannot provide a good reason for being late, or we suspect you tried to get an advantage over other students, the Academic Board has the right to give you a zero mark for your exam result. If you arrive over 30 min after the start of a paper, you will not be allowed to write the exam. If extreme lateness has been caused by exceptional reasons outside your control, you can appeal to the invigilator in charge, who can decide whether to admit you or not.
- 6.5 The ICB invigilator will ask students to provide proof of identity.
- 6.6 You may use basic or scientific pocket calculators (not financial) in the exam as long as:
- You use them in a way that does not disturb other students
  - They don't need mains power supply
  - They are not used to display information or run programmes that were stored on them before the exam.
- 6.7 You may not take any book, manual, paper or manuscript into the exam, except those which are approved by the ICB and are listed in the Examiner's Instructions for that exam. Any unauthorised material will be collected by the invigilator who may keep it in case the ICB needs to see it.
- 6.8 You may not pass any information, book, paper or other material to any other student during the exam, unless the invigilator tells you to.
- 6.9 If you leave an exam hall without permission after the exam has started, you will not be allowed to return. If you leave and don't intend to come back, you must hand your question paper, answers and Portfolios of Evidence in to the invigilator in charge. Nobody may leave during the first 30 minutes, except under exceptional circumstances and then only with permission from the invigilator. At the end of an exam, you must stay in your seat until the invigilator says you can go.
- 6.10 The invigilator in charge must let the ICB know about any exam irregularities or misconduct. While expelling a student from an exam is always a last resort, the invigilator has the power to stop the exam of anyone who behaves improperly.
- 6.11 Invigilators must not have a teaching/facilitating or similar role with the students sitting the exam. They must be independent and cannot be the students' tutor.
- 6.12 If we suspect you have been involved in any misconduct during an exam, we will refer your case to the Academic Board. We can also withhold your results until the investigation is finished.
- 6.13 At the exam you will be given a question paper and answer book(s). Listen carefully to the invigilator's instructions and make sure you answer the questions in the correct answer book. The question and answer book must be handed in to the Invigilator at the end of the exam to place in the PoE.

- 6.14 Any written answers must be in black pen, but you can use pencils for flow charts, diagrams and graphs.
- 6.15 Please include your calculations and workings in your written answers. Use a separate piece of paper if you need to, making it clear what question the rough workings are for, and attach it to your answer book.
- 6.16 When the invigilator says the exam is over, you must stop writing immediately and put down your pens/pencils. Anyone who continues to write will be reported to the Academic Board for misconduct. You will have a few minutes to put your answer books together. It's your responsibility to make sure that all your question papers and answer books are added to your PoE by giving it to the Invigilator who will place them in the PoE.
- 6.17 The invigilator will collect Portfolios of Evidence in alphabetical order. When all have been collected, students may leave. If you don't want to submit an answer book, you have to write 'No answer submitted' on the front of the answer book and hand it in to be placed inside the PoE. (include any rough work, although this will not be marked).
- 6.18 All question and answer books are the property of the ICB and will not be returned to you. You agree to this as part of your exam application.
- 6.19 You may not take the question paper or any other materials away from the exam venue.
- 6.20 If your invigilator suspects you of cheating or copying in an exam, they will mark on your paper where they think this occurred. They will also write a detailed report about the suspected offence and add this to your PoE. If the invigilator is satisfied that you have stopped copying/cheating, they may give you permission to continue with your exam. The Academic Board will review the invigilator's report and decide whether or not to assess your PoE.

## **7. FOR ONLINE EXAMS CONDUCTED BY THE ICB**

- 7.1 Exams will be conducted at the very same time as any other sitting of that same exam paper
- 7.2 You will need to ensure that all PoE sections are fully completed prior to the day of the final exam
- 7.3 All Pre- exam sections and declarations need to be fully completed, to unlock the access to the actual exam. If these are not completed, the exam will not unlock
- 7.4 On the day of the exam, you are required to log into the assessment platform 30 minutes prior to the exam start time.
- 7.5 On exam day, you will be asked to review, and sign certain declarations and perform certain security activities

- 7.6 Once these are complete and the exam start time arrives, you will have 3-hours and 30-minutes to complete the online assessment. A timer will commence and you will not be able to pause the timer.
- 7.7 You are required to complete the assessment within the allotted time and after the completion of the allotted time, you will be required to finalise and submit the assessment for marking.
- 7.8 You are required to ensure that you have access to a stable internet connection
- 7.9 If the connection drops during the assessment, you will need to reconnect as quickly as possible, as you need to complete the exam within the initial allocated time-frame. No extension in time will be granted.
- 7.10 Navigation between the questions is allowed during the test so that you can complete what you can and go back to finish any questions remaining
- 7.11 Ensure that you have paper and pen/pencil with you for rough workings / calculations
- 7.12 The recording of questions asked and / or sharing of these with anyone is seen as cheating and may result in disqualification from the programme
- 7.13 Students are informed to report any issues / disputes / complaints to the ICB within 2 days of completing the test and that after this time period all completed tests and marks are final.
- 7.14 In the event of system failure prior to the start of an examination which renders it impossible for you to launch the assessment, you or a representative from your skills development provider is required to contact the ICB who will attempt to resolve the problem.
- 7.15 All assessment submitted online shall be subject to the ICB's Assessment and Irregularity Policy and the ICB's Assessment Policy.
- 7.16 In the event of any examination irregularity or grievance relating to an assessment involving online assessment, the Academic and Compliance Manager must be informed to ensure appropriate procedures are followed (as is the case with other examinations).
- 7.17 In instances of a student submitting an electronic file for assessment that fails to comply with the published instructions, and the work cannot be assessed as a result (e.g. the file type cannot be opened and read) then this work will be given a mark of zero. This recognises that a submission has been made by the deadline but cannot be assessed.
- 7.18 The ICB will perform certain "electronic invigilation" activities and inspections before, during and after the online exams to validate the authenticity of the assessments
- 7.19 You may use basic or scientific pocket calculators (not financial) in the exam as long as:
- You use them in a way that does not disturb other students
  - They don't need mains power supply

