

iCount Training
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5th June 2020

Dear Student / Line Manager,

Thank you for your continued patience and support throughout the COVID-19 pandemic. I am writing to update you on iCount Training's plans to deliver AAT exams from 29th June 2020. Please read all the information carefully and contact exams@icounttraining.com if you have any questions.

Update on AAT exams delivery

Further to AAT's announcement that on-demand exams are available from Monday 29th June, the team at iCount have been working hard to ensure we are able to safely deliver exams from our training centre.

To ensure the safety of our students and staff, there have been several changes made to the way in which we deliver exams and offer facilities within the college.

- 1) We have significantly reduced the capacity in the exam room to 7 students per session.
- 2) All exam stations have been socially distanced following the current government guidelines.
- 3) There are hand sanitising stations located around the college that must be used.
- 4) Students are encouraged to wear face masks or cover their faces whilst in the exam room.
- 5) The café area and student lounge are closed and have been made inaccessible.
- 6) Students are not permitted to arrive any earlier than 10 minutes before their exam start time.
- 7) There is a numbered queue system for the exam room and each student will have a safe, socially distanced space to store their coat and bag.
- 8) The exam room will be filled from back to front and emptied from front to back with students entering and exiting individually.
- 9) Students will not be permitted to leave the exam room (except for medical reasons) at any time during the exam. This means students will need to wait until all exams have finished and the invigilator instructs them to leave. This may be up to 3 hours.
- 10) If students have a medical reason that may mean they need to leave the exam room, we should be made aware of this as soon as possible to plan accordingly.
- 11) The college and exam room will be cleaned thoroughly between exam sessions, this includes the toilets.
- 12) Students should not attend their exam if they exhibit any symptoms of COVID-19 or have been in contact with someone that has symptoms within the last 14 days. This includes on the day of the exam, for the latest guidelines on COVID-19 symptoms please visit – <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Booster sessions

To help you prepare for your exam, we will be running booster sessions for courses that have ended during the period where exams have not been available. These sessions will be delivered remotely via Zoom.

Unit	Date	Time	Tutor
BTRN	17 th June	4:30pm till 7:15pm	Mel Kehoe
AVBK	16 th June	4:30pm till 7:15pm	Mel Kehoe
MMAC	12 th June	10am till 12:45pm	Darren Hodgson
AVSY	2 nd July	10am till 12:45pm	Jake Hird
FSLC	15 th June	4:30pm till 7:15pm	Dave Capewell
PDSY	23 rd June	4:30pm till 7:15pm	Kelsey Bartlett

Please note, these sessions are free of charge and are not mandatory. They will be recorded so if you are unable to attend, we can share the recording with you.

To register to attend any of these sessions, please email study@icounttraining.com clearly stating which session you wish to attend, you will then be emailed the Zoom link closer to the date along with a copy of the recording after the session.

Exam availability

We appreciate that our students will all be at different stages with regards exam readiness and as such we have tried to offer as much flexibility as possible with exam dates.

From Monday 29th June until Friday 10th July, within the working week (Monday-Friday), we will be running three exam sessions a day. On Saturday 11th July we will be running a further three exam sessions. These sessions will be in the morning, afternoon and evening and will be open to any AAT exams (excluding synoptic)

From Monday 13th July, we will revert to having exam sessions for specific units however, there will be an exam session each week open to any AAT exams (excluding synoptic) until the end of July.

The synoptic exams can only be sat in the dedicated synoptic exam weeks. AAT have announced the following synoptic exam weeks which we have scheduled dedicated exam sessions for.

AAT L3 AVSY – weeks commencing 13th and 20th July

AAT L4 PDSY – weeks commencing 6th and 13th July

Process for booking exams

Due to the volume of exam bookings we will receive in a short space of time, we have implemented a new automated exam booking system. This will make it easier for students to check live availability, and for us to process and confirm bookings.

This is an online calendar system that you will access via a link which will be emailed in due course. I have included some images below so you can see how this system will work.

