CIA® Challenge Exam
Frequently Asked Questions
Prepared for ISCA Members Only

August 2020

The Institute of
Internal Auditors
Singapore

The IIA and the CIA Challenge Exam

Who is the IIA?
The Institute of Internal Auditors (IIA) is the acknowledged worldwide leader of the internal audit profession, its global voice, recognised authority, chief advocate, and principal educator, with more than 200,000 members in over 170 countries around the world. Typically, members provide assurance and advisory services within the broad spectrum of governance, risk, and control, with responsibilities that may include internal and external auditing, risk management, internal control, information technology audit, education, and security.

What is the CIA?
With over 165,000 holders worldwide, the Certified Internal Auditor® (CIA®) is the premier global certification for all those working in internal audit, regardless of background, sector, or region. It provides recognition and status among peers and principal stakeholders, and identifies individuals as committed and competent internal audit professionals. The CIA Challenge Exam is a unique opportunity for professional auditors to earn this distinguished certification through an expedited process based on the candidates' existing member affiliation.

What are the advantages of taking the CIA Challenge Exam?
With the CIA credential added to your resume, you demonstrate that you are a credible and trusted internal auditor who is knowledgeable in organisational governance and equipped for career-advancing opportunities.

When can I apply to the CIA Challenge Exam program?
Application to the CIA Challenge Exam program is only one step in the process to earning certification through the expedited CIA Challenge Exam. The chart below outlines the steps necessary to complete the program.

	ACTION
LETTER of Good Standing from ISCA	Candidate to request Letter of Good Standing from ISCA and submit it in CCMS as required below. Request via ISCA online via the ISCA member's portal https://eservices.isca.org.sg/signin, or email membership@isca.org.sg
CREATE a Profile in CCMS Starting from 1 August 2020	Access CCMS and follow the instructions to create a profile or to **RESETPASSWORD** for an existing CCMS profile login information or password. Supporting browsers are Google Chrome and Mozilla FireFox. Please do not use Internet Explorer (IE).
APPLY to the program 1 August – 10 October 2020	Applications are accepted from 1 August through 10 October 2020. On your CCMS home page select 'Apply for Certified Internal Auditor' and select the CIA Program for Qualified Chartered Accountants and Certified Public Accountants. Follow the step-by-step instructions to complete your application.

SUBMIT documentation in CCMS	Letter of Good Standing from ISCA, complete the electronic character reference and National Registration Identity Card (NRIC). The name on your NRIC must match the name on your web account profile in CCMS and in your appointment confirmation email.
REGISTER for the exam Open until 10 October 2020	After approval of application, candidates can immediately REGISTER for the exam. REGISTRATION is open until 10 October 2020.
SCHEDULE the exam from 1 August - 29 November 2020	To schedule for the exam in CCMS, select 'Manage my program > select the examination on the left navigation bar and then select 'Manage appointment'. You may also schedule your examination by selecting 'Access PearsonVUE' on the CCMS homepage. Schedule your exam in the month of November 2020.
SIT for the exam 1 November – 30 November 2020 (Candidates have the option to take exam at a test centre or via online testing)	**At the Test Centre:** Arrive at the Pearson VUE test center on the scheduled date and time. Candidates must sit for the exam from 1 November to 30 November 2020. **Online Test:** To prepare and understand the check-in procedures and system requirements for online testing, visit the Pearson VUE online proctoring page and click "Run system test." Once you download the application and follow the prompts, they are identical to checking in for your upcoming exam. This program will also test your system to determine if you meet the requirements needed to take the exam via online testing. Please take note that candidates assume responsibility for meeting technical requirements prior to scheduling an exam and taking your exam via online testing including stable internet connectivity. Pearson VUE System Test • Log into your CCMS account. • Select "Access Pearson VUE" on the CCMS home page. [View example] • Under "Open Online Exams" on your dashboard, click the scheduled examination link. [View example] • Select "Begin Exam." • You will be asked to download the OnVUE application and run the program.

