

**CANDIDATE GUIDE AND RULES & REGULATIONS FOR THE ASIAN INSTITUTE OF INSURANCE (Aii)
VIRTUAL COMPUTER-BASED EXAMINATIONS (VCBE) AND COMPUTER-BASED EXAMINATIONS (CBE)**

General rules:

1. Please have your original photo identification document (MyKad/Driving License/Passport) for verification. You are required to present the photo ID to the invigilator and will not be permitted to take the exam without it. No refunds will be allowed for candidates who fail to produce the identification document.

The Institute reserves the right to request additional proof of identity if necessary, including performing biometric verification and taking a photograph of the candidate for positive identification.

2. You must not engage in or accept any form of communication with others during the examination, except with the invigilator. Any attempt made by another candidate or student to communicate with you must be immediately reported to the invigilator.
3. If you need assistance, please raise your hand to get the attention of the invigilator. You must not leave your seat without the permission of the invigilator.
4. The table should be cleared of all items, including paper, stationery and any reference materials.
5. Tablets, smart watches or other electronic gadgets or any unauthorized materials are prohibited to be worn or used throughout the exam session unless authorised by the invigilator.
6. Toilet breaks are not allowed once the examination has started.
7. No food, drink (other than water), headphones, electronic items, mobile phone, tablets, notes, paper, stationery (other than calculator) or reference materials is allowed in the examination space unless permitted by the invigilator.
8. Smoking and eating are forbidden during the examination.
9. You must always conduct yourself ethically and professionally during the examination and obey the instructions, directions, and rulings of the invigilator.

CBE RULES AND REGULATIONS

1. You must be seated in the examination room before the examination begins. The Institute reserves the right to disallow candidates from taking the examination if they arrive after the commencement of the examination session specified on the confirmation slip.
2. Once the examination has commenced, you **ARE NOT ALLOWED** to leave the examination room except in cases of urgent necessity. If permitted to leave, you must be accompanied by an invigilator.

In such cases, you are not allowed to take mobile phones and any other electronic devices to the rest room nor make any phone calls. If you do not return to the examination room within 15 minutes, you will not be allowed back in to complete the examination. In this case, you will need to re-register for the examination and pay all related fees again.

3. You are not allowed to leave the examination room within the first 30 minutes of the examination. If you finish early, you must leave the room as quietly as possible to avoid disturbing other candidates / students.
4. All books, revision notes, bags and other personal belongings are required to be left at the front of the examination room. You are advised not to bring any valuable items to the examination. If you choose to do so, the Institute will not be held responsible for any loss of such items.

REQUIREMENTS FOR VCBE

1. VCBE will be conducted on 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 and install LockDown Browser from the link below onto your laptop or desktop:

<https://ems.insurance.com.my/TNA/ExamHome/index2.html>

4. Please ensure that you meet the following minimum technical requirements to sit for the virtual exam: https://insurance.com.my/documents/min_requirement.pdf.



PREPARATION FOR VCBE

1. Find a quiet space you can use for the duration of the examination session. Ensure no one else is present or enters the exam space during the exam session. Any interruption or disruption may result in disqualification from the exam.
2. The exam area should be free from any distracting background noise.
3. Ensure that the lighting in your room is of daylight quality, preferably with overhead lighting. If overhead lighting is not possible, ensure that the light source is not positioned directly behind you, as this could hinder the invigilator's ability to see you.
4. Have a reflective surface, such as a large mirror or mobile phone, available to show the edges of your monitor to the invigilator when requested.
5. Close all programs, applications and websites on your computer unless instructed by the invigilator for exam purposes.
6. Remove any hats, sunglasses, earphones and headphones.
7. Candidates are not allowed to use a virtual background at any time during the exam.
8. Candidates using hearing aids must inform the invigilator before the start of the exam.
9. If you face any technical issues accessing or downloading the LockDown browser, please call our Call Centre 03-2712 8882 or email to agentexam@aiaasia.org.
10. By accessing the LockDown Browser, you agree to be bound by these terms and conditions. Aii has the right to disqualify or withhold your result if you are found to have breached any of the examination rules and regulations.

VCBE RULES & REGULATIONS

1. Candidates must obey all the instructions, directions and rulings of the invigilator, as well as those stated in the Important Information.
2. Candidates are not allowed to leave the examination space, except in an emergency and with permission from the invigilator.
3. Candidates are not allowed to use any other electronic gadgets during the



examination.

4. Candidates will be monitored by the invigilator throughout the examination session, which will be recorded. By proceeding with the exam, you have granted permission for the recording.
5. The invigilator has the right to conduct 360 degree verification at any time.
6. A maximum of three warnings will be issued for any suspicious behavior such as copying, referring to notes or textbooks, using a mobile phone, allowing another person to enter the exam room or space, or discussing exam questions with third party. Upon the third warning, the invigilator has the right to stop your exam and disqualify you.
7. You are required to **join Zoom** via your mobile phone **at least 90 minutes (1.5 hours) before the exam time** for verification. If you are late entering the exam, no extra time will be given for the exam.
8. You will be considered **absent** if you **fail to join Zoom 30 minutes before the exam starts**. You will **not** be allowed to sit for the examination if you are late.
9. If a candidate encounters a technical problem that is not resolved within 30 mins before the exam start time, you will be required to reschedule your exam with an exam fee.
10. If you are logged out from Zoom (for any reason), you must rejoin Zoom within 5 minutes. Failure to do so will result in disqualification from the exam. However, you may re-register for the exam with a fee but only under the Computer-Based Exam (CBE) mode. You are required to email agentexam@aiaasia.org for the registration.
11. Liability of the Institute: If, for reasons beyond its control, the Institute is unable to conduct any of the confirmed examinations, or if a candidate's completed examination answers are lost or destroyed due to system glitches or technical errors, the Institute's liability will be limited to a full refund of the examination fee paid for the affected examination.

CONSEQUENCES OF RULE VIOLATIONS

1. Failure to comply with the rules and regulations provides sufficient grounds for Aii to disqualify the candidate from continuing the exam, withhold the candidate's result and report the violation to the Association and relevant authorities.
2. Aii reserves the right to withdraw, withhold or invalidate your result and/or certificate at any time in connection with any alleged breach of examination regulations and



procedures.

3. Aii may disqualify the candidate not only for the examination but also for a specified period, indefinitely (a lifetime ban) or impose any other sanctions or actions deemed fit and proper.
4. You will receive a disciplinary letter and the decision of the Institute and/or its empowered authority shall be final and binding.
5. If you have any questions, please email the Assessment Management Unit representatives at agentexam@aiaasia.org.

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