A QUALIFICATION FOR THE P&I INDUSTRY PRODUCED BY THE INTERNATIONAL GROUP OF P&I CLUBS

Candidate Guide

(February 2024)

Contents

Please read this guide before you schedule an exam.

1. IT capabilities

In order to be able to schedule and take a P&IQ exam, your device must have the following IT capability:

- Laptop / computer with 4GB of ram (no phones, tablets or surface pro).

- A Windows v7.0+ or Mac10.10+ operating systems. MacOS BigSur users need to upgrade to 11.3+.

- Intel Core i3 (or equivalent).

- A working webcam that can be used to scan the room, microphone and speakers.

- Internet connectivity with continuous internet speed of a minimum of 2Mbps.

- Recommended screen size of at least 13" and a resolution of 1024 x 768.

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2. Exam rules

- Exams can be taken in an office or in your home.
- You must be alone in the room, without interruptions, during your exam.
- If you wish to take the exam in a room with another exam candidate, you must [contact the support centre](#) in advance of your exam.
- The room must not contain any exam resources e.g. learning texts.
- If you take a mobile phone into the room, it must be switched off and put out of reach once you are connected to the invigilator.
- Your computer area must be free of all clutter and unauthorised resources.
- If there is another device/monitor in the room, it must not be on the desk or within reach and must be turned off.
- Smart watches are not permitted.
- You may take a calculator (not your phone) and a piece of blank paper and pens into the exam room, but you must not make a note of any questions asked during the exams.
- Comfort breaks are not permitted during the exam. You may not move around the room as you need to remain in the webcam viewing area at all times and ensure that you do not block the webcam.

- All candidates will be required to bring a valid form of ID to the exam. The ID must be a valid passport, driving licence or government issued ID which must contain your name, photograph and signature. The name on the ID must match the first and last name that you used to register on the P&IQ website. N.B. Company ID cards will not be accepted.
- If you have any difficulties with regard to satisfying any of the above requirements, please seek help via the [support centre on the P&IQ website](#).

3. Exam length

All P&IQ exams for Modules 1-7 will be two hours long and will consist of 75 objectively tested questions. You will not be required to type any answers.

Module 8 exams are three hours long. The exam for Module 8 will consist of three essay-style questions of **which you need only answer two**. You will be required to type your answers using free text. Spell check is available.

4. Accessibility

Provisions are made for candidates who have a disability, health condition or specific learning difficulty. This may include but is not limited to dyslexia, blindness, partial sightedness or dexterity impediments.

If you are disabled, have any health condition or a specific learning difficulty which you believe should be taken into consideration when taking the exam or in assessing your performance, please contact the [support centre on the P&IQ website](#) and attach relevant supporting documentation such as a doctor's letter or exam report.

5. Booking / rescheduling and cancelling an exam - step by step

Exam dates

Exams take place twice a year, in May and October. Two time slots are offered each day during the exam session. The times available are different each day to ensure that the

exam is globally accessible. The dates and times for the exams are published in advance and are available to view on the ["Key dates" page on the P&IQ website](). Please note that the exam times shown on the P&IQ website are in GMT.

Registering to book an exam

Step 1 – Purchase the learning text and access / resit from the P&IQ Shop

You can book an exam for Modules 1-7 if you have purchased the learning text and access to one exam for that module from the P&IQ shop, or if you have paid the fee for a resit in the event of a previously unsuccessful attempt. You can only book an exam for Module 8 if you have paid the fee for one exam.

You can purchase the learning text and exams for Modules 4-7 once you have completed Modules 1-3 and have been awarded the P&IQ Certificate. You can purchase the Module 8 exam once you have been awarded the P&IQ Advanced Certificate.

> **Once you purchase an exam, you are entitled to sit the exam in one of the next two sessions. Your exam licence will expire after 12 months. If your exam licence has expired - for Modules 1-7, you must buy a resit to take the exam and for Module 8, you must purchase Module 8 again.**

Step 2 – Register to schedule the exam with TestReach

The exams are delivered by a company called TestReach.

Once you have purchased an exam or a resit, you can then register to schedule an exam via the link to TestReach on the P&IQ website. Once you register, your details will automatically be transferred to TestReach.

