Chartered Governance Institute UK & Ireland

Guidance for candidates taking an online assessment



October 2026

Introduction

This document is intended for students who have registered to take an assessment with the Chartered Governance Institute UK & Ireland (CGIUKI). It provides information to help you prepare for your assessment and understand what is expected of you when you take it. It also explains the conditions in which you are expected to take your assessment, key requirements and rules to help you prepare for it.

“Assessment” refers to the formal evaluation of your knowledge, understanding or skills against the requirements of a qualification. In this guidance, the term “assessment” is used interchangeably with “exam” and should be taken to mean the online examination you are required to complete under specified conditions. It also refers to qualifications that are assessed by a written assignment that are submitted using the assessment platform.

Taking your exam

All CGIUKI exams are delivered online, using a recognised and quality-assured assessment platform selected for its reliability, security and ease of use.

To sit your examination, you will log in to the online assessment platform, where you will be able to view the examination paper and type your answers. The platform is designed to support a smooth and accessible candidate experience while maintaining the integrity and security of the assessment.

During the examination, you will not be able to access resources or applications on your computer, ensuring that all examinations remain strictly ‘closed book’. Access to external websites is not allowed unless explicitly stated and, where permitted, the approved links will be provided within the exam paper and only those links may be used.

You will be remotely invigilated by a trained invigilator (also called a proctor), using both your webcam and a second mobile device. The invigilator will be able to view your screen and monitor your exam environment. The invigilator will be able to communicate with you, and you with them, through a chat function.

It is your responsibility to ensure that you have suitable equipment, a stable internet connection, and appropriate exam conditions for online delivery, and that you follow all pre-exam instructions provided. It is also your responsibility to undertake the system check before your exam takes place.

Exam and key dates

Exam timetables are published on the Key Information page on the CGIUKI website. This page confirms the day and date of your exam and its start time. It also provides information on other important key dates including registration deadlines, the date by which reasonable adjustment requests must be made by, when exam links will be issued and the expected release date for results.

It is your responsibility to check the timetable, confirm when your exam will take place and make any necessary arrangements to take it. You are also responsible for ensuring that you register for your exam by the stated deadline and comply with all other published dates and requirements.

All times published on the website are UK time. International students who are taking the exam in a different time zone should refer to the document “Information for International Students”. This can be accessed at cgiuki-exam-timetable-information-for-international-students.pdf.

Changing your exam

Unexpected circumstances may mean that you have to change the date of your exam after you have registered for it. Information and guidance on how you can change the date of your exam is provided in the Assessments: Postponements, Withdrawals, Deferrals and Absence policy that can be access on the Key Information webpage.

Exam Environment and Conditions

When taking an online exam, which may be at home or in the office, you are expected to create and maintain exam conditions equivalent to a formal, in-person invigilated setting.

Your exam must be taken in a quiet, private room with the door closed, free from interruptions, background noise or the presence of other people. The workspace must be clear and free from clutter, containing only items that are explicitly permitted for the assessment. You must remain seated, visible on camera, and focused on the examination for its entire duration.

Unauthorised devices, such as tablets, must be switched off and kept out of reach. Cloths or other coverings are not to be placed over your desk or worksurface. You must also ensure that any books, folders, wall notices, notes and additional monitors/screens and reference documents are removed before you start your exam.

If you are taking your exam in your place of work, you should ensure that the room that you are taking this in, is private and that you will not be interrupted. Any internal glass walls or windows should be covered to prevent disruption.

Behaviour during the exam

Your behaviour during the assessment must be consistent with formal, invigilated exam conditions. You must not talk, whisper, or read exam questions aloud, or listen to any audio such as television, radio or music. Repeatedly looking away from the screen without a clear reason, covering your mouth or face for extended periods, or leaving your workspace without the invigilator's permission is not permitted. You must not receive assistance of any kind from another person. Any aggressive, abusive, or inappropriate behaviour or language directed towards the invigilator or staff will be treated as a serious breach of examination regulations.

