

PRACTICE MANAGEMENT DISTANCE LEARNING GUIDE

Semester 2 2019

CPA
AUSTRALIA



PRACTICE MANAGEMENT DISTANCE LEARNING - GUIDE

SEMESTER 2 2019

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Foreword

Practice Management has been developed by CPA Australia specifically for CPAs and FCPAs who wish to offer accounting services to the public. Practice Management aims to assist members to evaluate and make an informed decision regarding entering public practice.

Practice Management covers the role and responsibilities of a public practitioner and has an emphasis on the ethical and professional requirements which apply to members. A major theme of Practice Management is enhancement of the quality and efficiency of services members plan to provide. This involves focusing on risk management, strategic planning and business planning for setting up in public practice or buying into a practice.

Practice Management is delivered via distance learning with one three-hour and 15-minute (195 minutes), closed book exam. A panel of experienced public practitioners reviews the materials every year to ensure they are relevant to the changing environment of public practice.

CPA Australia is committed to the ongoing education of its members. The focus on practice management, risk management and strategic planning for a public practice complements the technical focus of the CPA Program and encourages a commitment to ethical standards, quality management, strategic planning and marketing as a foundation for success for members in public practice.

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How to use this guide

This guide is your essential reference to assist you during your Practice Management studies. It contains vital information that you will need to refer to if you are to successfully undertake Practice Management.

The guide has been divided into sections to make it easier for you to find the relevant information. Please use the bookmarks and the links included throughout the guide to 'click through' to the relevant section.

This Guide to Public Practice Distance Learning Program contains information to help you consider advice on CPA Australia regulations concerning enrolment and exams and check:

- important dates
- enrolment procedures
- exam procedures
- contacts

Contacts

Use the links below to access information about each point in the relevant section of the Guide. If you have any questions after reading this information, please contact CPA Australia as detailed below.

Types of queries	Contact
<p>For queries about:</p> <ul style="list-style-type: none"> • Confirmation of enrolment • Delivery or replacement of study guides • Exam scheduling and rescheduling • Reasonable adjustments – study guides and exam arrangements • Cancellation of enrolment • Exam deferral • Special consideration • Accessing exam results • Practical experience requirement • All other matters 	<p>Your nearest CPA Australia office</p>
<p>Online application for: Enrolment</p>	<p>Enrol via My CPA Program section on CPA Australia website</p>
<p>Scan and email, fax, or mail applications for:</p> <ul style="list-style-type: none"> • Cancellation of enrolment • Special consideration <p>Application forms for Enrolment, Cancellation of enrolment and Special consideration can be found on the CPA Australia website. Links to these forms are also provided in the relevant sections of this Guide.</p>	<p>CPA Australia GPO Box 2820 MELBOURNE VIC 3001</p> <p>Email: MA.Comms@cpaaustralia.com.au Facsimile: 1300 78 76 73 (within Australia) or +61 3 9606 9844 (outside Australia)</p>
<p>Email applications for:</p> <ul style="list-style-type: none"> • Reasonable adjustments (formerly special arrangements) 	<p>Email: reasonable.adjustments@cpaaustralia.com.au</p>
<p>For queries about My Online Learning</p>	<p>Your nearest CPA Australia office</p> <p>Email: memberservice@cpaaustralia.com.au</p>

Important dates—2019

These dates are correct at the time of publication (June 2019) but are subject to change. Please refer to the [website](#) for current dates.

	Semester 2 2019
Enrolment and exam scheduling opens	Tuesday 11 June 2019
First cancellation date (cancellations made after this date will not receive a refund)	Thursday 4 July 2019
Last day to change to an alternative subject	
Last day to update postal address for delivery of study guide if you are already enrolled	
Reasonable adjustments – special materials requests closing date	
Early bird enrolment closing date	Wednesday 10 July 2019
Final enrolment closing date	Tuesday 23 July 2019
Reasonable adjustments – special exam arrangements closing date	
Semester starts	Monday 22 July 2019
My Online Learning (MYOL) access available	
Closing date for exam scheduling or rescheduling	Monday 29 July 2019
Increase in deferral fee applicable from today (three weeks before exam period commencement)	Friday 6 September 2019
Closing date for:	Thursday 26 September 2019
<ul style="list-style-type: none">• late deferral (for a fee)• cancellation (without refund)	
Exam period	Saturday 28 September – Sunday 13 October 2019
My Online Learning access disabled	Monday 14 October 2019
Special consideration for exams applications closing date	Monday 21 October 2019
Exam results released via the CPA Australia website	Friday 22 November 2019

*AEST/AEDT refers to Australian Eastern Standard Time (AEST) or Australian Eastern Daylight Time (AEDT). Please note that all closing dates end at midnight AEST or AEDT on the specified day.

