

FIFA®

Football Agent Exam Rules

August 2024



DEFINITIONS

For the purpose of these Rules, the terms set out in the FIFA Football Agent Regulations and related FIFA circulars as well as the following definitions (initial capitals) shall apply:

Allowed Items: strictly personal items that are permitted to be used during the Exam Session in order to assist a Confirmed Candidate with their Exam attempt; this excludes their Device, Hotspot, personal identification document and/or money or proof of payment of the Exam Fee (if applicable)

Application Window: limited period established by FIFA during which individuals with registered accounts on the Platform can submit their licence applications with the intent to sit the Exam and become Candidates

Approved Candidate: a Candidate who is approved to take an Exam by a Host Association Administrator and/or FIFA and invited to the Exam Venue to undergo an identity assessment to become a Confirmed Candidate

Candidate: any natural person that registers on the Platform and applies to take an Exam with the relevant Host Association

Confirmed Candidate: an Approved Candidate whose identity is assessed and confirmed at the Exam Venue by a Host Association Administrator and/or Invigilator of the relevant Host Association and is granted access to the Exam

Device: a laptop, used by a Confirmed Candidate to take the Exam

Exam: the FIFA Football Agent Exam delivered as a web exam test that forms part of the licensing procedure to become a Football Agent in accordance with the FIFA Football Agent Regulations and the related FIFA circulars

Exam Details: logistical and administrative information entered by a Host Association on the Platform indicating the address and time of an Exam Session at the Exam Venue and the relevant information pertaining to the Exam Fee

Exam Fee: a fee paid to a Host Association to cover the costs of organising and holding the Exam

Exam Session: a specified period of time designated and managed by the Host Association Administrator and the Invigilators at the Exam Venue, which includes the 60-minute period to sit the Exam

Exam Venue: a venue organised by a Host Association to host an Exam Session

Exam Window: the day on which the Exam Session is held, as designated by the FIFA general secretariat

Host Association: a member association reviewing Candidates' applications on the Platform and hosting the Exam Session at the Exam Venue

Hotspot: a mobile modem used to connect to the internet wirelessly via a mobile network with a data-only SIM card as a stand-alone modem or a part of the Device that is not considered a Prohibited Item

Invigilator: a person designated by a Host Association to oversee an Exam at the Exam Venue

Host Association Administrator: a person designated by a Host Association to facilitate the Exam via the Platform

Practice Exam: a non-mandatory practice attempt of the Exam available to Approved Candidates on the Platform simulating the Exam experience used exclusively to check Device compliance with the Platform

Platform: the digital platform operated by FIFA through which the licensing process, dispute resolution process, continuing professional development and reporting shall occur

Prohibited Items: any items that may aid or raise a reasonable suspicion that they may aid a Confirmed Candidate during the Exam, including, but not limited to, any applications or communication systems downloaded to the Device, any

communication/mobile devices apart from the Device, including mobile phones, wearables and smart devices, wired or wireless earphones or headphones, or other electronic, mobile, technical or computing equipment capable of accessing the mobile network, internet, email and/or recording and/or storing any form of data

Reporting Portal: an online tool available to the general public used by FIFA for receiving reports on any infringements of FIFA regulations and these Rules

Rules: these Exam rules, as amended from time to time

Study Materials: various FIFA regulations available on the Platform and FIFA.com and used by Approved Candidates to prepare for the Exam and by Confirmed Candidates during the Exam Session

Unofficial Translator Tool: online language tool that Confirmed Candidates may use to gain a better understanding of the Exam

NB: Terms referring to natural persons are applicable to both genders. Any term in the singular applies to the plural and vice versa.

TITLE I. GENERAL RULES

1 Objectives

1.

The objectives of these Rules are to:

- a) establish the rules for the Exam;
- b) transparently inform about the Exam procedure;
- c) promote honest conduct by Approved Candidates and Confirmed Candidates; and
- d) ensure the regularity and fairness of the Exam.

2.

These Rules have been prepared by the FIFA general secretariat, can be amended from time to time and are published on the Platform and FIFA.com.

TITLE II. PRE-EXAM PROCEDURE

2 General provisions

1.

Any Candidate that submits a complete licence application via the Platform during the Application Window shall agree to be bound by these Rules.

2.

The relevant deadlines for the Application Window shall be in the Zurich, Switzerland, time zone. The time zones of the Candidate and/or Host Association for the Application Window are not relevant and shall not be taken into account.

3.

Candidates and Approved Candidates can request a one-time change of Host Association via email from the FIFA general secretariat before the closure of the Application Window. Under no circumstances can changes to the Host Association be requested after the Application Window has closed.