You will be sent an email message from TestReach to confirm that you have been registered to take an online exam using the TestReach software application. TestReach will provide you with a username and password. Please make sure that you keep these details safe. You will then be asked to download the TestReach Application.

Step 3 – Download the TestReach application

When you download the TestReach app, a series of checks will be carried out on the device you are using to see if it satisfies the IT capabilities required by TestReach (as above at paragraph 1). You will only be able to schedule your exam once you have downloaded the TestReach app and the system checks have been carried out.

It is recommended that you download the app on the device that you intend to use in the exam as you will then know that this device complies with the requirements in advance.

If, for some reason you download the app on one device but use another device to take the exam (e.g. If you download the TestReach app to schedule your exam using your personal computer but take the exam on a laptop supplied by your employer), you will need to download the app again on the device you will use to take the exam. This is easy to do but it will be necessary for the series of checks to be carried out again on this device by TestReach. You may wish to allow plenty of time before your exam (preferably a few days) to download the app, especially if you are using a device provided or managed by your employer as you may need support from your IT department depending on the security constraints imposed. TestReach will be able to liaise with your IT department to discuss any technical issues.

> **If you download the TestReach app but change your mind and do not wish to schedule an exam, or have made a mistake and scheduled the wrong exam, or simply wish to cancel your booking, you must return to the P&IQ website and click the "cancel" button found on the "Book P&IQ exam" page.**

Step 4 - Schedule your exam

Once you have downloaded the TestReach app and the system checks have been carried out, you will be able to schedule your exam with TestReach.

Once you have scheduled your exam, you will be sent an email confirming the date and time. Please keep this email safe as, if you miss your scheduled exam you will be deemed to have taken and failed your exam.

When you schedule a time slot on TestReach, the times will be shown in your local time - the local time you chose when you first registered with TestReach. If you wish to change this local time, please amend your TestReach profile settings. If you have any difficulty with your TestReach profile, please contact TestReach's support team on customersupport@testreach.com.

If you wish to reschedule your exam, you can do this via the TestReach app before the deadline. Once you have rescheduled your exam, you will be sent a further email confirming the new time and date of the exam.

> **If you miss your scheduled exam you will be deemed to have taken and failed your exam and be charged the exam fee.**

Step 5 – Test tutorial

When you download the TestReach app, you will be advised to take a "Test tutorial". This tutorial will guide you through taking an exam on TestReach so that you can familiarise yourself with the exam layout. We recommend that you go through this tutorial before the day on which you take the exam. It can be taken multiple times, and your answers are not recorded. The purpose is to familiarise you with the process on TestReach and does not represent the questions you will see in the P&IQ exams. This is not the same as the interactive sample test for the P&IQ exam which you can read more about below.

Step 6 - Check the app is downloaded on the computer

If you intend to take the exam on a device different to the one on which you scheduled the exam, make sure that the TestReach app has been downloaded on that device. These checks should take no longer than ten minutes, but we recommend that you leave enough time before the exam to check, especially if you intend to take the test using a device supplied by your employer.

Cancelling an exam

If you wish to cancel your exam, you must do so by the cancellation date which will be published on the ["Key dates" page on the P&IQ website](#).

> **If you do not cancel by this date, you will be deemed to have taken and failed your exam.**

To cancel an exam, you must go to the P&IQ website as you cannot cancel your exam using the TestReach app. On the P&IQ website, click the "cancel" button on the Book P&IQ exam registration page. If you have any problems, please contact the [support centre on the P&IQ website](#).

If you are unable to attend the exam due to unforeseen circumstances on the day (i.e. illness) please contact the support centre as soon as you are able. Where possible, please provide evidence to support your reason for cancellation.

6. Preparation for the exam

Learning texts and the exam

- The learning text for each module provides the information required to take and succeed in the exam. In order to succeed, candidates should take note of the headings within each chapter of the learning text and pay attention to the knowledge rating.
- The knowledge ratings are set out at the beginning of each learning text and every chapter within that learning text.
- Exams will be in the English language.
- Exam questions with a legal angle will assume English law and practice applies, unless otherwise stated. Only the legal points covered in the learning text are tested.
- Exams will be based on the learning texts available from the P&IQ website or from a hard copy of the learning text. Questions will not be asked on the contents of any appendix to the learning text.
- As the learning texts undergo a periodic review, to ensure you have the most up to date information, please check that you are studying from the most recent learning text and [have checked the addenda](#).

