

# Certificate in Company Direction

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## Exam guidance for candidates

The Certificate in Company Direction tests knowledge, understanding, application and analysis in each of the four component modules of the Certificate in Company Direction.

### The Structure of the Certificate in Company Direction

The Certificate in Company Direction is composed of four modules, each of which has an associated exam. Successful completion of each of these modular exams will earn you an Award in that subject, and will contribute towards the overall Certificate in Company Direction. To achieve the Certificate in Company Direction qualification, you must successfully complete all four of the modular awards. The Awards are:

Award in Role of the Director and the Board  
Award in Finance for Non-Financial Directors  
Award in Director's Role in Strategy and Marketing  
Award in Director's Role in Leading the Organisation.

**Each modular exam is 45 minutes long and is composed of 16 questions and 20 marks.** These questions are made up of 12 one mark questions and four two mark questions. The difficulty of the questions will vary by item, and it is important that you manage your time to allow for this. To assist you with this, the four two mark questions will be located at the end of each exam (items 13 – 16).

Questions may consist of a single line question or a very short scenario, or may ask you to comprehend a series of statements or a longer scenario. Each item will have four multiple choice options for you to select from; only one option will be correct.

To achieve a pass in each exam, you must achieve the pass mark of 50%; to achieve a distinction you must score 75% or above. Any failed modules can be re-taken.

Once you have successfully completed all four modular exams, you will be automatically awarded the Certificate in Company Direction. To achieve a distinction in the Certificate in Company Direction you must pass all four modules on your first sitting, and must be awarded a distinction for at least three of the four modular exams.

### Delivery Methods

The modular exams are delivered by via Computer-Based Testing (CBT) software and are conducted by Remote Invigilation (RI) through our delivery partner TestReach. RI allows you to take your exam on your own laptop or computer in a suitably quiet location. As your exam is invigilated remotely via a webcam, the location could be at work or even at home.

During the exam you will be able to communicate with your invigilator via microphone or instant messenger. In the unlikely event that you experience any technical difficulties, TestReach Customer Support will contact you by telephone to guide you through the next steps and ensure that you are able to complete your exam in a timely manner. If you have not already done so, please provide your

preferred contact number to the Client Delivery Team [examinations@iod.com](mailto:examinations@iod.com) so that we can ensure your exam experience is as smooth as possible.

To use RI, you will need to download an application to the laptop or computer you plan to sit the exam on. The laptop or computer should have the following system requirements:

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

Two weeks prior to your exam you will be sent an email from [customersupport@testreach.com](mailto:customersupport@testreach.com). This email will provide you with your login details and a link to download the TestReach application. Please follow the instructions in this email and spend some time using the TestReach software prior to your exam/s. Through this application you will have access to a familiarisation tool to accustom you to the testing platform you will be using. You will also be asked to complete a Systems Check to ensure that your computer meets the required software and hardware specifications. You are required to complete these checks on the laptop or computer you plan to use in the location you intend to take your exam at least five days before your exam. You will not be able to select your exam start time until you have completed these checks.

## Choosing Your Exam Date and Time

Modular exams are available every month (excluding January and August); the current exam calendar can be found at [iod.com/training/qualifications/examinations](http://iod.com/training/qualifications/examinations). You may take as many exams as you wish on each exam date, though usually our candidates to choose to take either one or two modules per sitting. On each of these dates exam slots are available at 15 minute intervals throughout the day. Standard hours of availability are 9:00 – 15:30 UTC, though these times may change slightly between exam sittings. If you require a time outside of this range due to work commitments or time zone considerations, please notify us at [examinations@iod.com](mailto:examinations@iod.com) and we will do our best to accommodate you.

In order to select a timeslot for your exam, you will need to complete the Systems Check on the TestReach system; you will then be given the option to select your exam start time.

Please note that every effort is made to start exams at the scheduled time. However, please do not be concerned if you are alerted to a short waiting time when trying to connect. As invigilators give each candidate their individual attention during the on boarding for each exam, there may be a slight delay. You will always get the full allocated exam time and your exam will only commence once you have connected with your invigilator and clicked on the 'start exam' button.

## Preparing for Your Exam

During each of the course modules you will be provided with exam questions to use as a revision tool in preparation for your exam. As well as this, further revision material is available in the following format:

### IoD Learning Zone

Our dynamic e-learning platform offers revision support including downloadable course materials, interactive exercises and an exam preparation tool, and can be found at [iodlearningzone.com](http://iodlearningzone.com)

### Webinar online sessions

90-minute webinar recordings are available for each of the four Certificate modules, featuring exam-style questions and explanations of the answers, delivered by an experienced course leader with expert subject knowledge.

