
 ICB INTERNATIONAL CERTIFICATIONS FOR BUSINESS	Document Name:	ICB Examinations Policy
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1. Purpose

This policy outlines the structures and protocols for students completing any form of assessment within any ICB programme. The policy aims to ensure that accreditations are only awarded for proven competence and with the purposes of upholding academic integrity throughout the assessment process.

These protocols are applicable to all subjects (including RTAP and RPL), final exams, formatives and portfolio of evidence (PoE) activities and declarations.

All content pertaining to any ICB programmes is the intellectual property of the ICB. Sharing, retaining or distribution of any PoE or exam materials is strictly prohibited in any form. Any such instances will be investigated, and sanctions will be imposed if a breach is found.

2. Academic Integrity

Students are expected to adhere to professional rules and standards of conduct throughout their studies. This commitment to integrity ensures that graduates enter the workplace equipped with the ethical values necessary for professional success.

2.1 Understanding Academic Dishonesty

Academic dishonesty refers to any actions or behaviours that compromise the integrity of the assessment process. It is a broad term that includes, but is not limited to, the following forms of misconduct:


- 2.1.1 Cheating: Using unauthorised materials or assistance during exams.
- 2.1.2 Plagiarism: Presenting someone else's work or ideas as your own without proper attribution.
- 2.1.3 Bribery: Offering or accepting favours, gifts, or payments to influence exam outcomes.
- 2.1.4 Collusion: Working with others to deceive or gain an unfair advantage.
- 2.1.5 Deceit: Providing false information or documentation related to exams.
- 2.1.6 Improper Use of Devices: Using unauthorised electronic devices during exams.
- 2.1.7 Disruptive Behaviour: Acting in a manner that disrupts the exam environment.
- 2.1.8 Impersonation: Pretending to be another individual or allowing someone else to take an exam on your behalf.
- 2.1.9 Fabrication: Creating false data or information for use in exams.
- 2.1.10 Sharing Intellectual Property: Distributing materials, questions and answers without authorisation.
- 2.1.11 Misrepresentation: Falsely claiming knowledge, skills, or abilities.
- 2.1.12 AI: Use of AI to complete or submit any work

Academic dishonesty can occur intentionally or unintentionally and includes assisting others in cheating, copying a peer's answers, or feigning illness to avoid an exam.

3. Code of Conduct

3.1 The ICB's Code of Conduct Policy

The ICB's Code of Conduct serves as a comprehensive guide for identifying and addressing academic dishonesty and malpractice. It outlines specific actions that may be considered violations and provides clear guidelines for maintaining academic integrity during all stages of the exam.

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3.2 Adherence to the ICB Code of Conduct

All ICB students must comply with the Institute's rules and code of conduct. By following this policy, students contribute to a fair and transparent exam process, fostering trust and credibility in their academic and professional achievements.

4. Study programmes

The ICB offers a number of distinct programmes of study, each tailored to equip students with the knowledge and skills needed to excel in their chosen career paths. These programmes are carefully structured to meet the diverse needs of students and professionals, ensuring they acquire both practical expertise and theoretical understanding.

Each programme is designed to provide students with practical skills and industry-relevant knowledge, ensuring they are ready to meet the demands of the modern workplace and excel in their chosen fields.

5. Online platforms

All students, including those completing RTAP and RPL, are required to use two platforms for the assessment process.

5.1 Student portal

All students must manually register on the ICB Student Portal and verify their identification.

Distance and self-study students use the portal to register for exams, postpone exams, check results and digital certificates. College students contact their provider for these functions.

5.2 Macchi

Macchi is the digital platform where students' completion their portfolios of evidence (PoE) and online exams. Students are automatically enrolled onto Macchi and the relevant PoE when their exam registration is finalised. Macchi login details are sent to new students via email.

Links to both platforms are on the ICB website: www.icb.org.za

Students must keep their login details and passwords confidential. These credentials may not be shared with third parties, other students, or educational providers.

6. Assessment Structure

When students enrol on an ICB programme, they are required to register for the associated exams. The primary objective of these exams is to evaluate a student's competency in a specific subject area.


The ICB employs a continuous assessment methodology, to evaluate a student's progress and understanding. As part of this process, students complete a Portfolio of Evidence (PoE), which is a structured and comprehensive compilation of work that is completed throughout the learning phase.

The PoE is designed to capture a student's knowledge, skills, and practical application of the subject matter, forming a critical component of the overall exam. This structured approach ensures that students engage with the material effectively and adequately prepare for subsequent exams.

6.1 Exams

6.1.1 Programme Outcomes

Each programme is designed with specific learning outcomes defining the measurable competencies students acquire through their studies. These outcomes outline the knowledge, and skills students must understand and demonstrate upon completing a

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subject. Details of these outcomes are included in the Portfolio of Evidence (PoE) and can be accessed on the ICB website.

6.1.2 Credits and Learning Hours

Each outcome requires students to dedicate a specific amount of study time. These time requirements are based on the estimated hours an average student would need to achieve the learning objectives successfully.

6.1.3 Assessors and Moderation

All exams are marked and moderated by registered assessors and moderators, ensuring that students' work is marked consistently and fairly which guarantees high standards and the integrity of all exams.

6.1.4 Annual Content Updates

The ICB reviews and updates the content of all subjects annually to ensure that it remains relevant and aligned with the latest developments in legislation, taxation, and industry practices. Updated subject content is examined from April each year, ensuring students are evaluated on current information. Students who need to retake an exam should note any changes in the content to prepare adequately for the updated exam.

6.1.5 Business Literacy Exams

Business Literacy is a unique exam subject within the ICB programmes. Students will sit for one Business Literacy exam but receive three results letters.

The three sections are:

- Section A made up of questions at level 3 (BSL1)
- Section B comprises questions at level 4 (BSL2)
- Section C consisting of questions at level 5 (BSL3)

6.2 Portfolio of Evidence (PoE)

The ICB uses the Portfolio of Evidence (PoE) as a central tool to conduct assignments, tests, and, sometimes, online final exams or dissertations. This approach ensures that student learning is assessed continuously and comprehensively throughout the course.

6.2.1 Digital PoE access

All portfolios are entirely digital, providing students with immediate access once their registration for an exam is finalised. .


6.2.2 PoE Completion Requirements

Each PoE is customised to align with the subjects the student is enrolled in, ensuring a tailored learning and exam experience. As part of their PoE, students must complete various activities during their course. These tasks are integral to the learning process and must be completed before the deadlines as listed on the Exam Timetable. All submissions are reviewed and assessed by an ICB-registered assessor, who evaluates the work to determine the student's competence.

Weighting and Passing Criteria

The work completed in the PoE contributes 30% to the student's overall mark for the subject, while the final examination accounts for the remaining 70%. To pass the subject, students must achieve the following:

- A minimum of 50% in the final exam.
- An overall 60% or higher mark when combining the PoE and exam results.

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Final examinations are scheduled on specific dates determined by the ICB, ensuring standardisation across all students.

6.2.3 PoE and Exam Components

The PoE contains the following elements, which collectively contribute to the result (excluding RTAP and RPL subjects):

- Administrative guide providing students with guidance on the exam preparation process and important process information
- Assignments: Regular tasks designed to test knowledge and understanding of the subject matter.
- Tests: Periodic evaluations are conducted during learning to assess progress and competency.
- Final Examination Preparation: Materials and guidelines to help students prepare for the final exam.

This structured and transparent approach ensures that students are assessed fairly, promoting academic integrity and a robust understanding of the subject matter.

Formative Assignment 1	<ul style="list-style-type: none"> • Online assignment • Marked out of 50 	30% (no minimum to pass)
Formative Test 1	<ul style="list-style-type: none"> • Online test • Marked out of 50 	
Formative Assignment 2	<ul style="list-style-type: none"> • Online assignment • Marked out of 50 	
Formative Test 2	<ul style="list-style-type: none"> • Online test • Marked out of 50 	
Formative Assignment 3	<ul style="list-style-type: none"> • Paper-based assignment • Upload final handwritten submission • Marked out of 100 	
Final Exam	<ul style="list-style-type: none"> • Paper-based final exam at an official exam venue or approved college OR • Online exam – to be completed online in a secure location • Marked out of 180 	70% (50% min to pass)
Total		100% (60% min to pass)

6.3 Exam Venues


Final exams are conducted online and at approved exam centres arranged or authorised by the ICB. Students must ensure they read and fully understand the policies governing examinations before attending an exam.

6.3.1 Exam Venue Allocation

- Students can write exams online or at certain physical venues.
- Once the exam venue/method is chosen, students may only write at the exam venue as specified on their exam entry confirmation.

6.3.2 Venue Capacity and Registration

- Exam venues have limited capacity, and students must register for their exams well in advance to secure a spot at their chosen venue.

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- The ICB reserves the right to cancel or change an exam or an exam venue at its discretion.

6.3.3 Online Exams

- Students must review the technical specifications required prior to booking an online exam
- Students agree to have the necessary requirements to write an online exam
- Students will be given guidance on how to prepare their setup and environment to take an exam online

6.4 Registering for Exams

6.4.1 Initial Student Registration

When enrolling on an ICB programme for the first time, students must register online and pay the student registration fee.

- Registration is completed on the ICB Student Portal (accessible at www.icb.org.za) or through an accredited training provider.
- The Annual Registration fee is payable for each calendar year a student is enrolled on any ICB programme.

6.4.2 Exam Registration

- Distance and Self-study Students must register for exams through the student portal, and college students via an accredited training provider.
- Students select the subjects they wish to be examined and commit to the associated tests, assignments, and exams.
- Exam registrations will be considered void if they are incomplete or the ICB has not received payment.