General Information

Public Practice Pathways

Offering public accounting services in Australia or New Zealand

Members of CPA Australia who offer public accounting services in Australia or New Zealand must hold a Public Practice Certificate or a Limited Practice Certificate.

Public Practice Certificate

If you intend to earn more than \$45 000 gross fees per annum from the provision of public accounting services in Australia or New Zealand, you must obtain a Public Practice Certificate. Completion of the Public Practice Program is one of the prerequisites for obtaining a Public Practice Certificate.

The Public Practice Program has two components: Practice Management and the Public Practice Program Intensive workshop. To successfully complete the Public Practice Program you must pass the Practice Management exam and attend an Intensive workshop.

After completing the Public Practice Program, you may apply for a Public Practice Certificate. Further information on the application requirements is provided below.

- **Practice Management**

Practice Management covers both the theoretical and practical aspects of managing a public practice. Practice Management aims to help you evaluate and make an informed decision regarding entering public practice, including the role and responsibilities of a public practitioner in the enhancement of both the quality and efficiency of services provided.

Practice Management builds on the technical expertise and experience you will have gained from the CPA Program and your own business experience.

Key components are ethics, risk management and business planning. It also aims to provide you with a general awareness of professional standards and other requirements. A major component of the program is APES 110 Code of Ethics for Professional Accountants, which outlines the ethical considerations relating to all CPA Australia members and specifically to members in public practice.

A summary of the content is available on the [website](#).

- **Public Practice Program Intensive Workshop**

To be eligible to apply for a Public Practice Certificate you must not only pass the Practice Management exam, you must also attend a Public Practice Program Intensive Workshop. You can attend an Intensive workshop during the semester you are enrolled in the distance learning component, or after completing the exam. You may apply for a Limited Public Practice Certificate without attending an Intensive Workshop.

The Public Practice Program Intensive Workshop aims to:

- Complement the distance learning component of the Public Practice Program by providing an interactive environment that facilitates discussion between participants and experienced practitioners possessing appropriate skills and expertise. The Intensive workshop component provides an opportunity for you to consider in greater depth and breadth, with colleagues and experienced practitioners, points that are of special concern or interest to you. Perhaps some of these points may have been prompted by the issues raised in the study guide.
- Provide a forum at which participants can:
 - consider issues of conducting a professional practice and, with guidance from experienced practitioners, develop methods of resolving those issues
 - be made aware of CPA Australia's expectations of practitioners and their role in developing the profession

- build a professional network.

The Intensive workshop provides you with an opportunity to discuss the practical issues of running a practice in greater depth. Group activities and other occasions to network with colleagues and experienced practitioners are key components of the workshops.

You are expected to attend and participate in all sessions of the Public Practice Program Intensive workshop and successfully pass the assessment component(s) of the workshop. It is conducted on the assumption that participants are familiar with the material covered in Practice Management.

Intensive workshops are conducted in most states at various times throughout the year. For more information about dates and locations, visit the CPA Australia [website](#) or phone 1300 73 73 73. Members in New Zealand should ring +64 9913 7450. There is a separate fee for attending the Public Practice Program Intensive workshop.

- **Applying for a Public Practice Certificate**

Public Practice Certificates are issued in accordance with CPA Australia's by-laws. You must have attended a Public Practice Program Intensive workshop and obtained a Public Practice Certificate within five years of passing the Practice Management exam. You must also have passed the Taxation or Advanced Taxation subject of the CPA Program. An exemption from the requirement to complete the Taxation or Advanced Taxation subject will be granted to members who hold registration as a Registered Tax Agent (RTA) or will be practicing solely in New Zealand. If you have migrated to Australia in the last five years you must have completed Australian company law, as applicable.

