

## **RULES & REGULATIONS FOR ALL Aii EXAMINATION CANDIDATES**

### **A. General rules applicable to all Aii Examination Candidates**

1.	<p>Failure to comply with Aii Examination rules and regulations, constitutes grounds for Aii to:</p> <ul style="list-style-type: none"> <li>a) Disqualify you from the current examination and potentially for a specified period or indefinitely.</li> <li>b) Withdraw, withhold, or invalidate your results or certificates at any time.</li> <li>c) Report you to Aii's Disciplinary Committee, the Associations, and other relevant authorities for further action.</li> <li>d) Impose any other sanctions or take actions deemed appropriate by the Institute.</li> </ul>
2.	You must always conduct yourself ethically and professionally throughout the examination and comply with the instructions, directions, and rulings of the Presiding Invigilator/Official.
3.	<ul style="list-style-type: none"> <li>a) Please have ready your original photo Identification Document (MyKad, Driving License or Passport for Non-Malaysian citizens) as you will be required to present it to the Presiding Invigilator/Official. Candidates who fail to present the accepted identification will not be permitted to take the exam and no refund will be provided. Candidates will be required to re-register for future examination with applicable fees.</li> <li>b) The Institute reserves the right to request additional proof of identity at any time during or after the examination, including biometric verification and photographs.</li> </ul>
4.	You must not engage in any form of communication during the examination except with the Presiding Invigilator/Official. Any attempt made by others to communicate with you must be reported immediately to the Presiding Official / Invigilator.
5.	If you need assistance, please raise your hand to alert the attention of the Presiding Invigilator/Official. You must remain seated and not leave your seat without their permission.
6.	Any form of misconduct, including but not limited to copying, attempting to view another candidate's work, or engaging in unauthorized activities, will result in disciplinary action.
7.	Smoking and eating are forbidden during the examination.
8.	<ul style="list-style-type: none"> <li>a) The use of electronic diaries or organizer, programmable calculators, smart phones, and other electronic devices during the examination are strictly prohibited.</li> <li>b) You must not take into the examination room, consult, or use any unauthorized materials. This includes but is not limited to, thumb drives, mobile phones, tablet computers, other electronic storage devices, books, documents, or any written, typed, or printed materials—except for items provided or explicitly approved by the Presiding Invigilator/Official for use during the examination.</li> </ul>
9.	You must stop answering your examination immediately once the Presiding Invigilator/Official has announced that the allocated time is up.

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10.	You are allowed to leave the examination after 30 minutes from the commencement of the examination. You must leave the room or Zoom meeting as quietly as possible, so as not to disturb another candidates / student.
11.	All examination results are final. No appeal shall be entertained unless expressly provided for under the applicable program rules, examination regulations, or policies in force at the relevant time.
12.	If you arrange for another person to appear on your behalf/engage in impersonation or participate in cross impersonation, both you and the impersonator will be reported to Aii's Disciplinary Committee, the Associations, and other relevant authorities for further action.
13.	<p>a) The Institute reserves the right to make any changes, including fee adjustments due to unforeseen circumstances or when deemed necessary or appropriate.</p> <p>b) Candidates are reminded to review the latest Rules and Regulations to ensure they are fully informed before attending their scheduled examinations at the Institute.</p>
14.	All certificates issued by the Institute remain the property of the Institute, regardless of any fees or subscriptions paid.
15.	Liability of the Institute – If the Institute, for reasons beyond its control, is unable to hold a confirmed examination or if completed examination answers are lost or destroyed due to a system glitch or technical error, the Institute's liability is limited to a full refund of the examination fees paid for the affected examination.
16.	For any inquiries regarding your examination, please contact the Assessment Management Unit at <a href="mailto:agentexam@aiaasia.org">agentexam@aiaasia.org</a> .