## Changing Your Exam Date or Time

Should you need to defer your exam to a different date or reschedule your sitting to a different time on the same date, please contact the Client Delivery team at [examinations@iod.com](mailto:examinations@iod.com). We will require a request in writing before we are able to action this change; any changes sent directly to TestReach Customer Support will not be actioned directly, but will be passed on to the Client Delivery team for consideration.

Please note that deferring the date of your exam after the closing date will result in the loss of your exam fee; you will be required to pay the modular exam fee before you are able to rebook for a future exam date (please visit the IoD website for a current timetable of exams and associated closing dates). For deferrals due to illness, bereavement or extenuating circumstances, please contact the Client Delivery team who will do all they can to assist you using guidance from the IoD Examination Regulations, which can be found at [iod.com/training/qualifications/examinations](http://iod.com/training/qualifications/examinations).

If you would like to discuss your personal circumstances regarding exam support, please talk to your account manager.

## On the Day of the Exam

Once you enter the TestReach system via the Desktop App, you will be brought to your exam dashboard. Click 'Enter' on the relevant exam and you will be asked to complete a final systems check. Once this process has been completed, you will be able to connect to the invigilator by clicking on the 'Connect to Supervisor' button. Once connected, voice communication is established with the invigilator.

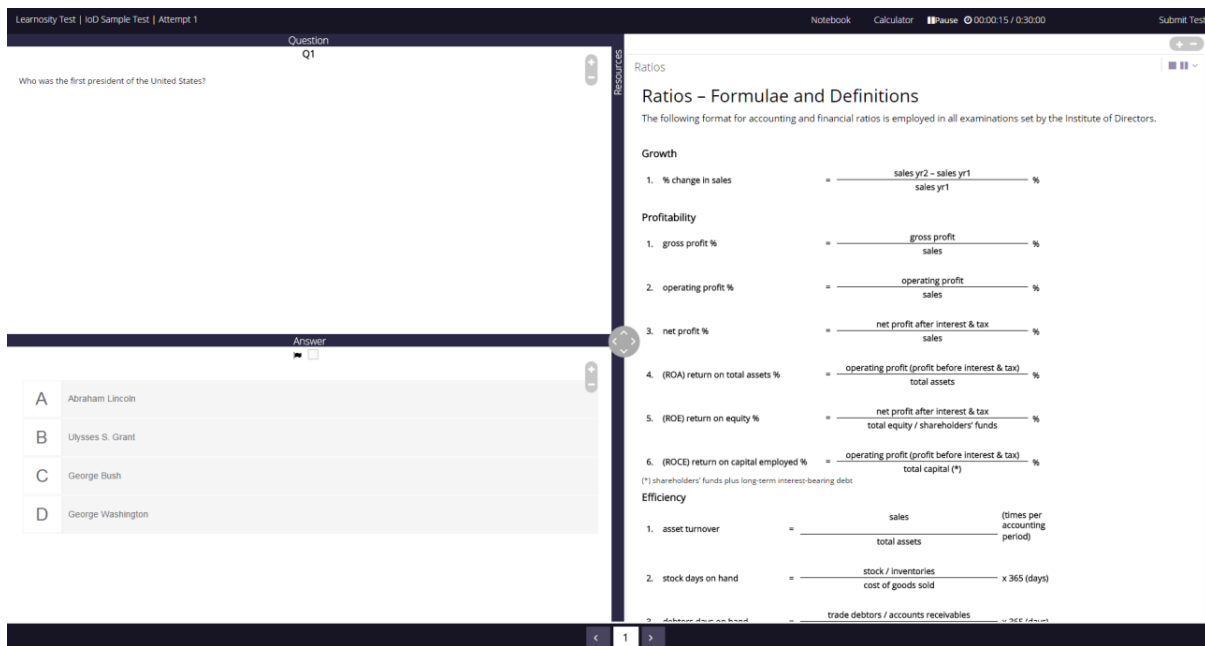
You will need to have your passport or other approved photographic identity document to hand; you will need to hold this up to the screen to be checked by the invigilator. Please note you will not be able to start your exam before the stated time.

You can take two blank sheets of A4 paper into the exam along with the IoD financial ratios (the ratios are also available on screen as a resource); these will also need to be held up to the screen before your exam begins.

For the duration of the exam you will be monitored by an invigilator via the webcam on your laptop or computer. You will not be able to see the invigilator but you will be able to contact them via microphone or instant messaging.

Once the exam has started the invigilator will not contact you unless they note any infringements (these will be sent to you to read in advance of your exam).