- Any legislative or industry changes will only be examined if they are referred to in the learning texts and as a general rule will not be examined until after three months of release of the revised texts.

Interactive sample paper

Once you have booked an exam for Modules 1-7 with TestReach you will also have the opportunity to take an interactive sample test. There is no sample interactive test available for Module 8. Details of how to access this test will be sent to you via email by TestReach once you have booked an exam. This interactive test consists of a paper split into sections representing each available Module. Each section will consist of 25 questions for each available Module.

You may answer as many of the sections as you wish at any one time, but we recommend that you only answer the questions for the Module(s) that you have booked an exam for. The test will not be invigilated but will be timed and although your responses will be marked, and the results made available they are for your information only and will not form part of your final result. This interactive test may be taken up to three times before the date of your exam. The sample paper offers candidates the opportunity to see the different styles of exam questions that will be used in the exam.

Top Exam Tips: Modules 1–7

- The exams for Modules 1-7 consist of a number of multiple response questions, some of which will include multiple choice questions, matching questions, true/ false questions and others.
- Work through the questions methodically.
- Read the question and all the options carefully. It is vital that you understand the precise meaning of the question.
- Pay attention to what the question is asking for e.g. give the one that does apply or the one option that does not apply.
- Be aware of the time spent on each question. Each exam lasts for 2 hours. The time equates to around one and a half minutes per mark available, so time management is crucial. When the time allocation for a particular question is up, consider moving on to the next question rather than spend too much time on any one question. The

computer programme will allow you to revisit any unanswered questions at the end, if there is time left to do so.

- Use any remaining time available to go through each question again and make sure that they have all been answered.
- Practice helps: Sample questions and answers are available on the P&IQ website as well as the TestReach interactive sample paper. Candidates have historically had better success in their exams when they use the sample papers.

Top Exam Tips: Module 8

- The exam for Module 8 will contain essay-based scenario questions, with supporting documents, requiring typed answers using free text. There will be no multiple response/multiple choice questions.
- There will be three questions in each exam of which you need only answer two. Each question will be allocated a total of 50 marks (total 100 for each paper), 10% (5 marks) of which will be awarded for presentation, 20% (10 marks) for knowledge and technical content and 70% (35 marks) for application and analysis.
- Avoid trying to attempt three questions as you will not be awarded marks for all three questions.
- Read through the questions thoroughly and consider what the question is asking you to do e.g. write a letter, explain etc. A percentage of the marks will be awarded for presentation of your response.
- Make sure you apply your knowledge to the scenario in the question. Do not merely repeat all you know on the particular subject.
- The questions are designed to try and examine as wide a spread of the entire syllabus as possible, and you will be expected to demonstrate knowledge analysis and problem-solving skills as well as being able to draft clear advice or correspondence to a Member or other party.
- Each question will be broadly constructed using the following sections and will require you to provide:
  - a 'summary' of pertinent issues
  - a 'technical assessment' of each and/or
  - a 'plan' or 'recommendation' that addresses the problem posed by the question (which could be of an underwriting or claims nature, or both).

- Under the 'summary' section, you will be expected to 'identify', 'summarise' or 'outline' the main points for consideration in the question.
- Under the 'technical assessment' section, you will need to 'describe', 'compare' or 'explain' how each point listed above will be involved or influence the plan or recommendation.
- Under the 'plan' or 'recommendation' section, you will need to provide a clear 'plan' or 'recommendation' as to how each point listed above will be involved or influence the Clubs'/Shipowners' response to the problem/issue described in the question.
- Your answer will be typed into the box below the question and should be set out with appropriate structure including spacing. The system will function like a word processor allowing you to edit content within the answer box.
- For most questions, supporting resources will be provided and there might be several pages of resources contained within one multipage PDF so you should always check the PDF pages. The pages cannot be separated out to display individually. The resources can however be closed or minimised and reopened or maximised at any point if not required by using the toggle button and arrows in the middle of the screen.
- Sample questions and answers are available on the P&IQ website.
- Your exam answers will be manually marked by an examiner who will mark in accordance with carefully laid down criteria adhering to the International Group's positive marking policy to ensure that all candidates are treated fairly. Full marks will be awarded if you have provided a complete answer according to the marking scheme. Full credit will also be given for alternative answers that are equally valid but not given in the marking scheme.
- For questions involving numerical calculations, the majority of the marks will be awarded for the correct method being used; only a minority of the marks being awarded for the final answer.