- They are not used to display information or run programmes that were stored on them before the exam.

7.20 You may not take any book, manual, paper or manuscript into the exam, except those which are approved by the ICB and are listed in the Examiner's Instructions for that exam.

## **8. ICB STUDENT DISCIPLINARY PROCEDURES**

8.1 As an ICB student, you are bound by the Institute's rules and disciplinary procedures. Matters like misconduct at exams and providing untrue information when you register or apply for exemptions are also covered by these rules.

8.2 The way the ICB's disciplinary procedures work is set out in the Institute's by-laws. The parts that are relevant to students are summarised below.

8.3 Once the Disciplinary Committee has found a complaint to be valid, it will then decide what action to take. This action depends on what and how severe the matter is, and any other relevant facts. Actions may include giving the student a warning, reprimanding them or dismissing them from the ICB. This may be done publicly or privately, as the ICB sees fit.

8.4 If the Disciplinary Committee feels that none of the above is appropriate, it can order that no further action needs to be taken on the complaint.

8.5 The ICB has the right to withhold any student's exam results until a disciplinary case has been concluded. If the student is declared unfit to continue as a registered student, exam results will not be released.

8.6 The Disciplinary Committee's decisions are sent to the student's last known address by registered post.

8.7 The Disciplinary or Appeals Committees may ask the student to pay up to R 5,000 as fines or to cover ICB costs. Any payments must be made within 21 days of the date of notification, unless the student appeals this. If this happens, no costs are paid until the appeal is concluded. No appeal may be made about costs alone.

8.8 The Disciplinary or Appeals Committees can decide whether or not to publish the name of a student.

## **9. POSTPONEMENTS, CANCELLATIONS AND ABSENTEEISM**

Once you have registered for a final exam you cannot cancel your entry. You can however postpone your exam date to the next exam sitting only under the following circumstances:

### **9.1 Voluntary postponement**

9.1.1 If you are unable to write on the date you registered for your final exam, you can submit the Exam Entry form (postponement selected), and pay the postponement fee.

9.1.2 The ICB must receive your form and payment by the dates stipulated on the timetable. If approved, we will automatically assign your exam to the next exam date on our exam timetable.

9.1.3 You can only postpone your final exam ONCE to the next exam date, you will however be required to enter for a new PoE and a full fee will be paid, we no longer have a reduced fee for postponements in line with the new process.

NB: Postponement is only granted once for medical or voluntary postponement. Once a student has requested for medical postponement they cannot request for voluntary postponement for the same exam.

## **9.2 Absenteeism and medical postponement**

9.2.1 If you are unable to sit your final exam for your own medical reasons i.e. your own illness or injury, you can send a doctor's certificate (relating to the date of your final exam) and a request for medical postponement to the ICB. You must tell us which final exam you were supposed to write and when. We must receive this no later than TWO WEEKS after your original final exam date.

9.2.2 Medical postponements are given at the discretion of the ICB.

- We do not charge any fees for medical postponements. If your postponement is granted, you will automatically be allocated to the next exam sitting.
- You can postpone an exam for medical reasons ONCE only.

9.2.3 If you are absent at a final exam, did not postpone it/postpone it in time, and don't have a medical reason, you will forfeit the fee and the opportunity to write. You will be marked as 'Absent.'

9.2.4 Should you wish to write at a later stage, you will have to enter for a new PoE and pay the fee for a first-time entry again.

NB: Postponement is only granted once for medical or voluntary postponement. Once a student has requested for voluntary postponement they cannot request for medical postponement for the same exam.

## **10. GRIEVANCES AND REVIEWS OF MARKS**

The ICB marks over 40,000 Portfolios of Evidence and final exams every year. We have very strict procedures and quality control processes in place that ensure each paper is marked fairly, on its own merit. Papers are benchmarked against the class, and then against all learners who wrote the same exam around the country.

Your results do include a breakdown of your PoE marks and scores per question in your final exam, however if you still to apply for a re-mark refer to the process below:

- 10.1 Within **one month** of your results being released, you can apply to have your exam reviewed via a re-mark if you wish i.e. if you have any query or grievance about the outcome.
- 10.2 The re-mark is the only way to query an outcome with the ICB.
- 10.3 To apply you must submit the ICB's **Application for Re-mark of Assessment** form to **support@icb.org.za**
- 10.4 Pay the "Exam re-mark & examiner's report" **fee**
- 10.5 Await the outcome which can take up to **28 days**.
- 10.6 Please note that applications after the one-month period is up will **not** be considered. Unless your re-mark application is accepted, the ICB will not discuss the matter further.
- 10.7 If your Application for Re-mark is received on time, an examiner and moderator will review your entire Portfolio of Evidence and will send you a detailed Re-mark Report. This will assist you by showing how you did in each section. The moderator's decision is final and following it, the matter is closed (the ICB will not have any further discussions with you, your provider, facilitators, etc.).

