



Information on the Licensing Process and the FIFA Football Agent Exam

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1. Introduction

Following the approval of the [FIFA Football Agent Regulations \(2025 edition\)](#) (the “FFAR”) by the FIFA Council on 10 December 2024, which came into force on 1 January 2025, and as established in [FIFA circular no.1919](#), FIFA is publishing this document to provide further information concerning the licensing process and the FIFA Football Agent Exam that needs to be completed by every individual who wishes to become a licensed football agent under the FFAR.

Both i) the FIFA Football Agent Exam Rules (the “Rules”) and ii) this Information on the Licensing Process and the FIFA Football Agent Exam document form an integral part of the FIFA Football Agent Exam procedures. Candidates who have submitted their licence application to become a licensed football agent on the Platform must read, agree to be bound by and comply with the contents of these documents.

This is a living document that is designed to be continuously updated by the FIFA Agents Department to reflect the questions raised in the context of the licensing process and the FIFA Football Agent Exam.

Capitalised terms that are not defined in this document refer to terms that are defined in the FFAR and/or the Rules.

Should you have any questions, please direct your enquiry to regulatory@fifa.org.

2. What is the process for obtaining a football agent licence through the FIFA Football Agent Exam path?

To obtain a licence to act as a football agent, a natural person (the “Candidate”) must:

- submit a complete licence application, which includes payment of the Exam Fee and scheduling an Exam Session, via the Platform on agents.fifa.com;
- comply with the eligibility requirements (cf. art. 5 of the FFAR);
- complete the Pre-Exam Readiness Check;
- successfully pass the FIFA Football Agent Exam conducted by FIFA (cf. art. 6 of the FFAR); and
- pay an annual fee to FIFA (cf. art. 7 of the FFAR).

The failure of a Candidate to satisfy any of the eligibility requirements will result in:

- their being prohibited from sitting the FIFA Football Agent Exam; and
- their licence application being rejected.

3. Who is responsible for investigating compliance with the eligibility requirements?

The FIFA general secretariat is responsible for investigating compliance with the eligibility requirements. Investigations can be performed at any stage of the Exam application process. In that regard, Candidates must cooperate in full by complying, upon reasonable notice, with any requests from the FIFA general secretariat for any documents, information or any other material of any nature held by them, as well as with requests to procure and provide any documents, information or any other material of any nature not held by them but which they are entitled to obtain. Failure to comply with these requests from the FIFA general secretariat may lead to their licence applications being rejected. If requested by the FIFA general secretariat, documents (or excerpts) must be provided in English, French or Spanish.

In addition, each Member Association, club, player, coach, Single-Entity League or football agent must assist FIFA in investigating any potential non-compliance with the eligibility requirements established under article 5 of the FFAR, by providing all relevant information at its/their disposal or requested by FIFA. Failure to comply with these requests from the FIFA general secretariat may lead to sanctions being imposed by the FIFA Disciplinary Committee.

Notification of any failure to satisfy the eligibility requirements will be made by the FIFA general secretariat. If no such notification is made, the Candidate may take the Exam. This notification will be considered a final decision by the FIFA general secretariat for the purposes of article 50 of the [FIFA Statutes](#).

4. When is it possible to apply for a licence to act as a football agent?

A natural person may apply for a licence to act as a football agent via the Platform. However, the Exam will only be held annually, and applications to sit the Exam will only be accepted during specific windows.

The dates of the specific windows and related information will be published periodically by circular and on the FIFA Agents Department section of the FIFA website.

5. I missed the deadline to apply for a licence. What should I do?

You need to wait for a new Exam registration window to open. Please regularly check the FIFA Agents Department section of the FIFA website, where the dates to apply for the Exam will be made available.

6. Are there any formal educational or professional requirements to obtain a football agent licence?

There are no formal educational or professional requirements to obtain a football agent licence.

7. Are there any exemptions from the requirement to obtain a football agent licence?

There are no exemptions from the requirement to obtain a football agent licence based on an individual's profession (e.g. for lawyers, accountants, former players or coaches).

The only exemption from the need to sit the Exam in order to obtain a football agent licence is for individuals who are licensed in accordance with the national licensing systems governed by the national law of the territory of the relevant Member Association, provided that the exemption has been approved by FIFA, following a request by the relevant Member Association on the Platform.