3

Participation in Exams

1.

Participation in Exams is restricted to Approved Candidates who have been invited to sit the Exam, subject to being granted the status of Confirmed Candidates at the Exam Venue. No other persons can be present at the Exam Venue apart from the venue staff organised by the Host Association (Administrators and/or Invigilators).

2.

If a Host Association is charging an Exam Fee, such payments are to be completed directly and exclusively with that association in accordance with the Exam Details provided on the Platform.

3.

Each Approved Candidate has to ensure that they have the following in their possession before arriving at the Exam Venue:

- a) A valid government-issued personal identification document with a photo, used during the licence application process on the Platform
- b) A Platform-compatible Device
- c) If applicable, a Hotspot internet connection
- d) If applicable, money for or proof of payment of the Exam Fee in accordance with the information provided on the Platform

4.

A Host Association will establish the identity of each Approved Candidate alongside, if applicable, the relevant payment of the Exam Fee, as well as whether they are in possession of a compatible Device. An Approved Candidate who successfully satisfies those pre-Exam requirements will be granted the status of a Confirmed Candidate by a Host Association Administrator on the Platform.

5.

If an Approved Candidate does not satisfy those pre-Exam requirements to be granted the status of a Confirmed Candidate, or any other requirements prescribed in these Rules that are to be checked before the start of the Exam Session, a Host Association Administrator will be able to disqualify that Approved Candidate from sitting the Exam and instruct them to leave the Exam Venue. Any such decision will be final without the right to any appeal, and the Approved Candidate may reapply for the Exam on the next available date.

4

Device requirements

1.

A Device used by a Confirmed Candidate to take the Exam shall be based on an operating system that is compatible with the requirements of the Platform and the Exam.

2.

The Platform will make available a Practice Exam to allow the Approved Candidates to test the compatibility of their Devices and Hotspots with the Platform and the Exam.

3.

It is each Approved Candidate's and Confirmed Candidate's obligation to ensure that their Device and Hotspot are compatible with the technical requirements of the Platform and the Exam and that they have enough battery power to last throughout the Exam Session. The compatibility with such technical requirements shall be checked by using the Platform and/or the Practice Exam before arriving at the Exam Venue.

4.

A Confirmed Candidate whose Device and/or Hotspot is not compatible with the Platform and/or Exam or malfunctions during the Exam Session will be disqualified from the Exam by the Host Association Administrator. Any such decision will be final without the right to any appeal.

5

Hotspot requirements

1.

If a Host Association does not provide an internet connection, Approved Candidates need to bring to the Exam Venue a Hotspot and ensure that they have a stable, uninterrupted internet connection with enough bandwidth during the Exam. Host Associations shall provide this information in the Exam Details available on the Platform.

2.

Unless authorised by the Host Association and FIFA, mobile devices cannot be used as Hotspots as their use will not be allowed during the Exam at any point as they must be switched off.

3.

If the internet access fails during the Exam and no answers are recorded on the Platform, a Confirmed Candidate's Exam attempt will be considered null and void, and the Confirmed Candidate may reapply for the Exam on the next available date.

4.

Loss of internet access at the Exam Venue may be considered a force majeure event only if it affects the majority of Confirmed Candidates and is immediately reported to the FIFA general secretariat by the Host Association before the end of the Exam Session.

6

Use of items during the Exam Session

1.

Approved Candidates and Confirmed Candidates may bring and use any of the following Allowed Items during the Exam Session after consulting the Host Association Administrator and the Invigilators at the Exam Venue (exhaustive list):

- a) A pair of prescription glasses
- b) A non-alcoholic beverage container
- c) Study Materials (physical copies or accessed electronically on the Device)
- d) A handheld electronic calculator
- e) A blank sheet of paper and a pen
- f) Any medical or disability aids (e.g. hearing aids) with an appropriate medical prescription or similar previously disclosed to and approved to be used by a Host Association in accordance with article 9 of these Rules

2.

Approved Candidates and Confirmed Candidates are not allowed to bring any of the following Prohibited Items to the Exam Venue or use them while there (non-exhaustive list):

- a) Communication devices such as mobile phones (except when used for the authentication process to access the Platform), tablets, smart devices, wearables, or radios
- b) Media players, earphones, headphones or foam earplugs
- c) Any other items or software that can potentially be misused or raise a reasonable suspicion that they can be misused during the Exam to

provide any Approved Candidate or Confirmed Candidate with an unfair advantage over other Confirmed Candidates or distract them from their Exam attempt

3.