## **11. EXAM APPEALS**

A student of The Institute of Certified Bookkeepers (ICB) is entitled to appeal the results of an examination or assessment.

- 11.1 An appeal of an examination/Assessment result will be considered on the following grounds only.
  - 11.1.1 If there is evidence of substantive irregularity in the conduct of an examination, or
  - 11.1.2 If the student, on stated grounds, considers that the mark assigned in an examination is erroneous (Students' contention that they ought to have done better cannot ground a claim under this head), or
  - 11.1.3 If there were circumstances of which the Examination Board was not aware when its decision was taken.
- 11.2 Before submitting an appeal, please review the following important information.
  - 11.2.1 Appealing an examination result is a serious matter and should not to be undertaken lightly.
  - 11.2.2 Students should note that an appeal of an examination result does not involve a reassessment of the examination paper(s) or other submitted material.
  - 11.2.3 Pending the outcome of an appeal, which may not necessarily be upheld, students should avail themselves of any opportunity to re-present for examination, on the understanding that the resitting of an examination will not prejudice an appeal in any way.
  - 11.2.4 The appeal must be submitted to the Academic Board within two weeks of receiving final results.
  - 11.2.5 A R500.00 fee is payable on submission of an appeal, which is refunded to the student if the appeal is upheld.

### **11.3 The Exam Appeals Process**

- 11.3.1 Students are required to send their appeal to the Academic Board via email with the proof of payment of the appeal fee.

- 11.3.2 The Academic Board will review the student's results and any mitigating circumstances and formulate a response on the evidence and documents provided.
- 11.3.3 The Academic Boards outcome of the appeal will be recorded and communicated to the student.
- 11.3.4 Should the student not be happy with the outcome of the appeal, and the appeal relates to the assessment results. The student may apply for a remark of their examination papers, after which the result awarded will be final.
- 11.3.5 Any other examination appeal will be considered in terms of the Assessment Mitigation Circumstances Policy

## **12. DISABLED LEARNERS**

The purpose of this clause is to provide an equitable opportunity for assessment for students with special needs or disabilities. The policy serves to safeguard students with disabilities from discrimination of any kind and to provide for reasonable accommodation and/or modification in order to be fairly assessed.

The ICB will allow reasonable accommodations to qualified students with a diagnosed and documented disability who have identified themselves to the Provider or ICB in a timely manner as individuals with a disability so that such qualified students will be capable of completing assessment of required courses. Reasonable accommodations shall be provided on an individualized and flexible basis and shall serve to alleviate an impairment created by a functional limitation.

Furthermore, it is the policy of the ICB to require qualified students with disabilities to meet the same academic standards as nondisabled students.

### **12.1 General**

- 12.1.1 The term “disabled student” is used throughout this document to describe students who may have a wide range of physical, sensory and cognitive impairments and/or other additional needs
- 12.1.2 The ICB programs are modular by nature and are examined in various ways. Some of these forms of examinations or assignments may pose particular problems for disabled students.
- 12.1.3 The ICB recognises that in accepting a disabled student onto a program of study some adjustments may need to be made with respect to examinations and other assignments in order to accommodate the particular support need of the individual
- 12.1.4 Such adjustments must not compromise the academic credibility of the assessment, nor put the disabled student at a disadvantage compared with abled students by preventing him/her from adequately demonstrating his/her achievement of learning outcomes. Similarly, any adjustments that are put in place must not give the disabled student an unfair advantage over his/her abled peers.
- 12.1.5 Students requesting alternative exams arrangements should first discuss their individual needs with their providers who will then submit a request to the ICB together with any additional motivational documentation.



Documentary evidence (medical or psychological) of the student's disability must be produced. This evidence should be no more than 12 months old at the time of the student making his/her initial application for alternative exam arrangements.

- 12.1.6 Students should apply for alternative exam procedures at least six weeks before the date of the exam. Late applications may not be accommodated due to the logistical complexities in making the necessary arrangements at short notice.
- 12.1.7 The ICB will advise the Provider concerned as well as the learner of the outcome of the application as well as what alternative exam arrangements can/should be made to accommodate the student's needs.
- 12.1.8 Where an allocation of extra time for ICB examinations has been detailed, this will normally be 15 minutes per hour (or 25%) unless a different amount is deemed necessary on the basis of independent evidence in individual circumstances.
- 12.1.9 In cases where an allocation of extra time for ICB examinations is the only requirement, the necessary arrangements will be made with the examination venue or College in accordance with the guidelines.
- 12.1.10 In other cases, the student's provider will make the necessary arrangements taking guidance from the ICB as appropriate. The Provider will make arrangements for the invigilation of the ICB examinations involving the learner and supply the names of the invigilators to the ICB's Quality Assurance Manager. A disabled student's helper may not act as an invigilator.
- 12.1.11 It will be the responsibility of the invigilators to ensure that the ICB examinations involving disabled students are conducted in accordance with agreed alternative arrangements, including the allocation of extra time and that as far as possible in other respects the usual rules for the conduct of examinations is observed.
- 12.1.12 Any variations in the above procedures should be approved in advance by the ICB.
- 12.1.13 If a student feels that in the event his/her individual needs have not been satisfactorily accommodated in the examination process, he/she is advised to submit a second request for examination arrangements to be considered. The decision of this appeal will be final and no further requests will be considered.
- 12.1.14 Where students have received academic support due to disability (including in the examination process) this will not be indicated on the academic transcript or qualification certificate.
- 12.1.15 The student is responsible for the arrangement of any additional support that is required in terms of this policy relating to venue hire, invigilators and scribes. In addition, any cost related to the implementation of this policy for students, will be carried by the student.
- 12.1.16 If a student has a disability and does not disclose this to the ICB prior to the conduct of the assessment, the student cannot request special arrangements post assessment in so far as marking and conduct of examinations is concerned.

