



## **FAQ's**

### ***Do I have to sit the exam?***

You may access the learning without sitting the exam. However, you do have to complete the exam to achieve the Certificate qualification.

### ***How to book onto the exam?***

You are automatically booked for the exam if you have registered and received access to the learning.

### ***Does my learning percentage matter?***

The progression percentage is a tool designed to help you monitor your learning. The progression does not count towards your final grade.

### ***Can I access the learning from anywhere?***

You can access and download the content through the webpage on any device (PC, laptop, tablet or mobile) or via the IPA app.

### ***What if my learning access isn't working?***

If you are having trouble accessing the learning, or are experiencing any technical issues, please contact the IPA team.

### ***Who do I contact if I have questions about the IPA Foundation Certificate content?***

The course tutor, Gwyn March, is available for any questions or queries you may have about the IPA Foundation Certificate content, you can contact her at: [gwynmarch@ipa.co.uk](mailto:gwynmarch@ipa.co.uk).

### ***Are there model answers to the exam questions?***

Yes, you can see an example of a previous distinction answer once logged in (Module 8 – about). We do not provide any other model answers to the questions, however, we suggest you get together in groups in your agency and share your answers to the mock exam or get a member of your team to check through your answers.

### ***Do I need to use a calculator in the exam?***

No, you do not need a calculator for this exam.

### ***Where and when do I sit the exam?***

The EACA will share this information with you one month before the exam date. It will, however, take place offline in multiple locations across Europe.

### ***What can I bring with me?***

You will be provided with all the resources you need to complete your examination. No learning resources or bags may enter the exam room.



***How long is the exam?***

Unless you are entitled to extra time, the exam lasts for 3 hours. Please note that the exam is 2 hours in Ireland.

***What if I need extra time?***

Candidates with dyslexia or dyspraxia are entitled to 25% extra time in the examination, unless a different amount of additional time is stipulated in any supporting paperwork.

The IPA and EACA believe in accommodating the needs of all its learners. If any other special requirements are needed for sitting the exam we will do our best to accommodate these.

Any request for extra time/special requirement must be submitted by 12th March 2019, 1 month before the exam. If you are entitled to extra time please contact the EACA.

***What if English is not my first language?***

If English is your second language you are permitted to bring a translation dictionary. You are not however, permitted any additional time. Your translation dictionary will be approved by an EACA invigilator prior to your exam.

***Can I use diagrams?***

Yes, you are able to use diagrams if this helps express your answer more clearly.

***Can I bring along the case studies to the exam?***

No, this is a closed book exam. You do not need to attempt to recall every fact from the case studies - just think about what they mean.

***When will I get my results back?***

You will receive your marks approximately 3 months after the exam

***Can I resit the exam?***

Unfortunately, there is not an opportunity to re-sit the exam. You can take the exam again in a year's time.

***Can I drop out of the exam without penalty?***

We do have a cancellation policy in place; please check with your training manager and the EACA.

***What is essay style?***

Essay style means that you should use a prose format (paragraphs and sentences) for your answer. Use of headings, sub-headings and numbering is permissible.

***Must I stick strictly to the use of essay style for my answers?***

You should use this style, but the use of headings and sub-headings is permissible.

***What format should I use for a non-essay style question?***



This will depend on the subject and the question. Headings and sub-headings, bullet points and tables are all permissible.

***Can I use references outside of the Modules?***

Yes, wider referencing is encouraged, providing it is appropriate and authentic.

***What is the best structure for an answer?***

For answers in essay style there is no 'best structure', as it is dependent on the subject and the question. However, it is always advisable to have three main parts to your answer where possible: introduction, main body and conclusion.