

EXAMINATION AND ASSESSMENT REGULATIONS

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INTRODUCTION

1. Commencement and Purpose

- 1.1 These regulations were made by the Council under Article 87 of the Institute's Articles of Association and shall come into effect on 1 Jan 2017. The latest revision was in August 2020.
- 1.2 The regulations set out in this document apply to all qualifications offered by the Institute, including joint qualifications.

EXAMINATION REGULATIONS

2. Registration for Module and Examination

2.1 *General Entry Requirements*

All applicants registering as a candidate for any AICB programme must be a current Individual Member of the Institute, unless otherwise stipulated in these regulations.

In addition, the applicant must satisfy the educational, practical experience and such other requirements as may be prescribed for the programme.

2.2 *Programme Schedule*

Candidates can view the examination activity schedules published on AICB's website and the workshop/training schedules for the various qualifications on the Asian Banking School's (ABS) website, AICB's premium learning partner in delivering AICB's qualifications. Candidates are required to submit their online application via the AICB website on or before the closing date.

2.3 *Exam Confirmation and Notification*

For online examination, each candidate will receive an exam confirmation containing information on the examination date and time via e-mail once exam booking is completed. For paper-based exam, the candidate will receive exam notification 10 days before the examination date.

3. Refund, Reschedule and Deferment policies

3.1 *Refund Policy*

- a. The module fee and examination fee are non-refundable and non-transferrable except in the most extenuating circumstances. Candidates are advised to assess their readiness and make a firm decision before they register for the module and examination.

- b. A candidate who has withdrawn or is absent from an examination will not be entitled to any refund of the module fee or examination fee paid or to carry forward the fee to the next examination sitting.
- c. Cancellation of module(s) will be considered based on the following grounds:
 - Prolonged illness
 - Serious injuries
 - Death
- d. The Cancellation Request Form can be obtained from the AICB website.

3.2 **Reschedule Policy for Online Examination**

You must reschedule your exam at least a minimum of 48 hours prior to your original exam session. Exams cannot be rescheduled less than 48 hours prior to your original exam time. Failure to reschedule in time or failure to take your exam will be considered as 'Absent'.

3.3 **Deferment Policy**

a. Paper-Based Examination

The Institute may consider allowing a one-time transfer of the examination fee to the immediate next sitting in the case of a candidate who encounters **extenuating circumstances** and was not able to attend the examination. The module fee is not transferable.

b. Online Examination

Candidate may also apply for deferment, if the candidate was unable to reschedule the examination at least a minimum of 48 hours prior to the original examination session or unable to take the examination due to **extenuating circumstances**.

- c. Deferment to the immediate next sitting will be considered for paper-based and online examinations based on the following grounds.
 - Illness/injury/hospitalisation
 - Illness of close family member
 - Bereavement
 - Personal/emotional circumstances
 - Involvement in accident
 - Victim of crime
 - Victim of natural disasters.
- d. Candidates who wish to apply for deferment under **extenuating circumstances** are required to email the completed application form and supporting documents, to enquiries@aicb.org.my no later than ten (10)

working days from the date of the examination. The Deferment application form can be obtained from the AICB website.

4. Rules for the Conduct of Online Examinations

- 4.1 The online examination can be taken via remote proctoring or at an examination/test centre.
- 4.2 If you are taking exam via remote proctoring, the computer system you use must meet these minimum requirements:

Internet browsers	Internet Explorer IE1, Edge, Firefox, Safari and Chrome current 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 exam delivery performance.
Internet connection	Broadband (DSL, cable, or LAN/WLAN): 1 Mbps up/down minimum Dial-up Internet connections are not supported.
Browser settings	Internet cookies must be enabled. Ensure any security software will not block the execution of JavaScript.

- 4.3 When you have successfully booked the exam, you will receive a booking confirmation on the examination details and important information for the examination.
- 4.4 Perform a system test to download the OnVUE online proctoring software in advance to ensure that your system will work with our software. Please check our list of minimum system requirements and shut down all non-essential applications before launching the software.
- 4.5 You can test at home or in your office. Wherever you test, you should be in a walled room, with a closed door and without distractions. No one else is permitted in the room with you while you are testing.
- 4.6 You may not receive any assistance from other individuals while taking the exam, and you may not allow other individuals to see the computer screen that presents the exam questions. If another person enters the room while you are testing, your exam will be terminated. The proctor cannot answer questions related to exam content.