8. What is the FIFA Football Agent Exam?

The FIFA Football Agent Exam is a multiple-choice test prepared by FIFA to assess Candidates' knowledge of the FIFA regulations that govern the football transfer system, as well as other relevant materials (such as case studies, the FIFA Guardians Child Safeguarding Toolkit for Member Associations and the FIFA Ethical Recruitment Guide). The relevant regulations are set out below:

- FFAR
- FIFA Regulations on the Status and Transfer of Players
- FIFA Clearing House Regulations
- FIFA Statutes
- FIFA Code of Ethics
- FIFA Disciplinary Code

The FIFA general secretariat may include additional FIFA regulations and materials in the Exam. Please always ensure that you check the newest version of the Study Materials available on the Platform.

The Exam will consist of 20 multiple-choice questions (one or more answers may be correct), with each question being worth 5% of the total mark. Only fully correct answers to each question will be awarded a full mark. Blank, partially correct or incorrect answers will 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. For the avoidance of doubt, and merely as an illustrative example, if a question accepts two or more answers, and if all correct answers are not marked, the Candidate's response to the question will be considered incorrect.

The same database of questions will be used for all candidates. Each Candidate will receive a unique set of automatically generated questions from the FIFA database in their chosen Exam language.

Each Candidate must take the Exam individually. During the Exam, Candidates may consult materials on the Platform (i.e. it will be an electronic open-book Exam), but may not consult any other person by any means whatsoever.

The Exam will last 60 minutes and the pass mark is 75%.

9. How will the FIFA Football Agent Exam be conducted?

Following the consultation with the FIFA Football Agent Working Group, the Exam will be held exclusively online/remotely. Please note that you do not need to travel to a Member Association venue to take the Exam. The Exam will be moderated and invigilated remotely by qualified Invigilators.

Candidates will be able to select their preferred Exam Session from a choice of several time slots, subject to availability.

10. How does the FIFA Football Agent Exam scheduling system work?

All Candidates will be asked to select their preferred Exam time slot and language and to pay the Exam Fee at the start of the licence application submission process on the Platform. The relevant information will be confirmed to Candidates in due course. If a significant number of Candidates are approved to take the Exam, FIFA reserves the right to schedule additional Exam dates.

11. May Candidates change their Exam time slot/language/location at a later stage?

Candidates will not be permitted to change their allotted Exam day but may request a change to their Exam time slot (for the same Exam day), the Exam language or the Exam location, in accordance with the procedures notified to them by FIFA. No request to change Exam time slots, location or language will be accommodated after the corresponding deadline has elapsed.

To make a change, candidates will need to log into the [Exam booking platform](#), click on “Request a Change” and fill in the relevant form.

12. When will the Exam Session open? What time should I join?

The Exam Session will open 60 minutes before it is due to start. For the avoidance of doubt, if your Exam Session is scheduled to begin at 09:00, your Exam Session will open at 08:00.

Candidates must ensure that all their Devices are successfully connected to the Exam platform and that all webcam, screen-sharing, microphone, speaker, smartphone camera, etc. functionalities are fully operational in line with the Exam requirements.

Should Candidates fail to connect their Devices to the Exam platform by 30 minutes before the Exam start time, they will not be admitted to the Exam.

Candidates are therefore encouraged to join their Exam Session as soon as it opens.

Any Candidates who join the Exam Session 30 minutes after the start of the Exam Session will be considered late. By way of an example, if your Exam Session is scheduled to begin at 09:00 and you join at 08:31, you will be considered late.

In this regard, a Candidate’s licence application will be automatically rejected if they do not arrive at the Exam Session within the stipulated timeline communicated by FIFA.

13. Do Candidates have to pay an Exam Fee?

Yes, Candidates will need to pay FIFA an Exam Fee to partially cover the costs of organising and holding the Exam.

14. What is the cost of the Exam Fee and how and when should it be paid?

Details of the cost of the Exam Fee, together with the payment method and payment period, will be made available to each Candidate on the Platform before they submit their Exam application.

15. What happens if I do not pay the Exam Fee?

Candidates who fail to pay the Exam Fee will not be able to proceed to book their Exam Session and will consequently be unable to sit the Exam.

16. Where can I locate my Exam Session booking?

Once an Exam Session has been booked, Candidates can log into the [Exam booking platform](#) and navigate to the “Your Booking” section to see the details of the Exam Session they have booked.

At least seven days before the scheduled Exam Session, the Exam will be listed on the FIFA Football Agent Exam mobile app. The time displayed on the mobile app reflects the local time settings of the Device.