iCount Training SCHEDULE CONTACT LOGIN **BOOK NOW**

June 29, 2020 - July 5, 2020

29 Monday	30 Tuesday	1 Wednesday	2 Thursday	3 Friday	4 Saturday	5 Sunday
Any AAT exam (excluding synoptic) 9:30 am - 12:30 pm 7 spots left <i>i</i>	Any AAT exam (excluding synoptic) 9:30 am - 12:30 pm 7 spots left <i>i</i>	Any AAT exam (excluding synoptic) 9:30 am - 12:30 pm 7 spots left <i>i</i>	Any AAT exam (excluding synoptic) 9:30 am - 12:30 pm 7 spots left <i>i</i>	Any AAT exam (excluding synoptic) 9:30 am - 12:30 pm 7 spots left <i>i</i>		
Any AAT exam (excluding synoptic) 1:00 pm - 4:00 pm 7 spots left <i>i</i>	Any AAT exam (excluding synoptic) 1:00 pm - 4:00 pm 7 spots left <i>i</i>	Any AAT exam (excluding synoptic) 1:00 pm - 4:00 pm 6 spots left <i>i</i>	Any AAT exam (excluding synoptic) 1:00 pm - 4:00 pm 7 spots left <i>i</i>	Any AAT exam (excluding synoptic) 1:00 pm - 4:00 pm 7 spots left <i>i</i>		
Any AAT exam (excluding synoptic) 5:30 pm - 8:30 pm 7 spots left <i>i</i>	Any AAT exam (excluding synoptic) 5:30 pm - 8:30 pm 7 spots left <i>i</i>	Any AAT exam (excluding synoptic) 5:30 pm - 8:30 pm 7 spots left <i>i</i>	Any AAT exam (excluding synoptic) 5:30 pm - 8:30 pm 7 spots left <i>i</i>	Any AAT exam (excluding synoptic) 5:30 pm - 8:30 pm 7 spots left <i>i</i>		

← Online booking SCHEDULE CONTACT LOGIN

Any AAT exam (excluding synoptic)

Tuesday, June 30, 2020, 9:30 am

£75.00

↓ Fill your information

Already a user? [Login](#)

1 spot

IMPORTANT: Please confirm the AAT unit you wish to book along with your AAT registration number and date of birth. Please also state your payment method - "already paid", "card payment" or "bank transfer".

I agree to the [privacy policy](#)

BOOK NOW

Please see below guidance on how to book your exam:

- Click the link to reach the online calendar (this will be emailed to you)
- Review the available exam sessions and select your chosen slot
- Click to book your desired slot and then complete the booking request
- In order for us to process your booking, you will need to provide the following details
 - 1) **Name of exam e.g. AAT L2 BTRN**
 - 2) **AAT registration number e.g. 2908546**
 - 3) **Date of Birth e.g. 31/05/2020**
 - 4) **Payment method (“already paid”, “card payment” or “bank transfer”**

If the 4 pieces of information stated above are not completed, then your exam booking request will be rejected by the system so please double check this before submitting your request.

After submitting, you will receive an automated email to advise your booking is awaiting confirmation. Your booking will be reviewed by our Customer Services team who will verify your payment method within two working days. Please see below further information on this.

Payment methods

Already paid – if you had booked and paid for an exam that you haven’t been able to sit due to the suspension or if your employer was invoiced for your exams at the point of your course booking then you will have credits on account for the exams you have not yet sat. If you state “already paid” as your payment method, then our Customer Service team will check your account to verify this. Providing there is a credit on your account your booking will be confirmed, and you will receive a further email and text message to advise you of this.

Card payment – if you specify “card payment” as your payment method, a link will be sent to your email to enable you to make this payment. Your exam booking will remain as pending for 48 hours until this is completed. Once payment has been processed your booking will then be confirmed and you will receive a further email and text message to advise you of this. If payment is not made within 48 hours, your booking will be rejected.

Bank transfer – if you specify “bank transfer” as your payment method, an email will be sent providing you with our bank details and your unique reference number. Your exam booking will remain as pending for 48 hours to enable you to make payment. Once payment has been processed your booking will then be confirmed and you will receive a further email and text message to advise you of this. If payment is not made within 48 hours, your booking will be rejected.

Due to the large volume of exam bookings that will need to be processed and the short turn around before exam dates, we are unable to invoice and offer credit terms for individual exams at this time.

The link to book exams will be distributed as follows:

Monday 8th June – link will be shared with students that had already booked exams prior to the suspension

Wednesday 10th June – link will be shared with students that have finished courses during the period and need to book exams

Friday 12th June – link will be shared with all other students

We understand that not every student will feel comfortable with coming to college to sit exams and so we would like to remind you that AAT have also announced remote exams will be available from August. So far, they have only confirmed this for several units and have not advised of any further details. If you would like more information on this, then you should contact AAT directly.

<https://www.aat.org.uk/about-aat/coronavirus-update>

- Tel: +44 (0)20 3735 2468
- Email: customersupport@aat.org.uk Use the email address you use to log in to MyAAT or you will be asked to confirm your identity.

We appreciate this has been a lengthy update but there was a lot of new and important information to share with you and we wanted to be sure to give you all the details around this. Hopefully, this has helped to reassure you on how iCount Training will deliver your exams safely as soon as the suspension is lifted.

If you have any queries, please do get in touch via our dedicated exams email address –

exams@icounttraining.com

Best wishes,



Mel Kehoe
Head of AAT