- 4.7 You are required to present your NRIC, driving license or passport for verification. The name on your identification document must match the name in your web account profile and in your booking confirmation email.
- 4.8 On the exam day, you will be able to start checking in for the exam 30 minutes ahead of your scheduled exam time. If you are more than 15 minutes late after your scheduled exam time, you will be unable to begin the exam and be considered as 'Absent'.
- 4.9 To start, you must log in to the CBI portal (for exams via Pearson VUE):
 - a. Click on the log in button.
 - b. Click on your scheduled exam under "Purchased Online Exams".
 - c. Click "Begin Exam" and follow the on-screen prompts to complete the check-in process.
 - d. Once you have completed the check-in process, you will be contacted by a Proctor to begin your exam.
- 4.10 During the check-in process, you will be asked to take photos of their work area, which will be checked by a proctor prior to exam launch. You must ensure that your desktop is clean and that there are not within arm's reach of books, notepads, sticky notes, papers, pens, pencils, and other writing instruments/ objects. Additional monitors and computers must be unplugged and turned off. Items on the wall with writing on them, such as whiteboards, will be inspected. If the workspace does not pass a room scan, you will not be permitted to proceed with taking the exam.
- 4.11 During the exam, you may not access the following types of personal items: mobile phones, headphones or headsets (wired or bluetooth), handheld computers or other electronic devices, pagers, watches, wallets, purses, hats (or other head coverings), bags, coats, books, notes, or any other materials not specifically approved.
- 4.12 During the exam session, you are not allowed to use exam-specific materials or scratch paper, erasable whiteboards, or any other physical writing object, such as a pen, marker, or pencil.
- 4.13 Watches must be removed and placed out of sight/reach during the exam.
- 4.14 During your OnVUE exam, you may have the option to use a built-in digital whiteboard feature to do scratch work or take notes. Physical scratch paper or note boards are not allowed when taking an OnVUE exam.
- 4.15 Breaks are not allowed during the exam for any reason. If you leave your computer during your exam the proctor will end your session and you will be unable to continue the exam.
- 4.16 Water in a clear glass is allowed during testing; however, eating, smoking, and chewing gum are prohibited.

- 4.17 If you are taking exam at a test centre, you should arrive at the exam centre at least 30 minutes before the scheduled exam time.
- 4.18 You are required to present your NRIC, driving license or passport and your booking confirmation email for verification.
- 4.19 The online calculator and scratch pad are embedded in the exam interface and you are supposed to use them. Blank paper for rough work cannot be brought into the examination room. You are not allowed to bring own calculators into the exam room.
- 4.20 Mobile phones, smart watches and any other electronic/communication devices are not permitted in the examination room. You have to leave them in designated area provided by the invigilator.
- 4.21 You are not allowed to communicate with other candidates or any person individual(s) during the examination period.
- 4.22 If you require assistance or need to go to the washroom, please raise your hand and invigilators will attend to you.

5. Rules for the Conduct of Paper-Based Examinations

5.1 *Arrival at the Examination Centre*

- a. Candidates will not be allowed entry into the examination room/hall without their identification documents. Identity verification in the form of NRIC/Driving License/Passport or other acceptable identification documents with photos will be carried out by invigilators. This is done by checking the candidate's identity on the Exam Notification against the identification document.
- b. Candidates should arrive at the examination centre at least 1 hour before the scheduled examination time. Candidates should not enter the examination room/hall until instructed to do so by the invigilator. The candidate seat plan will be posted on the door or wall outside the examination room/hall.

5.2 *Late Arrival*

Candidates will be allowed to enter the examination room/hall up to 30 minutes after the start of the examination. Any candidates arriving any later than that shall not be permitted to enter the examination room/hall.

5.3 *Authorised Stationery*

Candidates should bring only stationery (pens, pencils, non-mechanical 2B pencils, erasers, correction fluid, rulers) to be used for the examination.

5.4 ***Authorised Calculators***

Only noiseless, cordless and non-programmable calculators are permitted. Candidates are advised to use a simple 12-digit calculator. Calculators should only have the addition, subtraction, multiplication, division, square and square-root functions. Any calculators that can store text or formulae of any description are not permitted. Such calculators, if brought in, will be confiscated and the invigilators bear no responsibility to replace them with suitable calculators.

5.5 ***Items Not Allowed***

- a. Bags, pencil cases, pouches, books, notes, papers or other unauthorised materials are not allowed to be brought to the examination desk (except for examinations which are open book). They must be placed in the designated area as directed by the invigilators.
- b. Watches with alarms, mobile phones, pagers and any beeping devices should be switched off/kept in silent non-vibration mode before entering the examination room/hall. Mobile phones, smart watches, cameras and any other electronic/communication devices are not permitted on the examination desk. Candidates should leave them in their bag or on the floor beside their desk.
- c. Blank paper for rough work cannot be brought into the examination room. Candidates can do their rough work on the blank paper provided.