If you do not successfully apply for a Public Practice Certificate within five years of passing the Practice Management exam, you will be required to repeat the distance learning component of the Public Practice Program and attend another Intensive workshop. To apply for a Public Practice Certificate you must also have the required practical experience—at least three years' experience within the last eight years immediately preceding the application in an area relating to accounting, finance or business advice, or in providing public accounting services. You must also hold professional indemnity insurance and agree to comply with the Quality Review Program.

If you are of CPA or FCPA status, and you do not earn more than \$10 000 from the provision of public accounting services, and you do not advertise your services, you do not need to obtain a Public Practice Certificate. However, you must hold professional indemnity insurance. Please also note that there is a requirement to hold a Public Practice Certificate or Limited Practice Certificate if you are conducting audits of self-managed superannuation funds, irrespective of the fees earned.

If you are of CPA or FCPA status, and you intend to earn between \$10 000 and \$45 000 from the provision of public accounting services, you may apply for a Limited Practice Certificate, as detailed next.

Limited Practice Certificate

If you do not intend to earn more than \$45 000 gross fees per annum from the provision of public accounting services on an ongoing basis, you can apply for a Limited Practice Certificate. Completion of Practice Management is one of the prerequisites for obtaining a Limited Practice Certificate.

- **Applying for a Limited Practice Certificate**

You can apply for and hold a Limited Practice Certificate while earning less than \$45 000 gross fees per annum from the provision of public accounting services. If your earnings exceed the \$45 000 gross fees threshold within five years of passing the Practice Management exam, you may be eligible to transfer from a Limited Practice Certificate to

a Public Practice Certificate after completing the Public Practice Program Intensive workshop.

You must obtain a Limited Practice Certificate within five years of passing the Practice Management exam. You must also have passed the Taxation or Advanced Taxation subject of the CPA Program. An exemption from the requirement to complete the Taxation or Advanced Taxation subject will be granted to members who hold registration as a Registered Tax Agent (RTA). If you do not apply for a Limited Practice Certificate within the five-year time frame, you will be required to repeat Practice Management. If you have migrated to Australia in the last five years you must have completed Australian company law, as applicable.

To apply for a Limited Practice Certificate you must also have the required practical experience. You must hold professional indemnity insurance and agree to comply with the quality review requirements.

If you are of CPA or FCPA status, and you do not earn more than \$10000 from the provision of public accounting services, you do not need to obtain a Public Practice Certificate. However, you must hold professional indemnity insurance. Please also note that there is a requirement to hold a Public Practice Certificate or Limited Practice Certificate if you are conducting audits of self-managed superannuation funds, irrespective of the fees earned.

Offering public accounting services outside Australia or New Zealand

CPA Australia does not regulate members working in public practice outside Australia or New Zealand. Members who are interested in public practice and are based outside Australia or New Zealand may enrol in Practice Management. Members can also access the guides for [Practising in Asia](#) and [Practising in New Zealand](#) online, which contain non-examinable introductory material on the requirements to practice as an accountant in Hong Kong, Malaysia, New Zealand and Singapore. This material is intended to be an introduction to the requirements only—members are responsible for ensuring they are aware of and comply with all of the regulators' requirements in the country in which they work.

Members residing outside Australia who have completed Practice Management and who later wish to offer public accounting services in Australia must first meet the eligibility requirements for a Public Practice Certificate. Amongst other requirements, members applying for a Public Practice Certificate must have successfully completed the Taxation or Advanced Taxation subject in the CPA Program, have passed the Practice Management exam within the last five years and have attended a Public Practice Program Intensive workshop within the five-year time frame. To obtain a Public Practice Certificate, members must also have relevant work experience gained in Australia and meet other requirements.

Overview

Distance learning and independent study

Practice Management is offered by distance learning. Distance education provides a flexible and accessible approach for all who wish to pursue continuing professional development. Candidates involved in this mode of education must accept greater responsibility for the planning and assessment of their own learning compared with the more traditional methods of classroom-based teaching. The need for greater self-discipline and self-reliance is in keeping with a professional accountant's responsibility for ongoing self-development.

To be prepared for the exam, you are recommended to:

- study at least 10–15 hours per week (this is a general guideline—total hours of study required will depend on your capabilities and individual study technique)
- study the materials thoroughly and rigorously and work systematically through each module in the study guide, including any readings
- complete the in-text questions

- use the 'Semester Study Planner' in the study guide to assist you to plan a suitable study schedule.