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**B. Rules and regulations for all Virtual Computer Based Examination (VCBE) Candidates**

1.	<p><b>Candidates are responsible for downloading and installing the required LockDown browser, ensuring that it is functioning properly, and completing the demo test before the examination day.</b> Failure to do so will result in the candidate being unable to start the assessment.</p>
2.	<p><b>Examination space requirement and setup requirements (to be complied with):</b></p> <ol style="list-style-type: none"> <li>a) Candidates are strongly advised to use a personal computer for the examination. Company devices may be subject to corporate firewalls, security settings, or administrative restrictions that may prevent access to the examination platform and/or the download, installation, or operation of the required LockDown browser. Taking the examination on a tablet, mobile device or/with dual/multiple monitors is not allowed.             <ul style="list-style-type: none"> <li>• If a company laptop must be used, the candidate must ensure the following in advance:                 <ol style="list-style-type: none"> <li>i. Any security restrictions, login controls, or system settings that may prevent the examination platform from launching or running properly have been addressed/disabled (where permitted by the employer/IT administrator). The laptop's security password must be disabled.</li> <li>ii. IT administrator or support personnel should be on standby to assist if required.</li> <li>iii. Please take note that if the security password is not disabled, the candidate will not be permitted to sit for the exam.</li> </ol> </li> </ul> </li> <li>b) Candidates must find a secure and quiet room with a stable internet connection.</li> <li>c) The examination space must be walled, have a closed door and be free from disruptions throughout the examination.</li> <li>d) The examination desk/work area and surrounding area must be clear of all unauthorised materials and items that may provide an unfair advantage.</li> <li>e) This includes, but is not limited to, books, notes, loose papers, post-it notes, and writing instruments (e.g., pens, pencils, markers, or whiteboards), unless expressly permitted by the Institute for the specific examination.</li> <li>f) You must take your exam in a private and quiet room for the full duration of the exam. The exam area should be free from any distracting background noise.</li> <li>g) Make sure no one else is with you in the exam room or enters the exam room throughout the exam session. Any interruption or disruption is to be avoided.</li> <li>h) 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.</li> <li>i) The table should be uncluttered, papers or stationery should not be on the table and should be clear from any reference materials.</li> <li>j) Tablet, smart watch, or other electronic gadgets are not permitted to be worn, used placed on the table through the exam session unless authorized by the Invigilator.</li> </ol>

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	<p>k) Remove any hats, sunglasses, earphones, and headphones.</p> <p>l) Have a reflective surface such as a large mirror or mobile phone to show the edges of your monitor to the Invigilator.</p> <p>m) Close all programs, applications and websites on your computer unless instructed by the Invigilator for the purpose of taking the exam.</p> <p>n) Candidates are not allowed to have a virtual background turned on throughout the exam session.</p> <p>o) Candidates using hearing aids are required to disclose this to the Invigilator before the start of the exam.</p> <p>p) Toilet breaks are not allowed once the exam has started.</p> <p>q) No food or drinks may be consumed during the exam except for a bottle of water.</p>
3.	<p>a) Candidates must <b>join the Zoom meeting</b> using a mobile phone <b>45 minutes before the scheduled examination time</b> to complete the required checks.</p> <p>b) The Zoom Meeting will close 30 minutes before the scheduled examination start time (cut-off time).</p> <p>c) Candidates who attempt to join after the cut-off time will not be admitted and must re-register for the examination, subject to applicable fees. Candidates are strongly encouraged to log in early to avoid missing the cut-off time.</p>
4.	<p>If a candidate is <b>logged out from Zoom</b> (for any reason), the candidate must <b>re-join Zoom within 5 minutes</b>. Failure to do so may result in disqualification. The candidate will be required to contact the Assessment Management Unit at <a href="mailto:agentexam@aiaasia.org">agentexam@aiaasia.org</a> to register for the examination, subject to applicable fees.</p>
5.	<p>Candidates are required to display their full name in the Zoom meeting exactly as stated in their Identification Card (NRIC) or Passport.</p>
6.	<p>You are not allowed to leave the examination space, except in an emergency and only with the Invigilator's permission.</p>
7.	<p>The Institute reserves the right to conduct mandatory compliance checks on candidates taking virtual examinations at their premises to ensure that:</p> <p>a) Candidates are observing all examination rules and regulations.</p> <p>b) The integrity of the examinations is upheld.</p> <p>c) Laptops or PCs do not contain unauthorized devices, materials, or software.</p>
8.	<p>An Invigilator will observe you throughout the examination session, which will also be recorded. <b>The Invigilator reserves the right to conduct 360-degree checks periodically</b>. By proceeding with the virtual exam, you consent to the recording.</p>
9.	<p>The Invigilator may issue up to <b>three warnings</b> for any suspicious acts or movements and has the right to stop your exam, disqualify you and invalidate your result.</p>
10.	<p>After completing your examination, please uninstall the LockDown browser. A fresh installation is required before each examination to avoid technical issues.</p>