Clothing and accessories worn during the exam must not obscure your identity or provide an opportunity to conceal unauthorised materials or devices. You must not wear hooded tops, hats, scarves, or any clothing that covers the face or ears. Face coverings or masks are not permitted unless they have been approved in advance as a reasonable adjustment. Sunglasses or tinted glasses may only be worn for medical reasons. If there is a medical need to wear sunglasses or tinted glasses, you must submit a reasonable adjustment application in line with the Reasonable Adjustment Policy. Any clothing or accessories that could be used to hide notes, technology, or other materials are not allowed

Religious headwear is permitted. Where identity or compliance checks are required, arrangements can be made in advance for these to be carried out sensitively by an appropriate invigilator. As part of the identification and set-up checks, you may also be asked to show your ears and confirm that no earphones, earbuds or listening devices are being worn. If you require an identity or compliance check to be carried out by an appropriate invigilator, you must email your request to examinations@cgi.org.uk by the published deadline for submitting reasonable adjustment applications.

Exam Content

Exam content must always remain confidential. You are not permitted to photograph, record, copy or attempt to extract any part of the exam content. This includes attempts to download exam materials or to share, reproduce, or recreate exam questions or content in any format.

Any misuse of exam content may result in serious sanctions, including invalidation of results or further disciplinary action.

Online assessments are formally invigilated, recorded and are subject to the same rules of good conduct and scrutiny as an exam taken in a test centre. You should, therefore, approach your exam with the same level of professionalism, preparation and integrity as an in-person examination

Embargoed Countries

Due to embargo restrictions imposed by our examination platform provider, we are currently unable to offer online examinations in the following countries:

Afghanistan	Guyana	North Korea	Tibet
Angola	Iran	Russian Federation	Ukraine
Belarus	Iraq	Sierra Leone	Venezuela
Crimea	Liberia	Sudan	Yemen
Cuba	Libya	South Sudan	
Guinea-Bissau	Myanmar	Syria	

If you live in one of these countries, you will not be able to sit the online exam. As a result, you will be unable to complete the formal assessment required to achieve an official qualification.

You are still welcome to enrol and participate fully in the course content. However, you will only be able to obtain the official qualification if you are able to travel to, and sit each exam from, a non-embargoed country.

Equipment required/permitted during the exam

All online proctored exams must be sat on either a laptop or desktop computer. Your chosen device must have a working webcam, microphone and speakers (audio), and conform to the below minimum specifications.

You will also need a mobile phone to be used as a secondary camera. The minimum specification for your mobile device can also be viewed in the table below.

The Minimum Requirements are as follows:

Operating System	ChromeOS (the latest two major releases) macOS (the latest two major releases) Windows 10 (32-bit/64-bit) Windows 11
Bandwidth	1.5 Mbps upload speed 10 Mbps download speed Ping under 25 ms ***NOTE:*** *We strongly recommend you use an ethernet cable to connect your computer to ensure a stable connection*.
Resolution	1280 x 768 pixels, or higher Screens should be scaled to 100% Some enhanced features may require 1920 x 1080
`Browser	Google Chrome (latest major version)
Mobile Phone Operating System	Android 8, or higher iOS 15.8, or higher

You are not permitted to use multiple monitors during your exam. Any monitors that, for example have been connected to a laptop and used in addition to the laptop screen, must be disconnected and removed before the exam starts. You may, however, connect a keyboard to a laptop and use this instead of the laptop keyboard. You can also connect a mouse to your laptop.

It is not recommended that you sit your assessment using a work issued computer or laptop, as corporate firewalls, security restrictions, VPNs or automated software updates may prevent access to the assessment platform or interrupt your exam. If taking the exam on a work device is the only option for you, you are advised to contact your IT team well in advance of the exam to ensure that access to the assessment platform is permitted, VPNs are disabled and scheduled updates will not cause the device to restart during the exam.

You are required to undertake the pre-exam system check, regardless of whether you have undertaken the check or exam on a previous occasion. You must take this on the same equipment that you intend to use for your exam.

Prohibited items during an exam

To protect the integrity, fairness, and security of online assessments, you must ensure that your exam environment, clothing and equipment, comply fully with remote invigilation requirements set out in this guidance document. The presence or use of unauthorised equipment, materials, clothing or technology

during an exam may be noted by the invigilator and identified as a potential breach of assessment regulations and may be investigated as suspected malpractice

Candidates are expected to familiarise themselves with and adhere strictly to these requirements, as failure to do so may result in the exam being flagged for review or classified as malpractice

During your exam, you must not have access to or use:

- tablets or secondary computers
- additional monitors, keyboards (unless connected to a laptop) or input devices
- smart watches, smart glasses or smart sunglasses
- headphones, earphones, earbuds or listening devices
- messaging devices or communication tools
- virtual machines, remote desktops or multiple device logins
- messaging, chat or screen sharing applications other than required by the assessment platform
- AI tools or software
- voice-to-text software, unless agreed in advance as a reasonable adjustment
- external applications such as email, documents web pages unless explicitly permitted
- opening new browser tabs unless specified in the exam paper and explicitly permitted

Pre-exam system test and set-up

You will be sent a link to complete a system test before you take your exam. This will guide you through the same technical set-up process that you will complete on the day of your exam. It will allow you to connect your equipment to the assessment platform and confirm that it is working correctly.

