Certificate in Company Direction Frequently Asked Questions (FAQs)

These FAQs are divided into the following seven sections:

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- Section 3: Preparing for the exam
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Section 1: Structure of the exam

How long is each modular exam?

Each exam is 45 minutes long.

What level are the IoD Certificate in Company Direction exams?

IoD qualifications are credit-rated under the internationally recognised Scottish Credit and Qualifications Framework (SCQF).

Qualification	SCQF Level	Equivalent level in England and Wales	Equivalent higher education level
Award in Role of the Director and the Board	Level 9	Level 6	Final year undergraduate
Award in Finance for Non-Finance Directors	Level 8	Level 5	Second year undergraduate
Award in Strategy for Directors	Level 9	Level 6	Final year undergraduate
Award in Leadership for Directors	Level 9	Level 6	Final year undergraduate

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 in-course and in the 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 that 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.

Section 2: Booking the exam

When are the Certificate modular exams offered?

There are seven exam dates available in 2019. Further information can be found at www.iod.com/training/qualifications/examinations#tab-DatesFees.

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. Please see *Section 4: Taking the exam* for the full technical specifications.

How long after my course do I have to 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 courses 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 on www.iod.com/training/qualifications/examinations#tab-Registration 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 at www.iod.com/training/qualifications/examinations#tab-DatesFees. Please see our full terms and conditions for further information.

Can I take all four Certificate modular exams in one day?

Yes, although this is not advised. If you do wish to take all four modules in one day, you are advised to have breaks in between or to take two in the morning and two in the afternoon. There is no single paper containing all four modules so you will be taking four separate exams.

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.

Exemptions

What is an exemption?

An exemption gives you credit against relevant and accredited 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 at iod.com/training/qualifications/examinations.

Which professional or academic qualifications qualify me for an exemption?

The IoD maintains a current list of pre-agreed exemptions against certain professional qualifications, which can be found at iod.com/training/qualifications/examinations.

Can I achieve a distinction in the Certificate in Company Direction if I have an exemption?

Yes. 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.

Section 3: Preparing for the exam

What exam preparation material is available to me?

Sample questions are provided during the course. You will also have access to:

IoD Academy

Our dynamic online platform offers revision support including downloadable course materials, interactive exercises and exam practice questions. It can be found at www.iod.com/academy.

Exam-preparation webinars

Pre-recorded 90-minute webinars are available for each of the four Certificate modules, featuring exam-style questions and explanations delivered by an expert course leader. These are available on the IoD 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 (do not use your IoD Learning Zone details)

- If you have not set up www.iod.com account before or are not sure whether you have an iod.com account, 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?

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?

- 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 use the TestReach system yourself prior to your exam. Once you have downloaded the TestReach software, you will have access to a familiarisation tool; it is strongly recommended that you use this tool yourself in advance of your exam. Lack of familiarity with the TestReach system will not be considered for mitigating circumstances or extra time.

Section 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 even at home.

Your invigilator will ensure the security of your exam via the webcam. The invigilator will be able to see you and your screen. 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:

1. Mac 10.8+ or Windows 7+ operating system (please note that Surface Pros/tablets/notebooks are not compatible with the CBT application)
2. 4GB RAM
3. Any Dual Core processor
4. A working webcam, microphone and speakers
5. Continuous internet speed of a minimum of 512kbps

We also advise that you use a large screen that you can read comfortably and which will allow you to have all the necessary onscreen items (such as the notepad and the ratio sheet) open at the same time.

Can I take my exam at a test centre?

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 cannot have formulae programmed into the memory; a scientific calculator or a smartphone cannot be used in the exams under any circumstance.)

- A printed copy of the *IoD Ratios – Formulae and Definitions* document (for the Finance for Non-Finance Directors exam only)

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 needs or medical conditions. Please contact us on examinations@iod.com so that we can make arrangements to suit you.

What happens if I get disconnected while taking my exam?

In the unlikely event that you experience any technical difficulties, TestReach customer support will contact you by telephone to guide you through the next steps and ensure that you are able to complete your exam in a timely manner. If you have not already done so, please provide your preferred contact number to the examinations team at examinations@iod.com so that we can ensure your exam experience is as smooth as possible.

For any issues experienced on the exam day, contact the TestReach customer support team on customersupport@testreach.com or +353 1 699 1385.

Section 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 the December sitting, for which results will be delivered four working weeks from the exam date).

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, your results will be provided to that franchise or company. You may opt out by informing the examinations team at examinations@iod.com that you do not wish your results to be released to a third party. If you are unsure if this applies to you, please contact your IoD business development manager.

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 the IoD's 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.

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 on your first sitting, and must be awarded a distinction (75 percent or over) in at least three of the four modular exams.

Section 6: Resitting an exam

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

You are able to re-sit the exam at the next available exam sitting. Please email the examinations team at examinations@iod.com with your preferred exam date, and you will receive provisional confirmation of your booking and an invoice for the modular re-sit fee (£175 +VAT). Once this invoice has been paid, you will receive an official confirmation email.

Section 7: Next steps

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 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.