The time displayed on the Exam web platform is expressed in Coordinated Universal Time (UTC).

17. Is the Exam Fee refundable?

Requests for an Exam Fee refund must be submitted within the deadline specified on the Platform.

For the avoidance of doubt, if a licence application is rejected, the Exam Fee will not be refunded even if the rejection occurs within the deadline specified to request a refund of the Exam Fee.

To request a refund of the Exam Fee, please log into the Platform, navigate to the “Licence application” page and select “Withdraw licence application”.

Please carefully consider this request as your licence application will not be reinstated once you have withdrawn it.

The Exam Fee may not be carried forward to the next Exam.

18. I wish to withdraw my licence application as I am no longer able to attend the FIFA Football Agent Exam. What should I do?

Candidates should log into the Platform, navigate to the “Licence application” page and select “Withdraw licence application”.

Please carefully consider this request as your licence application may not be reinstated once you have withdrawn it.

Please see “Is the Exam Fee refundable?” for details of the refund policy.

19. I accidentally withdrew my licence application. Can I reinstate my application?

No. Once your licence application has been withdrawn, you will not be able to reinstate it.

Please see “Is the Exam Fee refundable?” for details of the refund policy.

20. Are FIFA Member Associations allowed to charge a fee in relation to the FIFA Football Agent Exam?

Please note that FIFA Member Associations may not charge any fee in relation to the Exam.

21. What is the role of FIFA Member Associations in the FIFA Football Agent Exam procedure?

FIFA Member Associations will continue to be involved in checking that Candidates have satisfied the eligibility requirements under article 5 of the FFAR. However, unlike in past editions of the Exam, Member Associations will not be involved in organising any Exam logistics.

22. How many times may the FIFA Football Agent Exam be attempted?

The Exam may be attempted once per Exam edition. If a Candidate fails an attempt, they will need to submit a new licence application if they wish to try again.

23. Does it matter in which territory a Candidate sits their Exam?

No. The territory in which a prospective football agent sits their Exam to become licensed is irrelevant; a successful Candidate will be licensed by FIFA, and not by the relevant Member Association. The territory in which the Exam was taken will not be relevant to any dispute resolution or disciplinary matters and will not be shown on the Platform.

24. Are Candidates required to travel to a specific Exam venue to participate in the FIFA Football Agent Exam?

As the Exam will be conducted online with remote invigilation, Candidates may sit the Exam in any location around the world provided that it fulfils the minimum Exam room requirements and the technical specifications are met.

For reference, public or crowded spaces are not considered to be appropriate places in which to sit the Exam, even if the technical specifications can be met.

25. How will the remote invigilation work?

During the Pre-Exam Readiness Check, you will be required to download the FIFA Football Agent Exam mobile app to your smartphone. You will also be required to download and configure the Safe Exam Browser using the instructions included within the Pre-Exam Readiness Check.

During the Exam, you will be connected to one of the appointed Invigilators. The Invigilator will conduct pre-Exam checks with you and will observe you for the duration of your Exam. You will be able to communicate with your Invigilator via either the video feed on your smartphone app, your webcam and via chat messaging.

Multi-mode monitoring

In addition to monitoring you via the camera and microphone on your smartphone app, your Invigilator will also ask to monitor you via your webcam, and that you share your screen. All these steps are there to support you and to ensure the smooth and proper running of the Exam, for the benefit of all Candidates.

You will be expected to connect your smartphone camera and your webcam and share your screen at the start of your Exam Session and to keep both cameras connected and your screen shared for the duration of your Exam Session.

Please make sure that your Devices are fully charged or connected to a power source for the duration of your Exam. A lost connection may mean that your Exam results are cancelled. Please be informed that support will be available to Candidates before, during and after the Exam.

26. What are the minimum Exam room requirements?

FIFA will provide all Candidates with details of the minimum Exam room requirements, which may include the following aspects:

- The room must be absolutely private, quiet (background noise, such as music or television programmes, is not permitted) and have suitable natural or artificial light.