5.6 ***During the Examination***

- a. Candidates must not launch the examination or attempt to read the examination questions until the Chief Invigilator has finished making the examination announcements.
- b. It is compulsory for candidates to bring along their NRIC/Driving License/Passport and Exam Notification for examinations. Candidates will be instructed to place the Exam Notification and identification document on the top right-hand corner of the examination desk for inspection.
- c. Candidates are NOT allowed to leave the examination room/hall either during the first 45 minutes or during the last 15 minutes of the examination.
- d. Candidates may do their rough workings on the paper provided. Candidates are not permitted to take out of the room/hall any notes made/used during the examination.
- e. A candidate who submits the examination before the examination end time must hand in all their examination materials (if any) to the invigilators and leave the examination room/hall in a quiet manner.

- f. Candidates are not allowed to communicate with other candidates or any person individual(s) outside the examination room during the examination period.
- g. Candidates who require assistance or need to go to the washroom should raise their hand and invigilators will attend to them.
- h. Any queries from the candidates concerning possible errors, ambiguities or omissions in the examination paper shall be recorded by the candidates on the Candidate Comment Form. The form will then be referred by the Assessment Management team to the relevant Examination Committee for further deliberation. Invigilators are not permitted to answer questions other than those concerning examination administration.

5.7 At the End of the Examination

- a. Once the examination time is up, the system will automatically submit candidate's answer.
- b. Candidates should hand over all their examination materials (if any) to the invigilators. All examination materials are the property of AICB which will be collected back after the examination. It is expressly forbidden to take away any examination materials, copy the contents in any manner, or divulge the contents to others in any manner.
- c. Candidates should also hand over the Candidate Comment Form to the invigilators if they have filled out one.

6. Misconduct in Examinations

6.1 It is expected that candidates uphold the highest standards of honesty and integrity in the examinations. Examples of improper conduct in an examination (these are some examples, not an exhaustive list):

- Looking at or copying from another candidate's paper;
- Allowing a candidate to copy from you;
- Copying any part of the examination questions/ contents in any manner and taking them out of the examination room;
- Divulging the contents of the examination to others in any manner;
- Obtaining unauthorised access to or information about the examination;
- Bringing in unauthorised materials in any manner;
- Using unauthorised notes or materials in any manner;
- Exchanging notes with other candidates in the examination;
- Taking an examination on behalf of another candidate;
- Arranging for another person to take an examination on your behalf;
- Accessing or using a communication device (mobile phone, smart watch, tablet, etc) during the examination or other periods as informed by the invigilator;
- Disturbing other candidates during the examination;

- Threatening or verbally abusing invigilators carrying out their duties; and
 - Failing to follow examination instructions or regulations given by invigilators or as specified in any examination materials.
- 6.2 The invigilator is authorised to confiscate unauthorised materials and to stop a candidate from continuing the examination if the candidate is suspected of misconduct in an examination.
- 6.3 You are also expected to behave in a professional manner during the examination. Any attempt at collusion or to use notes will be reported to AICB.
- 6.4 Disciplinary actions will be taken against candidates found to have any notes or unauthorised materials on their desk after the examination has commenced. Candidates who break this rule will have their examination terminated and a report will be sent to AICB.
- 6.5 AICB takes an extremely serious view of any form of misconduct or contravention of examination instructions or regulations. Any candidate found guilty of misconduct or contravening any examination instructions or regulations will be subject to appropriate disciplinary action. The candidate may be disqualified from future examination sittings and removed from AICB's membership register for life. The candidate's employer will also be notified of his/her misconduct or contravention of examination instructions or regulations.

7. Misconduct in Assignments

- 7.1 Plagiarism is not acceptable, and it is considered as a misconduct. Plagiarism is where work, excerpts, ideas, or passages of another author are presented without appropriate referencing and credit/ acknowledgement.
- 7.2 Common examples of plagiarism:
- a. Submitting someone else's work as your own
 - b. Copying words or idea without giving credit
 - c. Failing to put quotes in quotation marks
 - d. Giving incorrect information about sources
 - e. Copying sentence structure but changing words
- 7.3 Collusion is also a misconduct. Collusion is when two or more students submit work which is so similar in concept, content, wording and/or structure that the similarity extends beyond what could be termed mere coincidence. You can:
- discuss with textbooks, guides, online resources, lectures, masterclass etc.
 - working together and share references – however, the submitted work must be your own.

8. Examination Results

8.1 Notification of Examination Results

- a. Examination results will be available to candidates via the Member Portal as per the schedule on AICB website. Candidates may log into their Member Portal which is accessible through AICB's website to view their examination results.
- b. Examination results will not be released by telephone, fax or email.
- c. Examination results will not be released to candidates who owe any fee to AICB.
- d. If your membership has expired, the Institute will withhold your result and certificate until the overdue is settled in full to AICB.

8.2 Appeals

The decision of the Board of Examiners regarding a candidate's examination results is final and no appeals will be entertained.