6.4.3 Exam Schedules and Deadlines

- Exams are conducted on fixed dates throughout the year, as per the published examination timetable. Students must register for their exams before the published closing date for each exam.
- A timetable is issued for each academic year, covering exam dates for all students (including RTAP and RPL). The ICB reserves the right to cancel, amend, or reschedule exams if required by operational considerations or at its discretion.

6.5 Completion of the PoE

PoE's are compulsory for all students. It is the student's responsibility to:

- Ensure they have access to their digital PoE.
- Confirm the PoE corresponds to the correct programme and subject they are registered for.
- Ensure their PoE is completed by the due date as stipulated on the timetable.

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6.6 Guides and declarations

Students must read and declare their understanding of the information provided.

6.7 Formatives

6.7.1 Assignments

The three assignments in the PoE contribute to the formative exam mark and are designed to help students prepare for the tests and final exams.

6.7.2 Tests

The digital tests are timed to simulate the final exam conditions, helping students to prepare effectively for the time constraints they will face. Additionally, timed tests ensure the continued academic integrity of ICB programmes. This requirement applies equally to all distance, self-study and college students.

6.7.3 Prohibition on Reproducing any part of the PoE

Students and college staff are strictly prohibited from:

- Reproducing, retaining, or distributing copies of any part of the PoE
- Taking images, screenshots, printing, or saving the any PoE content in any format
- This policy ensures the confidentiality and integrity of the PoE content

Formative Assignment 1	<ul style="list-style-type: none"> • Online assignment • Completion instructions on PoE • Auto marked, results available immediately
Formative Test 1	<ul style="list-style-type: none"> • Timed multiple choice online test • Completion instructions on PoE • Auto marked, results available immediately
Formative Assignment 2	<ul style="list-style-type: none"> • Online assignment • Completion instructions on PoE • Auto marked, results available immediately
Formative Test 2	<ul style="list-style-type: none"> • Timed multiple choice online test • Completion instructions on PoE • Auto marked, results available immediately
Formative Assignment 3	<ul style="list-style-type: none"> • Download the assignment from the digital PoE, complete it offline, and upload the finished work as a single PDF document to the digital PoE for exam • Marked by an assessor, results released with the final exam results.


6.7.4 PoE completion deadline

The PoE must be fully completed and submitted by the published due date.

- Failure to complete the PoE in its entirety and by the due date will result in the student's exam entry being marked as ECNM (Exam Condition Not Met) and disqualified.

Disqualification means:

- The student will not be permitted to write the final exam.

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- The exam entry will be forfeited, and no refunds or postponements will be granted.
- They need to re-register for a future exam date at the full exam fee.

6.8 Quality and Format of Work Submitted

6.8.1 Responsibility for Submission of Quality

Students are fully responsible for ensuring the quality of the work they submit. This includes both the accuracy of the content and the proper formatting of documents.

6.8.2 Addressing Corruption in Transit

- The student must verify that their work has been successfully and accurately submitted without corruption
- If a submission is corrupted in transit—such that the final submission is unreadable or incomplete, including any resubmissions, the work will be deemed un-assessable and assigned a zero mark.

6.8.3 Double-Checking Before Submission

- Students must double-check their work before submitting it.
- Once the submission has been made and the portal has closed, the ICB will not reopen the portal or accept email submissions under any circumstances.
- This applies to cases where incorrect documents, such as the wrong assignment, have been uploaded by either the student or their college.


6.8.4 Failure to Submit Work as per Instructions

Students must strictly adhere to the specific instructions for each activity or exam. Failure to follow these instructions may result in consequences determined by the Academic Board, including penalties, disqualification of the submission, or other appropriate actions. Compliance with instructions is essential to ensure the integrity and fairness of the exam process

6.9 Final Exams at a physical venue

6.9.1 Attendance and Submission for an exam at a physical venue

- Upon arrival at the exam venue, students must present their ID and sign the ICB attendance register to confirm their presence.
- Students may arrive no later than 30 minutes after the start of the exam. Any student arriving after this period will not be allowed into the exam room and will be marked as absent from the exam.
- After the exam, students must submit the question paper and the answer book to the invigilator. The student and the invigilator will sign to confirm receipt of the materials.

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6.9.2 Responsibility for Late Scripts

The ICB is not liable for any late submissions or non-receipt of exam scripts. If the scripts are not received on time, they may not be marked, and the student may be recorded as having not written the exam.

6.9.3 Discrepancies in Documentation

- If there is a discrepancy between the documents received by the ICB and the attendance register, the ICB will investigate.
- The ICB reserves the right to reject any submission and record the student absent if discrepancies cannot be resolved.

6.9.4 Prohibition on Retaining Exam Papers

- Neither students nor college staff can retain or distribute copies of the exam question papers.
- Students must hand over the ICB exam question paper to the invigilator upon completing their exam.

6.10 Final Exams Written Online

6.10.1 Eligibility for Online Exams

Students will only gain access to the online exam if all sections of the PoE have been fully completed and submitted by the specified due date.

6.10.2 Attendance and submission of online exams

- Students must login on time, complete system checks and present their ID.
- The submission of the online exam script is instantaneous. It occurs digitally via the Internet as soon as the student clicks the "Submit" button
- The system's login status will confirm attendance for students completing an online final exam.

6.10.3 Prohibition on Reproducing Exam Questions


Students and college staff are strictly prohibited from:

- Reproducing, retaining, or distributing copies of the exam questions.
- Taking images, screenshots, printing, or saving the exam questions in any format (e.g., PDF).
- This policy ensures the confidentiality and integrity of the exam content.

6.10.4 Exceptions for Querying Questions

Students may only take a screenshot of a specific question under the following conditions:

- If they identify a potential error in the question during the exam and if requested so by an ICB team.

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- If the ICB live chat team explicitly requests the screenshot to investigate the query.
- Screenshots taken for any other purpose are strictly forbidden and will be considered a breach of exam protocol.

7. Marking and Results

7.1 Marking Process

All I examiners are provided with comprehensive marking guidelines, including memorandums, marking strategies, rubrics, and descriptions of competencies. These resources ensure accurate and fair assessment of all student tests, assignments and exam scripts.

After marking a subject (including RTAP), the examiner determines whether a student is:

- Competent (Passed)
- Not Yet Competent (Has Not Passed)

After marking RPL, the examiner determines whether a student is:

- Exempted (Passed)
- Unsuccessful (Has Not Passed)

7.2 Results Release

The ICB releases results on fixed dates throughout the year per the exam timetable. Results for final exams will be made available on the next scheduled results release date following the exam, on condition that all fees are fully paid and that the answer scripts were received by the required due date.

7.3 Results Distribution

7.3.1 College student results are sent to their respective colleges.

Colleges will release these results to students only if:

- The college has adhered to all ICB policies and procedures.
- The college's account with the ICB is not in arrears.

7.3.2 Distance and self-study students will receive their results directly from the ICB. These students can also access their results through the ICB student portal.


7.4 Script retention and past papers

7.4.1 Retention of PoEs and answer scripts

In compliance with regulations, the ICB retains students' Portfolios of Evidence (PoEs) and answer scripts for 5 years. This retention period allows for result verification if required. PoEs and answer scripts remain the property of the ICB and are not returned to the student or tuition provider.

7.4.2 Use of Past Question Papers

Students and providers are prohibited from using past exam question papers for practice. These papers are the intellectual property of the ICB and must not be shared, reproduced, or distributed, whether in person, through social media, or via any other online platforms.

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8. Moderation

The ICB maintains rigorous quality assurance practices to ensure that the exam and examination process aligns with industry best practices. Before results are released, all exams undergo thorough moderation to ensure accuracy and fairness.

At least 10% of all Portfolios of Evidence (PoEs) and answer scripts are selected for moderation. External moderators review these PoEs to confirm they have been marked fairly, consistently, and according to the prescribed marking guidelines.

9. Invigilation

9.1 Types of Invigilators

There are three types of invigilators responsible for overseeing ICB assessments:

- ICB-appointed invigilators: Assigned to external exam centres.
- College-appointed invigilators: Provided by accredited exam centres.
- Proctors for online exams, tests and activities: Responsible for electronic invigilation (proctoring).

9.2 Role of Invigilators

Invigilators are responsible for ensuring that all assessments comply with ICB standards and guidelines. Their decisions regarding matters arising are final and must be respected.

9.3 Independence of Invigilators

Invigilators must remain independent and cannot hold a teaching, facilitating, or similar role/relationship with the students sitting the exam. Tutors or instructors involved in the student's learning process are prohibited from acting as invigilators to maintain impartiality.

9.4 Suspected Exam Irregularities or Misconduct

The invigilator in charge is required to report any irregularities or misconduct to the ICB. Although expelling a student from the exam is considered a last resort, the invigilator can stop the exam if any student misbehaves or violates exam rules.


If an invigilator suspects a student of cheating or copying during an exam:

- They will mark the suspected instance on the student's answer paper and prepare a detailed report describing the offence.
- The report will be attached to the student's answer script(s).
- If the misconduct is identified during the exam, the invigilator, at their discretion, may allow the student to continue with the exam.

The Academic Board will review the invigilator's report and decide whether the exam will be assessed.

9.5 Electronic Invigilation (Proctoring)


For online activities and exams, the ICB conducts electronic invigilation before, during, and after the exams to ensure their authenticity and integrity. These activities may include system checks, monitoring, and post-exam reviews. This invigilation extends to all activities in a student's PoE.

