



## FREQUENTLY ASKED QUESTIONS (FAQs) ON EXAMINATIONS

### *EXAMINATION ENTRY*

**1. Question: How many exam sessions are there in a year?**

**Answer:** There are four (4) exam sessions annually. The exams take place over a period of five (5) days in March, June, September and December.

**2. Question: What are the exam entry deadlines for each exam sessions?**

**Answer:** The following are the deadlines for the four (4) exam sessions:

No.	ACTIVITY	DATE
1.	Due date for registration of new students sitting for March examinations.	31 <sup>st</sup> January
2.	Due date for payment of examination fees for March examinations.	4 <sup>th</sup> February
3.	Due date for registration of new students sitting for June examinations.	31 <sup>st</sup> March
4.	Due date for payment of June examinations.	6 <sup>th</sup> May
5.	Due date for registration of new students sitting for September examinations.	30 <sup>th</sup> July
6.	Due date for payment of examination fees for September .	5 <sup>th</sup> August
7.	Due date for registration of new students sitting for December examinations.	31 <sup>st</sup> August
8.	Due date for payment of examination fees for December .	4 <sup>th</sup> November

The details for the early, normal and late exam payment deadlines are always posted on the website, always visit our site on <https://www.zica.co.zm/student-fees/>

**3. Question:** How much are the examination fees? Where can I find the schedule of fees?

**Answer:** Student examination fees schedules are accessible on the link <https://www.zica.co.zm/student-fees/>. The examination fees are revised annually.

**4. Question:** Who is eligible to register for ZICA exams?

**Answer:** All students who are fully subscribed with the institute are eligible to register for exams at each exam session. Exam registration is unavailable to all students that have outstanding balances. You are urged to write an email to [examinations@zica.co.zm](mailto:examinations@zica.co.zm) in the event that you do not owe the institute and registration is unavailable.

**5. Question:** How can I register for examinations?

**Answer:** Registration for ZICA examinations is done online through student online accounts. The steps to be followed when registering are as indicated below:

- i. Navigate to [www.zica.co.zm](http://www.zica.co.zm) and click login on the menu.
- ii. Login to your account (if you have forgotten your username or password, click on the reset link).
- iii. If you do not have credentials send an email to [helpdesk@zica.co.zm](mailto:helpdesk@zica.co.zm).
- iv. Click on Events menu.
- v. Select Exams.
- vi. Click to select examination center of your choice.
- vii. Click on Register Myself button.
- viii. Select study mode and save.
- ix. Then select the subjects you wish to be entered for.
- x. Click on Proceed to Checkout. ***You will be taken to 2 options which are Pay Now and Purchase Order.***  
***Option 1***
- xi. If you select Pay Now to pay using your Visa/MasterCard you will be redirected to the payment page.
- xii. Under payment page you must enter the following data:

- Card No: xxxxxxxx (this is the 16 digit number on your Visa or Master card. The 16 digits must be entered without spaces).
  - Expiry date: xxxx (This is found on the front of card).
  - Security code: 3 digits at the back of the card.
- xiii. Click Next button to review your transaction.
- xiv. Click Pay button to complete transaction. If the payment goes through, you will receive an order confirmation and a receipt via email.
- Option 2**
- xv. If you select Purchase Order (PO) to register without paying, enter the text 'BILL MUSTER' in the space provided and click on the Submit Order button.
- xvi. Scroll up and click on your Name. This will take you to account home page.
- xvii. Select the Finance tab and click on pending invoices.
- xviii. Click on the Export to PDF icon on the top left side of your page to extract a prefilled Bill Muster form in PDF. Print two copies.
- xix. You will need to deposit funds at Zanaco Bank using the printed Bill Muster forms.
- xx. If you are unable to print forms, ensure to indicate the order number generated by the system on your bill muster form.

**6. Question: What exams are available at each session?**

**Answer:** All the exams for the four (4) programmes are available during the June and December sittings, while only CA Zambia and Diploma in Accountancy are available in March and September. The examination time table is always posted on the ZICA website for each programme for every exam sitting.

**7. Question: Can I register for exams at the same exam period in different Programmes offered by ZICA?**

**Answer:** ZICA does not provide for studying of multiple programmes at the same time; currently a student can only register for one programme at a time until it is completed. Only then can one move onto the next programme.

**8. Question: Can I sit for my exams at any of the centres of my choice?**

**Answer:** Students are required to sit for examinations at any of our ZICA accredited examinations centres. For further details on the centres and centre codes, you can visit the ZICA website on [www.zica.co.zm](http://www.zica.co.zm). No student is required to make

payments to the ZICA accredited examination centre for them to write the exams. Only exam fees to ZICA are required.

**9. Question: How many papers can I sit for at each exam session?**

**Answer:** Candidates are recommended to take a maximum of three (3) subjects per examination sitting. The rules and regulations on how many papers you are required to sit for at each exam sitting have been stipulated in the student handbook for each of the programmes under the progression rules. This could be downloaded from the ZICA website [www.zica.co.zm](http://www.zica.co.zm).

**10. Question: Can I change my exam entry once I have already registered?**

**Answer:** It is possible to make changes to the existing exam entries when the registration period is still open. This includes withdrawing an entry, changing the exam centre and subjects.