- No person other than the Candidate is allowed to enter the room during the Exam Session. Candidates are responsible for ensuring that no other person enters the room during the Exam Session if they decide to sit the Exam at their home or their office, for example.
- Only one Candidate per room will be authorised to sit the Exam.
- Candidates may not sit the Exam in vehicles or public venues such as coffee shops, restaurants, parks, hotel lobbies or shopping malls.
- No additional monitors or computers are allowed (if they cannot be removed, they must be clearly unplugged, turned off and turned away).
- Any items in the Exam room, including wall art and posters, may be subject to inspection by the Invigilator.
- There must be no writing or materials on the desk or table. Any other writing materials in the room, e.g. whiteboards, flip charts, etc. must be wiped clean or a blank page must be displayed.
- No form of smoking (including vaping) is permitted during the Exam Session.
- During the Exam Session, Candidates are not allowed to talk, read out loud, take screenshots or recordings of any aspect of the Exam by any means or in any way, send messages to anybody by any means and/or make any signs or communicate with anyone by any other means.

Failure to comply with these requirements will result in the Candidate being prevented from taking the Exam, and their licence application will therefore be rejected.

27. Can Candidates take the Exam in a public setting?

No. Candidates must use a room with strong and reliable internet connectivity, and no other individuals may be present in the same room as the Candidate during the Exam Session.

Failure to comply with any of these requirements will result in the Candidate being prevented from taking the Exam, and their licence application will therefore be rejected.

28. Can my pets be in the Exam room with me?

No pets will be allowed in the same room as the Candidate during the Exam Session.

29. What Devices are required during the Exam?

Each Candidate must use their own personal computing device. Candidates must ensure that the laptop or desktop computer that will be used to take the Exam has a functional camera and microphone.

Additionally, Candidates must have a secondary smartphone device that has camera and microphone functionality. This must be placed at a different angle to the primary device, pointing towards the position where the Candidate will sit when taking the Exam.

The camera angle of the secondary device must also be able to capture the surroundings in the Exam room.

The smartphone may only be used as the secondary device. Candidates will not be allowed to take the Exam on the secondary device if their laptop or desktop computer stops working.

Failure to comply with any of these requirements will result in the Candidate being prevented from taking the Exam, and their licence application will therefore be rejected.

30. What are the mandatory documents, technical requirements and applications for the FIFA Football Agent Exam?

All Candidates must ensure that they meet the minimum requirements set out below.

Failure to comply with any of these requirements will result in the Candidate being prevented from taking the Exam, and their licence application will therefore be rejected.

1. The Candidate must have a valid government-issued personal photo identification document, used during the licence application process on the Platform. It must be an original document (not a copy or photograph).
2. The FIFA Football Agent Exam mobile app must have been downloaded to the smartphone.
3. The Safe Exam Browser and configuration file must have been downloaded and installed on the laptop or desktop computer.

Please refer to the [technical specifications](#) for more details.

31. What happens if the Candidate does not take the Exam using the Safe Exam Browser?

Candidates are solely responsible for ensuring that they meet all the requirements. If they do not use the Safe Exam Browser, they will not be allowed to take the Exam.

If Candidates are found not to be using the Safe Exam Browser during the Exam Session, they will be subject to suspension from the Exam Session and prevented from sitting the Exam in the next available Exam Window in accordance with the Rules.

32. What happens if the Candidate does not have a compatible and working smartphone device and/or joins the Exam Session via webcam only?

It is the sole responsibility of the Candidate to ensure that they meet all the requirements. If they do not, they will not be allowed to take the Exam.

33. What happens if the Candidate does not log into the Exam Session via the mobile app and/or is unable to connect the smartphone device's camera and is connected via the web app only?

It is a requirement that all Devices be connected through the appropriate channels.

It is the sole responsibility of the Candidate to ensure that they meet all the requirements. If they do not, they will not be allowed to take the Exam.

34. What happens if the Candidate is unable to activate screen sharing when setting up their Devices for the Exam?

It is a requirement that all Devices be connected through the appropriate channels.

Candidates are solely responsible for ensuring that they meet all the requirements. If they do not, they will not be allowed to take the Exam.

35. What happens if I do not meet the technical requirements during the pre-Exam checks during the Exam Session?

If Candidates experience technical difficulties on the Exam day, they must contact VICTVS via live chat only for guidance. No email or phone calls will be available.

If the technical issues remain unresolved within 30 minutes of the start of the Exam Session, the Candidate will be prevented from sitting the Exam.

Candidates are solely responsible for ensuring that they meet all the requirements. If they do not, they will not be allowed to take the Exam.

36. What are the roles and responsibilities of the Invigilators on the Exam day?

The sole role of the Invigilators is to safeguard the integrity of the Exam. As a result, they are not responsible for providing any assistance regarding technical issues on the Exam day (including connectivity issues).

