

*Joint  
Insolvency  
Examination  
Board*

# Exam guidance for JIEB students



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# JIEB exams

## Guidance for JIEB students

The JIEB exams are computer-based, therefore getting to know the exam software before your exam is essential.

Please read this guidance before you sit an exam. You should remember that the exam software is an assessment tool created especially for computer-based exams. It is designed to test your ability to answer the questions and because of this some standard keyboard functions are not supported.

## This guide will help you to understand:

- what to expect on the day of the exam;
- how to navigate through the software;
- key functionality within the software; and
- top tips for the exam software.

For practice exams and practice software visit [jieb.co.uk](http://jieb.co.uk)

If you have a question, please contact us via the website using the '[Contact us](#)' form.

# Your exam checklist

Alongside your usual exam preparation, you will need to become familiar with the exam software, you can do this by completing this checklist.

## 1 Read the exam guidance

This guide is ideal to help you to understand what to expect on the day, how to navigate within the software and key functionality.

## 2 Watch the exam webinar

A short webinar is available to support you with your exams and with using the new software. It is available for you to watch on-demand.

## 3 Use the practice exam software

You must practise with the software in advance of your exam. Being unfamiliar with the functionality and formatting may cost you valuable time in the live exam.

## 4 Question practice

Sample exams and practice software are available so you can practise answering questions as you would in the exam.

## 5 Read the Instructions to Candidates

The Instructions to Candidates contain important information regarding the administration of your JIEB exams. Read them carefully so you know our processes and procedures before you attempt your exams.

## > Get started

Find guidance and support at [jieb.co.uk](https://www.jieb.co.uk)

# Exam software

## Overview

Here is an overview of what to expect from the software on the day of your exam.

This screenshot shows an example of the response area where you will add your answers to each exam requirement. There is a response area for each requirement of the exam.

The response area has all the essential functions that you need during the exam and you will already be familiar with most of them.

Follow the guidelines on pages 6 -11 for a description of each function and how to navigate the response area.

The screenshot displays the exam software interface with the following components and callouts:

- 1**: Question text: "Make sure your answers are clearly visible, the examiner will see them exactly as they are on screen, they cannot review your formulae or expand rows or columns."
- 2**: Question title bar: "Question"
- 3**: Question navigation buttons (1-4)
- 4**: Settings gear icon
- 5**: Help question mark icon
- 6**: Back and Next navigation buttons
- 7**: Progress indicator: "Progress: 0%"
- 8**: Total Test Time Remaining: "03:29:29"
- 9**: Finish button
- 10**: Spreadsheet grid (rows 1-17, columns A-K)
- 11**: Spreadsheet toolbar (font, bold, italic, underline, text color, background color, etc.)
- 12**: Font size dropdown (12)
- 13**: Bold (B), Italic (I), Underline (U), Text color (T<sup>2</sup>) buttons
- 14**: Spreadsheet grid (rows 1-17, columns A-K)

# Exam software (continued)

Guidance on the response area functions and how to navigate your way through the exam software is described here on pages 6-11.

No.	Function	Description
1	Candidate/ student ID number	Once you have confirmed your name, it will appear here. Please note that the marker will not and does not need to see this, so please do not write your name anywhere within your answer.
	Spreadsheet navigation	You can use the left click on your mouse to select a cell. Once you have selected a cell, you can use the arrow and tab keys on your keyboard to move from one cell to another. Your answers will be recorded in the response area only.
2	View the exam questions and requirements	<p>Left click on the 'Question' icon: </p> <p>The exam question and requirement will be displayed in a 'pop-up' window.</p> <p>The window can be moved around the screen to enable you to position the question next to the response area to view them simultaneously. It can also be resized by 'grabbing' the bottom right corner and moving the corner to the desired size. You can copy text and numbers from the question window and paste them into the response area.</p> <p>See page 11 on how to highlight and add sticky notes within the exam requirement.</p>
3	Navigate to each exam question and requirement	<p>You can access the questions by clicking on the relevant tabs on the left-hand side of the screen. In this example, question 1 has been selected.</p> <p>The remaining questions are blue, as they have not yet been viewed.</p> <p>You can also use the 'Back' and 'Next' buttons to move between questions.</p>



No.	Function	Description
4	'Preferences' icon 	Located at the lower left side of your screen, you can select 'Preferences' to change the colour of your screen, if required.
5	'Introduction' icon 	Select the 'Introduction icon' to return to the candidate instructions which are available at the beginning of the exam.