The exam will be laid out as in the image below (please note that the *Ratios – Formulae and Definitions* document is only provided for the Finance for Non-Financial Directors exam). Content for some questions may be contained in a clearly labelled resource on the right hand side of your screen. These questions will state that a resource is required for this question, and the relevant resource will open automatically.



Read each question and click on your preferred response. The answer you click is automatically saved within the system; however it can be changed as many times as needed. You can easily navigate between questions via the buttons at the bottom of the screen (they will be numbered 1 - 16). Each numbered button will be colour coded to show whether it is unanswered, flagged or answered. To flag a question you would like to return to, just click the box next to the flag icon.

The application has a clock so you can easily see how much time is remaining. You will be sent a notification 30 minutes and 5 minutes before the end of the exam. At the end of the allotted exam duration, your exam will be automatically submitted. Alternatively, you have the option to submit your exam at any stage before the end of the exam. Once your exam has been submitted, you will not be able to return to your examination.

Once your exam has been submitted (either manually or automatically) you must show your rough paper and financial ratios to the invigilator or your exam may not be marked.

## Further support

For further information regarding mitigating circumstances, appeals, and other academic regulations, please refer to the IoD Examination Regulations at [iod.com/training/qualifications/examinations](http://iod.com/training/qualifications/examinations).

If you have any questions regarding the examinations procedure, examination regulations, or would like any further information please contact the IoD Client Delivery team.

Kind regards,

IoD Client Delivery Team

Tel: +44 (0) 207 766 8910

Email: [examinations@iod.com](mailto:examinations@iod.com)

Web: [iod.com/training/qualifications/examinations](http://iod.com/training/qualifications/examinations)

### How long is each modular exam?

Each exam is 45 minutes long.

### How many questions are there in each modular exam?

Each modular exam is 45 minutes in duration and is composed of 16 multiple-choice questions drawn from a randomised question bank. There are twelve questions that carry one mark and four that carry two marks. The questions are of varying degrees of difficulty. Example questions at all difficulty levels will be discussed both in-course and in the webinars. Please ensure that you leave yourself enough time to complete the two mark questions.

### What level are the IoD Certificate in Company Direction exams?

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

Qualification	SCQF Level	Equivalent Level in England and Wales	Equivalent Higher Education Level
Award in Role of the Director and the Board	Level 9	Level 6	Final year undergraduate
Award in Finance for Non-Financial Directors	Level 8	Level 5	2 <sup>nd</sup> year undergraduate
Award in Director's Role in Strategy and Marketing	Level 9	Level 6	Final year undergraduate
Award in Leadership for Directors	Level 9	Level 6	Final year undergraduate

## Section 2: Booking the exam

### When are the Certificate modular exams offered?

In 2017 exams for each Certificate module are available every month except January and August. Exam dates, including closing dates, can be found at [iod.com/training/qualifications/examinations](http://iod.com/training/qualifications/examinations).

### Are all exam dates available worldwide?

Yes. IoD exams are conducted via remote invigilation and are available anywhere in the world, provided the technical specifications are met. Please see *Section 4: Taking the exam* for the full technical specifications.

### How do I book an exam?

If you wish to book your exam, please email the Client Delivery team at [examinations@iod.com](mailto:examinations@iod.com) with your membership number (if you are a member), preferred exam dates and which modular exam/s you wish to take on each date and a member of the Client Delivery team will contact you to finalise your booking.

**If I book my exam now, can I change it at a later date?**

Yes. You can change your exam date at no cost if you notify the Client Delivery team before the closing date. Any changes to your exam booking after the closing date will incur a charge of the full modular exam fee. Closing dates can be found at [iod.com/training/qualifications/examinations](http://iod.com/training/qualifications/examinations).

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

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

**Can you recommend which exam(s) to take first? Is there a recommended sequence?**

You are advised to take the exam at your earliest convenience after your course. There is no recommended sequence.

**Can I book an exam before I book the course?**

No. You will not be able to book your exam before you have booked the course.

## Exemptions:

**What is an exemption?**

An exemption gives you credit against relevant and accredited prior learning at comparable levels. If you meet the criteria set out in the IoD Exemptions Policy, you will be exempt from both the course and exam for the module against which you have been given credit. You can find the IoD Exemptions Policy at [INSERT URL].

**Which professional or academic qualifications qualify me for an exemption?**

The IoD maintains a current list of pre-agreed exemptions against certain professional qualifications, which can be found at [INSERT URL].

Exemptions are currently granted against the following modules:

- Finance for Non-Financial Directors
- Director's Role in Strategy and Marketing

Exemptions for modules of the Certificate in Company Direction will only be issued on a like for like basis, which demands at least 70% syllabus similarity for an exemption to be granted. Additionally, it is important to note that the IoD exempts against relevant masters level modules of 10+ credits. Exemptions against Bachelor's level modules cannot be considered.

