

CANDIDATE GUIDE FOR THE MII VIRTUAL COMPUTER-BASED EXAMINATION (VCBE)

TECHNICAL REQUIREMENTS TO BE COMPLIED WITH

1. VCBE will be offered on the Zoom platform, please login using your mobile phone.
2. Please make sure that you are using the latest version of Google Chrome browser
3. You are required to download download and install the Secure Browser in the laptop via this link:
 - A. Secure Browser for Window Operating System
<https://ems.insurance.com.my/TNA/ExamHome/Files/LockDownBrowserOEMSetup.zip>
 - B. Secure Browser for MAC Operating System
https://ems.insurance.com.my/TNA/ExamHome/Files/LockDownLDBOEM_MAC.zip
4. Please ensure to meet the following minimum technical requirements in order to sit for the Virtual exam: https://insurance.com.my/documents/min_requirement.pdf

PREPARATION FOR THE MII VIRTUAL COMPUTER-BASED EXAMINATION

1. Please have ready your original photo Identification Document (MyKad/Driving License/Passport) as you will need to show this to the invigilator and will not be allowed to take the exam without it.
2. Find a quiet space you can use for the duration of the examination session
3. The lighting in your room should be of daylight quality and overhead lighting is preferred. If overhead lighting is not possible, please make sure that your light source is not directly behind you because it will make it difficult for your invigilator to see you

CANDIDATE GUIDE FOR THE MII VIRTUAL COMPUTER- BASED EXAMINATION (VCBE)

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4. Make sure no one else is with you in the exam space or enters the exam space throughout the exam session. Any interruption or disruption is to be avoided.
5. The table should be uncluttered, papers or stationery should not be on the table and should be clear from any reference materials.
6. Tablet, Smart Watch or other electronic gadgets are not permitted to be worn or on the table throughout the exam session unless authorised by the invigilator.
7. The exam area should be free from any distracting background noise.
8. Have a reflective surface such as a large mirror or mobile phone in order to show the edges of your monitor to the invigilator.
9. Toilet breaks are not allowed once the exam has started.
10. Close all programs, applications and websites on your computer unless instructed to open it by the invigilator for the purpose of taking the exam.
11. Remove any hats, sunglasses, earphones and headphones.
12. No food or drinks may be consumed during the exam. However, you are allowed a bottle of water or similar.
13. Candidates are not allowed to have "Virtual Background" turned on throughout the exam session.
14. For candidates using hearing aids, please ensure to disclose this to the invigilator before the start of the exam.

CANDIDATE GUIDE FOR THE MII VIRTUAL COMPUTER- BASED EXAMINATION (VCBE)

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15. If you face any technical issues when attempting to access the MII Virtual Examination Centre, please contact our IT Helpdesk at 03-2712 8881/8883/8884/8885 or email to agentexam@mii.org.my.
16. If the technical problem is unable to be resolved 30 mins before the exam start time, you will be asked to reschedule your exam with exam fee.
17. By accessing the MII Virtual Examination Centre, you agree to be bound by these terms and conditions. MII has the rights to disqualify or withhold your result if you are found to have breached any of the examination rules and regulations.

EXAMINATION RULES & REGULATIONS

1. Candidate must obey all the instructions, directions and rulings of the invigilator and as stated in the Important Information.
2. Candidate is not allowed to leave the examination space temporarily, EXCEPT in the event of an emergency with permission from the invigilator.
3. Candidates are not allowed to use any other electronic gadgets during the examination.
4. Candidates will be observed by the Invigilator throughout the examination session and the session will be recorded. By proceeding with the exam, you have granted permission for the recording.
5. The invigilator has the right to do 360 degree verification from time to time.

CANDIDATE GUIDE FOR THE MII VIRTUAL COMPUTER-BASED EXAMINATION (VCBE)

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6. Only up to 3 warnings will be given on any suspicious act or movements (eg copying, referring to notes/textbooks, using handphones, allowing other person to enter the exam room/space, discussing exam questions with a 3rd party, etc). On the 3rd warning, the Invigilator has the right to stop your exam and disqualified you from the exam whereby your result will be invalidated.
7. Please enter ZOOM meeting via your mobile phone at least 90 minutes (1.5 hours) before the exam time for verification. If you are late entering the exam room (spending long time during verification due to technical issue) NO extension exam time will be given.
8. If you are logged out from Zoom (for any reason) you are required to enter Zoom within 3 to 5 minutes which failure to do so, you will be disqualified from the exam. However you are allowed to re-register the exam with fee and on Computer-Based Exam (CBE) mode only. You are required to contact the Examination Officer for the registration.
9. You will be considered as "absent" if you failed to be in the "virtual exam room" by latest 30 minutes before the exam starts. You will not be allowed to sit for the examination if you are late.
10. No food, drink (other than water), headphone, electronic items, mobile phone, tablet, notes, papers, stationery (other than calculator) or reference materials is allowed in the examination space unless permitted by the Invigilator.
11. Liability of the Institute - If the Institute, for reasons outside its control should find it impossible to hold any of the confirmed examinations or if a candidate's completed examination answers are lost or destroyed due to the system glitch or technical error, the Institute's liability shall be limited to a complete refund of the examination fee paid in respect of the examination concerned.

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CONSEQUENCES OF RULE VIOLATIONS

1. Failure to comply with VCBE rules and regulations, will provide sufficient grounds for MII to disqualify the candidate from continuing the exam or to withhold the candidate's result and report the candidate to the Association and other relevant authorities.
2. MII reserves the right to withdraw, withheld or invalidate your result and/or certificate at any time pertaining to any alleged breach of examination regulations and procedures.
3. MII will disqualify the candidate not only in respect of the examination that the candidate is sitting for but also for a specified period or even indefinitely (barred for whole life) or any other sanction or action as deem fit and proper.
4. You will receive a disciplinary letter and the decision of the MII Academic Division and/or its empowered authority shall be final and binding
5. If you have questions about your VCBE status, please contact the Agent Exam Unit representatives at: agentexam@mii.org.my

All The Best and Good Luck!