## Top tip

Getting to know the exam software in advance is crucial; use it for question practice and to get to know the functionality. Becoming familiar with the new format will help with any on-the-day nerves.

# Exam software (continued)

No.	Function	Description
6	Flag 	Here you can flag answers you would like to return to during your exam.
7	Progress bar	<p>This indicates the number of marks associated with the exam questions you have viewed. It does not reflect whether you have completed your responses to the questions you've viewed.</p> <p>In this example, a student has accessed questions totalling 22 marks:</p> <p>Progress:  22%</p>
8	Timer 	<p>The timer will count down during your exam and will display the time remaining. A warning will pop up on screen when there is five minutes remaining.</p> <p>If you have been awarded additional time due to access arrangements, the timer will automatically show the time you have been allocated.</p>
9	Finish 	<p>Only click on 'Finish' when you have finished the exam and want to submit your answers.</p> <p>Please note that in a live exam, your response to each exam question will be submitted for marking either when you click on 'Finish', or when your exam time has ended. When the timer ends, your exam will automatically finish and your answers will be submitted.</p> <p>If you are viewing the exam practice software, you can select 'Finish' to export your practice exam responses.</p>

No.	Function	Description
10	Enter a narrative response 	<p>Select any cell in column A.</p> <p>Left click on this icon  and you will be able to add a narrative response.</p> <p>Simply start typing and the size of the cell will automatically increase as you type.</p>
11	Increase the size of a column or row	Cells can be increased by enlarging the size of the column or row headers (left click to drag).
12	Bold, italic and underline formatting 	<p>To format text, highlight the text and select the relevant button to apply formatting.</p> <p>Keyboard shortcuts or by selecting bold, italic or underline and then typing will not format the text. Please note that the '-' key can be used as a bullet point if you wish to produce a list.</p>
13	Superscript 	Use this function to apply superscript to your answers.
14	Decimal places 	<p>Use these buttons to increase or decrease the number of decimal places displayed.</p> <p>Exams will follow standard rounding rules to the nearest whole number by default.</p>
	Enter numbers within a cell	Select cell and enter number. Commas can be used in number entry and numbers will be right aligned. Brackets can be used to indicate negative numbers.

# Exam software (continued)

The screenshot displays an exam software interface with the following components and callouts:

- 23**: Points to the 'Question' label in the question header.
- 17**: Points to the 'Layout' tab in the spreadsheet toolbar.
- 24**: Points to the 'Cell Options' tab in the spreadsheet toolbar.
- 20**: Points to the 'Font' tab in the spreadsheet toolbar.
- 15**: Points to the 'About' tab in the spreadsheet toolbar.
- 22**: Points to the 'Save' icon in the spreadsheet toolbar.
- 16**: Points to the spreadsheet grid area.
- 25**: Points to column C in the spreadsheet grid.
- 18**: Points to column E in the spreadsheet grid.
- 19**: Points to column F in the spreadsheet grid.
- 21**: Points to column I in the spreadsheet grid.
- 26**: Points to the bottom navigation bar.

The interface includes a top status bar with 'Question: 1', 'Section: Section', 'Total Test Time Remaining: 03:29:29', 'Progress: 0%', and a 'Finish' button. Below this is a blue bar with 'Test:' and 'Candidate: USER Demo'. The main area contains a 'Question' box with the text: 'Make sure your answers are clearly visible, the examiner will see them exactly as they are on screen, they cannot review your formulae or expand rows or columns.' Below the question is a spreadsheet with columns A-K and rows 1-17. A toolbar above the spreadsheet includes icons for undo, redo, cut, copy, paste, font size (12), bold (B), italic (I), underline (U), text color (A), background color, grid, zoom, and save. The bottom bar contains a settings gear, a help question mark, and 'Back' and 'Next' navigation buttons.