	Complete the check-in process by following the screen prompts (you may use a mobile phone or your computer webcam). Be sure to have your NRIC ready.

RETAKE Exam (One chance only)
Retake Registration: 1 November 2020 to 31 January 2021
Retake Schedule Window: 1 November 2020 to 27 February 2021
Retake testing window: 1–28 February 2021

Applying for the CIA Challenge Exam

Do I have to be a member of IIA Singapore to take the CIA Challenge Exam?
No. However, with an IIA Singapore membership, you enjoy signification savings when you apply for the CIA Challenge Exam.

How do I become a member of IIA Singapore if I am not a member?
Please visit IIA Singapore website here to submit an online application under '**Join Us**'.
Please refer to the Documents List required for the membership application. Membership period is valid from 1 July 2020 to 30 June 2021. One-time non-refundable application fee and full-year membership fee apply.

New Members		Documents List (in PDF format)
Individual Member	1. Complete IIA Singapore online Membership Application Form 2. Upload supporting documents in the IIA Singapore portal 3. Complete payment 4. Identity verification*	• Updated copy of resume including current and previous job scope • Certified true copy of academic certificate, duly signed by HR, HOD or bring the original certificate to IIA Singapore office* • Letter of employment printed on company's letterhead, including employment date and current designation. Validity of the letter should not be more than 3 months prior to application. • Consent form (downloaded from online application page, duly verified by IIA Singapore) **Apply here**
Corporate nominee (the employer is a corporate member)	**Please go through your corporate administrator to join the membership**.	• Updated copy of resume including current and previous job scope • Certified true copy of academic certificate, duly signed by HR, HOD or bring the original certificate to IIA Singapore office* • Consent form (duly verified by IIA Singapore staff)

* Due to Covid-19, we have made alternative arrangements for online verification of the documents via face-time.

What happens if I apply for the CIA Challenge Exam but do not meet the eligibility requirements?

If it is determined during the validation process that the candidate does not meet the eligibility requirements, the application will be denied. No refunds, in part or whole, will be provided to candidates once the application is submitted.

How do I apply for the CIA Challenge Exam program?

Exam candidates are required to create a profile record in The IIA's Certification Candidate Management System (CCMS). If the candidate has previously taken an IIA exam, the candidate already has a record in CCMS. **DO NOT** create a second record, instead, go to RESETPASSWORD to recover your account. Candidates requiring assistance may open a new case in your CCMS profile by selecting "Help" on the CCMS home page.

- On the CCMS homepage, select "Apply for Certified Internal Auditor."
- Select "Accounting body challenge exam."
- After the payment screen, you must upload a letter of good standing from the qualified accounting body and a government-issued ID. You must also complete the electronic character reference. Once approved into the program, you may register and schedule your examination.
- To register and schedule your exam, select "Manage my program > CIA > Register."

I am a member of the IIA but my membership does not reflect on my CCMS profile?

If you are a current IIA member, please select 'Help' and open a new case as you may have two CCMS profiles that need to be merged. Please do not purchase the CIA Challenge exam application unless the correct pricing for IIA members is reflected as no refunds or price adjustments will be made once they process your payment.

Where can I access my score report?

Please review the Certification handbook for additional details on scoring. Score reports can be found by selecting 'Access PearsonVUE' then 'View Score Reports' 24 hours after the examination is taken.

How do I register and schedule for the CIA Challenge Exam?

Access your CCMS profile. Once approved into the program, you may select "Manage my program," then select the examination on the left navigation bar and then select "Register" and/or "Schedule."

Schedule your examination for the month of November 2020. You will have the option to take your exam via online testing or at a testing center. To find the nearest testing center, visit the Pearson VUE page and select "Find a test center."

What if I do not receive the Letter of Good Standing from ISCA?

If a candidate is unsure of qualifying, the candidate should contact ISCA Member Services Centre at membership@isca.org.sg or 6597 5533 before applying for the CIA Challenge Exam. Under no circumstances will a refund (in part or whole) be issued after the application has been submitted.