Candidates are responsible for ensuring that they have already met all the pre-Exam requirements on the Exam day.

Invigilators do not attempt to contact or engage with any Candidates before or after the Exam.

37. Is the Exam available in all of the official languages of FIFA?

The Exam is available in English, French, German and Spanish.

38. Are the Study Materials going to be published in all official FIFA languages?

The Study Materials are available in English, French and Spanish.

39. May the Study Materials be amended in any way?

No.

40. May I print out the Study Materials or other materials and bring them to the Exam Session?

No. Candidates are not allowed to bring physical/printed copies of the Study Materials to the Exam.

The official electronic versions of the Study Materials will be available on the Exam platform and may be consulted during the Exam. Additional or separate notes, documents, summaries, dictionaries, etc. are not allowed and represent a breach of the Rules.

As a calculator is available on the Exam platform, no physical calculator is allowed in the Exam Session.

41. What happens if Candidates fail to present the valid government-issued personal photo identification used during the licence application process on the Platform for the purposes of the pre-Exam checks?

It is the sole responsibility of the Candidates to ensure that they meet all the requirements. Please have the same document used during the licence application process on the Platform in your possession during the pre-Exam check process.

Failure to comply with this requirement will result in the Candidate being prevented from taking the Exam, and their licence application will therefore be rejected.

42. What happens if the Candidate's details/appearance do(es) not match those/that shown on the valid government-issued personal photo identification used during the licence application process on the Platform for the purposes of the pre-Exam checks?

It is the sole responsibility of the Candidate to ensure that they meet all the requirements. Please check that the information uploaded during the licence application process matches the information shown on the valid government-issued personal photo identification used during the licence application process on the Platform.

Failure to comply with this requirement will result in the Candidate being prevented from taking the Exam, and their licence application will therefore be rejected.

43. What happens if my valid government-issued personal photo identification used during the licence application process on the Platform contains non-Roman characters?

Candidates will be asked to present secondary valid government-issued personal photo identification to be compared with the information uploaded on the Platform.

It is the sole responsibility of the Candidate to provide sufficient evidence to establish their identity.

Failure to comply with this requirement will result in the Candidate being prevented from taking the Exam, and their licence application will therefore be rejected.

44. What happens if my government-issued personal photo identification used during the licence application process on the Platform is no longer valid?

Candidates will be asked to present secondary valid government-issued personal photo identification to be compared with the information uploaded on the Platform.

It is the sole responsibility of the Candidate to provide sufficient evidence to establish their identity.

Failure to comply with this requirement will result in the Candidate being prevented from taking the Exam, and their licence application will therefore be rejected.

45. What items may I bring to the Exam Session?

Candidates may bring and use any of the following items during the Exam Session, after consulting the Invigilator during the pre-Exam checks (this is an exhaustive list):

- A pair of prescription glasses (if needed)
- A non-alcoholic beverage container
- The Study Materials (accessed only electronically on the approved Devices)
- A blank sheet of paper and a pen; this will be checked by the Invigilator, and Candidates will be required to destroy any notes after the Exam Session
- 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 FIFA in accordance with the Rules

46. What happens if the Candidate is found to have any Prohibited Items during the pre-Exam checks?

If the Candidate is able to resolve the matter, they may proceed with the Exam process as usual. If they are unable to resolve it, the Candidate will be prevented from taking the Exam.

47. What happens if the Candidate is found to have any Prohibited Items during the Exam?

It is the sole responsibility of the Candidate to ensure that they meet all the requirements. If they do not, they will be automatically disqualified from their Exam attempt, and their licence application will therefore be rejected. In addition, they will be prevented from sitting the Exam at the next available Exam Session.

48. I would like to request a medical disability accommodation. What is the process?

Candidates may submit a written request outlining any Exam Session accommodations (e.g. extra time or permission to use special medical equipment) that they would like. This must be supplemented by well-founded evidence.

In order to be valid, the request must be submitted to FIFA at regulatory@fifa.org in the manner prescribed by FIFA.

Further details regarding such requests can be found in the Rules.

49. Will there be a way to familiarise myself in advance with the system and the software used for the online Exam?

Yes, a preview session will be set up during the Pre-Exam Readiness Check.