Training and learning support

The P&IQ is a self-study qualification. The learning text for each module and information available on the P&IQ website will provide you with all the information required to take and succeed in the exam. There is no official training or support provided by the International Group, and no person involved in the management and administration of the P&IQ exams can provide any form of training or coaching. Please note that any person(s)

or organisation offering training for the P&IQ programme does not offer the service on behalf of the International Group. If you have any questions relating to the learning text and your studies we recommend that you either consult a senior colleague within your organisation, a colleague who has already taken the exam or alternatively any questions may be directed to the Coracle support centre.

How long do you need to prepare for P&IQ exams? (Suggested study times)

- Modules 1-2: Suggested study time around 120 hours per module.
- Module 3: Suggested study time around 150 hours.
- Modules 4-7: Suggested study time around 180 hours per module.
- Module 8: No minimum suggested study time is suggested but as the exam is based on a culmination of study undertaken for all previous seven Modules you should allow sufficient time to review all the learning texts for Modules 1-7 and ensure you have a broad working knowledge of the content of those learning texts.

7. The exam day

Step 1: Arrival and login procedure

- On the day of your exam, make sure that you arrive at/ set up your exam location at least 20 minutes before your scheduled exam start time.
- Login to the TestReach app 15 minutes before your exam start time using your User ID and password. You will need this time before your exam to go through the pre validation process with the Supervisor.
- 15 minutes before the exam, select the "Connect to Supervisor" option.
- Please note that the connection to the supervisor may not be immediate. The supervisor will be made aware that you are ready to start your exam.
- Once you are connected, the supervisor can immediately see: your desktop / screen, a 'chat box' for any instant messages between you and the supervisor and live audio / video via webcam.
- The supervisor will advise you via audio of the validation process before you begin your exam, as in Step 2, below.

- Please behave in a courteous manner towards the supervisor, comply with any procedural requests and respond to all validation questions.

Step 2: Authentication / validation procedure

- The supervisor will ask you to show your photo ID to the camera. This ID should be a valid passport, driving licence or government issued ID which must contain your name, photograph and signature. The name on the ID must match the first and last name that you used to register on the P&IQ website. N.B company ID cards will not be accepted.
- You will be asked to pan your monitor / camera around the room to get a 360-degree view – the supervisor will need to make sure that you pan the whole area. This is to ensure that:
    - You are alone (unless prior permission has been sought,
    - Your computer area is free of all clutter and unauthorised materials,
    - Any phone visible is out of reach,
    - There are no notes/wall boards with information on them,
    - You do not have a second monitor on your desk or within reach,
    - You will be asked to scan the desk (including any shelves under the desk) to make sure that there are no phones, books, post it notes etc. nearby,
    - You will be asked to show your wrists to the supervisor to make sure you are not wearing a smartwatch.
- If using, you will be asked to show your calculator and sheet of blank paper and a pen to the supervisor at the beginning and the end of the exam.
- If the supervisor observes any unauthorised items, they will request that you remove them from the testing area.

Step 3: During the exam

- You will be monitored by the supervisor and recorded throughout the exam via the webcam and audio feedback to ensure that there are no verbal answers or communication from any outside source.
- The supervisor will be able to see you via webcam and see your screen, use a chat box to communicate with you, turn the audio that allows you to hear the supervisor on or off.

- If you have any questions relating to the functionality of the exam you will be able to ask the supervisor, but they will not be able to assist you in relation to the substance of any of the questions.
- You may not move around the room and should not leave the room until you have finished the exam. If you leave the room before you have logged out of the exam, the exam will be terminated. There are no comfort breaks.
- You need to remain in the webcam viewing area at all times and must ensure that you do not block the webcam for any reason.
- You must behave in a courteous manner to the supervisor at all times.
- If at any time the supervisor notices any behaviours that they consider are suspicious or amount to an infringement of the exam rules, they will send you an instant message.
- If the supervisor thinks that you are in breach of any of the exam rules, they will log an infringement. If they do this, they will click on a "Take Action" button. This will automatically send you a message saying an exception has occurred. If you see this message you MUST click OK in order to resume your exam.