## **12.2 Special Examination sitting arrangements**

- 12.2.1 Where additional time is indicated in the student's Educational Psychology report, 25% additional time is the standard allocation. Exceptionally, more

time, in addition to the 25% may be recommended and arranged for individuals.

12.2.2 Students requiring extra time should ordinarily sit their examinations in a separate room to the main body of students.

12.2.3 Where more than 25 % additional time is recommended for a student, the College will make arrangements for the examination room.

12.2.4 Students who have 25 % additional time will sit their examinations in the central extra-time venue.

12.2.5 It is important that Providers remember that where extra time is a recommendation for students this should be allocated for class tests as well as more formal examinations. A separate room may be allocated in these circumstances.

12.2.6 Where the recommendation is that students be permitted to use a scribe, or a reader, the standard allocation of extra time should still apply.

12.2.7 Students who are identified as having a specific learning difficulty should be permitted to use coloured overlays in examinations where this is recommendation in their assessment of support needs.

### **12.3 Assignment content and completion**

12.3.1 The use of subheadings and bullet points should be permissible for all learners, and this fact should be brought to the attention of the students. Where the ability to structure an essay or reports is part of the assignment and the use of bullet points would be acceptable then this should be clearly detailed in the information given to learners when the work is set.

12.3.2 Students who have been identified by the ICB as having a specific learning difficulty should have the option of using a sticker, or some other way of identifying themselves on the examination papers. It is accepted that such learners would have to waive their right to anonymity.

12.3.3 For learners who have specific learning difficulty, spelling and grammar that does not affect the clarity of the writing should not be penalised, however the ICB will deduct a 5% maximum from any students result for poor spelling and grammar that affects the clarity of the writing. Students who have dyslexia should have the work marked out of 95 % (i.e. 100 minus the 5 %) and then their mark scaled up to produce a mark out 100%.

12.3.4 Where students have a scribe in the examination, allowances for poor spelling and grammar do not apply. Spelling and grammar that affects the clarity of the writing should be treated in the same way for all students.

### **12.4 Coursework**

12.4.1 All students should meet specified deadlines. However, exceptionally, the College may allow an extension to a deadline. This should be done in conjunction with the ICB and approved by the Head of the Provider concerned.

12.4.2 Early identification of students who are experiencing difficulties that may be dyslexia – related is desirable and providers should endeavour to refer learners to the ICB at the earliest opportunity. All students should be made

aware of the demands of work required in subsequent years of the program (e.g. dissertation; final year project) so that any student who has difficulty with the written/organisational element of their studies has ample time to seek support.

### **12.5 Specific Learning Difficulties**

It is not possible to detail all the arrangements that may be required by students with every disability. This policy focuses on the most common disabilities encountered but all students who have a disability are given due consideration to having their examination needs accommodated. Each student is considered on an individual basis.

### **12.6 Visually impaired Students**

Not all students who have loss of sight require the same adjustments to the examination process. Not all students are braille users and many will prefer to have the material presented in large print. Students may be permitted to present or request material in large print. They may be permitted to undergo formal examination: -

- 12.6.1 In a separate room
- 12.6.2 Using an amanuensis (scribe) or reader
- 12.6.3 With the addition of extra time

### **12.7 Hearing impaired Students**

Students who have a hearing loss, written and spoken language can cause significant problems due to a delay in acquiring language in early childhood. This can manifest itself in the learner having a limited vocabulary, poor grammar and syntax, and a general inadequate language comprehension. Care must be taken to ensure that learners are not penalised in the examination process by the use of overly complicated language and some adaptation of the “carrier” or non-technical language may be required. Students may be permitted: -

- 12.7.1 To have the examination paper overwritten to modify the carrier language (this must be undertaken by a suitably qualified person i.e. teacher of a hearing-impaired student)
- 12.7.2 To have questions communicated in sign language
- 12.7.3 To have questions communicated by oral rephrasing
- 12.7.4 To have questions communicated by lip speaking
- 12.7.5 To sit the examination in a separate room
- 12.7.6 To have extra time

### **12.8 Students with physical disabilities**

Students with physical disabilities will have difficulties in accessing examination venues or have difficulties in using traditional (pen/paper) methods of sitting the examination. The students may be permitted to:

- 12.8.1 Use a reader or amanuensis
- 12.8.2 To the exam in a separate room
- 12.8.3 To have extra time

### **12.9 Students with dyslexia**

Students with dyslexia may experience difficulties in auditory and/or visual processing of information, or they may have weaknesses in memory skills and difficulties in organising information. They may also experience difficulties affecting handwriting (which may be slow or illegible) and difficulties in spelling; reading and sequencing information. These difficulties may result in them having significant difficulties in expressing themselves in writing Exam papers for students with dyslexia are written in Arial 12 pt. font with 1.5 line spacing and a ragged right-hand margin. These students may be permitted: -

12.9.1 To use electronic spellcheckers or dictionaries

12.9.2 To use coloured overlays

12.9.3 The use of an amanuensis or reader

12.9.4 To mark the answers to multiple choice questions on the question paper rather than the answer sheet

12.9.5 To have extra time

### **12.10 Students with disabilities not listed**

Students with disabilities will be offered flexibility in the examination process. Many of the alternative examination procedures already detailed are beneficial to students with other disabilities. Each application for alternative examination procedures will be considered on an individual basis to ensure that the student is not disadvantaged in the examination process. For many students the effects of stress will be a key factor to consider, whilst for others the effects of medication may need to be taken into account. The allocation of extra time or the use of a separate venue in which to undergo the assessment, will be key to resolving the examination needs of students with a wide range of disabilities. For certain individuals rest breaks during formal examinations will be beneficial and considered if required by the student.

## **13. ASSESSMENT MITIGATING CIRCUMSTANCES POLICY AND PROCEDURE**

This clause is intended to provide students of ICB assessments with a formal means for applying for mitigating circumstances to be taken into account in relation to their performance in an assessment.

This clause and procedures thereof apply to all students of the ICB assessments. Where there is a discrepancy between this policy and other policies and procedures for the consideration of mitigating circumstances relating to assessments, this policy takes precedence.

The Academic Board of the ICB has overall responsibility for this policy and procedure. The operation and administration of it is undertaken by the ICB Executive.

The Head of Academic and Compliance (or nominee) is authorised to consider and make judgement in any cases of doubt or where clarification is needed concerning this policy and procedure.

### **13.1 The ICB aims to:**

13.1.1 Treat all students fairly in the consideration of their mitigating circumstances.

13.1.2 Fulfil its commitment to delivering a seamless student service.

13.1.3 Deal with any requests in a timely manner.

The ICB recognises that it can be difficult to disclose sensitive, personal information to other parties. As such, please note that all information and documentation provided in support of an application will be treated sensitively, and will remain confidential.

### **13.2 Definition of Mitigating Circumstances**

The ICB considers a mitigating circumstance to be a recognisably unexpected serious or major event which is beyond the student's control that has a significant and materially adverse effect on their performance in an ICB assessment.

On-going conditions and other disabilities that affect students do not fall in this definition. The ICB offers access arrangements (see the ICB's Exam Policy for Learners with a Disability) for mitigating the effect on individuals of such on-going conditions. Where allowance has been made for a continuing condition, a further allowance should not be made through the consideration of mitigating circumstances except as described below.

Some students affected by 'on-going' conditions may encounter specific difficulties related to their condition that impact materially upon performance in an assessment. Such circumstances may be legitimately considered as meeting the definition of mitigating circumstances above. For example, a student who suffers from MS, rheumatoid arthritis, or Crohn's disease, may or may not need constant 'reasonable adjustments' in assessments, but if they have a worsening of the condition around the time of an assessment, they may also need to be considered under these mitigating circumstances procedures. In such situations, the Academic Board considering an application for mitigating circumstances will need to receive information concerning any 'reasonable adjustments' that are in place. The important principle is that no student should receive a double compensation through both an on-going 'reasonable adjustment' and an allowance through mitigating circumstances.

### **13.3 Who considers an application for Mitigating Circumstances?**

The Academic Board ("the Board") considers all eligible applications. The Board is convened every assessment session and comprises of:

- Academic Director,
- Head of Academics and Compliance,
- Chief Assessor and
- 2 members of the ICB executive.

### **13.4 Criteria for Submitting a Mitigating Circumstances Application**

Any Mitigating Circumstances application submitted should demonstrate that it meets all of the following criteria:

13.4.1 Beyond the control of the student: the student must demonstrate that they could not have done anything to prevent the circumstance arising, that it was unforeseen and unpreventable.

13.4.2 Effect on assessment: the application must demonstrate a significant and material impact on the student's performance during the assessment. It must make clear the duration of the circumstances and have appropriate documentary evidence to support the application.

13.4.3 Have timely relevance: typically, the circumstance must have occurred on the day the assessment was sat or the week leading up to it. Where the event falls before this time the student should be able to demonstrate that the impact it had can be linked to the assessment being applied for.

Where a student submits repeat applications for the same medical condition, the Board may use its discretion to continue to accept the request, or reject and instead require the student to apply for Disability Arrangements if appropriate. In these situations, the normal course of action for the Board is to accept the current application but advise the student that further requests for the same condition are unlikely to be accepted.

### **13.5 Eligibility for Mitigating Circumstances**

The Board will only consider eligible applications for mitigating circumstances on the following grounds.

- 13.5.1 The application for mitigating circumstances must be in English and only evidence written in English can be considered. It is the student's responsibility to obtain and submit a verified translation if the original evidence is in another language whilst adhering to the deadlines laid out below.
- 13.5.2 The application for mitigating circumstances should contain as much relevant supporting material/documentation as possible, taking account of the criteria outlined above. Students should be aware that only factors deemed to have a serious and material adverse effect on performance (as outlined above) will result in changes to marks. The Board has limited options when they receive an application. This is because the Board's responsibility is to review what they see; they cannot accurately or fairly award marks for a level of performance that they do not see.
- 13.5.3 Students who are more than five percent away from the pass mark and have applied for mitigating circumstances will not be considered by the Board at all, as the initial result is too far away from the pass mark to be mitigated. However, the student has an opportunity to apply for a remark of their assessments.
- 13.5.4 Only students who have applied for mitigating circumstances and are within five percent of the pass mark will be eligible to go to the Board for consideration. A referral to the Board does not guarantee that an adjustment will be made. The Board reviews each case individually and considers the severity, duration and timing of the circumstances, and whether an allocation of extra marks would allow the student to reach the pass assessment. If this is the case, then the student will be awarded a mark equal to the pass mark.
- 13.5.5 Generally, students who have achieved the pass mark or above for the exam will automatically be awarded the initial exam mark regardless of any mitigating circumstances. For example, if a student achieves a mark of 65 and the pass mark is 60 then no further consideration will be given to the student's individual mark. This is based on the fact that the student has already achieved a pass.

### **13.6 Submitting an Application**

- 13.6.1 Applications for mitigating circumstances must be submitted via email to the ICB within seven calendar days from the results release date.
- 13.6.2 Students must provide documentary evidence (if applicable) with their submission. This needs to be submitted along with the written application. However, a decision cannot be made unless the evidence is received and if the evidence is not received in time then the application may be rejected and the student informed by email.
- 13.6.3 Students should include as much detail as possible in their application to explain how their assessment performance was affected. The Board will only be able to

consider the information and supporting evidence which students provide and will not generally ask for further evidence.

13.6.4 It is assumed that students have determined that they are well enough to take the exam at the scheduled time. Applications will not be accepted where the student has sat the exam against medical advice.

### 13.7 Guidance on Evidence Required to Support Mitigating Circumstances

The following table provides examples of the kinds of circumstances that would normally be considered acceptable mitigating circumstances, with information on what evidence would be required in each case. This list of required evidence is provided as a guide and is not exhaustive; each application will be assessed on its own merits taking into account the specific circumstances and the evidence presented in each case.

The ICB recognises that it can be difficult to disclose sensitive, personal information to other parties. As such, please note that all documentation provided in support of an application will be treated sensitively, and will remain confidential. Please note that any form of photographic evidence, or medical documentation providing detailed information such as haemoglobin levels, or medications taken are not required unless requested.

Circumstance	What is likely to be accepted and what evidence is required?
Serious Illness	<ul style="list-style-type: none"> <li>• Confirmation of the illness, the impact the illness has had on the affected assessment(s) and the dates concerned.</li> <li>• There should be a confirmed diagnosis by a registered doctor specifying the nature of the illness.</li> <li>• If currently undergoing assessment and no diagnosis has been reached then documentation by a registered doctor specifying symptoms will be considered.</li> <li>• Letters stating that the student informed them that they were unwell will not be accepted.</li> <li>• Minor illnesses such as colds, sore throats, headaches, digestive problems etc. would not normally be acceptable grounds.</li> </ul>
Long-standing medical condition or disability	<ul style="list-style-type: none"> <li>• Diagnosed condition that is normally supported through reasonable adjustments (access arrangements) that flares up unexpectedly close to the assessment, and the reasonable adjustments are not sufficient for the student to fairly attempt the assessment.</li> <li>• Or a previously undiagnosed/recently diagnosed condition that adjustments have not yet been put in place to make it possible to fairly undertake the assessment.</li> <li>• This will normally only be permitted for the first assessment period after the diagnosis as it is expected that support via Disability Arrangements would be sought for future assessment periods.</li> <li>• There should be a confirmed diagnosis by a registered doctor specifying the nature of the illness. Letters stating that the student informed them that they were unwell will not be accepted.</li> </ul>
Hospitalisation	<ul style="list-style-type: none"> <li>• Confirmation of the illness, the impact the illness has had on the affected assessment(s) and the dates concerned.</li> <li>• This should be provided on an original medical certificate/letter.</li> </ul>

<p>Serious illness (as described above) or death of a member of the student's immediate family (e.g. parent, sibling, child, grandparent, spouse, guardian)</p>	<ul style="list-style-type: none"> <li>• Where a student's immediate family member has a serious illness, independent confirmation of both the illness and how the illness affected the student's assessment(s) should be provided.</li> <li>• A diagnosis of the family member is not required, specifying symptoms will be considered.</li> <li>• It is more important that the ICB receive independent confirmation of the effect of the situation on the student sitting the assessment(s).</li> <li>• A letter from a doctor or employer verifying the impact would be considered as independent confirmation.</li> <li>• A medical report from a qualified medical practitioner or a copy of a death certificate, coroner's report, letter from medical professional. Accompanied if necessary by formal documentation confirming relationship with deceased.</li> <li>• Whilst a death certificate is a sensitive and often difficult document to obtain it is required to prevent fraudulent claims.</li> <li>• Other relationships may be considered subject to there being sufficient evidence of the closeness and impact.</li> </ul>
<p>Severe adverse personal/family difficulties</p>	<ul style="list-style-type: none"> <li>• Confirmation of the circumstances, and/or independent confirmation (where appropriate) of the effect that these had on the student sitting the assessment(s) and the dates concerned.</li> <li>• This can include a whole range of issues, such as separation from spouse/partner, conflict with others, caring duties that couldn't be done by anyone else, etc.</li> <li>• A letter from a doctor, employer, or counsellor verifying the impact would be considered as independent confirmation.</li> <li>• Examination stress is a common experience and not normally considered a personal mitigating circumstance as some level of sleep disturbance or feeling nauseous can be usual (unless in a serious form which can be documented either by a counsellor or doctor).</li> </ul>
<p>Pregnancy-related illness</p>	<ul style="list-style-type: none"> <li>• The requirements for illness, hospitalisation etc. should be followed if there is a specific incident during pregnancy.</li> </ul>
<p>Exam Centre related issue</p>	<ul style="list-style-type: none"> <li>• If the student experienced disruption that caused significant impact to the student's exam performance such as: <ul style="list-style-type: none"> <li>○ Significant noise.</li> <li>○ Disruption during the examination.</li> <li>○ Significant environmental impact, e.g. heating/lighting.</li> </ul> </li> <li>• This must be reported to the invigilator before leaving the exam centre and evidence of reporting must be included in your application. The invigilator will have an appropriate form.</li> </ul>
<p>ICB online platform or other IT issues</p>	<ul style="list-style-type: none"> <li>• Students who experience a significant issue that occurred with the online examination platform or other IT issues such as failure of internet. Supporting evidence should identify: <ul style="list-style-type: none"> <li>○ Time/impact as a result of the issue</li> <li>○ Any correspondence between the student and the ICB flagging the issue. (Note that the ICB do not record telephone conversations therefore it is recommended you follow up telephone conversations with an email as supporting documentation.)</li> <li>○ Screenshots of the occurring issue</li> <li>○ Independent confirmation of any internet failure (where applicable)</li> </ul> </li> </ul>
<p>Victim of crime</p>	<ul style="list-style-type: none"> <li>• Police report (including a crime reference number).</li> </ul>



	<ul style="list-style-type: none"> <li>If the incident has resulted in the student seeking medical attention then the requirements for illness should be followed.</li> </ul>
Legal proceedings requiring attendance at court as a witness	<ul style="list-style-type: none"> <li>Documentary evidence from the court or a lawyer/advocate including the dates of the legal proceedings and the requirement for the student to attend.</li> </ul>
Road Traffic Incident	<ul style="list-style-type: none"> <li>If the student has been involved in a road traffic incident, either as a passenger or as the driver, evidence must be provided detailing the time and place that the incident occurred including: <ul style="list-style-type: none"> <li>A police report (including a crime reference number); <i>or</i></li> <li>Insurance reference number/record of the event.</li> </ul> </li> </ul>

### 13.8 Circumstances that may not meet the Definition of Mitigating Circumstances

The following are examples of the kind of circumstances that are not likely to be considered acceptable. This list is not exhaustive.

Circumstance
<u>Medical Circumstances</u> <ul style="list-style-type: none"> <li>Medical circumstances that do not relate directly to the assessment date in question or cannot be attributed to having an effect on the assessment.</li> <li>A statutory sick pay certificate will not be considered.</li> <li>Minor illnesses that could be treated with over the counter remedies (e.g. colds, coughs, sore throats etc.)</li> </ul>
<u>Transport issues</u> <ul style="list-style-type: none"> <li>It is the student's responsibility to arrive at the assessment on time, irrespective of the form of transport used or relied upon.</li> <li>Exceptions to this might be industrial action or other significant disruption that is beyond the student's control. Evidence of any significant disruption would be required.</li> </ul>
<u>Holidays/Family Events</u> <ul style="list-style-type: none"> <li>All holidays and vacations should take place at a time that will not impact on the student's availability to study or undertake or prepare for an assessment(s).</li> </ul>
<u>Misreading the examination timetable</u> <ul style="list-style-type: none"> <li>It is the student's responsibility to ensure that they have an accurate understanding of the location, time and duration of all formal assessments.</li> </ul>
<u>Paid employment or voluntary work</u> <ul style="list-style-type: none"> <li>It is the student's responsibility to manage other commitments so that this do not adversely interfere with their studies.</li> </ul>
<u>IT and/or computer failure</u> <ul style="list-style-type: none"> <li>It is the student's responsibility to ensure that all work which is electronically stored, generated and/or submitted is sufficiently backed up and the correct piece of work is submitted.</li> </ul>
<u>Foreseeable/preventable circumstances</u> <ul style="list-style-type: none"> <li>Where the circumstances are within the student's control they are expected to take appropriate measures to mitigate for this.</li> </ul>
<u>Scheduling of assessments/deadline</u> <ul style="list-style-type: none"> <li>Deadlines or exams being close together.</li> </ul>
<u>Lack of understanding of the exam paper, exam time pressure or failure to understand the recommended software</u> <ul style="list-style-type: none"> <li>The student should answer the question to the best of their ability, ensure they are managing their time appropriately and have practised using the software prior to the exam taking place.</li> </ul>

### 13.9 Outcome of Mitigating Circumstances Application

Students who make a mitigating circumstances application will normally be informed of the outcome of their application. Should the Board have sought further information from the applicant, or the relevant examining team, and a delay is expected then the applicant will be informed accordingly and another due date for release of their assessment results given.