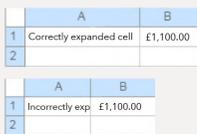
# Exam software (continued)

No.	Function	Description
	Formulae	<p>Can be entered within a cell and basic formulae can be used, ie, +, -, /, *</p> <p>When a different cell is included in the formula, select this by:</p> <ul style="list-style-type: none"> <li>• left clicking on the target cell;</li> <li>• using the arrow keys to navigate to the cell; or</li> <li>• manually typing the cell reference. Examiners can't see formula when hidden within a cell, so it is important you always show your workings.</li> </ul>
15	Auto sum 	<p>Select cells to be summed and then left click on the auto sum icon.</p> <p>A total will be displayed to the right-hand side if the numbers are selected in a row. A total will be displayed below if numbers are selected in a column.</p>
16	Undo, cut, copy, and paste formatting 	<p>Click on the 'Undo' button to undo the last action. The last five actions can be undone.</p> <p>Select the cells that you wish to 'Cut' or 'Copy', then click in the new destination to paste in a separate cell using the 'Paste' button.</p>

No.	Function	Description
17	Font size 	Use this function to adjust the font size of your answers or to create headings.
18	Font and cell colour 	This function will enable you to select different colours for your cell or font.
19	Function border 	When you have been asked to draw a diagram please use column form or table by selecting the border function.
20	Function indent 	Use this function to indent text to the left or right of the cell.
21	Function alignment 	Use this to align text to the top, centre or bottom of the cell.

## Exam software (continued)

No.	Function	Description
22	Export 	<p>When you are viewing the exam practice software, you will be able to click on the 'Export' button to export your response to each exam question. The exam responses will then appear in a new tab within the browser you are using. We recommend that you view the exam practice software in Chrome. You can export, save and print your practice answers.</p> <p>Please note that this function is only available within the exam practice software. This is because when you complete a live exam, your responses will automatically be saved throughout the exam and uploaded onto our marking system when you finish.</p>
23	Inserting or deleting rows and columns	<p>You can insert or delete rows and columns by using the 'Layout' drop-down menu.</p> <p>You will be presented with 80 rows and you can add another 20 rows. The software will also show columns A-N. While you can add additional columns, we advise you stay within A-N so your answers are clearly visible.</p>
24	Visibility of responses	<p>Please ensure that all of your responses are visible on screen and are not hidden within cells.</p> <p>Your answers will be presented to the examiner exactly as they appear on screen ie, if you have not expanded the cells, to show your answers, you could lose marks. Before your exam starts, be sure to read and agree to this when the 'Agree to terms' and 'Introduction' messages appear on your screen.</p>