You are required to complete the system test, as it provides an important opportunity to identify and resolve any technical issues before the examination date. Addressing issues in advance helps reduce the risk of disruption on the day of the assessment. Failure to complete the system test may be taken into account when considering extenuating circumstances requests that relate to technical issues.

Please note that once issued, system check links cannot be re-issued.

Further information and help on preparing for an online assessment is available at Online Proctoring – Candidate Guide – Exam Support. This page includes videos, text and screenshots to guide candidates through the technical process.

Candidates who have any difficulty carrying out the pre-exam system test, examinations@cgi.org.uk should be contacted as soon as possible for help and guidance.

Sample Assessments

To help candidates familiarise themselves with the assessment platform ahead of their exams, sample assessments which demonstrate the navigation and key features available during your examination have been created.

The sample assessments can be accessed on the CGIUKI webpage that provides information on the assessment platform. The sample assessments can be accessed at any time.

When taking a sample assessment, it should be noted that:

- The keycode is prefilled. Please do not change it as the sample assessment will not load if it is altered.
- The system check button will not work in the sample assessment. This feature will be fully functional in your live exam.
- Unlike the live exam, the sample assessments are not proctored and will not be marked.
- The sample assessments are designed to help you become familiar with the platform. They do not contain assessment content.

Identification

Before you start your exam, you will be asked for identification. This is to confirm that the correct candidate is sitting the assessment.

You are required to present and take a photograph of a valid, original form of photo identification (such as a valid passport, driving licence or national identity card) to the remote invigilator using your webcam. The invigilator will compare the identification with your on-screen image and registration details to verify your identity. These checks must be completed successfully before the exam can start and are a standard requirement designed to protect the integrity, security and fairness of the assessment.

You should ensure that the identification you intend to use matches the name that you are registered with CGIUKI by. If you have changed your name, you should use MyCG to update your record. Any changes should be made at least one month in advance of the exam taking place.

If you are unable to provide suitable identification, or if your identity cannot be verified by the invigilator, you may not be permitted to sit the examination.

In some circumstances, you may be asked to provide a copy of your identification after you have completed your examination. If requested, this should be submitted as soon as possible to avoid delays in the marking process or the release of results. Results will not be issued until identification requirements have been satisfactorily met.

Remote invigilation and the role of the invigilator

You will be remotely invigilated when you take your exam. This means that although you will complete the exam at, for example, home or in the workplace, your assessment will be formally supervised using online monitoring tools to ensure that exam rules and conditions are followed. You will be allocated an invigilator at the start of your exam.

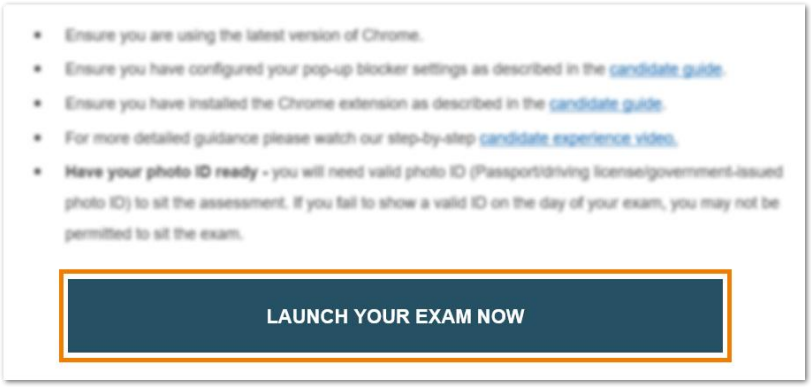
Remote invigilation, also known as online proctoring, will use your webcam, microphone, screen monitoring and a secondary camera device (mobile telephone). This process helps verify your identity, monitor your conduct and behaviour throughout the exam, and protect the integrity and fairness of the assessment by applying the same standards as an in-person invigilated exam.