**11. Question: Can I apply for deferment of exams once the exam registration and payment period is closed?**

**Answer:** Students cannot defer any examination after the registration and payment period is closed.

**12. Question: Under what condition can I defer an exam?**

**Answer:** Students can defer any examination under the following four (4) reasons within the exam period;

- (a) **Illness:** applications for deferment are only authorised where illness is supported by a certificate issued by a registered medical practitioner. Such deferments shall attract a charge of 30% of the applicable examination fee per subject for the following examination session.
- (b) **Nursing an ill immediate family member:** applications are only authorised if the person who is ill is a spouse, child, biological parent or legal guardian of the candidate. The

application must be supported by a certificate of illness issued by a registered medical practitioner. A charge of 30% of the applicable examination fee per subject for the following examination session shall be levied on such deferments.

- (c) Loss of an immediate family member – applications are only authorised if the person who died is a spouse, child, biological parent or legal guardian of the candidate. The application must be supported by the death certificate and burial permit for the immediate family member who has died. Such deferments shall NOT attract any charge.
- (d) Legal grounds – applications for deferment are allowed for persons who are required to attend court sessions or to give evidence in courts of law at the same time as they are expected to sit examination. Such deferments shall attract charge of 30% of the applicable examination fee per subject for the following examination session.

**13. Question: Apart from the four (4) conditions for deferment mentioned in 12 above, what happens if I enter for exams and I am not available to write the exams?**

**Answer:** If you cannot sit for an exam you registered, you are marked absent and any amount that was paid towards that specific sitting is forfeited.

**14. Question: How do I access the examination related materials?**

**Answer:** Past examination papers are accessible through the ZICA website using the link below:  
<https://www.zica.co.zm/prepare-for-your-exams/>.  
Any announcements pertaining to examinations are always posted on the ZICA website.

## ***SITTING AN EXAMINATION***

**15.Question: What documentation am I supposed to carry when going to write an examination?**

**Answer:** Candidates are admitted into the examination room on the basis of an examination docket bearing their passport size photo and either their student ID card, NRC, valid drivers' license, or valid passport. Examination dockets are always sent to students a month before the exams. They can be downloaded from the student's account.

**16.Question: What time must I report at the examination centre?**

**Answer:** Admission into the examination room begins at least 30 minutes before start of the exam (09:00hours for the morning and 14:00hours for the afternoon session). Candidates are urged to be at the centre earlier than the admission time. Candidates that arrive at the centre 30 minutes after the start of the examination shall be sent away by the Invigilators and marked absent.

**17.Question: Are there any rules in relation to the conduct during the exam sitting?**

**Answer:** All the examination rules are clearly outlined on the examination docket.

**18. Question: What constitutes malpractice under ZICA examination rules?**

**Answer:** ZICA has a zero tolerance policy towards examination malpractice. Prospective examination candidates are advised to read the malpractice guidelines indicated in the handbook accessible through the link below:  
<https://www.zica.co.zm/rules-regulations/>

**19. Question: What happens if I do not provide an ID on the actual day of an exam.**

**Answer:** Every student is required to produce an official ID, such as passport, driving licence or national ID card. Students shall only be allowed in an exam fee with the ID card.

**20. Question: Is a student allowed to change the exam centre on the actual day of an exam?**

**Answer:** No student is allowed to change their examination centre on the examination day. All students that attempt to write examinations from a wrong centre shall be turned away by the Invigilator. A student that fails to make it to the correct centre shall be marked as absent and forfeit the paid examination fees.

**21. Question: If something happens at the exam centre that affects my performance, am I allowed to complain?**

**Answer:** Candidates are allowed to submit their complaints to the Institute during the exam in order to ensure that every thing is normalised.

**22. Question: If I wrote a wrong paper during the exams on the prerequisite subjects what could happen?**

**Answer:** Any candidate that writes and submits answer script for a wrong paper shall be marked absent and their script shall not be marked. Always ensure that the correct paper to be written is as indicated on the docket provided.

**23. Question: If I finish early am I allowed to leave the exam room?**

**Answer:** Candidates are allowed to leave the examination room provided they do so between the elapsing of the first 30 minutes and before the last 30 minutes of the examination session.

### ***RELEASE OF EXAM RESULTS***

**24. Question: How do I access the statement of results online? Are the statements authenticated by ZICA?**

**Answer:** To access a statement of results, a student has to log into their online account, then click on the Exams menu. After the exams window opens, one has to click on the name of their programme to download the electronic copy of results.

**25.Question: What should I do if my results are not appearing after official release by ZICA?**

**Answer:** Students that may not be able to see their results are advised to check whether they have any outstanding balances owing to ZICA. If a student is paid up, then a query must be submitted through the email address [examinations@zica.co.zm](mailto:examinations@zica.co.zm).

**26. Question: What should I do if I am not satisfied with my results?**

**Answer:** ZICA offers students an opportunity to request for a remark or verification of their scripts. A charge is applicable to all those that request the script remark or verification exercise. The application and payment must be done within one (1) month after the release of examination results. For more details, refer to the handbook accessible through the link below:  
<https://www.zica.co.zm/rules-regulations/>

**27.Question: Is there any certificate of achievement given to deserving students?**

**Answers:** A certificate of achievement is given to the overall best performing students in each of the subjects and per programme. The institute contacts deserving students to receive this award.