

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 the minimum technical requirements. Click [here](#) to view the minimum technical requirements.

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 and run a system test before taking the examination. Click [here](#) to download the OnVUE application.

If you are unable to take the examination using the laptop provided by your employer, 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 examinations via remote proctoring, 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, before an examination booking or upon booking, you may download the OnVUE application and run a system test on your laptop / computer. Click [here](#) to download the OnVUE application.

4. 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.

5. Q: What is the maximum capacity for each examination session?

A: 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.

6. Q: What can I do if I encounter issues during the examination booking process?

A: For assistance, please contact the AICB team at e-exam@aicb.org.my or call 1300-88-6833 / 03-2602 6833. We are available Mondays–Thursdays (8.45 am–5.45 pm) and Fridays (8.45 am–4.45 pm).

7. 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.

8. 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 centres. 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.

9. Q: What items can I have with me during the remotely proctored examination?

A: Please ensure that you have read the Pearson VUE policies and procedures before taking the examination. Click [here](#) for more details on the items that are allowed / disallowed during the examination.

You must use the online calculator and scratchpad embedded in the examination. Blank papers for rough work cannot be brought into the examination room. You are also not allowed to bring your own physical calculator into the examination room.

10. Q: Can tablets or mobile devices be used for remotely proctored examinations? What about touchscreens?

A: At this point, Pearson VUE requires you to run OnVUE examinations on a desktop or a laptop running on Windows or macOS operating systems that meet these minimum specifications. Pearson VUE currently does not support or allow tablets and touchscreens.

11. Q: For a remotely proctored examination, how many minutes before 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 for your scheduled examination, your examination session will be terminated.

12. Q: How do I check in to my examination?

A: You can check in to your examination via these options:

- a. Option 1: Select "Check-in to start exam" on your confirmation, reschedule or reminder email.
- b. Option 2: Check-in via the AICB Member Portal, through the following steps:
 - i. Go to Qualification
 - ii. Go to Assessment
 - iii. Select the relevant qualification
 - iv. Select the Assessment tab and click on Access to PV.

13. Q: My proctor has not started my remote examination yet. Where is my proctor?

A: Once you have completed all required check-in steps, you will see a webpage 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 examination launched by a proctor within 15 minutes of the examination appointment. If you are experiencing a longer delay, there may be a problem with the photos you submitted or your internet connection. If it is the former, a proctor will attempt to reach you over chat or your mobile phone. The phone number displayed on your mobile screen may be unfamiliar to you, but please answer the call to allow them to help you.

If the proctor has not contacted you in 30 minutes, there may be internet connection issues resulting in the proctor being unable to contact you. In this case, please contact Pearson VUE's customer service team via live chat or call its toll-free number at 1800-880-401 if you require assistance. Click [here](#) to access the live chat.

14. Q: What actions are prohibited during the remotely proctored examination?

A: Similar to proctors at a test centre, online proctors ensure that testing rules are followed, but they also ensure that candidates follow additional protocols for an online proctored exam. Examples of prohibited behaviours include, but are not limited to, failing to follow the proctor's instructions, looking away from the screen, mumbling or speaking aloud, covering your mouth or face, using unauthorised materials, e.g. mobile phones, headphones, recording equipment, writing materials, etc., interacting with third parties intentionally or unintentionally, and moving outside the view of the webcam. If a proctor identifies any prohibited behaviour, you will be instructed to refrain from continuing this behaviour. If this instruction is unheeded, your session will be terminated.

15. Q: Can I take a break during my remotely proctored examination?

A: Breaks are not allowed during the examination for any reason. If you leave your computer during your examination, the proctor will end your session and you will be unable to continue the examination. As such, we suggest that you fully prepare yourself before taking the examination.

16. Q: What are the protocols if my internet connection is disrupted during an examination or if the proctor requests that I restart my application?

