

Remote Proctored Examination

Candidate Guide: Rules & Regulations

1. Identification Requirements

You must present a valid original national identification document for identity verification.

- For Malaysian citizens, MyKad is the primary identification document.
- For non-Malaysian citizens, a valid original Passport is required.
- The name on your ID must match exactly as it appears on your exam registration. Entry will be denied if identity cannot be verified.
- A clear photo of your ID must be captured, and your live photo must match the ID photo.
- Your face, shoulders, and upper chest must remain clearly visible in the camera frame at all times, from ID verification until the end of the exam.
- Failure to maintain this position will result in a system warning. After three warnings, your exam will be disqualified.

2. Technical Requirements

- Use a laptop or desktop computer. Tablets, iPads, and mobile phones are not allowed.
- Install the [LockDown Browser](#) before your exam and complete the demo on the same device and setup.
- Use the latest version of Google Chrome.
- Device must allow webcam and microphone access.
- Disable bluetooth, remote desktop, virtual displays, and background applications.
- Ensure a stable, high-speed internet connection (avoid mobile hotspots) for smooth video streaming and to complete the exam without interruption.

3. Exam Day Access Window

- On your exam date, you may log in anytime between 12:00am and 9:00pm (Malaysia time).
- Pre-exam checks must be completed before the 9:00pm cutoff.
- No grace period will be given; if you miss the cutoff, you must re-register and pay again.

4. Exam Environment Requirements

- Sit in a quiet, private, and well-lit room free from noise and distractions.
- Use front-facing lighting to ensure your face is clearly visible.
- Desk must be clear of all unauthorised materials.

Strictly prohibited items:

- Books, notes, mobile phones, smartwatches, headphones or earphones (wired or wireless), tablets
- Dual monitors, mirrored displays, virtual backgrounds
- Presence of other individuals in the room

5. Monitoring and Candidate Conduct

Your exam session will be monitored and recorded throughout. Any suspicious behaviour may be flagged.

Examples include:

- Unauthorized materials or devices
- Leaving exam area or concealing activity
- Talking aloud, suspicious background sounds
- Tampering with the secure browser or monitoring setup
- Any device, item, or software that could compromise exam security or provide unfair advantage is not permitted.



6. Auto-Pause and Disconnection Policy

- If your exam session is paused due to suspected rule violations, Aii will review the session. You will be notified via email within 3 working days if you can resume or if the exam has been terminated.
- Please ensure you check your email inbox (including junk/spam folders) or log in to the exam platform to view the notification.
- If approved to resume, you may resume within 7 calendar days (12:00am - 9:00pm).
- If terminated, you may be required to re-register and pay the applicable fee in order to attempt the exam again. However, if termination is due to misconduct or confirmed rule violations, disciplinary action will apply, and you may not be permitted to resume or re-register.

7. Availability of Exam Results

- Your results will be available **within 3 working days** subject to integrity checks. are complete.
- If flagged for review, release may be delayed until investigation is complete.

8. Examination Violations and Penalties

Violations include, but are not limited to:

- Use of unauthorized materials or devices
- Tampering with the secure browser or monitoring setup
- Talking to or receiving help from others
- Impersonation

Penalties may include:

- Immediate disqualification
- Invalidation or withholding of results
- Suspension or ban from future Aii exams
- Formal disciplinary letter
- Reporting to regulatory or professional bodies



9. Candidate Consent

By proceeding with the Remote Proctored Examination, you:

- Agree to comply with all Aii rules and procedures
- Consent to being monitored and recorded throughout the exam
- Understand that violations may result in disqualification, invalidation of results, or other disciplinary action

10. Support and Enquiries

For assistance:

- Email: agentexam@aiaasia.org or customercare@aiaasia.org
- Call Centre: 03-2712 8882