Content and materials

Practice Management incorporates advanced content and has a strong practical orientation. The learning package forms a self-contained course of study. Authors of the study materials are drawn from public practice and tertiary education, and the materials are reviewed by a panel of public practitioners. The materials are regularly updated to reflect current practice, standards and legislation.

Practice Management includes:

- a printed study guide
- interactive pdfs of the complete study guides will be available on MYOL upon enrolment from the official enrolment open date (other learning materials will be available from the start of semester)
- interactive computer-based learning material on [My Online Learning](#), CPA Australia's online learning management system
- references to relevant Australian legislation which may be accessed through web links provided on [My Online Learning](#), or purchased from sources such as CCH, Butterworths, Pearson or Australian Tax Practice. The CPA Library also holds a range of legislation to which members can refer.

You must have access to relevant accounting and auditing standards and professional statements. Access is available via the standard setters' websites or the CPA Australia [website](#). You may need to print out portions of relevant information for exam purposes.

Any additional material required is listed in the introductory section of each study guide. This section may also list materials that are recommended for further reading. These are intended to provide a broader background to the study topic.

To ensure you have continued access to important online resources and tools, including the ability to access your exam results online, you need to ensure your membership remains current and financial. Failure to renew your membership will result in loss of access to member-only information and resources.

Internet access

All candidates are required to have access to the Internet and a current email address. During the semester you will receive important information via [My Online Learning](#) and email.

These provide a quick method of contacting you if there are important changes or updates.

As our main method of communication is via email, we ask that you check and update your personal details and provide us with a valid email address. Please note that without a valid email address you will experience a delay in receiving important correspondence relating to your Practice Management enrolment.

You can [update your profile](#) via our website. This will automatically update your details on the study group listing and in CPA Australia's membership database.

It is your responsibility to keep up to date with relevant changes or updates.

Assessment

The *Practice Management* exam is conducted at the end of the semester. The exam is three hours and 15 minutes (195 minutes). The exam is closed-book.

For further information regarding the exams, see the [Exams](#) section in this guide.

Additional learning resources

In addition to your interactive study guide PDF, [My Online Learning](#) provides access to a range of important study resources including announcements, any content updates for the subject, Ask an expert forum and study groups.

[My Online Learning](#) is available to all candidates as part of the fee paid at the time of enrolment. You are encouraged to make the most of the opportunities provided by these resources to discuss technical issues arising out of the study materials and to network with other candidates.

A range of optional fee-based supplementary learning resources are also available. Please see the [Additional learning support](#) page on the CPA Australia website for more information.

Enrolment

Enrolment procedure

CPA Australia has introduced a number of changes to its enrolment procedures that provide greater flexibility for candidates. Please see the [CPA Australia website](#) for more information.

Enrolment fee

A fee is payable for each new enrolment in Practice Management. A discount is applied for enrolments received by the early bird closing date. Please check the website for [important dates and fees](#). Practice Management enrolment fees may be subject to the Goods and Services Tax (GST) for members residing in Australia and other countries – check the [website](#) for further information.

Information regarding reimbursement of the enrolment fee following the cancellation of an enrolment can be found in the [Refund of enrolment fee upon cancellation](#) in this section.

Confirmation of enrolment

After your enrolment form is processed, you will receive emailed confirmation of your enrolment.

Please [contact your nearest office](#) have any queries relating to the status of your enrolment.

Exam scheduling online

With the exception of enrolments for reference purposes and some CPD enrolments, Practice Management candidates must schedule their exam online via [My CPA Program](#). Further information regarding the exam is provided under [Exams](#).

Enrolment cancellation

If you have enrolled in Practice Management and decide that you either no longer wish to continue or are unable to continue, you can cancel your enrolment at any time up to the advertised final closing date in each semester. A maximum of two cancellations are allowed. Following cancellation, all record of the enrolment will be deleted from your printed results transcript. If you wish to postpone the exam, rather than cancel your enrolment, you may be eligible to apply for an [exam deferral](#).