CIA Challenge Exam Pricing and Payment

How much will the CIA Challenge Exam cost?
The exam bundle, priced at US$1,195 for IIA members and US$1,545 for non-IIA members, includes:
- CIA Challenge Exam application fee
- CIA Challenge Exam registration fee
- Customised electronic version of The IIA's CIA Learning System®
- Access to the International Professional Practices Framework and Standards to help you prepare for the exam

The prices for the CIA Challenge Exam are not inclusive of GST. Singapore's 7% GST is payable by the candidates.

Can I just pay for the application and exam registration without purchasing the review materials and membership?
No. The CIA Challenge Exam is only being offered as a bundle. Candidates may choose to take the exam by completing the standard three (3) part examination process if they wish to only pay for the exam application and registration fees.

How do I pay for the exam?
Payment for the CIA Challenge Exam must be submitted at the time of application. Applications will not be reviewed for approval until required documents (Letter of Good Standing, electronic Character Reference and NRIC) and payment are received. Payment must be submitted in the form of a credit card only.

What if I do not pass the CIA Challenge Exam? Can I retake it?
Candidates who are unsuccessful in passing their examination in November will have one additional opportunity to take the exam in February 2021. The price for the retake exam is US$795 for IIA members and US$945 for non-IIA members.

The prices for the CIA Challenge Exam are not inclusive of GST. Singapore's 7% GST is payable by the candidates.

Timeline for retake:
Retake Registration: 1 November 2020 to 31 January 2021
Retake Schedule Window: 1 November 2020 to 27 February 2021
Retake testing window: 1-28 February 2021

Preparing for the CIA Challenge Exam

Where can I find the Certification Handbook?
The handbook can be found by going to your CCMS profile and select "Resources". All candidates are required to read and agree they have read and understood the policies and procedures.

What language will the CIA Challenge Exam be offered in?
The CIA Challenge Exam is offered in English only.

How long does it take to complete the exam?
The CIA Challenge Exam contains 150 multiple choice questions. Candidates will have 3 hours to complete the exam.

Is this an open book exam?
No, this is not an open book exam.

What does the customised CIA Learning System compose of?
There are 150 practice questions in the challenge exam product. Please note these practice questions are developed independently of the IIA Global Certifications department and based on the publicly listed syllabi.

All CIA challenge exam candidates will enjoy:
- A fully online learning experience allowing them to study whenever they have a few spare minutes.
- Comprehensive online reading materials and downloadable e-reader files.
- Practice exam to test their comprehension and ability to apply concepts.
- A glossary of terms.
- A video tutorial providing an overview of the IPPF components.
- Access to these online study tools for one year.

Is the material in the package specially tailored for the Challenge Exam? Can it be used for the normal CIA Exam route?
The study material in the package is specially customised for the Challenge Exam. Standard CIA pathway (3 parts exam) will use the standard CIA Learning System (3 parts).

When will I receive the customised CIA Learning System?
Approximately 5 business days after your program has been approved, you will receive a system generated email. If you did not receive this email, it may be in your Spam folder. If you need further assistance, please log into your CCMS profile and click Help to open a new case.

Where can I get more assistance to prepare for the CIA Challenge Exam?
There will be two virtual CIA Challenge Exam preparatory courses held to prepare candidates for the exam.

23 October 2020, Friday, 9.00am to 5.00pm. Register **HERE**.
02 November 2020, Monday, 9.00am to 5.00pm. Register **HERE**.

Taking the CIA Challenge Exam

What is Online Testing?
Online testing allows candidates to test using their own computer in their home, their office, or remotely in other acceptable locations. Visit the Pearson VUE online proctoring page for system requirements and additional information. Click Online Testing to watch a short video to learn more.

Do I meet system requirements for online testing?
To prepare and understand the check-in procedures and system requirements for online testing, visit the Pearson VUE online proctoring page and click "Run system test." