FAQs: Certificate in Company Direction Exam

This document is divided into the following seven sections. For more details, please refer to the Certificate Exam Guide available on the Exam Regulations & Policies page of our website.

1. Structure of the exams

How long is each modular exam?
Each exam is 45 minutes long.

How many questions are there in each modular exam?
Each modular exam is 45 minutes in duration and is composed of 16 multiple-choice questions drawn from a randomised question bank. There are twelve questions that carry one mark and four that carry two marks.

The questions are of varying degrees of difficulty. Example questions at all difficulty levels will be discussed both during the course and in exam preparation webinars. Please ensure that you leave yourself enough time to complete the two-mark questions. The two-mark questions will be the final four questions in your exam (questions 13 to 16).

Do I have to do the questions in the order they are set?
No, you can do the questions in an order you wish. You can navigate between questions using the bar at the bottom of your screen, which will list each question number, and can return to a question at any point during the exam to change your answer or give a response to an unanswered question.

What is an exemption?
An exemption gives you credit against relevant and recognised prior learning at comparable levels. If you meet the criteria set out in the IoD Exemptions Policy, you will be exempt from both the course and exam for the module against which you have been given credit.

You can find the IoD Exemptions Policy and application process on the Exam Regulations & Policies page of our website.
Which professional or academic qualifications qualify for an exemption?
The IoD maintains a current list of approved recognised professional qualifications, which can be found on the Exam Regulations & Policies page of our [website](#).

Can I achieve a distinction in the Certificate in Company Direction if I have an exemption?
An exemption in a module is the equivalent of achieving a pass; you would need to achieve a distinction in the remaining three modules to achieve a distinction overall.
If you are exempt from two of the modules, you are not eligible to achieve a distinction in the Certificate in Company Direction.

2. Booking your exam

When are the Certificate modular exams offered?
We offer examination dates throughout the year. Further information can be found on the Exam Dates & Fees page of our [website](#).

Are all exam dates available worldwide?
Yes. IoD exams are conducted via remote invigilation and are available anywhere in the world, provided the technical specifications are met.

When should I take my exam?
We recommend you take your exam as soon as possible once you have completed the course, so the learning remains fresh in your mind. We also recommend you allow for sufficient revision time before completing the exam. As the course syllabuses are updated on a regular basis, all exams must be taken within two years of your course completion date.

How do I book an exam?
If you wish to book your exam, please complete the examination booking form available from the Exam Registration page on our [website](#) and email it to examinations@iod.com. Once processed, the team will send through an email confirmation for your exam.

If I book my exam now, can I change it at a later date?
You may cancel and receive a full refund or transfer, free of charge, to another session at any point up until 14 calendar days before the exam date. You will not be entitled to a refund if you cancel or transfer your exam after this time. Closing dates can be found on the Exam Dates & Fees page of our [website](#).
Please refer to the Exam Terms & Conditions page of our [website](#) for further information.

Can I take all four Certificate modular exams in one day?
Yes, although this is not recommended as you will be taking four separate exams. If you do wish to take all exams in one day, you are advised to take breaks in between.

Can you recommend which exam(s) to take first? Is there a recommended sequence?
You are advised to take the exam at your earliest convenience after your course. There is no recommended sequence.
Can I book an exam before I book the course?
No. You will not be able to book your exam before you have booked the course.

If I have a medical condition or specific learning requirements, can the IoD cater for my needs?
The IoD is committed to making reasonable adjustments so that no candidate is disadvantaged because of a disability, specific learning need or medical condition.

Please contact us on examinations@iod.com so that we can make arrangements to suit you. You can also review our Reasonable Adjustments Policy on the Exam Regulations & Policies page of our website.

3. Preparing for the exam

What exam preparation material is available to me?
Sample exam practice questions are provided during the course. You will also have access to downloadable course materials, interactive exercises, further exam practice questions and pre-recorded webinar preparation sessions on the IoD Academy at www.iod.com/academy.

How do I log in to the IoD Academy?
- Go to www.iod.com/academy and click ‘login’ on the top right-hand corner of the page.
- Enter the same username and password that you use to log in to iod.com.
- If you have not set up an iod.com account before or are not sure whether you have one, please email academysupport@iod.com and either a registration link will be forwarded to you or you will be sent your username along with a link to reset your password.

What should I do if I have forgotten my username for the IoD Academy?
If you have forgotten your username, please email academysupport@iod.com. Note – please do not set up another account as this could cause access problems.

What should I do if I have forgotten my password for the IoD Academy?
- Go to www.iod.com and click the ‘Login’ button on the right side of the page.
- The login page will open. Please click ‘Forgotten password’ (under the ‘Login’ box).
- You will need to enter your username to request a new password.
- You will be emailed a password reset link.
- If you do not receive this email, please contact academysupport@iod.com.

How do I access the exam preparation material on the IoD Academy?
The exam preparation material will become available upon completion of the course and can be found under: My Courses > click on relevant course > View > Exam preparation.

If you have any issues logging into the IoD Academy or accessing the exam preparation material, please contact academysupport@iod.com.
I am being asked to run a system check and select the exam start time beforehand. Can my PA/EA do this?

We would advise that you do this yourself as the system check must be completed on the same device and in the same location that you will be taking the exam; otherwise you may experience technical difficulties on the day of your exam.

It is also very important that you familiarise yourself with the TestReach system yourself prior to your exam. Once you have downloaded the TestReach software, you will have access to a familiarisation tool. Lack of familiarity with the TestReach system will not be considered for mitigating circumstances or extra time.

4. Taking the exam

How will I take my exam?

All IoD exams are taken by remote invigilation (RI).

What is remote invigilation (RI)?

RI exams are conducted through our delivery partner TestReach. RI allows you to take your exam on your own laptop or computer in a suitably quiet location. As your exam is invigilated remotely via a webcam, the location could be at work or at home.

Your invigilator will ensure the security of your exam via the webcam and will be able to see you and your screen at all times. You will be able to communicate with the invigilator via instant message or audio.

What equipment do I need for RI?

For RI, you will need to download an application to the laptop or computer you plan to sit the exam on. The laptop or computer should have the following system requirements:

- A large screen. We advise that you use a screen size of 21" upwards to better manage the functionalities of TestReach
- Mac 10.8+ or Windows 7+ operating system. Please note that tablets and notebooks are not compatible with the application, but Surface Pros that run a supported version of Windows OS can be used.
- 4GB RAM
- Any Dual Core processor (Intel Core i3 or equivalent)
- A working webcam, microphone and speakers
- Continuous internet speed of a minimum of 512kbps

If using a Surface Pro:

- Ensure you have Windows 10+ operating system installed
- Ensure the front-facing camera is enabled (i.e. your face is visible when running the system check)
- Use a mouse and keyboard instead of the touchscreen controls
Can I take my exam on a tablet?
No. The exam application does not support tablets. However, Surface Pros running Windows 10+ are supported (see below).

Can I use a Surface Pro to take my exam?
Yes, as long as you are running Windows 10 on your Surface Pro. You will also need to make sure that you have enabled the front-facing camera of your Surface Pro (i.e. your face must be visible when running the system check). We strongly recommend that you use a mouse and keyboard instead of the touchscreen controls.

Can I take my exam at a test centre?
No. Candidates will only be able to sit their exams by remote invigilation.

What can I bring into the exam with me?
You can bring the following into the exam:

- A small amount of food and drink
- Two sheets of blank A4 paper
- A non-programmable calculator (a calculator that does not have a function button and formulae programmed into the memory; a scientific calculator or a smartphone cannot be used under any circumstance). Please note that an onscreen calculator is also available within the exam application. This calculator has the additional benefit of tracking your calculation history.
- A printed copy of the IoD Ratios – Formulae and Definitions document (for the Finance for Non-Finance Directors exam only). This can be found in the Exam preparation section on the IoD Academy www.iod.com/academy.

What happens if I get disconnected while taking my exam?
If you experience any technical difficulties on the exam day, please contact the TestReach customer support team by phone on +353 (0) 1 513 4898 / +44 (0)20 3475 8685.

You can also check the exam service status of the platform on the TestReach status update page.

5. Results

When can I expect to receive my results?
Results will be delivered a maximum of four weeks from the exam date (with the exception of any December sitting, for which results will be delivered four working weeks from the exam date).

All results dates can be found on the Exam Dates & Fees page of our website.

How will these be sent to me?
Results will be emailed to you. Your results will be recorded as distinction (75 percent or over) pass (50 percent or over) or fail (below 50 percent).
Who else is notified of my exam result?

The IoD does not publish exam results. However, if you have taken your course through an IoD franchise or as part of an in-company programme and have given your consent, your results will be provided to that franchise or company.

If you are unsure whether this applies to you, please contact your Business Development Manager on +44 (0)20 7766 2601.

Why do the results for multiple-choice Certificate exams take four weeks to be released?

Following the exam sitting your results go through a thorough moderation process. While it is our aim to release the results as soon as possible following each exam sitting, the rigour of our academic governance process may mean that the full four weeks are required.

My results letter says pass/fail/distinction. Can I find out my numerical score?

No. The IoD does not release the numerical score for any of the Certificate in Company Direction exams.

Will I receive a physical certificate once I have completed all four Certificate modular exams?

Yes. You will receive a hard copy certificate when you have passed all four modules. Certificates are printed every 4-6 weeks and will be posted to you. Please ensure you have provided up-to-date address details.

Can I get a distinction in the full Certificate?

Yes. To achieve a distinction in the Certificate in Company Direction, you must pass all four modules and must be awarded a distinction (75 percent or over) in at least three of the four modular exams.

Once I have completed the Certificate, what are my next steps in continuing my professional development?

The next step in your professional development with the IoD is to undertake the Diploma in Company Direction (level 11 SCQF). The course for this qualification – Developing Board Performance – is three days long and consists of a series of boardroom simulations based around a hypothetical case study. It provides opportunities for you to apply the knowledge you gained during your Certificate and to develop your board skills.

To find out more visit www.iod.com/diploma or email developing@iod.com.

6. Re-sitting an exam

I have failed one or more exams. What happens next?

To re-sit an exam, please email the examinations team at examinations@iod.com with your exam booking form, stating that you will be re-sitting an examination. You will receive provisional confirmation of your booking and an invoice for the modular re-sit fee. Once this invoice has been paid, you will receive an official confirmation email.
7. Further support

You can find further information and guidance on our website:

- Exams overview
- Exam dates and fees
- Exam registration
- Exam guides, regulations and policies
- Terms and conditions

If you have any questions regarding the exam procedure, exam regulations or require more information, please contact the Client Delivery team.

IoD Client Delivery Team

Tel: +44 (0) 207 766 8951

Email: examinations@iod.com

Website: www.iod.com/exams