A: Note that if a disconnection occurs, the examination timer will stop and upon restoring your internet connection, you will resume the examination from the question or at the point you left the examination. If technical issues occur during an examination, you can use the OnVUE chat function to discuss the problem and its solution with the Pearson VUE support staff. We would like to emphasise the importance of having a strong internet connection, meeting all the system requirements, and completing the system test before booking a remotely proctored examination to avoid facing these issues.

If the connection between you and the proctor is lost, a proctor will try to contact you either through your computer or by phone to clarify the situation and offer to restart the examination. If you do not respond to the proctor, he/she will revoke the testing session.

The proctor will also create a case for you in Pearson VUE's system, outlining the details of the incident, and the standard protocols on test revocations will be applied. If you are requested to restart the examination or you lost your internet connection, you can resume the examination by relaunching the application through your downloads by following these steps:

- a. Locate your Downloads folder and reopen the OnVUE application.
- b. Complete the required check-in steps and click Next. Your examination should reload and commence. If your examination does not relaunch, please contact Pearson VUE's customer service team via chat for additional support.

17. Q: Can I reschedule my examination?

A: Yes.

- You must reschedule your examination at least 48 hours before your examination session **at a test centre**. Examinations at a test centre **cannot be rescheduled less than 48 hours** before your session.
- Examinations via **remote proctoring (OnVUE) can be rescheduled any time** before your original examination session.
- If you fail to:
 - reschedule the examination on time, or
 - take the examination at a test centre or via remote proctoring (OnVUE), you will be considered “Absent”.

18. Q: How do I reschedule my examination?

A: If you need to reschedule your examination, access your online Pearson VUE account via the AICB Member Portal. Select the examination you would like to reschedule from the “Upcoming Appointments” tab. Click “Confirm Reschedule” on the final screen to ensure your changes have been saved. You will receive an email confirming that your examination has been rescheduled.

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

A: For assistance, please contact the AICB team at e-exam@aicb.org.my or call 1300-88-6833 / 03-2602 6833. We are available Mondays–Thursdays (8.45 am–5.45 pm) and Fridays (8.45 am–4.45 pm).

20. Q: Is technical software assistance available during the remotely proctored examination?

A: Most issues can be avoided by completing a system test and ensuring that you meet all system requirements ahead of the examination. Common issues include an unreliable internet connection and third-party applications run during the examination. We strongly encourage all candidates to close all other applications and ensure a reliable internet connection before the examination.

21. Q: Can I request for assistance from other individuals during the examination?

A: You may not receive any assistance from other individuals while taking the examination, and you may not allow other individuals to view the computer screen that presents the examination questions.

If another person enters the room while you are taking the examination and/or is visible on your webcam, your examination will be terminated. The proctor is not allowed to answer any questions related to the content of the examination.

22. Q: Why was my examination at the test centre cancelled?

A: Occasionally, as local guidelines dictate, test centres operated and owned by Pearson may need to close or the number of available appointments may be reduced, resulting in examination cancellations.

Pearson VUE Authorised Test Centres have been directed to follow guidance from local governments and health authorities, which can also impact your examination appointment.

23. Q: In this case, can I reschedule my examination?

A: Yes. You should attempt to reschedule your examination through your online Pearson VUE account via the AICB Member Portal. Although many of our test centres are operating at or near full capacity, the availability of examination appointments varies by location and may be limited. The scheduling system will only allow for the booking of examinations on dates that are available for testing.

24. Q: What happens if my test centre closes?

A: If you are impacted by a test centre closure, you will receive an email with information on how to reschedule your exam. Kindly ensure that your email address is up-to-date in your account profile and do list Pearson VUE as an approved sender.

25. Q: How do I cancel an examination online?

A: If you need to cancel your examination, access your online Pearson VUE account via the AICB Member Portal. Select the examination you would like to cancel from the "Upcoming Appointments" tab. Click on "Confirm Cancellation" on the final screen to ensure that your changes have been saved. You will receive an email confirming the cancellation of your examination appointment.

26. Q: When and how will I receive my examination results?

A: Your official results will be available on the AICB Member Portal as per the schedule on the AICB website. You will be notified if there are changes to the dates.

27. 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.