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10. Guidelines and Rules for Exam Conduct

Students are required to adhere to the guidelines and rules governing exam conduct, available in the following table:


Guidelines and Rules for all assessment conduct (all exam types / portfolios / RTAP and RPL)				
No.	Description	Paper assessments	Online assessments	Penalty for irregularity
1	Adherence to exam policy	<ul style="list-style-type: none"> The exam policy applies to all assessment related activities and must be adhered to at all times 	<ul style="list-style-type: none"> The exam policy applies to all assessment related activities and must be adhered to at all times 	Non-adherence to the ICB exam policy will result in disqualification or a potential suspension / ban from the ICB programme.
2	Completion of PoE and exams	<ul style="list-style-type: none"> Paper exams at a physical venue can only be completed by the student who is registered for the exam. Any physical paper PoE activities can only be completed by the student who is registered for the exam / RTAP / RPL. 	<ul style="list-style-type: none"> Online exams completed digitally can only be completed by the student registered for the exam. The device being used for the exam can only be used and controlled by the student registered for the exam Any online PoE activities can only be completed by the student who is registered for the exam / RTAP / RPL. 	Paper exams and activities <ul style="list-style-type: none"> If a difference in handwriting and writing styles is found, the student will be disqualified
				Online exams and activities <ul style="list-style-type: none"> If a difference person is found to be completing an exam or any activities the student will be disqualified
3	Submission of independent work	<ul style="list-style-type: none"> Students are required to submit work that is entirely their own. 	<ul style="list-style-type: none"> Students are required to submit work that is entirely their own. 	<ul style="list-style-type: none"> Students will be disqualified for submission of work that is not the student's work including but not limited to Plagiarism and or use of AI.
4	False declaration	<ul style="list-style-type: none"> Students are required to be truthful 	<ul style="list-style-type: none"> Students are required to be truthful 	<ul style="list-style-type: none"> Students will be disqualified, suspended or banned for dishonesty
5	Obtaining access to information about the PoE or the exam prior to the exam date.	<ul style="list-style-type: none"> Students may not gain an unfair advantage by having access to an exam paper prior to the actual exam. 	<ul style="list-style-type: none"> Students may not gain an unfair advantage by having access to an exam paper prior to the actual exam. 	<ul style="list-style-type: none"> If students are found to have unfairly received access to information about exam or PoE contents, the student will be disqualified.
	Arrival and start of			Paper exams

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6	the exam	<ul style="list-style-type: none"> Access to the paper exam is only available to eligible students, i.e. students who completed their PoE before the PoE due date. Students are required to arrive at a paper exam venue a minimum of 15 minutes before the start of the exam. Students may arrive no later than 30 minutes after the start of the exam. 	<ul style="list-style-type: none"> Access to the online exam is only available to eligible students, i.e. students who completed their PoE before the PoE due date. Students must start the online exam no later than 30 minutes after the latest time of entry. Once the exam has started, a timer for 3.5hrs will commence. Students must complete the exam within this timeframe and in one sitting. The exam cannot be paused for any reason. 	<ul style="list-style-type: none"> Students arriving up to 30 minutes after the exam start may be permitted to write – but must give a reason for their lateness. Students who arrive late for an exam will not be given extra time. However, the Academic Board will consider a student's performance and the reason for lateness when reviewing results. Should without a good reason for being late, or is suspected of trying to get an advantage over other students, the Academic Board has the right to assign a zero result to the exam. Should a student arrive over 30 minutes after exam start, they will not be allowed to write the exam. If extreme lateness has been caused by exceptional reasons outside of the student's control, they can appeal to the invigilator in charge, who can decide whether to admit the student or not.
				<p>Online exams</p> <ul style="list-style-type: none"> Students have a 30-minute window to log into the exam after the official start time. After this 30-minute period, access will be locked, and students will not be able to enter the exam beyond this time limit. In the event of system failure before the start of an examination, which renders it impossible for a student to launch the exam, the student or a representative from the provider must contact the ICB, who will attempt to resolve the problem.

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7	The student not recorded on an Exam Attendance Register	<ul style="list-style-type: none"> Students must ensure they have been recorded on the Attendance Register at their physical exam venue 	<ul style="list-style-type: none"> Students are automatically recorded when they start the online exam. 	<ul style="list-style-type: none"> Paper exam students will be disqualified if not recorded on the attendance register
8	Proof of Identity	<ul style="list-style-type: none"> The ICB invigilator will ask students to provide proof of identity. This is a compulsory requirement. 	<ul style="list-style-type: none"> Students will be required to present a photo identity document during the online exam. This is a compulsory requirement. 	<ul style="list-style-type: none"> Disqualification of student Presentation of fraudulent identification, impersonation, or misrepresentation will result in disqualification and possible suspension from studying with ICB for a minimum of 1 year.
9	Books & unauthorized materials	<ul style="list-style-type: none"> Students may not take any book, manual, paper or manuscript into the exam except those approved by the ICB and listed in the Examiner's Instructions for that exam. The invigilator will collect any unauthorised material, who may keep it if the ICB needs to see it. 	<ul style="list-style-type: none"> Students may not have any book, manual, paper or manuscript in the exam room, except those approved by the ICB. 	<ul style="list-style-type: none"> Disqualification of student
10	Calculator	<p>Students are permitted to use either a basic or scientific pocket calculator (not financial) in the exam as long as:</p> <ul style="list-style-type: none"> The use of the calculator does not disturb other students The calculator does not need a mains power supply, and the calculator is not used to display information or run programmes that were stored on it before the exam 	<ul style="list-style-type: none"> Students may use basic or scientific pocket calculators (not financial) in the exam as long as the calculators are not used to display information or run programmes that were stored on them before the exam. 	<ul style="list-style-type: none"> Disqualification of student

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11	Blank Paper / Workings	<ul style="list-style-type: none"> Students need to include calculations and workings in their written answers. Students may use a separate piece of paper for rough calculations if needed, making it clear which question the workings are for, and attach any such workings to the answer book. 	<ul style="list-style-type: none"> Students may use a note sheet to do their rough calculations as long as <ul style="list-style-type: none"> The note sheet is a single blank sheet, not an entire notebook The note sheet has no pre-existing notes/rough work on it Students must take note that both eye and hand movement will be monitored to detect students flipping through pages or constantly looking down will be flagged 	<ul style="list-style-type: none"> Disqualification of student
12	Entering answers	<ul style="list-style-type: none"> Any written answers must be in black pen. However, a student may use pencils for flow charts, diagrams and graphs. 	<ul style="list-style-type: none"> All answers are typed online. 	<ul style="list-style-type: none"> Disqualification of student
13	Sharing of items	<ul style="list-style-type: none"> Students may not pass any information, book, paper or other material to any other person during the exam. 	<ul style="list-style-type: none"> Students may not pass any information, book, paper or other material to any other person during the exam. Students may not screenshare with anyone other than the ICB or have their device accessed by any 3rd party apps 	<ul style="list-style-type: none"> Disqualification of student
14	Communication	<ul style="list-style-type: none"> Students may not communicate with any other person during the exam, except with the exam invigilator This includes any physical or digital communications. 	<ul style="list-style-type: none"> Students may not communicate with others during the exam, except for the exam invigilator or the ICB support team. This includes any physical or digital communications. 	<ul style="list-style-type: none"> The student assisting, being assisted, copying or communicating with another student or any other party during an exam sitting, completion of formatives, or dissertation will be disqualified.
15	Leaving the Room	<ul style="list-style-type: none"> If a student needs to leave the room temporarily, they must be accompanied by an invigilator (if there are two or more students in the exam room, i.e. students completing their online exams at their training provider venue) or by a member of college staff (summoned by the invigilator if 	<ul style="list-style-type: none"> If a student needs to leave the room for a bathroom break and are writing their online exam alone, away from campus, they must keep such breaks to an absolute minimum as the camera will monitor both the duration and frequency of such breaks will be monitored by the camera. (DO NOT close your exam tab or shut down your PC when going on a bathroom break) 	Paper exams <ul style="list-style-type: none"> If a student leaves an exam hall without permission after the exam has started, the student will not be allowed to return. Any anomalies or unusual requests will be raised to the Academic Board for investigation leading to potential sanctions.

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		<p>there is only one present for the exam) to ensure that the candidate does not communicate with anyone else.</p> <ul style="list-style-type: none"> No bathroom breaks are allowed within the first hour of the exam. Should a student wish to leave and does not intend to return, they must hand their question paper and answers to the invigilator in charge Nobody may leave during the first 30 minutes, except under exceptional circumstances and only with permission from the invigilator. 	<ul style="list-style-type: none"> If a student is writing online at a campus, the physical exam venue rules apply. No bathroom breaks are allowed within the first hour of the exam. Students are not permitted to leave the room for any unknown reason during the exam. 	<p>Online exams</p> <p>If a student is found to be out of camera view at any time, the Academic Board will review their session for irregularities leading to potential sanctions.</p>
16	Online Exam Technical Issues	N/A	<ul style="list-style-type: none"> Students must ensure they have met the prescribed technical requirements. If the connection drops during the exam, the student must reconnect as quickly as possible as the exam needs to be completed within the initially allocated timeframe. The ICB must be contacted through the prescribed method to log any issue during the exam. If a student's exam is compromised due to circumstances beyond their control, a mitigating postponement application must be lodged in the prescribed format within 48 hours of the exam. 	<ul style="list-style-type: none"> Any technical issues not reported immediately and noted during proctoring may be raised as an irregularity that could lead to disqualification or a potential suspension / ban from the ICB programme.
17	Causing a disturbance during the exam	<ul style="list-style-type: none"> Students must follow all exam rules and not negatively impact other students during the exam session 	<ul style="list-style-type: none"> Students must follow all exam rules and not negatively impact other students during the exam session 	<p>Creating a disturbance, intimidation and drunkenness, disregarding the arrangements and / or the reasonable instructions of the invigilator will result in:</p> <ul style="list-style-type: none"> Disqualification of exam results Forfeiture of writing the exam Removal from the exam venue

