

Frequently Asked Questions (FAQs) on Online Examinations

1) **Q: What are the system requirements to take the examination?**

A: The computer system you use must meet these minimum requirements:

Internet browsers	Internet Explorer IE11, Microsoft Edge, Firefox, Safari and Chrome (latest version)
Mobile devices	iOS and Android devices are not supported.
Network connection	Pearson VUE strongly recommends using a wired network rather than a wireless network, since a wired network provides better examination delivery performance.
Internet connection	Broadband (DSL, cable, or LAN/WLAN): Minimum 1 Mbps upload/download speeds Dial-up Internet connections are not supported.
Browser settings	Internet cookies must be enabled. Please ensure that security software in use does not block the execution of JavaScript.

2) **Q: Am I required to download an application onto my office laptop to take the examination? My office laptop has been configured to disallow application downloads, which could mean that I may not be able to sit for the examination via remote proctoring. What can I do in this situation?**

A: Yes, you are required to download the OnVUE application to take the examination. The link to download OnVUE application is <https://home.pearsonvue.com/cbi/onvue>

If you are unable to take the examination using the laptop provided by your employer, then during the examination booking session, you may opt to take the examination at a test centre. At the test centre, the facilitator will prepare a computer for you to take the examination.

3) **Q: Can we do a trial run to set up the system before the examination to ensure that there are no technical issues on the day of the examination?**

A: Yes, upon registration, you may download the OnVUE application and test it on your laptop / computer.

- 4) **Q: Can I make an examination booking outside of the time frame given by AICB and CBI for examination bookings?**
A: No. All bookings for examination sessions must be made within the date range given by AICB and CBI as this will affect the processing time of your official results.
- 5) **Q: Will I receive an email confirmation once I have completed my examination booking?**
A: Yes, you will receive an email confirmation from Pearson VUE as soon as you have completed your examination booking. You will also receive a reminder email two days before your examination date.
- 6) **Q: What is the maximum capacity for each examination session?**
A: There is no maximum limit. Each slot is available on-demand and it is on a first-come-first-served basis. You are advised to book your examination as early as possible to avoid disappointment.
- 7) **Q: Can more than one candidate select the same examination session?**
A: Yes, this is possible if there is an available time slot when the booking is being made. The sessions are available on-demand and it is on a first-come-first-served basis.
- 8) **Q: What is the maximum number of candidates that may take an examination in a month?**
A: There is no limit. If there are time slots available, you may proceed to make a booking. We encourage candidates to make their bookings as early as possible to avoid disappointment.
- 9) **Q: What can I do if I encounter issues during the examination booking process?**
A: You may email the Member Engagement team at info@charteredbanker.com and c.c. to enquiries@aicb.org.my
- 10) **Q: What are my alternatives if I do not want to take the examination via remote proctoring?**
A: You may opt to take the examination at any of the Pearson VUE test centres that are available at the time you are making an examination booking.
- 11) **Q: What are the health and safety measures taken at the test centres in light of the COVID-19 situation?**

A: Pearson VUE has implemented a strict cleaning regimen at all Pearson VUE-approved test centers. This includes providing hand sanitisers to candidates upon entry to the test centres and sanitising the surfaces and equipment of each workstation after every appointment. Any equipment used during the check-in process is also sanitised after every use.

Pearson VUE is also implementing social distancing guidelines, which recommend two metres or 6 feet of space between each individual. Test centres may need to limit the number of workstations per centre to ensure that a safe distance can be maintained between candidates.

12) **Q: How many minutes prior to the examination session should I log in?**

A : We recommend logging in to your account 30 minutes before the start of the examination to complete the check-in process and allow for any troubleshooting that may be required. If you are more than 15 minutes late from your scheduled examination time, your examination session will be terminated.

13) **Q: What items can I have with me during the examination?**

A: Please ensure that you have read the Pearson VUE policies and procedures, and also the Additional Policies at <https://home.pearsonvue.com/cbi/onvue>. The information provides full details on the items that are allowed / disallowed.

The program is set up with a standard calculator embedded in the exam. Candidate should be able to use the keypad as well as the mouse to key in the number in the calculator. Physical calculator is not allowed.

14) **Q: Can I take a break during my remotely proctored examination?**

A: Breaks are not allowed during remotely proctored examinations and you are not allowed to leave the room during the entire duration of the examination. As such, we suggest that you fully prepare yourself before taking the examination.

15) **Q: Can I reschedule my examination?**

A: Yes, you may reschedule your examination at least a minimum of 48 hours prior to your examination by logging into CBI portal. Examination cannot be rescheduled less than 48 hours prior to your session. Failure to reschedule in time or failure to take your examination will be considered as 'absent'.

16) **Q: How do I reschedule my examination?**

A: You may access your online Pearson VUE account through CBI portal to reschedule your examination(s) at least 48 hours prior to your examination(s).

Example 1:

Original examination date: 10 July 2020 (Friday @ 9 am)

New examination date: 8 July 2020 (Wednesday @ 9 am)

Rescheduling must be done by: 6 July 2020 (Monday, before 9 am)

Example 2:

Original examination date: 10 July 2020 (Friday @ 9 am)

New examination date: 12 July 2020 (Sunday @ 9 am)

Rescheduling must be done by: 8 July 2020 (Wednesday, before 9 am)

17) **Q: If I have any questions on the Pearson VUE examination system ahead of my examination sitting, who should I contact?**

A: You may contact the Chartered Banker Institute's Member Engagement Team via info@charteredbanker.com or via the webchat feature available on www.charteredbanker.com

18) **Q: I received an error message while making an examination booking. What should I do?**

A: Please read the system requirements for online proctoring on your examination programme's homepage carefully before registering and complete a system check before the day of the examination. You may also contact the Pearson VUE customer service team for any troubleshooting enquiries to reduce the likelihood of system errors on the day of the examination.

If you receive an error message on the day of the examination, please contact the customer service team for support. You may submit an enquiry on your issue via email. This support feature is available 24 hours a day, 7 days a week.

19) **Q: Will there be someone to assist me should there be system issues?**

A: Yes, on the examination day, the invigilator will always be connected to you via video, audio, remote screen sharing and instant messaging.

20) **Q: What do I do if I face technical issues or lose my Internet connection during my online proctored examination?**

A: If you experience technical issues or lose your Internet connection during your online proctored examination and are unable to resume your session after you have spoken with the invigilator, Pearson VUE will automatically log a case on your behalf. Due to a high demand for phone and live chat support, we seek your kind understanding to allow 3-5 business days for the Pearson VUE team to review the issue and contact you with the appropriate solutions. You do not need to log a customer support case with Pearson VUE or your unique certification programme if you had met with the invigilator.

21) **Q: When and how will I receive my examination results?**

A: For multiple-choice questions (MCQs) based examinations, you will receive your provisional results as soon as you complete your examination. For essay or subjective-based examinations, you will not receive your provisional results upon completion of your examination. Your official results for MCQs and essay or subjective-based examinations will be available on the AICB Member Portal as scheduled.

22) **Q: Can I re-sit the examination if I need to?**

A: Yes. If you failed the examination, please register for a re-sit via the AICB Member Portal.