You cannot sit the exam and then apply for a cancellation in the same semester. If you sit the exam, the result stands and no cancellation is allowed. To cancel your enrolment online visit [My CPA Program](#).

In order to progress through the CPA Program candidates are permitted a maximum of two cancellations per subject.

Cancellations must be processed no later than the advertised final [closing date](#). Applications received after the final closing date will not be considered.

Refund of enrolment fee upon cancellation

A full reimbursement of the enrolment fee can be provided if a written request to cancel a new enrolment is received by [Member Administration](#) no later than the first cancellation closing date shown in the [important dates](#) on the [CPA Australia website](#).

No refund of the enrolment fee can be provided if an application to cancel an enrolment is received after the first cancellation date. Also, it is not possible to reimburse or credit fees for enrolments cancelled or deferred from previous semesters.

Cancellation of Public Practice Program Intensive Workshop registration upon cancellation of the Practice Management enrolment

Registration for a Public Practice Program Intensive workshop will not be automatically cancelled if you cancel your enrolment in Practice Management. If you cancel your enrolment prior to the Intensive workshop date, you must notify CPA Australia in writing that you wish to cancel your Intensive workshop registration. The cancellation request needs to meet the terms and conditions available from the CPA Australia website under '[Event Terms](#)'. If the request does not meet the terms and conditions, you will be required to pay a fee.

To cancel your registration, please email [Member Administration](#). You will need to register again if you wish to attend a Public Practice Program Intensive workshop at a later date.

Delivery of study guides

Confirmation of your study guide dispatch can be found on [My CPA Program](#), including the expected delivery date. If you have not received your study guides after this date, please [contact](#) your nearest office.

In addition to a printed study guide, an interactive PDF of the study guide will be available online via [My Online Learning](#).

Reasonable Adjustments - study guides

CPA Australia endeavours to provide necessary modifications to study guides for candidates with a disability or learning impairment (Reasonable Adjustment). For comprehensive information on the application requirements we encourage you to visit [Reasonable Adjustments](#) on our website.

Applications received after the Reasonable Adjustments – special materials **closing date** may not be processed.

Replacement study guides

If you have received your study guide but have misplaced it or require a replacement for another reason, please email [Member Administration](#). A fee of \$100 for each study guide is required for replacement guides.

Exams

CPA Australia has introduced a number of changes to its exam offer that provide greater flexibility to candidates, including the provision of computer-based exams in most locations. Please refer to the [website](#) for more information.

Exam scheduling

Please refer to [CPA Australia's website](#) or the **important dates** at the front of this Guide for the current semester's exam period. Practice Management will be held on two days for Semester 2 2019, Tuesday 1 and Wednesday 2 October 2019.

Once you have enrolled, you must schedule your exam via [My CPA Program](#). You must schedule your exam before the advertised scheduling close date. Please [contact us](#) if you require any assistance.

Paper-based or computer-based preferences are not guaranteed as it is CPA Australia's priority to offer exams in a safe and suitable environment. Should you require one format over another due to exceptional circumstances, a [Reasonable Adjustments](#) request will need to be submitted with supplementary evidence (such as medical documentation).

Your choice of a particular exam venue, date or time is subject to availability. CPA Australia cannot guarantee that your preference will be accommodated. If the available dates are unsuitable:

- you may defer your enrolment to a future semester (application must be made before the deferral closing date)
- if your personal circumstances alter following enrolment in a subject due to a medical condition, heavy workload, or misreading exam information supplied, you may be eligible to defer your exam or cancel your enrolment in the subject
- if you miss the exam due to circumstances beyond your control, you should contact your [nearest CPA Australia office](#).

If you fail to schedule your own exam before the scheduling closing date, you acknowledge that CPA Australia will schedule an exam appointment on your behalf. CPA Australia will schedule you to the closest available venue to your residential address. This means that the appointment could be either paper-based or computer-based, and held on any day during the exam week and at a venue greater than 120km from your location.

Reasonable Adjustments – exam arrangements

Reasonable Adjustments - exam arrangements are provided by exception for candidates who have specific exam requirements due to a medical condition. For comprehensive information on the application requirements we encourage you to visit [Reasonable Adjustments](#) on our website.

If you require a reasonable adjustment, you should email your request to reasonable.adjustments@cpaaustralia.com.au. All requests should be submitted before the Reasonable Adjustments – exam arrangements application closing date shown in **Important dates**.