The Host Association Administrator and the Invigilators will have the final discretionary decision as to whether or not an item is allowed to be taken into the Exam Venue and used during the Exam Session. Their decision is final without the right to any appeal.

4.

All items not allowed into the Exam Venue will be stored during the Exam Session in accordance with the Invigilators' instructions.

TITLE III. EXAM PROCEDURE

7

General provisions

1.

All Approved Candidates and Confirmed Candidates are required to act in accordance with the guidelines provided by the Host Association Administrator and the Invigilators at the Exam Venue and throughout the Exam Window.

2.

The Host Association Administrator and/or the Invigilators will announce the start of the Exam Session, during which no additional Approved Candidates or Confirmed Candidates will be admitted to the Exam Venue to start their Exam attempt.

3.

Unless decided otherwise by the Host Association, a Confirmed Candidate who completes their Exam early shall remain seated until the end of the Exam without disturbing other Confirmed Candidates. No temporary breaks will be allowed and any unauthorised departure from the Exam Session and/or the

Exam Venue will constitute a withdrawal from the Exam.

8

Rules of conduct

1.

The Host Association Administrator and/or the Invigilators will announce the start and end of the Exam Session.

2.

All Confirmed Candidates shall act honestly in accordance with the generally accepted principles of academic, professional and personal integrity and these Rules throughout the Exam Window.

3.

The following conduct is not allowed at any stage of the Exam Session, and Confirmed Candidates will be subject to suspension from the Exam Session and prevented from sitting the Exam in the next available Exam Session if they are identified as:

- a) using Prohibited Items or any electronic and communication hardware except the Device and the Hotspot;
- b) communicating or attempting to communicate with anyone (except the Invigilators) inside or outside the Exam Venue during the Exam Session, including after submitting their Exam;
- c) copying or attempting to copy Exam answers from anyone during the Exam;
- d) obtaining or attempting to obtain Exam answers from anyone during the Exam, irrespective of whether that person is inside or outside the Exam Venue;
- e) being involved in any arrangement whereby another party undertakes the Exam on another party's behalf by impersonating them or otherwise violating these Rules;

- f) causing a disturbance or disruption including, but not limited to, disturbing other Confirmed Candidates by any means not suitable for an academic examination environment, such as receiving calls on a Prohibited Item regardless of whether it is in their possession or not;
- g) leaving the Exam Session or the Exam Venue for any reason before being instructed to do so by an Invigilator;
- h) recording the Exam and/or the Exam Session on their Devices or in some other form, including taking screenshots, pictures, video or audio recordings;
- i) copying the Exam questions or answers and/or sharing them by any means with any third parties; and
- j) using software or websites other than the Platform, Study Materials and the Unofficial Translator Tool or the translation browser extension during the Exam.

4.

If any Prohibited Items are confiscated by an Invigilator, they will be retained until such time that it can be checked that they have not been used in violation of these Rules.

5.

All Confirmed Candidates are allowed to use the Unofficial Translator Tool and/or the translation browser extension during the Exam Session at their own risk.

6.

Confirmed Candidates that have observed breaches of these Rules shall report them via the Reporting Portal by submitting a substantiated explanation and the relevant proof of their claims. They can choose to be anonymous in their report.

9

Medical disability accommodations

1.

Approved Candidates may request reasonable Exam Session accommodations on the basis of their medical disability and in accordance with the relevant national laws applicable in the territory of the Exam Venue.

2.

The burden of proof remains on Approved Candidates, who have to apply for such accommodations with the relevant Host Association in accordance with the following:

- a) Substantiated written requests shall be submitted by Approved Candidates to the relevant Host Association no later than ten days before the Exam.
- b) Host Associations shall inform the FIFA general secretariat of the requests they can accommodate and propose Exam Session accommodations no later than seven days before the Exam.
- c) Exam Session accommodations may include, but are not limited to, the following:
 - i. extra time during the Exam Session to complete the Exam, as decided and indicated by the Host Association in accordance with the applicable national legislation;
 - ii. a private room at the Exam Venue; and
 - iii. the use of special medical equipment and/or specialised medical assistance to be provided by an Approved Candidate at their own expense.
- d) The FIFA general secretariat shall issue a final decision on a case-by-case basis after consulting with the relevant Host Association.

3.

Under no circumstances may any Approved Candidate be excused from the obligation to pass the Exam.

10 Invigilators

1.

The Exam Venue and the Exam Session will be monitored by Invigilators designated by the Host Association. They are responsible for ensuring that these Rules are strictly and objectively followed.