Where the Board believes that the mitigating circumstances affects a larger cohort, usually an exam paper error, then it will agree on the fairest way to deal with the error to minimise the effect on all of those students. This could involve referral to the Assessors and Moderators who could potentially discount a particular question or make amendments to the marking scheme.

The decision of the Board is final and, subject to the right of appeal, no further correspondence will be entered into. Students cannot contest the outcome of the Board on the grounds of academic judgement. If a student wishes to pursue the matter further, they may consider submitting an appeal via the appeals process.

## 14. SUPPLEMENTARY EXAMS (EXAM RE-WRITES)

- 14.1 STUDENTS ARE REQUIRED TO ACHIEVE A MINIMUM OF 60% TO PASS THE SUBJECT WITH A SUB-MINIMUM OF 50% IN THE FINAL EXAM.
- 14.2 Any learner that has failed a subject will be required to re-enter the subject and complete an entirely new PoE, this includes re-sitting the tests, submitting the assignments and writing the summative assessment.
- 14.3 The full exam fee is to be paid – there is no longer a reduced reassessment fee as the entire PoE has to be completed.

## 15. CURRICULUM UPDATES

On 1 April every year, the ICB updates its Assignments, Tests, Exams and Portfolios of Evidence. This is to keep our qualifications in line with legal, industry and tax changes.

The date that you send in your application does not matter – it's the date of the exam that's important. So, if you register at any time for an exam that takes place on or after April 2020 you will be examined on the 2020 curriculum, but if you register for an exam that is scheduled on or before 31 March 2020, you'll be examined on the 2019 curriculum.

Here are some examples of how this could work for you:

Scenario	Date of PoE	Date of Textbook	Exam Date	Curriculum Year Examined in PoE	Curriculum Year Examined in Final Exam
A	2019	2019	Feb/Mar 2020	2019	2019

B	2019	2019	April – Dec 2020	2019	2020
C	2020	2020	April – Dec 2020	2020	2020

### **Scenario A:**

If you have a 2019 PoE and a 2019 textbook, and are writing your final exam in Feb/Mar 2020, there's no problem. The PoE is examined independently as a 2019 PoE, and the final exam is based on the 2019 curriculum.

### **Scenario B:**

If you have a 2019 PoE and a 2019 textbook, and are writing your final exam in or after April 2020, there's no problem with the PoE. Your PoE will be examined independently as a 2019 PoE. But be aware of the curriculum changes for your final exam as it's based on the 2020 material.

Please refer to the 2020 ICB Curriculum Statements to make sure you know what is covered. These are available on our website.

### **Scenario C:**

If you have a 2020 PoE and 2020 textbook, and are writing your final exam after 1 April 2020, everything is consistent with the 2020 Curriculum Statements.

## **16. RECOGNITION OF PRIOR LEARNING**

If you have studied similar courses previously, or have relevant work experience, you can apply for exemptions (recognition of prior learning) from the ICB. If your application is approved, you will get credits for subjects within an ICB qualification, or even credit for a whole ICB qualification.

To apply for RPL you need to:

- 16.1 Read and sign the Guideline for Recognition of Prior Learning (refer to [www.icb.org.za](http://www.icb.org.za)).
- 16.2 Fill in the Student Details form (tick the "Apply for Recognition of Prior Learning" block.) This is downloadable from the ICB website.
- 16.3 Pay the RPL administration fee to the ICB.
- 16.4 Post, fax or email the documents as indicated in the Guideline for Recognition of Prior Learning, to the ICB.
- 16.5 Once the ICB's Exemptions Review Board has reviewed your application, they will write to you with their decision. Expect this to take 4-6 weeks from receipt of all the required documents and proof of payment.
- 16.6 Feedback will be given per learning area (subject) and could be:
  - Full Exemption granted
  - Exemption not granted

- Conditional exemption granted

Refer to the Guideline for Recognition of Prior Learning for full details regarding the feedback.

- 16.7 RTAP and RPL students will still be required to upload assignments to MACCI. Failure to upload the assignment will result in the student receiving “0” for this section of the formative assessment mark.

NOTE: No hard copy submissions will be accepted for RTAP and RPL students – These must be submitted online.

## **17. STUDENT REGISTRATION**

All students registering with the ICB must pay the Annual Student Registration Fee for each year they study with us. All student registration are done online on the ICB portal.

## **18. FEES AND PAYMENTS**

- 18.1 In addition to the Annual Registration Fee mentioned above, when you register for an exam, you must also pay an exam fee for each subject to the ICB.
- 18.2 If you’re studying full or part time at a college, they will pay these fees to us (they are probably included in your college fees). Distance learning students and independent/private students must pay ICB registration and exam fees to us directly.
- 18.3 Please note that registration and exam fees are not refundable. Fees may change without notice. Fees include VAT for South Africa and include bank charges for payments sent from outside South Africa.

## **19. CERTIFICATION**

- 19.1 Because our qualifications are registered on the National Qualifications Framework (NQF), when students finish their studies, they are certified by FASSET, who is the sector’s Education and Training Quality Assurer (ETQA).
- 19.2 We upload student details and results to the National Learner Records Database. FASSET has the right to verify ICB exam processes and if they do so, this can mean a delay in your final certification being confirmed.

## **20. CONTACT US**

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