Requests must be supported by a medical certificate from a medical practitioner. The certificate must include the name and description of the condition suffered and the arrangement/s required to support your exam/s.

Note: Food and drinks are not permitted in computer-based exams. If you are sitting a computer-based exam and require food or drink because of a medical condition please email reasonable.adjustments@cpaaustralia.com.au prior to the Reasonable Adjustments – exam arrangements application **closing date**.

IMPORTANT:

If you apply for Reasonable Adjustments for a medical condition, you are not automatically granted **special consideration** for your exam. The Reasonable Adjustment will take into account the impact of the medical condition on exam performance. However, you must apply separately for special consideration each semester if this condition has impacted on your studies leading up to the exam, or if any of the other reasons for special consideration have impacted on your studies or exam sit.

Exam structure

The exam for Practice Management is three hours and 15 minutes' duration. The exam is closed-book and is based on the whole subject including the general objectives, module objectives and all related content and required readings. Where advised, relevant sections of the CPA Australia Members' Handbook and legislation are also examinable. Candidates will be examined on all materials unless otherwise stated.

From Semester 2, 2017, the examination will consist of 100% multiple choice question.

For more information about the structure of the exams you should review the [Public Practice Program](#) section of the CPA Australia website and the subject outlines in the study guide.

Past exam papers

Questions and answers from current and past exams are not released or made available for viewing after the exams due to the secure nature of the exams and the process adopted by CPA Australia in establishing passing standards.

Practice questions and answers are available on [My Online Learning](#). These questions provide an opportunity to review the content and are of a similar format, presentation and style to the types of questions that are posed in the exam.

Exam deferral

An exam deferral allows you to postpone the Practice Management exam to the following semester.

Deferrals into a later semester are not available.

Once granted:

- a result of *Deferred* will be recorded on your printed results transcript against the semester of enrolment
- you will be automatically re-enrolled in the subject in the following semester
- any existing exam appointments for the current semester will be automatically cancelled with the exam administrator. You will need to schedule your exam appointment for the following semester after enrolments open for that semester. If you inadvertently defer your enrolment and wish to reinstate it, your original exam appointment, including format, date and/or venue, may no longer be available
- you must retain your study guide. If a new study guide is published in the following semester,
 - you will automatically be sent this before the semester commencement; otherwise you must use your study guide from the deferred semester.
 - ([Fees](#) are applicable for replacement study guides)

Please refer to your exam deferral confirmation email.

The exam deferral provision is available to assist candidates who may be unable to prepare for or attend an exam due to reasons such as a medical condition or personal hardship. If you experience such difficulties and can still attend the exam in the semester of enrolment, you may wish to sit the exam and apply for [special consideration](#).

If you sit an exam, the result stands and no deferral is allowed.

If you sit the exam and your exam preparation and/or performance was adversely affected by exceptional circumstances beyond your control you are able to apply for [special consideration](#) up to the closing date in each semester.

If you are not able to attend the exam in the following semester, you may defer the exam a second time in the following semester or [cancel your enrolment](#) in the subject.

You are only allowed up to two consecutive deferrals in the same subject. If an additional deferral is required due to extenuating circumstances, please [contact us](#).

Cancellation of Public Practice Program Intensive Workshop registration upon deferral of the exam

Registration for a Public Practice Program Intensive workshop will not be automatically cancelled if you defer the Practice Management exam. If you defer prior to the Intensive workshop date, you must notify CPA Australia in writing that you wish to cancel your Public Practice Program Intensive workshop registration. The cancellation request needs to meet the terms and conditions available from the CPA Australia website under '[Event Terms](#)'. If the request does not meet the terms and conditions, you will be required to pay a fee.

To cancel your registration, please email [Member Administration](#). You will need to register again if you wish to attend a Public Practice Program Intensive workshop at a later date.

Deferral fees

There is a fee for exam deferral. Please check the website for [important dates and fees](#). The deferral fee includes automatic re-enrolment in Practice Management for the following semester, including a new study guide, if applicable.

Other important information is as follows:

- exams cannot be deferred beyond the following semester.
- once an exam has been deferred, no refund of the deferral fee will be provided if enrolment in
 - the exam is reinstated.
- if enrolment in a subject is subsequently cancelled, fees will not be reimbursed.