If you have a professional or academic qualification which you believe is eligible to be considered for an exemption, please contact your account manager who will be able to advise you on how to proceed.

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

Yes. An exemption in a module is the equivalent of achieving a pass; you would need to achieve a distinction in the remaining three modules to achieve a distinction overall.

If you are exempt from two of the modules, you are not eligible to achieve a distinction in the Certificate in Company Direction.

## Section 3: Preparing for the exam

### What exam preparation material is available to me?

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

#### IoD Learning Zone

Our dynamic e-learning platform offers revision support including downloadable course materials, interactive exercises and an exam preparation tool, and can be found at [iodlearningzone.com](http://iodlearningzone.com).

#### Webinar online sessions

Pre-recorded 90-minute webinars are available for each of the four Certificate modules, featuring exam-style questions and explanations delivered by an expert course leader.

### How do I access the Examination Preparation Tool in the IoD Learning Zone?

Once your exam booking has been confirmed by the Client Delivery team, you will receive access to the Examination Preparation Tool. You will be able to see the Examination Preparation Tool on your Learning Zone home page 24 hours after you receive your booking confirmation.

### I am being asked to run a system check and select the exam start time beforehand. Can my PA/EA do this?

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

## Section 4: Taking the exam

### How will I take my exam?

All IoD exams are taken by Remote Invigilation (RI).

### What is Remote Invigilation (RI)?

RI exams are conducted through our delivery partner TestReach. RI allows you to take your exam on your own laptop or computer in a suitably quiet location. As your exam is invigilated remotely via a webcam, the location could be at work or even at home.

Your invigilator will ensure the security of your exam via the webcam. The invigilator will be able to see you and your screen. You will be able to communicate with the invigilator via instant message or audio.

### What equipment do I need for RI?

For RI, you will need to download an application to the laptop or computer you plan to sit the exam on. The laptop or computer should have the following system requirements:

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



We also advise that you use a screen that is large enough for you to read from and use comfortably.

### **Can I take my exam at a test centre?**

No. Due to the increased preference for RI, test centres are no longer available.

### **What can I bring into the exam with me?**

You can bring the following into the exam:

- A small amount of food and drink
- Two sheets of blank A4 paper
- A non-programmable calculator
- A printed copy of the *IoD Ratios - Formulae and Definitions* document (for the Finance for Non-Financial Director's exam only)

### **If I have a medical condition or specific learning requirements, can the IoD cater for my needs?**

The IoD is committed to making reasonable adjustments so that no candidate is disadvantaged because of a disability, specific learning needs or medical conditions. Please contact us so that we can make arrangements to suit you.

### **What happens if I get disconnected whilst taking my exam?**

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

## **Section 5: Results**

### **When can I expect to receive my results?**

Results will be delivered a maximum of four weeks from the exam date (with the exception of the December sitting, for which results will be delivered four working weeks from the exam date).

### **How will these be sent to me?**

Results will be emailed to you. Your results will be recorded as Distinction (75% or over) Pass (50% or over) and Fail (below 50%).

### **Who else is notified of my exam result?**

The IoD does not publish exam results. However, if you have taken your course through an IoD franchise or as part of an in-company programme, your results will be provided to that franchise or company. You may opt out by informing the Client Delivery team at [examinations@iod.com](mailto:examinations@iod.com) that you do not wish your results to be released to a third party. If you are unsure if this applies to you, please contact your IoD Business Development Manager.

### **Why do the results for multiple-choice Certificate exams take four weeks to be released?**

Following the exam sitting your results go through a thorough moderation process. While it is the IoD's aim to release the results as soon as possible following each exam sitting, the rigour of our academic governance process may mean that the full four weeks is required.

**My results letter says pass/fail/distinction. Can I find out my numerical score?**

No. The IoD does not release the numerical score for any of the Certificate in Company Direction exams.

**Will I receive a physical certificate once I have completed all four Certificate modular exams?**

Yes. You will receive a hard copy certificate when you have passed all four modules. Certificates are printed four times a year, at the end of January, April, July and October.

**Can I get a Distinction in the full Certificate?**

Yes. To achieve a distinction in the Certificate in Company Direction you must pass all four modules on your first sitting, and must be awarded a distinction (75% or over) for at least three of the four modular exams.

## Section 6: Rebooking the exam

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

You are able to re-sit the exam at the next available exam sitting. Please email the Client Delivery team at [examinations@iod.com](mailto:examinations@iod.com) with your preferred exam date, and you will receive provisional confirmation of your booking and an invoice for the modular resit fee (£160 +VAT). Once this invoice has been paid, you will receive an official confirmation email.