The invigilator is responsible for overseeing the exam throughout its duration. Their role includes verifying your identity, confirming that exam conditions are met, monitoring you during your exam to identify potential breaches of assessment regulations, and responding to issues raised during the exam where appropriate. If the invigilator is concerned about any potential breach of rules, they will flag the matter for further checks after the exam has been completed. Invigilators do not have the authority to end your exam or disqualify you.

The invigilator will not provide academic assistance or guidance on exam content and cannot answer questions about the exam itself. All decisions made by the invigilator in relation to exam conduct are intended to ensure fairness, consistency and compliance with assessment regulations. If the invigilator cannot resolve an issue you raise with them or where this falls outside of their scope of responsibility, the CGIUKI assessment team will be contacted for guidance.

Exam set-up

At your scheduled exam time on your scheduled exam date, select the Launch Your Exam Now button that will have been emailed to you three days before the exam date. The exam link will take you to the step-by-step guide for setting up your exam.

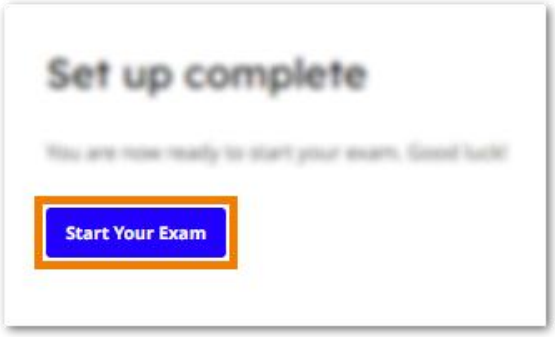


When you have accessed the assessment platform, you will be guided through a series of mandatory set-up checks to confirm that exam conditions are met. You will be required to share your screen, activate your microphone and speakers, and connect your mobile phone as a secondary camera.

You will also be asked to use your mobile phone camera to complete a room scan, enable screen share, test your microphone, speak and camera, display your desk, surrounding area and workspace to confirm that the environment is quiet, private and free from unauthorised materials or other people. You will also need to show and take a photo of your identification

These checks must be completed successfully before the exam can begin and are a standard part of ensuring exam integrity, security and fairness.

When you have completed your exam set-up, you will be asked to press “next and, when you are ready, select “start your exam”.



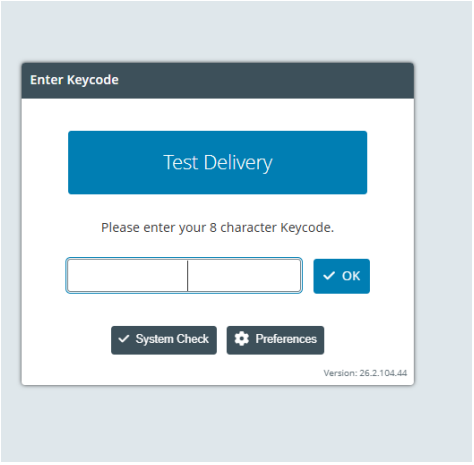
Exam Keycode and PIN

Once you have started your exam, you will now see an information page, which should remain open throughout your exam. Ensure you read and understand all of the instructions.

When you are ready to begin your exam, either copy or note down your eight-digit keycode, which can be found under the Individual instructions section at the bottom of the page.



The keycode is unique to you and you will be required to enter this before you can access the assessment platform.



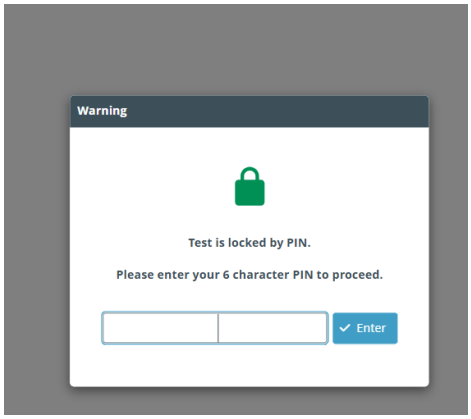
A box will be displayed containing your name and the name of the exam that you are taking. Check your details and confirm if correct.



Next, confirm your acceptance with CGIUKI's code of conduct and that you are fit to sit the exam by ticking the checkbox and selecting Continue.