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18	Other Prohibited actions	<p>Students may not do any of these actions during the completion of paper PoE activities and final exams:</p> <ul style="list-style-type: none"> • take images • print or send exam / formative questions to anyone • use a cellular phone, landline phone or tablet • wear headgear (hats, caps) • wear earphones or headphones • drink or smoke or eat 	<p>Students may not do any of these actions during the completion of proctored PoE activities and final exams:</p> <ul style="list-style-type: none"> • take images / screenshots • print or send exam / formative questions to anyone • tab out of / away from the exam or test screen • use the browser for any unauthorised activities • use any other communication or screensharing apps • close, cover or disconnect the camera at any point • use a second screen • copy and paste from outside • use a cellular phone, landline phone or tablet • wear headgear (hats, caps) • wear earphones or headphones • drink or smoke or eat 	<ul style="list-style-type: none"> • Disqualification of student
19	Exam Room	<ul style="list-style-type: none"> • The room must be well lit • The room must be sufficiently ventilated • Students must be appropriately dressed 	<ul style="list-style-type: none"> • Unless writing at an ICB accredited college, the test-taker must be alone in the room • The room must be quiet • The room must be well lit • Students must be appropriately dressed 	<ul style="list-style-type: none"> • Any non-adherence to requirements may be raised as an irregularity that could lead disciplinary procedures, including disqualification.
20	Exam Papers	<ul style="list-style-type: none"> • At the exam, students will be given a question paper and answer book(s). Students must listen carefully to the invigilator's instructions and ensure they answer the questions in the correct answer book(s). • The question-and-answer book(s) must be handed to the invigilator 	<ul style="list-style-type: none"> • All pre-exam sections and declarations need to be fully completed to unlock access to the actual exam. If these are not completed, the exam will not unlock. • Students will be asked to review and accept certain declarations and perform certain security activities on exam day. • The recording of questions asked and/or sharing of these with anyone, either during or 	<ul style="list-style-type: none"> • Any non-adherence to requirements may be raised as an irregularity that could lead disciplinary procedures, including disqualification.

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		<p>at the end of the exam.</p> <ul style="list-style-type: none"> All question-and-answer books are the property of the ICB and will not be returned to students. Students may not take the question paper or any other materials away from the exam venue. 	after the exam.	
21	Exam Completion	<ul style="list-style-type: none"> When the invigilator says the exam is over, students must stop writing immediately and put down their pens/pencils. Anyone who continues to write will be reported for misconduct. Students will be granted a few minutes to put their answer books together. The student's responsibility is to ensure that all question papers and answer books are given to the Invigilator. At the end of an exam, students must stay in their seats until the invigilator says they may go. 	<ul style="list-style-type: none"> Students can manually submit their exam if they have completed it before the allotted time. <p>OR</p> <ul style="list-style-type: none"> The exam will be automatically submitted after 3.5hrs if not already submitted by the student. 	<ul style="list-style-type: none"> Any non-adherence to requirements may be raised as an irregularity that could lead disciplinary procedures, including disqualification.
22	At Exam End	<ul style="list-style-type: none"> The invigilator will collect the examination papers and answer scripts in alphabetical order. When all papers have been collected, students may leave. Should a student not want to submit an answer book, they must write 'No answer submitted' on the front of the answer book and hand it in. 	<ul style="list-style-type: none"> Students must complete an exam declaration when the online exam has been submitted. 	<ul style="list-style-type: none"> Any non-adherence to requirements may be raised as an irregularity that could lead disciplinary procedures, including disqualification.

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23	Completed exam scripts dispatch to the ICB	<ul style="list-style-type: none"> Exams must be dispatched to the ICB by the invigilator with 24 hours of the last exam 	N/A	<ul style="list-style-type: none"> Potential disqualification of late scripts
24	Missing or lost scripts	<ul style="list-style-type: none"> All exams scripts must be received by the ICB within the agreed SLA. Any issue scripts must be reported to the ICB immediately for investigation. 	N/A	<ul style="list-style-type: none"> Disqualification of student results for the exam The offer of a re-exam to the student
25	Writing incorrect exam paper	<ul style="list-style-type: none"> A student may only receive and write the exam for the subject they have been registered to write 	<ul style="list-style-type: none"> A student may only receive and write the exam for the subject they have been registered to write 	<ul style="list-style-type: none"> Student receiving/writing a subject other than what has been registered for will be disqualified
26	Leaked or stolen exam or PoE information	<ul style="list-style-type: none"> All information related to ICB programmes is the intellectual property of the ICB. This information must only be obtained and used through legal and authorized means. 	<ul style="list-style-type: none"> All information related to ICB programmes is the intellectual property of the ICB. This information must only be obtained and used through legal and authorized means. 	<ul style="list-style-type: none"> Any evidence of leaked or stolen information pertaining to ICB programmes could lead to disqualification from results or the entire programme
27	Acts of dishonesty, bribery or attempted bribery	<ul style="list-style-type: none"> Students must follow the ICB exam policy at all times to uphold the integrity of the assessment process 	<ul style="list-style-type: none"> Students must follow the ICB exam policy at all times to uphold the integrity of the assessment process 	<ul style="list-style-type: none"> Any evidence of acts of dishonesty, bribery or attempted bribery could lead to disqualification from results or the entire programme

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11. Key Responsibilities of the Academic Board

The Academic Board plays a vital role in upholding the ICB examination process's integrity, fairness, and standards. It is tasked with investigating all reported irregularities and ensuring that each case is thoroughly reviewed and managed according to established protocols.

11.1 Investigation of Irregularities

Upon receiving a report of a suspected irregularity, the Academic Board initiates a formal investigation.

11.2 Conducting Hearings

If an irregularity is severe or the case involves disputed facts, the Academic Board may convene a formal hearing to gather more information. Hearings are conducted in a structured and confidential manner, respecting the rights of all participants and ensuring that due process is followed. The hearing aims to reach an informed decision based on a balanced review of evidence and testimony.

11.3 Determining Disciplinary Actions

The Academic Board decides on appropriate disciplinary actions based on the investigation findings or hearing. Penalties are determined in line with ICB's policies on irregularities, considering factors such as the nature and severity of the offence, the student's history of prior offences, and any mitigating circumstances.

11.4 Communicating Findings and Decisions

After reaching a decision, the Academic Board is responsible for communicating the findings and disciplinary actions to the student, the exam provider, and other relevant parties.

11.5 Maintaining Records and Reporting


The Academic Board maintains detailed records of all irregular cases. These records are stored securely to ensure confidentiality and are used to support future reviews, policy updates, and invigilator training.

Through its comprehensive responsibilities, the Academic Board serves as the ultimate authority on examination integrity, fostering a fair and secure environment that upholds the standards and credibility of ICB qualifications.

12 Procedure for Irregularity Hearings

The procedure for irregularity hearings is established to ensure that students are treated fairly and that each case of suspected misconduct is thoroughly reviewed.

Irregularity hearings are conducted with respect for the student's rights, adherence to due process, and a commitment to maintaining the integrity of the examination process. The following steps outline the procedure, ensuring that hearings are fair, transparent, and conducted in a timely manner.

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12.1 Notification of the Hearing

- 12.1.1 Written Notification: A written notification includes details of the alleged irregularity, the date, time, and location of the hearing, and the procedures that will be followed.
- 12.1.2 Method of Notification: The notification is sent via registered mail, email, or hand-delivered, with confirmation of receipt required.
- 12.1.3 Clear Explanation of Allegations: The notification provides a clear and concise explanation of the allegations, and any evidence collected.

12.2 Preparation for the Hearing


- 12.2.1 Opportunity to Review Evidence: Before the hearing, the student can review the evidence presented, including the Incident Report, confiscated materials, and statements from involved parties.
- 12.2.2 Right to Representation: The student may be allowed to bring a representative, such as a family member, faculty advisor, or legal counsel, depending on the severity of the allegation and the regulations in place. This representative can offer support and guidance during the hearing but may not intervene unless permitted by the Board.
- 12.2.3 Preparation of Supporting Materials: The student is encouraged to gather any relevant materials, such as character references, prior academic records, or evidence that supports their account of the incident. If they are relevant to the case, these materials may be presented during the hearing.

12.3 Conducting the Hearing

- 12.3.1 Introduction and Explanation of Procedures: At the start of the hearing, the Academic Board introduces the participants and explains the hearing procedures. This includes outlining the hearing's structure, expected conduct, and how evidence will be reviewed and discussed.
- 12.3.2 Opportunity for the Student to Respond: Students can respond to the allegations, present their side of the story, and provide additional information or context.
- 12.3.3 Presentation of Evidence: The Board presents the evidence gathered during the investigation, including any statements from invigilators, exam officials, or other students involved. The student and their representative may ask questions or seek clarification on any points of evidence presented.
- 12.3.4 Questioning and Clarification: The Board members may ask the student questions to clarify certain details, explore inconsistencies, or better understand the student's perspective.
- 12.3.5 Closing Statements: Both the student and the Academic Board can make final statements before concluding the hearing. The student may use this time to reiterate key points, express any final thoughts, or request leniency if applicable.

