

Remote Proctored Examination

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; mismatched information will result in verification failure.
- You are allowed up to five (5) attempts to successfully capture the ID and headshot. It is your responsibility to ensure that the images are clear, legible, and accurately reflect the information on your ID before submission.
- The system will automatically verify your headshot against your photo ID before you may proceed.
- If your identity cannot be verified for any reason — including but not limited to unclear, invalid, damaged, or expired identification; outdated or mismatched photos; incomplete or poor-quality image capture; or any discrepancy between your registration details and the identification presented, you will not be permitted to proceed with the examination.
- You must complete the two-factor authentication (2FA) step before starting the examination. The 2FA requires retrieving a one-time password (OTP) sent to your registered email address in ILMS.
- For Mykad, both the front and back must be captured during verification.
- For Passports, only the biodata page (the page containing your photo and personal details) is required.
- After successful authentication, all personal devices, including mobile phones must be turned off, placed away, and kept out of reach for the remainder of the exam, as all communication devices are strictly prohibited once verification is complete.

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 uninterrupted completion of the exam.
- After completing your examination, uninstall the LockDown Browser. A fresh installation is required before each examination to ensure compatibility and prevent technical issues.

3. Exam Day Access Window

- On your exam date, you may log in anytime between 12:00am and 9:00pm (Malaysia time).
- All 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 the applicable fee.

4. Exam Environment Requirements

- Sit in a quiet, private, and well-lit room free from noise, distractions and background activity.
- Ensure your face is clearly visible at all times. Avoid strong backlighting or shadows that obscure visibility.
- The entire exam area or space must be free of unauthorized materials and electronic devices, including televisions, monitors, mobile phones, smartwatches, tablets, or any other device capable of recording, communicating, or displaying information.
- The desk must be clear of all unauthorized materials.
- You must remain alone in the room throughout the exam. Any unauthorized presence may be reviewed and result in disciplinary action.

Strictly prohibited items:

All unauthorized personal items are prohibited in the exam space. This includes, but is not limited to, electronic devices, reference or study materials, writing instruments, and any other object or activity that could compromise the integrity or security of the examination.

5. Monitoring and Candidate Conduct

Your exam session will be continuously monitored and recorded through automated and human review processes to ensure integrity and fairness. Any conduct that may compromise the security or integrity of the examination may be flagged for review and subject to disciplinary action.

Examples include, but are not limited to, the use of unauthorized materials or devices, leaving the camera view, or allowing another person in the exam area.

Your face, shoulders, and upper chest must remain clearly visible in the camera frame at all times. Once your headshot position has been verified at the start of the exam, you must not adjust, move, or reposition the camera, as doing so may be treated as a potential violation of exam rules.

Failure to comply with these requirements may result in your session being paused, terminated, or disqualified.



6. Auto-Pause and Disconnection Policy

- If your exam session is paused due to suspected rule violations, Aii will review the session and notify you of the outcome within three (3) working days, or longer if further investigation is required to ensure a complete and fair assessment.
- Please check your email inbox (including junk/spam folders) or log in to the exam platform to view the notification.
- If approved to resume, you must do so within seven (7) calendar days from the date of approval (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 results from 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 three (3) working days, subject to completion of integrity checks.
- If flagged for review, release may be delayed until investigation is complete.

8. Examination Violations and Penalties

Failure to comply with any examination rules or instructions, or any behavior that compromises the integrity or security of the examination may result in immediate termination of your session and invalidation of your results.

Depending on the severity of the violation, further action may include suspension or permanent exclusion from future Aii examinations and reporting to the relevant regulatory or professional bodies.

9. Candidate Consent

By proceeding with the Remote-Proctored Examination, you acknowledge and consent that your session will be monitored and recorded through your webcam, microphone, and screen-sharing for verification and exam-integrity purposes.

You understand that these recordings may be stored and reviewed by Aii and its authorized service providers for integrity review and compliance.

10. Support and Enquiries

Email: agentexam@aiaasia.org or customercare@aiaasia.org

Call Centre: 03-2712 8882