2.

Any evidence of a violation of these Rules, in particular the rules of conduct, which occurs during the Exam, should be noted in detail by the Host Association Administrator and the Invigilators. The Host Association Administrator and the Invigilators who are aware or become aware that an Approved Candidate or a Confirmed Candidate may have failed to follow the Rules in any way are obliged to report those details to FIFA on the Platform and immediately cancel the Exam attempt of a Confirmed Candidate who is in breach of the Rules, including post-Exam reports of those Exam attempts that have already been submitted. Their decision is final without the right to any appeal.

3.

Invigilators will not offer any assistance to the Approved Candidates and/or Confirmed Candidates.

4.

Any Confirmed Candidates in need of assistance shall raise their hand and wait for the Invigilators to approach them. Any communication between the two shall be conducted quietly in order not to disturb other Confirmed Candidates sitting the Exam and will be restricted to brief consultation on technical and/or procedural matters concerning the Exam and the Exam Session.

11 Force majeure

1.

If a force majeure event occurs during the Exam that prevents the start or continuation of the Exam Session in an Exam Venue, Approved Candidates or Confirmed Candidates (as applicable) may take the Exam on the next available date, following prior approval by FIFA. The malfunctioning of a Device and/or Hotspot will not be considered a force majeure event.

2.

Only force majeure events reported to FIFA by Host Associations on the day of the Exam, and before the end of the Exam Session, can be considered. It is the responsibility of each Confirmed Candidate to immediately report any observed issues to the Host Association during the Exam Session, which they will then need to report to the FIFA general secretariat.

3.

If the FIFA general secretariat concludes that a force majeure event did occur, it may order a full or partial resit of the Exam Session. In principle, the resit of the Exam Session shall occur on the same day at the same Exam Venue.

4.

Technical issues not reported to FIFA general secretariat and/or reported to FIFA general secretariat after the Exam Session has concluded shall be dismissed.

5.

Confirmed Candidates who leave the Exam Session will not be eligible to return for any resits of the Exam.

6.

The FIFA general secretariat has the discretionary power to decide on any force majeure events.

TITLE IV. DISCLOSURE OF EXAM RESULTS

12

Exam results

1.

Once the Exam Session is concluded, the Confirmed Candidates shall leave the Exam Venue. The Exam results will be communicated on the Platform and by email within seven days of the date of the Exam.

2.

If a Confirmed Candidate:

- a) fails to comply with these Rules, their Exam attempt will be cancelled and they will be informed of the reason on the Platform;
- b) passes the Exam, they shall follow the instructions established on the Platform to complete the licensing procedure;
- c) does not pass the Exam by scoring below the relevant pass mark, they may review their Exam attempt during a limited time window in line with the following rules:
 - i. Their Exam attempt will be available for review for up to four days through a link communicated by email.
 - ii. A written substantiated request for review of an Exam attempt with clear arguments may be submitted by a Confirmed Candidate only during the aforementioned review period by emailing the FIFA general secretariat at agentsdepartment@fifa.org.
 - iii. Such review of the Exam attempt shall be conducted by the FIFA general secretariat and is limited to fundamental and obvious errors in the application of the FIFA regulations contained in the Study Materials.
 - iv. The FIFA general secretariat reserves the right to provide a

detailed explanation to the Confirmed Candidate regarding their review submission.

The communication provided by the FIFA general secretariat shall be final and binding.

3.

All Exam results will be final without the right to any appeal.

13 Grading

1.

The pass grade for the Exam is established by the FIFA general secretariat in FIFA circulars, which are published on FIFA.com and form part of the Study Materials.

2.

Only fully correct answers to each question shall be awarded a full mark. Blank or partially correct or incorrect answers shall receive no marks. There are no half marks. If a question requires more than one answer, all the correct answers must be selected to be awarded a full mark.

3.

No negative marks shall be awarded for blank or partially or fully incorrect or blank answers.

TITLE V. FINAL PROVISIONS

14 Abuse of Rules

1.

Any abuse of these Rules by any individual and/or Host Association will be reported directly to the FIFA general secretariat on the Platform or the Reporting Portal.

15 Matters not provided for

1.

Any matters that arise at the Exam Venue that are not provided for in these Rules will be decided by the Host Association, and all other matters will be decided by the FIFA general secretariat. Such decisions are final.

16 Enforcement

1.

These Rules come into effect on 19 August 2024 and are published on the Platform and FIFA.com.

2.

The January 2024 edition of these Rules is hereby revoked as from 19 August 2024.

Zurich, 19 August 2024