12.4 Deliberation and Decision-Making

- 12.4.1 Private Deliberation by the Board: Following the hearing, the Academic Board conducts a private deliberation to discuss the evidence, assess the credibility of statements, and consider any mitigating circumstances.
- 12.4.2 Decision Based on Evidence: The Board bases its decision on the evidence presented, the student's testimony, and any supporting materials.
- 12.4.3 Determination of Penalties: An appropriate penalty will be determined if the Board finds the student guilty of the irregularity. Depending on the severity of the infraction, this may range from a formal warning or marks deduction to nullification of the exam results or disqualification from future exams.

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12.5 Communication of the Hearing Outcome

12.5.1 Written Notification of Decision: The Board's decision and any penalties are communicated to the student in writing. This notification includes a summary of the findings, the evidence considered, the penalty imposed, and instructions for compliance.

12.6 Retention of Records

12.6.1 Detailed Record of Proceedings: The Academic Board securely retains all records related to the hearing, including evidence, written statements, and hearing minutes. This documentation ensures a complete record of the case, which may be referenced in the event of an appeal or future investigations.

12.6.2 Confidentiality: All records are kept confidential to protect the student's privacy and the integrity of the process. Access to the records is restricted to authorised personnel within the ICB, ensuring that information is handled with discretion.

By adhering to this structured procedure, the Academic Board ensures that hearings are conducted fairly, impartially, and with respect for the student's rights. This process reinforces the ICB's commitment to maintaining high standards of academic integrity while providing students with a transparent and just system for addressing alleged irregularities.

13 Cancellations and Voluntary Postponements

Students who have registered for an exam may choose to cancel or postpone their exam entry under the following conditions:

13.1 Exam Cancellation

13.1.1 If a student cancels their exam entry, the exam is forfeited.

13.1.2 To write the exam at a future date, the student must register again and pay the full fee.

13.2 Exam Postponement

Students may opt to postpone their exam entry to any exam date that is available for booking, by paying the prescribed postponement fee.

"Available exams" are any exams that are showing as open for bookings on the portals. Any exam dates not yet released or showing on the portals are not eligible.

The voluntary postponement option is available under the following circumstances:


- It is before the postponement deadline
- The exam has not been postponed before
- The exam date for postponement is open on the portals

Distance and self-study students must postpone their exams on the student portal. College students must contact their college before the deadline.

NOTE: It is strongly advised to postpone to the nearest possible exam date. This will avoid having an extended period where students need to restudy the work. Any postponements into a new Academic year will also require updated study materials and the completion of a new portfolio.

13.3 Single Postponement Allowed

Each student can postpone their final exam only once.

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13.4 Additional Attempts After Postponement

After utilising the one-time postponement option, students must register for a new exam date and pay the full fee to retake the exam.

13.5 Limitations on Postponement Types

A postponement can only be granted once for either medical or voluntary reasons.

For example:

If a student has already requested a medical postponement, they cannot request a voluntary postponement for the same exam.

Similarly, a student cannot request a medical postponement after utilising a voluntary postponement.

14 Reviews of Marks and re-marks

The ICB assesses thousands of Portfolios of Evidence (PoEs) and final exams yearly, employing rigorous procedures and quality control processes to ensure fairness and accuracy. Each paper is marked on merit and benchmarked against class performance and all other students who completed the same exam.

Students' results include a detailed breakdown of PoE marks and overall scores from the final exam. However, if a student wishes to dispute their marks, they may request a re-mark by following the process outlined below:

14.1 Eligibility for Re-mark

- 14.1.1 A student may apply for a re-mark within one month of the results being released.
- 14.1.2 Applications and fees submitted after the one-month deadline will not be considered.

14.2 Exclusivity of the Re-mark Process

The re-mark process is the only method for querying an exam outcome with the ICB.

14.3 Application Procedure

To apply for a re-mark, students must:


1. Submit the completed ICB Application for Re-mark of Exam form to support@icb.org.sa.
2. Pay the required fee for Exam Re-mark & Examiner's Report.

14.4 Timeline for Re-mark Outcomes

The outcome of the re-mark can take up to 28 days to process.

14.5 Finality of the Process

- 14.5.1 Once the re-mark application is submitted on time, an examiner and moderator will review the entire PoE and final exam.
- 14.5.2 A detailed Re-mark Report will be provided, outlining the student's performance in each section.
- 14.5.3 The moderator's decision is final, and the student, their provider, and facilitators will not be allowed to discuss it further.

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15 Appeals

Exam irregularities and student disqualifications can occur during the pre-exam, exam, or post-exam stages. The ICB allows students to appeal the following decisions: final results, irregularity outcomes, and disqualification.

15.1 Final Results Appeal

Students have the right to appeal their examination results. Appeals should only be made when valid concerns exist.

15.1.1 Grounds for Appeal

An appeal of an exam result will only be considered under the following circumstances:

- **Substantive Irregularity:** Evidence of a significant procedural error during the examination.
- **Erroneous Marking:** Valid grounds exist to believe that the assigned mark is incorrect.

Note: Simply believing that you should have performed better is not a valid basis for an appeal.

15.1.2 Scope of the Appeal

Appeals are limited to procedural or marking concerns and do not involve re-assessing the exam paper or materials.

15.1.3 Participation During the Appeal Process

- Students are encouraged to participate in any available resit opportunities while their appeal is under review.
- Participation in a resit will not affect the appeal process.
- Any resit fees or penalties may be refunded if the appeal is upheld.

15.1.4 Submission Deadline

Appeals must be submitted to the Academic Board within two weeks of receiving the final results.

15.1.5 Fee and Refund Policy

- A fee is payable upon submitting an appeal.
- The fee will be refunded if the appeal is successful.

15.2 Irregularity Outcome Appeal


15.2.1 Right to Appeal

Students have the right to appeal the outcome of an irregularity investigation. While common irregularities are listed below, this policy also applies to other irregularities following the same resolution procedures.

15.2.2 Grounds for Appeal

An appeal will only be considered if:

- Evidence of a substantive irregularity exists in how the irregularity investigation or examination process was conducted.
- Mitigating circumstances unknown to the Examination Board at the time of the decision are presented.

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15.2.3 Submission Deadline

Appeals must be submitted to the Academic Board within 48 hours of receiving the irregularity outcome notification.

15.2.4 Fee and Finality

- A fee may be payable for submitting an appeal.
- The Academic Board's decision is final, and no further appeals will be entertained.

15.3 Appeal for Disqualification

15.3.1 Right to Appeal

Students may appeal a disqualification decision if they believe it was unjustified or based on incorrect information.

15.3.2 Grounds for Appeal

An appeal for disqualification will only be considered under the following circumstances:

- **Procedural Irregularity:** Evidence that the disqualification decision was made without following the proper process.
- **Mitigating Circumstances:** Valid evidence of factors not considered when the decision was made.

15.3.3 Submission Deadline

Appeals must be submitted to the Academic Board within five working days of receiving the disqualification notification.

15.3.4 Fee and Outcome

- A fee may be required to submit an appeal.
- If the appeal is successful, the disqualification may be overturned, and the student's exam entry reinstated.
- The Academic Board's decision on disqualification appeals is final.

16 Exam Mitigating Circumstances

This clause provides students undertaking ICB exams with a formal process to apply for mitigating circumstances to be considered in relation to their performance in an exam.


This policy and its associated procedures apply to all ICB students. In case of any conflict between this policy and other policies or procedures regarding mitigating circumstances for exams, this clause takes precedence.

The ICB Academic Board is responsible for this clause and its procedures, while the ICB Executive manages their implementation and administration.

In cases of uncertainty or ambiguity, the Head of Academics and Compliance or their nominee is authorised to clarify or decide regarding this clause and its procedures.

The ICB is committed to:

- Ensuring all students are treated equitably when their mitigating circumstances are considered.
- Upholding its dedication to delivering a seamless and supportive student experience.
- Addressing requests in a timely and efficient manner.

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The ICB acknowledges that disclosing sensitive or personal information can be challenging. All information and documentation submitted supporting a mitigating circumstances application will be handled with sensitivity and confidentiality.

16.1 Definition of Mitigating Circumstances

The ICB defines mitigating circumstances as unexpected, serious, or major events beyond a student's control that significantly and materially adversely affect their performance in an ICB exam.

Ongoing conditions and disabilities that affect students are not included under this definition, as the ICB provides access arrangements to mitigate the impact of such conditions. If adjustments are already in place for an ongoing condition, further allowances should not be made through mitigating circumstances, except as outlined below.

Students with ongoing conditions may experience specific challenges related to their condition that materially impact their performance during an exam. These specific instances may qualify as mitigating circumstances. For example, a student with a condition such as MS, rheumatoid arthritis, or Crohn's disease may not always require additional adjustments but could experience a worsening condition close to an exam, necessitating consideration under this policy.

In such cases, the Academic Board will require information about any existing reasonable adjustments to ensure that no student receives double compensation—through ongoing adjustments and additional allowances under mitigating circumstances. The guiding principle is to ensure fairness and avoid duplicative accommodations.

16.2 Responsibility for Considering Applications for Mitigating Circumstances

The Academic Board ("the Board") reviews all eligible applications for mitigating circumstances.

16.3 Criteria for Submitting a Mitigating Circumstances Application

A mitigating circumstances application must meet all the following criteria:

16.3.1 Beyond the Student's Control

The student must demonstrate that the circumstance was unforeseen, unpreventable, and entirely beyond their control.


16.3.2 Impact on Exam

The application must clearly show a significant and material impact on the student's performance during the exam. It should specify the duration of the circumstances and include appropriate supporting documentary evidence.

16.3.3 Timely Relevance

The circumstance should typically have occurred on the day of the exam or during the week leading up to it. If the event occurred earlier, the student must demonstrate how its impact directly affected the exam.

