

FAQs for Centres

Q: What is Student Membership?

A: All learners planning to study towards an IAB qualification are required to register as Student Members. Student Membership is valid for **one year** and must be renewed in the same month the following year if the learner is still studying for their exam. The current fee is **£50** and can be purchased directly through our website, [Student Membership](#). Should the membership expire midway through a qualification, the learner will automatically be suspended from the learning platform.

Q: Where can I find the Qualification Specifications for IAB courses?

A: You can find detailed information about IAB qualifications on our website. [IAB Qualifications - Boost Your Career With IAB](#)

Each qualification page includes comprehensive specifications, including what you need to deliver and teach the course effectively.

Q: Do you have any entry requirements for your qualifications?

A: Most of our qualifications do not have formal entry requirements. However, we strongly recommend referring to the relevant qualification specification before registering your learners, to ensure the course is suitable for their current level and experience.

Q: At what stage should the Centre register a class?

A: Learners must be registered with IAB promptly upon enrolment with the Approved Centre. **At least five working days' notice for class registration must be given prior to the class commencing.** Once your Centre is accredited, the IAB Awarding Team will set you up on IAB Education, our online learning and examination platform. You'll receive full instructions on how to register classes as part of the accreditation approval process.

Q: I am a new tutor for a centre. What do I need to do to inform the IAB?

A: The Main Centre Contact must notify us by emailing ao@iab.org.uk, confirming that you are a tutor at their Centre. The email should include:

- Your full name
- The qualification(s) you will be teaching
- An up-to-date CV

Once received, we will add you to our system and grant you access to the Centre area on our website, where you'll find sample teaching materials for certain courses.

Please note: Qualification Specifications can be downloaded without special access. See the relevant FAQ entry for guidance on where to find them.

Q: When will we receive the IAB Qualification Certificates for our Learners?

A: Certificates are issued once a learner has successfully achieved all required units.

- For **paper-based examinations**, results (and certificates) can take up to **10 weeks** to be issued.
- For **online examinations**, results (and certificates) are typically issued within **3 weeks**.

Q: One of our learners has lost their IAB Qualification Certificate. How can we order a replacement?

A: The replacement process depends on when the qualification was awarded:

- For recent RQF qualifications, a replacement certificate can be issued at a cost of **£30 (postage charges may also apply)**.
- For older QCF qualifications, we are only able to issue a verifiable statement of achievement, also at a cost of **£30 (plus any applicable postage)**.

To request a replacement, please email ao@iab.org.uk with the following details:

1. Class number
2. IAB learner number (if known)
3. Full name
4. Date of birth
5. Qualification title
6. Date of original issue

Please note:

*Due to GDPR regulations, we are only permitted to retain student records for a maximum of **7 years** plus the current academic year. If the exam is completed before this period, unfortunately, we will be unable to provide a replacement certificate.*

Q: How do I book an exam?

A: To book an exam, you must complete the 'Assessment Request Form' provided during your Centre's accreditation. Once completed, email the form to ao@iab.org.uk, giving sufficient notice ahead of the exam date.

Please note:

- **Learners must be registered on the relevant qualification.**
- **Learners must hold valid IAB student membership before an examination can be booked.**

Q: How much notice does the IAB require to book exams?

A: The IAB requires the following notice periods for exam bookings:

- Paper examinations: Minimum of 4 weeks' notice
- Online examinations: Minimum of 2 weeks' notice

Please ensure all learners are registered and hold valid Student Membership before booking.

Q: Does the IAB offer a study textbook for Computerised Bookkeeping?

A: The IAB does not provide a study textbook for Computerised Bookkeeping. This qualification is non software-specific, so Centres are encouraged to either:

- Source a skills book that aligns with their chosen software package, or
- Develop their own teaching resources.

Q: Do your Computerised Bookkeeping and Payroll qualifications include resources? A:

No, the Computerised Bookkeeping and Payroll qualifications require the use of commercially available software, which is not provided by the IAB and not included in the qualification package.

For Computerised Bookkeeping, Centres must use a suitable bookkeeping software package. For Payroll, a commercially available payroll software package is required.

Centres are responsible for purchasing the appropriate software when delivering these qualifications.

Q: What study texts are available for your qualifications?

A: Study textbooks for our Bookkeeping and Payroll qualifications have been written by IAB examiners and are available for purchase separately for each relevant qualification.

You can browse available titles here: [IAB Study Books – IAB | International Association of Bookkeepers](#).

We also offer a 10% discount on orders of 20 or more books for Centres.

To receive the discount, please email orders@iab.org.uk for a quote before placing your order.

Q: A learner has failed their assessment. How do we arrange a resit?

A: The resit process depends on the type of assessment.

Open book assessments (qualification units) sat online:

Each learner is entitled to **two free** attempts. A **third** attempt can be released upon payment of a £50 fee. To request an additional attempt, please email ao@iab.org.uk with the following details:

Class number

IAB learner number

Learner's full name

Qualification title

Closed book exams (under controlled conditions):

Each learner is entitled to **one free** attempt. Resits must be requested by submitting an 'Assessment Booking Form', clearly marked as a resit. A fee of **£50 applies**.

Q: Will we be charged for cancelling an exam?

A: Yes, a cancellation fee of £50 per Learner may apply if an exam is cancelled without a valid reason after exam papers have already been dispatched to the Centre. The IAB reserves the right to charge this fee to cover administrative and processing costs.

Q: Will we be charged for re-arranging an exam?

A: Yes, the IAB reserves the right to charge a transfer fee of £50 per learner when a learner or Centre requests to re-arrange an exam. This fee helps cover administrative and scheduling costs associated with the change.

Q: What do TQT and GLH mean?

A: TQT (Total Qualification Time) is an estimate of the total time a learner might reasonably need to achieve a qualification. This includes all learning activities required to reach the necessary standard.

GLH (Guided Learning Hours) is a subset of TQT and refers to the time a learner spends being taught or instructed directly by a tutor or an education provider.

The remaining hours in TQT cover independent study, preparation, and other learning activities carried out by the learner without direct supervision but as directed by their tutor or education provider.

Q: What is the difference between an 'Award', a 'Certificate', and a 'Diploma'?

A: These terms indicate the size and expected learning time of a qualification based on its Total Qualification Time (TQT):

- **Award:** A small-sized qualification with a TQT of 120 hours or less.
- **Certificate:** A medium-sized qualification with a TQT between 121 and 369 hours.
- **Diploma:** A large-sized qualification with a TQT of 370 hours or more.