Step 4: At the end of the exam

Once you have finished the exam you may log out and leave the room. You may do this even if you have finished the exam before the end of the two-hour time slot. Once you end the exam, you will receive a link to complete a short feedback questionnaire. It is not compulsory and takes no longer than 5 minutes. Your feedback would be greatly appreciated.

Step 5: Receiving your results

Results for Modules 1-7

As marking for Modules 1-7 is carried out automatically by computer. You will be sent the grade achieved for your exam by TestReach immediately after you submit your exam. This will be available to view by logging into your TestReach account. Your overall percentage mark, based on how many questions you answered correctly out of 75 will be sent to you via a separate message once all the exams are over, along with a certificate, if you passed. The pass mark for all exams is 65% and a distinction will be awarded for a mark of 85% or above.

You will not be able to receive a copy of the exam transcripts for any exam that you take. After your exam you will receive a document which lists all the learning objectives you were asked questions on, how many questions were asked on each learning objective and how many you got right or wrong. This information can be used as a guide for you to assist in which areas you need to focus your studies for your next exam.

All certificates issued will be available to view on your candidate profile on the P&IQ website. Any milestone certificates e.g. Bronze, Silver and Gold will be sent as a hard copy, by Coracle, once you have completed the various stages of the qualification.

If you have any questions in relation to the above, please seek help using the [support centre on the P&IQ website](#).

Results for Module 8

For Module 8, marking is carried out by an examiner selected for their relevant and up to date knowledge and experience and trained to mark exam papers in accordance with carefully laid down criteria. Marking will commence immediately after an exam has finished. Results will be released within 6-8 weeks of the end of the exam session. The pass mark for all exams is 65% and a distinction will be awarded for a mark of 85% or above.

Feedback for Module 8 can be provided, upon request. The feedback can only be general in nature and will not refer to the detail in the questions. This is to ensure that the exam questions are kept confidential.

If you have any questions in relation to the above, please seek help using the [support centre on the P&IQ website](#).

Connection issues / TestReach support and contact details

If you experience any IT, firewall or internet / connectivity issues during the exam, issues with the supervisor or the exam paper view, you should contact TestReach directly as follows – customersupport@testreach.com or call +44 (0) 203 475 8685 and they will try and assist you.

If you need help with signing up, the TestReach app, scheduling your exam, validation or pre-exam set-up, you should contact TestReach.

If you need support for other issues, questions, please seek help via the [support centre on the P&IQ website](#) or send an email to support@coraclemaritime.com.

Appendix 1 – P&IQ Certificate, Advanced Certificate and Diploma

Qualification	Level	Required modules	Notes
P&IQ Certificate	Introductory	Module 1: The Shipping Business, and Module 2: P&I Insurance History, Operation and Practice, and Module 3: Underwriting, Loss Prevention and Claims Handling	Ideal for candidates new to the industry, or for those seeking to enhance existing knowledge or looking for a general background qualification.
P&IQ Advanced Certificate	Of a more specialist nature. Builds on knowledge gained whilst studying for P&IQ Certificate	Module 4: People Risks, and Module 5: Cargo Risks, and Module 6: Collision, FFO & Pollution, and Module 7: Towage, Salvage, General Average & Wreck Removal	You must have been awarded the P&IQ Certificate before you can take the P&IQ Advanced Certificate.
P&IQ Diploma	Highest level of qualification	Written examination (Module 8) to test your ability to apply the knowledge gained in the previous two levels of qualification to practical scenarios	You must have the P&IQ Certificate and Advanced Certificate before taking Module 8. There will be no separate learning material for this exam.

Appendix 2 – The syllabus

The syllabus for each Module can be seen from the links below:

[Module 1: The Shipping Business](#)

[Module 2: P&I Insurance, history, operation and practice](#)

[Module 3: Underwriting, loss prevention and claims handling](#)

[Module 4: People risks](#)

[Module 5: Cargo risks](#)

[Module 6: Collision, FFO and Pollution](#)

[Module 7: Towage, Salvage, General Average and Wreck Removal](#)

[Module 8:](#) There is no separate syllabus for Module 8. The exam will be based on the syllabuses set out in Modules 1-7.