16.3.4 Repeat Applications for the Same Medical Condition

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Suppose a student submits repeated applications for the same medical condition. In that case, the Board may exercise discretion to accept or reject the current request, advising the student to apply for Disability Arrangements if appropriate. Typically, the Board will accept the current application but inform the student that future applications for the same condition are unlikely to be approved.

16.3.5 Eligibility for Mitigating Circumstances

The Academic Board will consider applications for mitigating circumstances only if they meet the following eligibility criteria.

16.3.6 Supporting documentation

Applications should include as much relevant supporting documentation as possible, in line with the criteria outlined above. Only factors proven to have a serious and material adverse effect on performance will be considered. Students should note that the Board cannot fairly award marks for performance that was not demonstrated in the exam.

16.4 Submitting an Application for Mitigating Circumstances

16.4.1 Applications for mitigating circumstances must be submitted through the online postponement form available on the ICB website or as otherwise directed. Applications must be submitted no later than 48 hours after the exam. Email submissions will not be accepted.

16.4.2 Students must include relevant documentary evidence (if applicable) with their application. A decision cannot be made without supporting evidence, and if the evidence is not submitted on time, the application may be rejected. Students will be notified of the outcome via email.

16.4.3 Applications should provide as much detail as possible to explain how the student's exam performance was impacted. The Academic Board will only consider the information and evidence submitted with the application and will not typically request additional documentation.

16.4.4 Students must ensure they can sit the exam at the scheduled time. Applications will not be accepted if a student takes the exam against medical advice.

16.5 Circumstances That May Not Qualify as Mitigating Circumstances

The following are examples of circumstances that are unlikely to be considered acceptable as mitigating circumstances. This list is not exhaustive.

16.5.1 Holiday or Family Events

Students are expected to schedule holidays and personal events outside periods that may impact their ability to study, prepare for, or undertake exams.


16.5.2 Misreading the Examination Timetable

Students are responsible for ensuring they are fully aware of all formal exams' location, time, and duration.

16.5.3 Paid Employment or Voluntary Work

Students must manage work commitments to ensure they do not interfere with their studies or exams.

16.5.4 IT Issues or Power Outages (Not Related to National Load-Shedding)

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Students are responsible for ensuring that electronically stored or generated work is properly backed up and the correct version of their work is submitted.

16.5.5 Foreseeable or Preventable Circumstances

Circumstances within the student's control, where appropriate measures could have been taken to avoid or mitigate the impact, will not be considered.

16.5.6 Scheduling of Exams or Deadlines

The proximity of deadlines or exams is not a valid reason for mitigating circumstances.

16.5.7 Lack of Understanding or Time Pressure

Difficulty understanding the exam paper, managing time during the exam, or using the recommended software are unacceptable mitigating circumstances. Students are expected to answer questions to the best of their ability, manage their time effectively, and practice using the required software before the exam.

16.6 Outcome of a Mitigating Circumstances Application

Students who submit a mitigating circumstances application will be informed of the outcome. If the Board requires additional information from the applicant or the examining team and a delay is anticipated, the applicant will be notified, and an updated timeline for releasing their exam results will be provided.


Suppose the Board identifies that the mitigating circumstances affect a larger cohort (e.g., due to an exam paper error). In that case, it will determine the fairest approach to minimise the impact on all affected students. This may involve consultation with Assessors and Moderators, who might decide to discount a specific question or amend the marking scheme.

The board's decision is final. While students have the right to appeal, no further correspondence will be entertained on the grounds of academic judgment. Students wishing to contest the outcome may follow the established appeals process.

16.7 Guidance on Evidence Required to Support Mitigating Circumstances


The following table provides examples of the circumstances that would normally be considered acceptable mitigating circumstances, with information on what evidence would be required in each case. This list of required evidence is provided as a guide and is not exhaustive; each application will be assessed on its own merits, considering the specific circumstances and the evidence presented in each case.

Please note that all documentation supporting an application will be treated sensitively and remain confidential. Please note that any photographic evidence or medical documentation providing detailed information, such as haemoglobin levels or medications taken, is not required unless requested.


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16.8 Table summary of Mitigating postponements


	No	Type	Description of grounds	Criteria & Proof required	Special terms and outcomes
Medical	NCP01	Medical Postponement	<ul style="list-style-type: none"> A student cannot sit the final exam for personal medical reasons, i.e. their illness or injury. Minor illnesses such as colds, sore throats, headaches, digestive problems etc., would not normally be acceptable. Must be relating to the student themselves – not a family member 	<ul style="list-style-type: none"> Doctor's certificate (relating to the date of the final exam) Medical circumstances that do not relate directly to the assessment date in question or cannot be attributed to affecting the assessment will not be considered – i.e. <ul style="list-style-type: none"> A statutory sick pay certificate Minor illnesses that could be treated with over-the-counter remedies (e.g. colds, coughs, sore throats etc.) 	The application must be received 48 hours after the exam date
Medical	NCP02	Mitigating Pregnancy	Pregnancy-related illness	<ul style="list-style-type: none"> The requirements for illness, hospitalisation etc., should be followed if there is a specific incident during pregnancy. 	1 week after exam
Medical	NCP03	Mitigating - Serious Illness or Medical Condition	<ul style="list-style-type: none"> Long-standing Medical Condition A confirmed Disability Hospitalisation 	<ul style="list-style-type: none"> Confirmation of the illness, the impact the illness has had on the affected assessment(s) and the dates concerned. There should be a confirmed diagnosis by a registered doctor specifying the nature of the illness. If currently undergoing assessment and no diagnosis has been reached, then documentation by a registered doctor specifying symptoms will be considered. 	The application must be received 48 hours after the exam date
Online Exam	NCP10	Unsuccessful Online Exam - Exam Room Access Denied	A student is unable to access the online exam room as they have not fully completed all the required steps in their PoE by the PoE due date.	<ul style="list-style-type: none"> The Student must demonstrate that there were extreme circumstances beyond their control that prevented them from completing their PoE and pre-checks. Failure to complete the PoE or have the required resources, does not qualify. 	

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Online Exam	NCP011	Unsuccessful Online exam - Load shedding or Power Failure	<ul style="list-style-type: none"> If a student experience scheduled load shedding or an unexpected power failure during the exam and cannot enter the exam. Students must contact the ICB immediately after power is restored to request assistance and additional time if applicable. Students will be granted additional time during the exam session at the ICB's discretion to complete the exam where possible. If this were deemed sufficient to complete the exam – any postponement request would be declined. 	<ul style="list-style-type: none"> Load shedding schedule indicating that load shedding occurred during the exam. Independent confirmation of power failure indicating power outage during the exam. Ticket/chat logged with the ICB during the exam period immediately after power was restored to request assistance. The Academic Board will review only issues outside of the student's control. 	<ul style="list-style-type: none"> If approved, students will automatically be postponed to the next available exam. If the student declined and did not start the exam, the student will be marked as absent and will be required to enter for a new exam and pay the fee for first time entry again. If the student declined and did start yet is unable to complete the full exam - the incomplete attempt will be sent for marking.
Online Exam	NCP12	Unsuccessful Online exam - Poor Line Connectivity	<ul style="list-style-type: none"> The student is unable to start or complete the exam due to poor network connectivity. If the student was using a "fixed line" connection for the exam, contacted the ICB for assistance and provided proof of connection and network speed during the exam. 	<ul style="list-style-type: none"> Proof of attempt during the exam (i.e. Ticket/chat logged with the ICB during the exam session) Proof of connection type and speed test received during the exam Student accurately completed the pre-exam technical checks with the same resources Proof that student was using a fixed-line connection(i.e. not Wi-Fi or hotspot or data etc.) 	<ul style="list-style-type: none"> If approved, students will automatically be postponed to the next available exam. If declined, students who could not complete the full exam will have their incomplete attempt sent for marking.

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Online Exam	NCP013	Unsuccessful Online exam - unexpected internet interruption	<ul style="list-style-type: none"> Unexpected internet interruption - If a student experiences an internet failure through their internet service provider during the exam and cannot complete the exam. Students will be granted additional time during the exam session at the ICB's discretion to complete the exam where possible. If this were deemed sufficient to complete the exam – any postponement request would be declined. 	<ul style="list-style-type: none"> Independent confirmation from the internet service provider indicating that their service was down during the exam. Ticket/chat logged with the ICB during the exam period immediately after connectivity is restored if during the exam. Proof that student was using a fixed-line connection (i.e. not Wi-Fi or hotspot or data etc.) 	<ul style="list-style-type: none"> If approved, students will automatically be postponed to the next available exam. If the student declined and did not start the exam, the student will be marked as absent and will be required to enter for a new exam and pay the fee for first-time entry again If the student declined and did start yet is unable to complete the full exam - the incomplete attempt will be sent for marking.
Other	NCP20	Mitigating – Victim of crime	<ul style="list-style-type: none"> If the student has been involved in a crime incident, that has affected their ability to write the final exam. 	<ul style="list-style-type: none"> Police report (including a crime reference number). If the incident has resulted in the student seeking medical attention, then the requirements for illness should be followed. 	<ul style="list-style-type: none"> The application must be received 48 hours after the exam date Affidavit required
Other	NCP21	Mitigating - Transport Accident	<ul style="list-style-type: none"> If the student has been involved in a transport incident, either as a passenger or driver. The student's responsibility is to arrive at the assessment on time, irrespective of the form of transport used or relied upon. This criteria applies to specific accidents only and not any other transport delays 	<ul style="list-style-type: none"> Evidence must be provided detailing the time and place that the incident occurred, including: A police report (including a crime reference number) Insurance reference number/record of the event. 	<ul style="list-style-type: none"> The application must be received 48 hours after the exam date Affidavit required
Other	NCP25	Mitigating - Legal commitment	<ul style="list-style-type: none"> Legal proceedings requiring attendance at court as a witness 	<ul style="list-style-type: none"> Documentary evidence from the court or a lawyer/advocate including the dates of the legal proceedings and the requirement for the student to attend. 	<ul style="list-style-type: none"> The application must be received 48 hours after the exam date