Applying for an exam deferral

You can defer online via [My CPA Program](#) and receive automatic confirmation of your request.

If you are prevented from attending your exam due to exceptional circumstances that arise after the deferral closing date, please [contact your nearest office](#) as soon as possible. You will be asked to provide documentation to support your request, and your circumstances will be considered on a case by case basis.

An exam result of *Did Not Sit* will be recorded if you do not attend the exam and your exceptional application for deferral is denied.

Special consideration for exams

If you sit the exam and your exam preparation and/or performance was adversely affected by exceptional circumstances beyond your control you are able to apply for [special consideration](#) up to the closing date in each semester.

Valid reasons for special consideration applications are:

- medical condition
- personal hardship is identified as a situation or circumstance that has had a significant impact on exam preparation and/or performance and is out of your control.
 - Where you can control the situation it is not considered hardship. Hardship can include family issues, personal issues or financial issues.
 - (*Workload is not considered a reason for hardship and applications for workload-related reasons such as increased working hours will **not** be accepted.*)
- An Exam incident

As study guides are now made available online via [My Online Learning](#), late receipt of study guide is no longer a valid reason for special consideration (except Singapore Taxation).

You should **not** apply for special consideration if you are unable to attend an exam. In this case, you can either:

- cancel your enrolment in the subject, up to the advertised closing date, or
- apply for an exam deferral up to the advertised closing date (or contact your local divisional office if exceptional circumstances arise after the closing date that prevent you from attending the exam).

It is the candidate's responsibility to ensure that all criteria and requirements have been met before they lodge their application for special consideration. Only applications where all criteria and requirements have been met will be processed for consideration by the Committee. Following the special consideration application **closing date** and before the exam results are officially released, the Special Consideration Committee reviews the personal circumstances of each candidate whose application has been accepted and whose exam result has fallen within a specific range below the passing scaled score (540). The candidate's performance is evaluated in light of the disadvantage suffered and similar cases are taken into consideration in order to ensure equity to all candidates. In considering an application for special consideration, the Committee may take into account a candidate's past performance in the CPA Program and any past applications for special consideration.

Following this review process, the Committee may upgrade a Fail result to a Pass. The Special Consideration Committee does not review applications that have been received where the candidate's exam result is a clear Fail, nor does it review applications received where the candidate has passed their exam. **Applying for special consideration does not guarantee that a Fail result will be upgraded to a Pass.**

The findings of the Special Consideration Committee are confidential and disclosure of decisions made by the Committee cannot be provided. All special consideration applicants' final results will be announced as part of the official release of exam results. Refer to **important dates**.

Applying for special consideration

You can download the CPA Program and Public Practice Program [special consideration application](#) form from our website.

When applying for special consideration, you must fully list on the application form your situation and how it has impacted on your studies leading up to the exam and/or your performance in the exam.

Applications must be supported by current documentation from an independent person such as a medical practitioner. A table of required supporting documentation can be found on the following page. It is expected that all documentation supplied will be in English. Where documents are translated into English, the translated documents must be certified.

It is your responsibility to provide sufficiently detailed information to support your application.

To apply for special consideration:

- please ensure you intend to sit or have sat the exam and meet the criteria for special consideration
- complete the CPA Program and Public Practice Program [special consideration application](#) form on the CPA Australia [website](#), electronically or by hand
- sign the printed form
- send the form to [Member Administration](#) with all supporting documentation, remembering to check that the documentation is complete, current and certified where required.

All applications will be treated confidentially and must be received by the **closing date**. If the application and supporting documentation is not received by CPA Australia by the application **closing date**, the application will not be processed.

All applications received by the **closing date** will be acknowledged in writing before the official release of results.