50. What is the Pre-Exam Readiness Check? Is it required?

The Pre-Exam Readiness Check is a **MANDATORY** practice attempt of the Exam to be completed by Candidates on the Platform, simulating the Exam experience and used to check that Devices are compatible with, and meet the requirements of the Platform and for Candidates to acquaint themselves with the Exam modality.

The Pre-Exam Readiness Check does not form part of the Study Materials, nor does it count towards the pass mark for the Exam.

Failure to complete the Pre-Exam Readiness Check by the specified deadline will result in the Candidate being prevented from taking the Exam and their licence application being rejected.

51. Does FIFA offer a mock exam to test Candidates' knowledge?

No, FIFA does not offer any mock exams.

Please note that FIFA does not organise or endorse any preparatory courses for the Exam and the Study Materials are considered to be the only resources needed for Candidates to prepare.

Participation in any Exam preparation course does not guarantee that you will pass the Exam, nor does it mean that you will benefit from preferential access to FIFA's administration or any modification of the applicable time limits.

52. Will Candidates be allowed to use more than one screen during the FIFA Football Agent Exam?

No additional or separate monitors may be used and, if present, they must be switched off and turned to face away from the Candidate. Failure to comply with this requirement will result in the Candidate being prevented from taking the Exam, and their licence application will therefore be rejected.

53. Can I use a virtual private network (VPN) when taking the FIFA Football Agent Exam?

No. Failure to comply with this requirement will result in the Candidate being prevented from taking the Exam, and their licence application will therefore be rejected.

54. Am I allowed to start the FIFA Football Agent Exam immediately once I log into the Platform?

Candidates will not be able to start the Exam until the scheduled start time, and only after entering the unique PIN provided by the Invigilator.

55. Am I allowed to access other software, external websites or other web browsers during the Exam?

You may access the Exam interface along with other approved materials available on the Platform (e.g. the official Study Materials and the Unofficial Translator Tool).

You will not be able to access any other software, external websites, materials or other web browser tabs, unless otherwise made accessible on the Exam interface, after you have installed and configured the Safe Exam Browser.

Failure to comply with this requirement will result in the Candidate being prevented from taking the Exam, and their licence application will therefore be rejected.

56. What are the rules of conduct applicable to the FIFA Football Agent Exam?

We advise you to check the Rules, where several prohibited forms of conduct are described, such as a Candidate:

- using Prohibited Items or any electronic and communication hardware other than their Devices;
- communicating or attempting to communicate with anyone (except the Invigilators) during the Exam Session, including after submitting the Exam;
- copying or attempting to copy Exam answers from anyone during the Exam Session;
- obtaining or attempting to obtain Exam answers from anyone during the Exam Session, irrespective of whether that person is inside or outside the Exam Session;
- being involved in any arrangement whereby one party undertakes the Exam on another party's behalf by impersonating them or otherwise violating the Rules;
- leaving the Exam Session for any reason before being instructed to do so by an Invigilator;
- recording the Exam and/or the Exam Session on their Devices or in any other form, including taking screenshots, pictures or video or audio recordings;
- copying the Exam questions or answers and/or sharing them by any means with any third parties;
- using software, websites or materials other than the Platform, the Safe Exam Browser, the Study Materials and the Unofficial Translator Tool during the Exam Session; or
- acting in a disrespectful manner and/or using foul language towards the Invigilators and/or the FIFA administration.

Any Candidate who breaches any rules of conduct as established by the Rules will be automatically disqualified from their Exam attempt, and their licence application will therefore be rejected. In addition, they will be prevented from sitting the Exam at the next available Exam Session.

57. What happens if Candidates are late for the Exam?

The licence application will be automatically rejected if Candidates do not arrive at the Exam Session within the stipulated timeline communicated by FIFA.

58. How will Candidates be prevented from breaching the rules of conduct of the FIFA Football Agent Exam?

After the installation and correct configuration of the Safe Exam Browser software, the device used to take the Exam will enter a restricted mode, so that the only interface that you can access is the Exam interface along with other approved materials available on the Platform (e.g. the Study Materials and the Unofficial Translator Tool).

It is important to note that you will not be able to access any other software, external websites, materials or other web browser tabs, unless otherwise made accessible on the Exam interface, after you have launched the Safe Exam Browser.

Your entire Exam Session will be invigilated live using a webcam and microphone, in addition to the mobile app, so the Invigilators will be able to monitor the live feed for any activities that may be deemed inappropriate or suspicious. Please note that the entire Exam Session will be recorded. If the Invigilators find you performing any activities deemed inappropriate, suspicious or in breach of the Rules, you will be automatically disqualified from your Exam attempt.

