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:

Operating System	Windows 10 (64-bit) (excluding 'S Mode') Windows 8.1 (64-bit) (all editions except 'RT') Mac OS 10.13 and above (excluding beta versions) **Note:** Windows Operating Systems must pass Genuine Windows Validation. **Windows Vista, Windows XP and Windows 7** are strictly prohibited for exam delivery All Linux/Unix based Operating Systems are strictly prohibited.
RAM	OS specified minimum RAM 4 GB RAM or more
Internet browser	The newest versions of Microsoft **Edge**, **Safari**, **Chrome**, and **Firefox**.
Device	All tablets are strictly forbidden, unless it has a physical keyboard and meets the operating system requirements mentioned earlier.
Browser settings	Internet cookies must be enabled. Please ensure that security software in use does not block the execution of JavaScript.
Internet connection	For optimal performance, a reliable and stable connection speed of **3 Mbps down and 2 Mbps up** is required. Where possible, we recommend testing on a wired network as opposed to a wireless network. If testing from home, ask others within the household to avoid internet use during your exam session. Tethering to a mobile hotspot is explicitly prohibited. Dial-up Internet connections are not supported.
Firewall	Do not take your exam in a setting with a corporate firewall (including VPN) or alert your Network Administrator to the network configuration requirements. We recommend testing on a personal computer. Work computers generally have more restrictions that may prevent successful delivery.
Webcam	Webcam must have a **minimum resolution of 640x480 @ 10 fps**. Webcam may be internal or may be external and connected to the computer. Mac users may need to allow OnVUE within their 'System Preferences: Security & Privacy: Privacy' settings for Microphone, Camera, Automation, and Input Monitoring.
Sound & Microphone	Verify the audio and microphone are not set on mute in Windows. Mac users may need to allow OnVUE within their 'System Preferences: Security & Privacy: Privacy' settings for Microphone, Camera, Automation, and Input Monitoring.

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: For remote proctored exam, 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 at https://home.pearsonvue.com/cbi/onvue and test it on your laptop/computer.

4)   **Q: Can I make an examination booking outside of the time frame given by AICB for examination bookings?**
A: Bookings for examination sessions must be made within the date range given by AICB 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 7 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: What can I do if I encounter issues during the examination booking process?**
A: You may email the AICB Member Services team at enquiries@aicb.org.my for assistance.

8)   **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.

9)   **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.

10) **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 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.

11) **Q: For remote proctored exam, 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.

12) **Q: I cannot see the 'Begin Exam' button for remote proctored exam. What do I do?**
A: The 'Begin Exam' button will be available precisely 30 minutes before and up to 15 minutes after the specific appointment time. If you are unable to see the 'Begin Exam' button within the exam window, please contact Pearson VUE's customer service team via live chat at https://www.pearsonvue.co.uk/cbi/onvue#chat or at toll-free number 1800 880 401.

13) **Q: My proctor has not started my remote exam yet. Where is my proctor?**
A: Once you have completed all required check-in steps, you will see a page that states, "You are almost done with the check-in process". Please be patient as the Pearson VUE team is checking in candidates who are in the queue. Most candidates will have their exam launched by a proctor within 15 minutes of the exam appointment. If you are experiencing a longer delay, there may be a problem with your photos or your internet connection. If there is an issue with your submitted photos, a proctor will attempt to reach you over chat or your cell phone. The incoming phone number may be unfamiliar to you but please answer so we can help you. If we have not contacted you in 30 minutes, we may have lost connection to you and our team has been unable to reach out to help resolve this issue. Please reach out to the customer service team via live chat at https://www.pearsonvue.co.uk/cbi/onvue#chat if you require assistance.

14) **Q: Can I take a break during my remotely proctored examination?**
A: Under no circumstances are you allowed to leave your desk during the entire duration of the examination unless allowed by the proctor. Please wait for the approval from the proctor, failure which the exam will be revoked immediately. 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 email the AICB Member Services team at enquiries@aicb.org.my for assistance.

18) **Q: For remote proctored exam, will there be someone to assist me should there be system issues?**
A: Yes, on the examination day, the proctor will always be connected to you via video, audio, remote screen sharing and instant messaging. If you experience a technical issue during your online proctored exam and cannot resume your session after you have met the proctor, Pearson VUE will automatically log a case on your behalf. You will receive and email from Pearson VUE with a case number. Usually, exam can be re-booked after 24 hours. However, in some instances, it may take up to 3 – 5 working days for Pearson VUE's team to review the issue and contact you with appropriate next steps. You do not need to log a customer support case with Pearson VUE or AICB/CBI if you had met with the proctor.

19) **Q: Will there be assistance if I have issues during exam at the test centre?**
A: Yes, the invigilator will be there to assist you. In the event, a technical issue is major and cannot be resolved during the exam, the test centre will log the issue with Pearson VUE and give a log number to you. Pearson VUE aims to respond to candidates within 5 working days. When a case is raised for a candidate's exam, the candidate can contact Pearson VUE's live chat at https://www.pearsonvue.co.uk/cbi/onvue#chat to request an update on their case. Depending on the nature of the case, will depend on how long Pearson VUE require to investigate the case. If a candidate has been waiting over 5 working days for an update on their case, the candidate is advised to contact CBI to investigate the case status.

20) **Q: Why was my exam at the test centre cancelled?**
A: Pearson VUE (PV) has been actively monitoring the spread of COVID-19 (coronavirus) and implementing measures to help protect your health and safety. At this time, PV believes that the appropriate action was to close the test center to do their part to slow the pandemic and keep the employees and candidates safe. Please be aware that PV may have to extend the closure if it is not yet safe to resume testing based on local conditions. PV's Authorised Test Centers have been directed to follow guidance from local governments and health authorities, which could also have had an impact on your exam session.

21) Q: Why was my exam cancellation notice delayed?
A: As the situation surrounding COVID-19 continues to change rapidly, Pearson VUE (PV) is doing its best to make timely decisions to protect the health and safety of you and the employees. This is an unprecedented event impacting the daily operations of all industries, and PV is working diligently to communicate with you as soon as the information is available for them to do so. PV is working to do the best they can in these circumstances.

22) Q: My exam at the test centre was cancelled less than 48 hours prior to exam session. What do I do?
A: You able to re-book the exam after 24 hours from the cancellation. The earliest exam session that you can book is not less than 48 hours from the booking period.

In the event it is not possible re-book after 24 hours, please to contact Pearson VUE via live chat at https://www.pearsonvue.co.uk/cbi/onvue#chat or contact the customer service at the toll-free number 1800 880 401

23) Q: I am scheduled to take my exam at a third-party test center, and I am worried it is going to be closed. What should I do?
A: At this time, some of Pearson VUE's independent third-party test centers around the world are operating at limited or changed capacity based on their own discretion outside of government mandates in affected areas. If your exam is affected by scheduling changes at a third-party test center, you will receive a standard cancellation notice alerting you. If you do not receive any notice from the test center, you can assume that your exam is still moving forward as scheduled.

24) Q: When and how will I receive my examination results?
A: Your official results will be available on the AICB Member Portal as scheduled. Any changes to this will be duly notified.

25) 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.