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Other	NCP25	Mitigating – Personal Circumstances - Death or serious illness of immediate family	<ul style="list-style-type: none"> Where a student's immediate family member has a serious illness, independent confirmation of both the illness and how the illness affected the student's assessment(s) should be provided. Other relationships may be considered subject to there being sufficient evidence of the closeness and impact 	<ul style="list-style-type: none"> A medical report from a qualified medical practitioner or a copy of a death certificate, coroner's report, a letter from a medical professional. Accompanied if necessary by formal documentation confirming relationship with deceased. A letter from a doctor or employer verifying the impact would be considered as independent confirmation. Whilst a death certificate is a sensitive and often difficult document to obtain, it is required to prevent fraudulent claims. 	<ul style="list-style-type: none"> The application must be received 48 hours after the exam date
Other	NCP26	Mitigating - Personal circumstances	<p>Severe adverse personal/family difficulties</p> <ul style="list-style-type: none"> This can include a whole range of issues, such as separation from spouse/partner, conflict with others, caring duties that couldn't be done by anyone else, etc. Examination stress is a common experience and not normally considered a personal mitigating circumstance as some level of sleep disturbance or feeling nauseous can be usual 	<ul style="list-style-type: none"> Confirmation of the circumstances and/or independent confirmation (where appropriate) of the effect on the student sitting the assessment(s) and the dates concerned. A letter from a doctor, employer, or counsellor verifying the impact would be considered independent confirmation. 	<ul style="list-style-type: none"> The application must be received 48 hours after the exam date
Other	NCP30	Mitigating - Exam Centre Related	<p>If the student experienced disruption that caused a significant impact on the student's exam performance, such as:</p> <ul style="list-style-type: none"> Significant noise. Disruption during the examination. Significant environmental impact, e.g. heating/lighting Power outage 	<ul style="list-style-type: none"> This must be reported to the invigilator before leaving the exam centre, and evidence of reporting must be included in your application. The invigilator will have an appropriate form. 	<ul style="list-style-type: none"> The application must be received 48 hours after the exam date

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17 Supplementary Exams (Re-Writes)

To pass a subject, students must achieve a minimum overall mark of 60%, with at least 50% in the final exam.

Students retain the same Portfolio of Evidence (PoE) for a subject within an academic year. If a student fails a subject, they must re-enter for the subject. Students may, however, request to have their formative assessments reset, allowing them to attempt these activities again before the new exam date.

The most recent grade achieved for any activity will be used to calculate the final marks. A full exam fee applies to all supplementary exams.

18 Students with Disabilities

The purpose of this clause is to ensure equitable assessment opportunities for students with disabilities, safeguarding them from discrimination and providing reasonable accommodations.

The ICB aims to create an inclusive assessment environment that maintains academic integrity while addressing diverse student needs. Accommodations are tailored to individual requirements without altering programme standards, enabling students to demonstrate their knowledge and skills effectively. The clause ensures that reasonable adjustments are available to students with disabilities to ensure fair and just assessment conditions.

By ensuring a structured approach, the ICB fosters an educational environment where students with disabilities can achieve their full potential without unnecessary obstacles.

The ICB supports students with documented disabilities by offering reasonable accommodations to ensure fair access to assessments. Students must disclose their needs in a timely manner to their provider or the ICB for accommodations to be considered.


Adjustments uphold academic standards while allowing students to demonstrate competencies without undue disadvantage. Accommodations remove barriers to learning while maintaining the rigour of assessment criteria. Accommodations are not designed to provide an advantage but rather to level the playing field for students who face physical, sensory, or cognitive impairments that may affect their assessment performance.

Each individual case is reviewed on merit by the Academic team and concessions and support is offered wherever possible without compromising academic integrity or unfair advantage. It is important to note that any costs incurred or required for exam concessions are to be absorbed by the learner or college/sponsor. The ICB commits to continuous improvement in its support mechanisms, working with disability support professionals to align best practices with evolving student needs.

18.1 Responsibility

This clause applies to all ICB programmes and partner providers administering assessments. The Academic Department oversees implementation, guidance, and compliance, ensuring consistency in accommodations across institutions. It is the responsibility of providers and the ICB to facilitate reasonable accommodations while upholding academic standards.

The responsibility for requesting accommodations and providing necessary supporting documentation lies with the student. Costs for additional accommodations (e.g., venue hire, scribes) may also be the student's responsibility. Students must arrange financial support in advance where possible.

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18.2 Invigilation

Providers must communicate approved accommodations to examination staff and ensure that they are implemented accordingly.

Accredited providers and invigilators must receive training to recognise and implement approved accommodations appropriately. Their role is crucial in ensuring a smooth and fair assessment process, and they must be prepared to provide a supportive environment while maintaining exam security and integrity.

18.3 General Provisions

Definition of Disability: Covers physical, sensory, cognitive, and learning disabilities that impact assessment participation. The term disability includes but is not limited to visual impairment, hearing impairment, mobility challenges, dyslexia, and other learning disabilities.

18.4 Assessment Challenges

Various assessment methods may require specific accommodations to ensure fair participation. Challenges may include time restrictions, reading difficulties, writing impairments, and comprehension barriers. The ICB acknowledges that each disability presents unique challenges and will work with students to determine the best course of action.

18.5 Maintaining Academic Integrity

Adjustments enable fair assessment without compromising learning outcomes. The assessment must remain a true reflection of a student's knowledge and skills. Accommodations must not provide an unfair advantage or alter the intended learning objectives of the programme.

18.6 Exam and Assignment Adjustments

Tailored accommodations include extra time, assistive technology, scribes, and modified formats. Adjustments will vary depending on individual student needs and the nature of the assessment.

18.7 Confidentiality

Accommodations do not appear on academic records. Student information related to accommodations is treated as confidential and shared only with relevant personnel. This ensures that students are not subject to discrimination or stigma.

18.8 Procedure for Requesting Accommodations


- Students must submit a formal request with supporting documentation no older than 12 months.
- Requests should be made at least six weeks before exams to allow sufficient time for processing and implementation.
- Approved accommodations are communicated to students and providers in writing.
- Appeals for unmet needs may be submitted for review, with final decisions upheld by the ICB.

18.9 Special Examination Arrangements

Listed below are some of the most common accommodations requested.

18.9.1 Extra Time:

Standard allocation of 25% additional time, with flexibility for further extensions if justified by medical or psychological documentation. Extra time is particularly beneficial for students who have trouble with reading, writing, or processing information. Students must provide recent and valid evidence of their need for extra time, and additional time

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beyond the standard allocation will only be granted under exceptional circumstances.

18.9.2 Separate Exam Room:

Provided for students requiring extra time, scribes, or assistive technology to minimise distractions and facilitate comfort. This arrangement is particularly important for students who require a quiet environment to concentrate or who need to use assistive technology that may disturb other test-takers. Examination rooms will be set up to ensure accessibility, with appropriate seating arrangements and lighting conditions.

18.9.3 Assistive Technology:

Use of screen readers, magnification software, coloured overlays, and electronic spellcheckers where applicable. All assistive tools must be approved before the exam date.

18.9.4 Alternative Exam Formats:

Oral assessments or modified formats considered when required, ensuring fair assessment of competencies. In cases where a written exam is not suitable, students may be offered alternative formats such as audio-recorded responses, practical demonstrations, or multiple-choice formats.

18.9.5 Support for Visually Impaired Students:

Large print, separate venues, and assistive devices accommodated. Exam papers can be provided in the required format, ensuring accessibility. Lighting adjustments and additional rest breaks may be arranged where necessary to reduce strain and fatigue.

18.9.6 Use of Scribes for Visually Impaired Students:

Some visually impaired students may require a scribe to record their responses during an assessment. Scribes must transcribe answers verbatim, without altering grammar, punctuation, or content.


- Scribes must remain impartial, follow the student's instructions precisely, and maintain confidentiality.
- The scribe may read back what has been written at the student's request, but they may not provide any hints, clarifications, or interpretations of questions.
- The scribe must be trained in examination protocols and familiar with the subject terminology where applicable.
- The student must be given adequate time to dictate their responses, and extra time allocation may be granted if necessary.
- The examination script must indicate the use of a scribe, but this will not affect how the answers are marked.
- The scribe may not answer any questions on behalf of the student or provide any additional support beyond writing down dictated responses.
- Visually impaired students who use a scribe will be allocated additional time to accommodate the dictation process.

18.9.7 Support for Deaf and Hard-of-Hearing Students:

Sign language interpreters, simplified language, lip-speaking, and rephrased questions may be used at the students or providers cost.

18.9.8 Support for Students with Physical Disabilities:

Use of scribes, ergonomic equipment, accessible venues, and flexible assessment methods tailored to their mobility needs.

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18.9.9 Support for Students with Dyslexia:

Dyslexia-friendly formatting, spellcheckers, additional time, and alternative assessment options available upon request.

18.10 Students with Disabilities Not Listed:

Individual consideration is given for unique needs to ensure fair access.

18.11 Accommodations review

The ICB reviews this clause annually to ensure continued relevance, compliance with legislation, and alignment with best practices.