Before starting the Exam, you will undergo a series of checks, such as a Devices' compatibility check, identity verification checks and an environment check. More specifically, the environment check will require you to show the Invigilator your surroundings in the room in which you are sitting the Exam.

Any Candidate who breaches any rules of conduct as established by the Rules will be automatically disqualified from their Exam attempt, and their licence application will therefore be rejected. In addition, they will be prevented from sitting the Exam at the next available Exam Session.

59. What are the languages offered by the Support Team on the Exam day?

The VICTVS Support Team will offer assistance in English, French and Spanish.

60. What languages are spoken by the Invigilators?

Candidates will be able to communicate with the Invigilators in English, French or Spanish, depending on the language that they have selected.

61. What if I require any technical support before, during or after the Exam Session?

Candidates can access useful articles and live chat on the VICTVS support site: support.victvs.com/category/knowledge-base/fifa.

Telephone and email contact details are also displayed on this site.

On Exam days, Candidates encountering technical issues should make contact via live chat ONLY.

62. Can I request a change to my email address once I have submitted the licence application on the Platform?

Requests to change an email address will only be permitted within the applicable support period. Requests submitted after that period will not be considered.

63. Can Candidates voluntarily exit the Exam Session after they have answered all the questions but before the time limit has expired?

Yes, Candidates may exit the Exam Session if they wish. They must first inform the Invigilator of their intention to depart and they must remain connected until they receive the Invigilator's permission to leave the Exam Session.

Additionally, if Candidates indicate that they wish to exit the Exam early, the system will send a warning message asking them to confirm that this is indeed their intention. Candidates will not be able to re-enter the Exam to change any answers once they have been submitted.

64. My computer has restarted. Is the Exam countdown clock still running when I am not logged in?

Yes, Candidates should attempt to re-enter the Platform as soon as possible as their Exam time will be elapsing even when their computer has been restarting. Their answers will have been saved for as long as their computer has been actively communicating with the Exam server.

65. There is no internet connection or the internet connection stops working during the FIFA Football Agent Exam. What should I do?

Please note that FIFA cannot provide any support on these matters, as they are entirely local issues. It is your responsibility to have a stable internet connection throughout the Exam Session. Failure to comply with this requirement will result in the Candidate being prevented from taking the Exam, and their licence application will therefore be rejected.

66. I am running out of battery. What should I do?

It is the Candidate's responsibility to ensure that they have a fully charged battery and access to a charger for their Devices. Failure to comply with this requirement will result in the Candidate being prevented from taking or finishing the Exam.

67. How will the questions be displayed?

All questions will be shown on a single page.

68. Will I be able to take breaks during the FIFA Football Agent Exam Session?

No breaks, including toilet breaks, will be allowed during the Exam Session. Taking a break will automatically constitute withdrawal from the Exam.

69. I did not submit my answers before the 60-minute time limit elapsed. Have my answers still been submitted?

Yes, the answers are automatically submitted when the 60-minute time limit has elapsed. Since this is an automatic process, there is no need for FIFA to confirm this.

70. When will the Exam results be released?

The Exam results will be released on the Platform and by email within 30 days of the date of the last Exam Session.

71. How long do Candidates who do not pass the Exam have to review their Exam attempt?

The Exam attempt will be available for review for up to three days through a link provided by email.

72. What is the process for requesting that FIFA review an Exam attempt?

To facilitate and expedite the review process, the Exam results will include details of the correct answers.

After checking their results, Candidates may submit a request for review to regulatory@fifa.org in accordance with the terms and conditions set out in the Rules.

A request for review must contain clear arguments and identify the specific question(s) to which the request relates. FIFA will only consider requests alleging fundamental and obvious errors in the application of the FIFA regulations and other materials contained in the Study Materials.

Complaints regarding technical issues do not constitute a substantiated request for review. The FIFA general secretariat reserves the right to provide a detailed explanation to any Candidate regarding their review submission.

Requests for review must be made within the specified timeline.

73. How can I file a complaint concerning an incident related to my Exam Session?

If your complaint concerns one or more technical issues, please address it to VICTVS at <https://support.victvs.com/fifa-complaints/>.

Complaints regarding any other matters can be addressed to regulatory@fifa.org.