	A	B
1	Correctly expanded cell	£1,100.00
2		

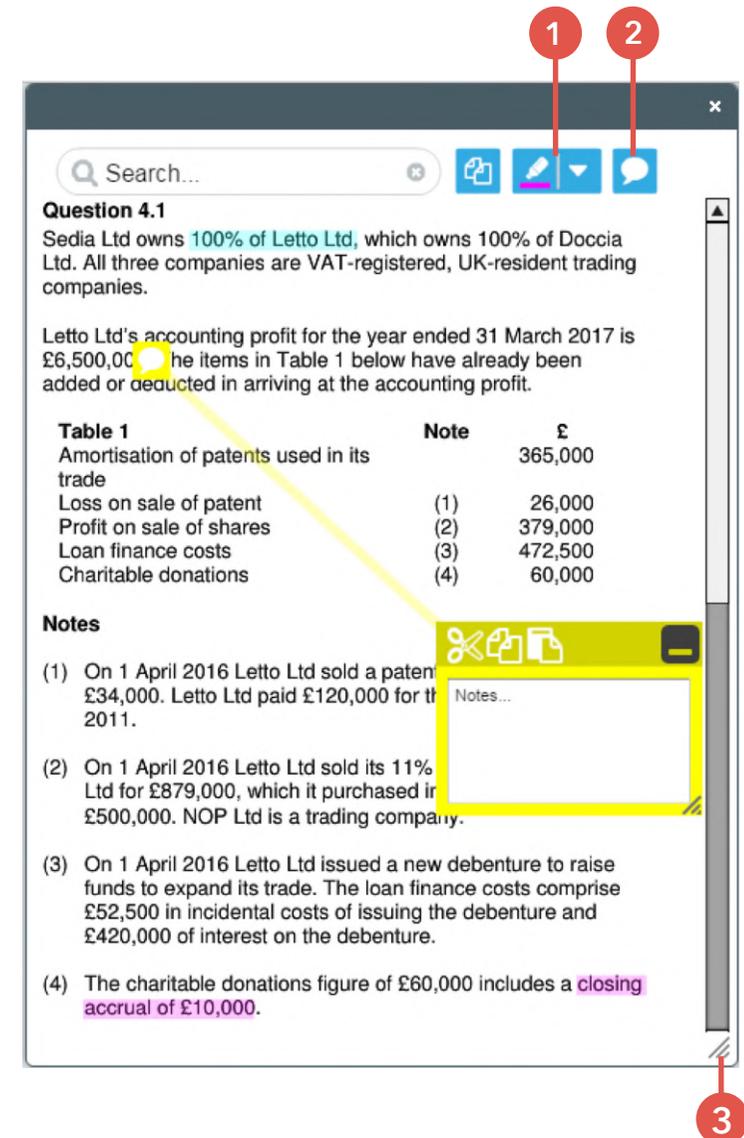
	A	B
1	Incorrectly exp	£1,100.00
2		

No.	Function	Description
25	View bar	The view bar displays all text within a cell. It is essential you click on all cells to ensure all text within the selected cell is visible on screen, as examiners will only mark what they can see presented to them.
26	Space below response area	This may vary depending on the size of screen. The display of the response area will be consistent across all screens at all exam centres.

# Exam software (continued)

Here is an overview of how you can annotate an exam requirement on screen. You can highlight content within a requirement, copy and paste text and numbers to the response area and add sticky notes. You can also move and resize the question window during your exam to view the question and your answer side by side.

No.	Function	Description
1	Highlighting question content 	<p>There are two ways to highlight text within a question.</p> <ol style="list-style-type: none"> <li>1. Click and drag to select text. Then click on the 'Highlight' icon. Click on the downwards arrow to change the highlight colour.</li> <li>2. Click and drag to select text. Right click and select 'Highlight' from the menu.</li> </ol>
2	Add sticky notes 	<p>There are three ways to add sticky notes within a question:</p> <ol style="list-style-type: none"> <li>1. Click on the 'Sticky note' icon and drag the note to the required area on screen.</li> <li>2. Click and drag to select text. Right click and select 'Add sticky note' from the menu. Move the note by clicking and dragging it to the required area on screen.</li> <li>3. A sticky note can be added to highlighted text. Hover over the highlighted text, right click and select 'Add sticky note' from the menu.</li> </ol> <p>The text you add within sticky notes can be cut, copied and pasted into the response area.</p> <p>To remove a sticky note, right click on the note you would like to remove and select 'Remove sticky note' from the menu. Please note that content within each sticky note will not be marked.</p>
3	Moving and resizing the question window	<p>To move the question window, select the question button from the toolbar, and the question will display in a pop-up window in the middle of your screen. You can now drag the question window over to the left-hand side.</p> <p>To resize the question window, grab the bottom right-hand corner and drag the window in. Now your question and response area are side by side.</p>



# Exam guidance and support

## Before the exam day

### How do I apply for access arrangements?

If you have already applied and have been awarded access arrangements for any exams, we will contact you to confirm your access arrangements for these exams before they move to computer.

The deadline to apply for access arrangements is the same date as the exam application deadline.

If you have access arrangements already in place that are not due to expire, you do not need to reapply when you book an exam that is moving to computer. If you do not have access arrangements but feel you may need them once the exams move to computer, or you haven't taken an exam in two years, please get in touch, email us at [aa@icaew.com](mailto:aa@icaew.com)

### Instructions to Candidates

In advance of your exam, you need to read the Instructions to Candidates. It will provide you with everything you need to know ahead of sitting your exams, including important processes and procedures.

### How do I familiarise myself with the exam software?

You will continue to study, practise questions and prepare for exams as you do currently, although it is essential that you also become familiar with the new exam software in advance of your exam. See pages 6-11 for an overview of the software.

### Variations between the practice and live exam software

- The practice software has an export button so you can export your answers for marking. This is not available in the live exam, as your answers are automatically sent to the examiners when you finish.
- When you export your answers in the practice software, your cells will automatically expand. This will not happen in the real exam so it is crucial you check all cells are expanded as examiners will only mark what they see on screen. See point 24 on page 10 for an illustration of this.
- When you practise with the software make sure you save and export your answers after each question. You do not need to do this in the live exam.
- After you have opened the practice software, you may need to zoom out to see the software correctly. You will not need to do this in the real exam.

### Practice software top tips

- We recommend that you use Chrome when using the exam resources, including the practice software.
- Remember to close all other programmes when you practise with the exam software.

### Any questions?

Please contact us via the [website](#) using the 'Contact us' form. You will need to fill in your name, email address, telephone number, subject and message.

