

Diploma in Company Direction

Frequently Asked Questions (FAQs)

These FAQs are divided into the following seven sections:

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Section 1: Structure of the exam

How long is the Diploma exam?

The Diploma exam is three hours long.

What is the format of the Diploma exam?

The question for the Diploma in Company Direction exam is standard and pre-published by the IoD. This means that you will know the question you need to answer prior to taking the exam. However, you will NOT have sight of the case study, which you will only see when you commence the exam.

The question will remain the same, while the case study will change at each exam.

What is the standard question for the Diploma exam?

The standard question is as follows:

As a newly appointed non-executive director at [DCS]*, prepare a set of notes for the next board meeting that:

- critically evaluate the current position and performance of [DCS];
- critically evaluate the challenges facing [DCS] and formulate possible strategic options; and
- recommend a way forward, paying attention to your identified strategic options. Include how this may impact [DCS] and outline any additional information the board would need to review before making a decision.

*[DCS] = Name of the organisation featured in the Diploma Case Study.

What level is the IoD Diploma in Company Direction exam?

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
Diploma in Company Direction	Level 11	Level 7	Masters level

Section 2: Booking the exam

When is the Diploma exam offered?

The Diploma exam is offered three times a year. Exam dates, including closing dates, can be found at www.iod.com/training/qualifications/examinations.

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 <http://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 iod.com/training/qualifications/examinations. Please see our full [terms and conditions](#) for further information.

Can I take the Diploma exam before I have successfully completed my Certificate exams?

Yes, but only if you have no more than one module outstanding. Please note that you will not be awarded the Diploma in Company Direction until you have passed the Certificate in Company Direction.

Section 3: Preparing for the exam

Are previous Diploma exam papers available for revision purposes?

Yes, a number of previous Diploma case studies are available in the exam preparation section on the IoD Academy, which will become available upon completion of the course. Two weeks prior to the exam you will also be given access to a previous Diploma case study on TestReach, the exam delivery system, which will allow you to both revise and familiarise yourself with the exam interface.

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 exam paper, the question, the ratio sheet and the answer box) 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.

Can I take the exam on paper and handwrite my response?

No. All IoD exams are now computer-based and taken by RI.

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)

Can I print a copy of the case study?

No. The case study is a secure exam paper and will only be provided to you once you have entered the RI application and your exam time has started. You are not able to print from this application, or copy the content of the exam into any other software or application, or onto your note paper.

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, the 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.

Section 5: Results

When can I expect to receive my results?

Results will be delivered a maximum of four weeks from the exam date.

How will these be sent to me?

Results will be emailed to you. You will be provided with your overall achievement and your numerical score.

Will I receive any feedback if I fail?

Yes. All unsuccessful Diploma candidates are provided with the markers' notes on their exam performance. If you are unsuccessful, you will receive your feedback by email within one month of receiving your results.

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 program, your results will be provided to that franchise or company. You may opt out by informing 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.

Will I receive a physical certificate once I have completed the Diploma exam?

Yes, you will receive a hard copy certificate when you have passed the Diploma exam. Diploma certificates are printed every 4-6 weeks and will be posted to you.

Can I get a distinction in the Diploma?

Yes. To achieve a distinction in the Diploma in Company Direction you must achieve 70 percent or above.

Section 6: Resitting the exam

I have failed the Diploma exam. What happens next?

You are able to re-sit the exam at the next Diploma 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 resit fee (£560 +VAT). Once this invoice has been paid, you will receive an official confirmation email.

Section 7: Next steps

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

The next step in your professional development with the IoD is to become a Chartered Director. Chartered Director is the benchmark of director excellence, providing you with professional recognition, enhanced career prospects and access to an exclusive network of senior professionals recognised for their outstanding leadership and contribution to business.

The eligibility criteria can be found at iod.com/training/qualifications/chartered-director/eligibility. If you meet these eligibility criteria, you may apply to become a Chartered Director. Please contact chartered.director@iod.com for further information and advice about your particular circumstances.