19 Curriculum Updates

The ICB updates its Assignments, Tests, Exams, and Portfolios of Evidence (PoEs) annually on 1 April to align qualifications with changes in legislation, industry standards, and tax regulations. This means there is a new PoE for every Academic year.

The date of the exam determines the applicable curriculum:

- Exams scheduled on or after 1 April 2025 will assess the 2025 curriculum.
- Exams scheduled on or before 31 March 2025 will assess the 2024 curriculum.

The table below provides further clarification:

Scenario	Date of PoE	Date of Textbook	Date of Exam	Curriculum Year Examined In PoE	Curriculum Year Examined in Final Exam
A	2024	2024	April 2024 – March 2025	2024	2024
B	2025	2025	April 2025 – March 2026	2025	2025

Scenario A: If a student has a 2024 PoE and a 2024 textbook and is writing their final exam in between 1 April 2024 and 31 March 2025, the PoE is examined independently as a 2024 PoE and the final exam is based on the 2024 curriculum.


Scenario B: If a student has a 2025 PoE and 2025 textbook and is writing the final exam between 1 April 2025 and 31 March 2026, everything is consistent with the 2025 Curriculum Statements.

Important to note if you are postponing or booking a rewrite into a new academic year, that a new PoE will need to be completed. Each PoE is only valid for the relevant academic year.

20 Recognition of Prior Learning (RPL)

This clause outlines the process for recognising prior learning and experience of students not previously registered with the ICB. Students with prior studies in similar courses or relevant work experience may apply for exemptions through RPL. If approved, students may receive:

- Credits for specific subjects within an ICB programme.
- Credit for an entire ICB programme.

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The ICB is committed to promoting accessible and flexible learning by recognising prior achievements through Exemption and Recognition of Prior Learning (RPL). These processes allow learners to progress efficiently within ICB programmes by acknowledging previously acquired skills and knowledge.

20.1 Principles of RPL and Exemption

20.1.1 Recognition of Learning:

Acknowledges relevant, formal, informal, and non-formal learning experiences that align with ICB programme requirements.

20.1.2 Equity and Accessibility:

Provides opportunities for learners to demonstrate relevant competencies, regardless of their background or prior learning context.

20.1.3 Quality Assurance:

Ensures assessments are reliable, valid, and aligned with ICB's standards.

20.1.4 Transparency and Fairness:

Promotes a clear, consistent approach to evaluating prior learning and issuing exemptions.

20.1.5 Lifelong Learning Support:

Encourages continuous learning and progression within ICB programmes.

20.2 Definitions

20.2.1 Exemption:

Formal learning that meets specific programme requirements, allowing learners to bypass content already mastered. This applies only to recognised qualifications that align with ICB's standards.

20.2.2 Recognition of Prior Learning (RPL):

The formal recognition of skills and knowledge gained through informal and non-formal learning, assessed against ICB programme outcomes.

20.2.3 Credit Accumulation:

The process of earning and recording credits from completed programme modules. These credits contribute toward meeting the total requirements for a programme.

20.2.4 Credit Transfer:


The application of previously earned credits towards different ICB programmes, supporting academic mobility and progression.

20.2.5 Formal Learning:

Structured learning leading to recognised qualifications, assessed against a defined curriculum.

20.2.6 Informal Learning:

Learning gained through work, relevant experiences (formal or informal), or self-directed study, which may be recognised through RPL.

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20.2.7 Non-Formal Learning:

Structured learning that does not lead to formal qualifications, such as workshops or professional training.

20.3 Scope

This policy applies to all ICB programmes, providing guidelines for recognising prior learning and granting exemptions where appropriate. It ensures that prior learning, whether formal, informal, or non-formal, is rigorously assessed and appropriately recognised.

The policy acknowledges that credits only apply to students who are registered on an NQF qualification. Credits do not apply to IQB programmes.

20.4 Provisions

20.4.1 Exemptions and Credit Transfers:

- Applied per module based on recent and relevant prior learning.
- Short courses may qualify if they meet programme requirements.

20.4.2 RPL for Access:

- May provide access to programmes by recognising skills and knowledge that meet entry requirements.
- Assessment methods may include portfolios, competency tests, and interviews, ensuring thorough and fair evaluation.

20.4.3 Conditional Exemptions:

- Where appropriate, conditional exemptions may be granted, requiring further assessment or completion of specific learning components to meet programme standards.

20.5 Compliance and Quality Assurance

The recognition of prior learning and granting of exemptions must adhere to the principles outlined above, ensuring consistency, fairness, and transparency. All processes are subject to regular review to maintain alignment with ICB's standards and objectives.

20.6 Details of application

Applications for recognition of prior learning are completed online on the ICB Website. The application includes the RPL policy, upload of required documents and proof of payment.


20.7 Possible Outcomes:

Feedback on the application is provided for each subject and may include:

- Full Exemption Granted
- Exemption Not Granted
- Conditional Exemption Granted

20.8 PoE completion – Conditional Exemptions

- A PoE for conditional exemptions must be completed on Macci
- New students do not need to register on Macci directly. When the conditional exemption is booked by the ICB, students are automatically registered on the site.
- New students will receive login details sent to the email address used to register with ICB and current ICB students will use their existing login details

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- The PoE consists of an Admin Section, Formatives Section and RPL Evaluation The PoE must be completed by the deadline on the timetable
- The PoE is forfeited if not completed by the deadline and a new full exam will need to be booked for the subject. Another conditional exemption will not be awarded.

21 Dissertations (RTAP)

The dissertation subject guides students through the essentials of accounting research.

21.1 PoE completion

- A PoE for dissertations must be completed on Macci
- The PoE consists of an Admin Section, Download Section and Upload Section
- All dissertations are submitted for plagiarism checks against internal and external sources
- The PoE must be completed by the deadline on the timetable
- The PoE is forfeited if not completed by the deadline and a new submission date will need to be booked for the subject.

22 Plagiarism

The ICB upholds academic integrity and ensures all submitted work complies with ethical standards and academic guidelines.

22.1 General Policy

Plagiarism in any form is strictly prohibited. The ICB expects students to submit original work and properly attribute all sources of information. Violations will result in disciplinary action, with consequences determined based on the severity of the offence.

22.2 Definitions of Plagiarism

Plagiarism involves presenting someone else's work, ideas, or intellectual property as one's own without proper acknowledgement. Below are common forms of plagiarism:

22.2.1 Verbatim Plagiarism

Definition: Copying another person's work word-for-word without quotation marks or proper citation.

Example: Copying a paragraph from a textbook or website without crediting the source.

22.2.2 Paraphrasing Plagiarism


Definition: Rewriting someone else's ideas in your own words without citing the source.

Example: Summarising a journal article without mentioning the author or publication.

22.2.3 Mosaic Plagiarism (Patchwriting)

Definition: Combining copied text and original work, blending them without proper citation.

Example: Integrating phrases from a source into your writing without acknowledging the original author.

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22.2.4 Self-Plagiarism

Definition: Reusing previously submitted work without appropriate disclosure or citation.

Example: Submitting the same research paper for multiple courses without informing the assessors.

22.2.5 Collusion

Definition: Collaborating on an assignment but submitting the work as solely one's own.

Example: Sharing answers or solutions and submitting identical individual assignments without disclosure.

22.2.6 Ghost-writing

Definition: Submitting work written entirely or partly by someone else as your own.

Example: Paying someone to complete an essay or assignment without disclosing their involvement.

22.2.7 Inaccurate Citation

Definition: Providing incorrect or misleading citations that misrepresent the original source.

Example: Quoting an author without accurately citing the publication or misinterpreting the source's context.

22.2.8 Incomplete Citation

Definition: Failing to include full citation details makes verifying the source difficult.

Example: Citing only the author's name while omitting the publication date or page number.

22.2.9 Use of AI Tools

Definition: Using Artificial Intelligence tools to generate or write content without attribution.

Example: Submitting an essay created entirely or partially by AI tools such as ChatGPT without disclosing its use.


22.3 Procedures for Detection and Handling of Plagiarism

22.3.1 Detection

- All submissions are reviewed against internal and external sources using plagiarism detection tools.
- Markers and evaluators are trained to identify and report suspected instances of plagiarism.

22.3.2 Handling of Plagiarism

- The Academic Board reviews cases of detected plagiarism.
- Disciplinary actions are determined based on the severity of the offence and may include warnings, grade penalties, or disqualification from the exam.

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23 Fees

23.1 Fee Policies

Non-Refundable Fees: Registration and exam fees are non-refundable under any circumstances.

23.2 Fee Changes: Fees are subject to change without prior notice.

23.3 Inclusive of Additional Costs: Fees include VAT for South African students and bank charges for payments from outside South Africa.

23.4 We reserve the right to modify fees at any time without prior notice.

24 Certifications

Students following the ICB/NQF or ICB/IQB learning pathways will receive individual digital subject certificates (Professional International Certification) for subjects successfully completed. These certificates are endorsed by IQB. Learners who complete full programmes on either pathway will be awarded programme completion certificates relevant to their chosen pathway.

24.1 Subject Certificates:

- Subject certificates are available as digital certificates.
- Distance and self-study students can download their certificates from the student portal.
- College students can request their certificates from their college.
- Hard copy certificates can be printed and posted upon request, subject to the fee listed on the fees list.

24.2 Programme Completion Certificates:

- Programme completion certificates are printed and posted to students within two months of the exam results being released.
- Students who have completed the relevant subjects under an NQF-registered programme will receive their qualification certificates issued by Fasset.

24.3 Certificate dispatch

- Certificates are issued 6 to 8 weeks after the results release date.
- Students will receive communication once their certificates have been dispatched.
- If students have not received their certificate within 10 weeks, they should contact the ICB for assistance.