# Exam guidance and support

## On the day of the exam

### Do I need to take my permitted text into the exam room?

Yes. You are required to take your own copy of the relevant permitted text into the exam room, as these will not be displayed on screen. No spare copies will be available at the venue. For the latest information on permitted texts please see Instructions to Candidates on the website.

### Can I use pen and paper for workings?

You will be provided with a pen and paper in the exam room to make notes. Your notes will be collected by the invigilator, but will not be marked. You will be expected to show all workings as part of your response on screen.

### Can I take in a calculator?

Yes. You are required to take your own calculator into the exam room as calculators will not be given out at the exam centre. However, please note that your calculator must not be capable of being programmed to hold alphabetical or numerical data and/or formulae or capable of automatically computing net present value (NPV) or internal rate of return (IRR).

### Can I take my own device into the exam?

No. All students will use the technology available at the exam centre. A computer will be allocated to you on the day of the exam.

### How do I start the exam?

Once you have arrived at the exam centre and completed the administrative processes you will be shown into the exam room. You will be provided with an individual keycode which gives only you access to the exam. When instructed to do so, you will enter the keycode and check the details on screen are correct.

When all students in the exam room have checked their details on screen, the invigilator will provide everyone with specific exam information and announce a pin code. You will enter the pin code to start your exam. As soon as the exam starts, your exam timer will begin and you will be able to view the exam questions and each response area.

### What will I see on screen?

When the exam starts you will see the response area for the first question on your screen. There will be a response area for each requirement of the exam and this is where you will add your answers. Your answers should be clearly labelled. When adding the requirement number you will need to add a bracket before the requirement number, for example, (1.3, otherwise the software will round up/down the number. The response area has all the essential functions that you need during the exam. Go to pages 6-11 for an overview of the exam software.

### How should I structure my answer?

All of your workings must be shown, rather than just included as formulae within a cell. You need to ensure that all of your responses are visible on screen and not hidden within a cell. The examiners will only mark the content that is visible on screen.

### How will I know how much time I have left?

At the top of the response area, a timer will count down the exam time for you. In a live exam, your responses will automatically be submitted for our team of examiners to mark.

### How will my exam be saved?

The exam software will automatically save as you navigate through each question.

### What should I do if I experience technical difficulties?

The exam will be delivered via a secure, locked-down application that is resilient to internet connectivity problems. In the unlikely event that you encounter any technical difficulties, the invigilator will be able to provide support. You must make the invigilator aware as soon as possible, you will then be required to complete an invigilator report. In the unlikely event that your computer does crash, your exam will automatically save and you will be able to pick up where you left off by re-entering your keycode.

### What if I run out of time or forget to click 'Finish'?

A message will appear stating that the exam time has ended and will automatically force the system to save your answers and then close the exam. As soon as you complete a computer-based exam, your exam will automatically be uploaded onto our marking system.

# Exam top tips



Examiners will not see your name, but it will be displayed to you on your screen, so please do not write your name anywhere within your answer.



If you accidentally hit the 'Insert' key on your keyboard and write over your answer, your answer will be lost. Copy your new text, then select the 'Undo' button to return your deleted text. Make sure you paste your new text and hit the 'Insert' key before typing again.



If you insert a row or column, interrupting a formula, you will need to reset your formula to include the new cells.



Remember that the examiner can only see what you have written on the screen, and not any formulae that are used to arrive at totals. Therefore, ensure there is an audit trail for numerate answers.



Use a list approach. Consider using dashes for your answers to improve presentation.



The exam is part of your professional career, present it as you would to a client.



Be aware there is no spelling check function, so do a check of your spelling and grammar.



If you are easily distracted by noise, you can use earplugs to help you concentrate in the exam room.



Where you are asked to supply a diagram, use a column/table. Have a look at how examiners are asking you to lay out your answers in the sample answers.



Show your working out within the software.



Remember to expand your cells!



Standard keyboard shortcuts are not supported within the software - make sure you discover the key functionality within the practice software.



If you wish to indicate a 'square root' as part of your answer, you should use 'to the power of'  $\frac{1}{2}$ , eg a  $\frac{1}{2}$ .



Depending on which country you sit the exam in, you may not have all the currency symbols on your keyboard. Sensible abbreviations should be used instead, eg: P = £, D = \$, E = € etc.



## Good luck!

**We wish you the very best in your exams.**