You will then be asked to enter a six-digit Personal Identification Number (PIN). This will be given to you by the online invigilator is satisfied with the technical set-up, room scan and exam environment.



You will only be able to start your exam when you have been provided with your PIN. The exam time will start when the PIN has been entered, and you have selected "start the test".

Further information and help on preparing for an online assessment and what to expect when taking your exam is available at Online Proctoring – Candidate Guide – Exam Support.

Resources and web-links during the exam

All CGIUKI exams are closed book, meaning that textbooks, notes, reference materials and other external resources are not permitted. Access to external websites is not allowed unless explicitly stated and, where permitted, the approved links will be provided within the exam paper and only those links may be used.

For examinations that include pre-issued case studies, candidates may bring a clean, unannotated copy of the case study into the exam. No highlighting, notes, tabs or additional markings are permitted on the case study material.

You are permitted to have blank notepaper with you during the examination. All notepaper must be clean and free from notes or markings. You will be asked to show your notepaper to the invigilator at the start of the exam or during the assessment. You are permitted to use a non-programmable calculator.

Toilet breaks

Toilet breaks are permitted during the examination; however, you must inform the invigilator and receive permission before leaving your seat. You may be required to follow specified procedures when leaving and returning to the exam space. The exam timer will continue to run during toilet breaks and time will not be paused. The only exception is where additional time or rest breaks have been formally agreed in advance as a reasonable adjustment, in which case the approved arrangements will apply.

For clarity, approved rest breaks are distinct from short comfort breaks, such as visits to the toilet. Where rest breaks are approved, they are monitored by the invigilator and would normally be taken while the candidate remains visible on camera. Candidates are not permitted to leave the room during an approved rest break, except where authorised by the invigilator for a comfort break or other exceptional circumstance. In addition, candidates are not permitted to continue reading, reviewing, or working on the exam during an approved rest break, as the purpose of the adjustment is to provide a genuine period of rest rather than additional working time.

Food and drink during the exam

You may have water in a clear, transparent glass or bottle with you during your exam. Eating, smoking, vaping or using electronic cigarettes are not permitted at any time during the assessment.

Food may only be allowed where this has been approved in advance as a reasonable adjustment, and you must follow the specific arrangements that have been agreed.

Reasonable adjustments

It is recognised that some candidates may require a reasonable adjustment to the way in which they take an assessment (exam). The reasonable adjustment may be the result of disability, learning difficulty, temporary injury or other impairment affecting performance during an assessment.

If you believe that you may be disadvantaged in your exam due the effect of a disability, difficulty or health issue you should, in the first instance, read the Reasonable Adjustments Policy that can be accessed on the Key Information webpage. This provides information on what will be considered for a reasonable adjustment, explains acceptable adjustments, the process for applying for an adjustment and the evidence that is needed to support this.

Extenuating circumstances

It is recognised that some candidates who are otherwise fully prepared for their exam may be temporarily disadvantaged by circumstances that are beyond their control at the time of their exam.

This is called an extenuating circumstance and is an unforeseen, unexpected or temporary event or circumstance which has materially impacted on the performance of a candidate. An extenuating circumstance can only be requested **after** the assessment has taken place.

Further information is provided in the Extenuating Circumstances Policy that can be accessed on the Key Information webpage. This sets out what constitutes an extenuating circumstance, the circumstances that are eligible or ineligible for an extenuating circumstances request, how to make a request and what evidence is needed.

The date by which extenuating circumstances requests must be made by can be found on the Key Information page.

Malpractice

Malpractice during an exam or other assessment is an action, whether deliberate or negligent, that compromises the integrity, fairness or validity of an assessment. It includes behaviour that gives a candidate an unfair advantage, undermines the assessment rules, or attempts to influence results improperly. The clearest example of potential malpractice is cheating in an assessment.

Malpractice may also include circumstances where an individual has been negligent or reckless during the assessment leading to a breach of student rules and regulations or the Professional Code of Conduct.

Malpractice is taken very seriously, and all instances of suspected malpractice are investigated. The consequences of malpractice can be significant.

Further information, examples of malpractice and the consequences are provided in the Candidate Malpractice Policy that can be accessed on the Key Information page on the CGIUKI website.

Questions and help

If you have any questions relating to this guidance or require help, please contact examinations@cgi.org.uk.