Category	Application documentation required
Medical condition	<p>Complete the special consideration application form, including <i>Section E</i>, available on the CPA Australia website. <i>Section E</i> will need to be taken to an appointment and completed by the medical practitioner at the time of consultation. If this is not possible, a medical certificate in other formats from a medical practitioner will be accepted if it contains:</p> <ul style="list-style-type: none"> • information detailing the condition • an indication of whether the condition is mild, moderate or severe • the dates that you have been or will be affected • information about how the condition has, or would, affect your studies or exam performance. <p>'Illness', 'medical condition' or 'not fit for work' may not be sufficient explanations and may make it difficult to fully assess by the Special Consideration Committee.</p> <p>Your medical and supporting documentation must include information on how the medical condition has impacted on your studies and/or exam performance. Applications that do not contain this information may not be assessed by the Special Consideration Committee.</p>
Personal hardship	<p>Personal hardship can include family issues, personal issues or financial issues. Examples include, but are not limited to:</p> <ul style="list-style-type: none"> • divorce • death in the family • ill relative requiring your care • forced home moves • redundancy • attending court cases during the exam period. <p>A heavy workload, including increased working hours and work travel commitments, is not a reason for hardship.</p> <p>You must establish in your documentation that it is a circumstance or situation that is out of your control. The currency of the situation and the currency of the documentation you supply will also be considered.</p> <p>You must supply a letter of personal hardship from someone not related to you by birth or marriage, including de facto relationship, or a letter from the doctor of the relative you care for that contains:</p> <ul style="list-style-type: none"> • a detailed explanation of your personal hardship and the way in which it has, or would, affect your studies or exam performance • relevant dates of the impact of the hardship • information about how the author of the letter knows you (e.g. manager, work colleague or friend) and how long they have known you • where applicable, your relationship to the deceased / ill relative • contact details for the author of the letter. <p>Your supporting documentation must include information on how the hardship has impacted on your studies and/or exam performance. Applications that do not contain this information may not be assessed by the Special Consideration Committee.</p>
Exam incident	<p>If a disruptive incident occurs during an exam, you must supply documentation such as a statement describing the incident detailing the effect it had on your exam performance. Please ensure you report any exam incidents on the day of your exam immediately to your exam supervisor. Your exam supervisor may issue an incident ID that you may reference in your special consideration application. Following receipt of an application, CPA Australia may seek verification of the exam incident.</p>
Late receipt of study guide/s	<p>As study guides are now made available online via My Online Learning, late receipt of subject study guides is no longer a valid reason for special consideration application (except Singapore Taxation).</p>

Exam results

Release dates and access

Exam results will be released on the dates listed in the **Important dates**. Results will be available online at results.cpaaustralia.com.au.

Grades

Official exam results indicate the grade awarded. The grades that are currently in use for *Practice Management* exams include Pass, Fail, Did Not Sit, Results Withheld and Deferred grades.

Printed result transcripts include all results listed on your academic record and cannot be produced to exclude Fail, Did Not Sit, Results Withheld and Deferred grades.

The passing scaled score for all Practice Management is 540. In accordance with the policy of CPA Australia's Professional Qualifications Advisory Committee, the mark ranges for each grade are not disclosed.

Results and queries

All candidates who sit an exam will have access to an individualised exam feedback report, available via [My CPA Program](#). The exams are designed to test your understanding of the materials, and the exam feedback report reviews your exam results by module. This may assist you in knowing where to focus your studies if you attempt any subject again. If you have failed an exam and have specific questions about the information in your exam feedback report, please [contact your nearest office](#) or email your questions to: memberservice@cpaaustralia.com.au.

The email request must include:

- your full name
- member ID
- contact details
- subject name, semester and year
- a clear list of queries.

Please note that all results are final and requests for re-marks will not be accepted. It is CPA Australia's policy not to re-mark exams or provide access to the exams.

The quality and care taken throughout the process of assessment ensures the integrity of every exam result. Results are cross checked to ensure accuracy and consistency.

A system of audits and exception reports support this process.

Lifelong learning

Practice Management for continuing professional development (CPD)

All members of CPA Australia must maintain and develop their professional competence by undertaking structured continuing professional development (CPD) throughout their career. Enrolling in Practice Management offers qualified CPAs an opportunity to enhance their skills and knowledge base, and fulfil this commitment to CPD.

All Practice Management candidates may claim up to 120 CPD hours if they pass the exam or a maximum of 20 hours if the exam is not attempted or not passed, or if the enrolment was for reference purposes only. CPD for Practice Management can only be claimed in the triennium in which the exam is conducted. The claim for CPD hours should be supported by diary entries recording the actual study time undertaken.

Access the [CPA Australia website](#) for further information.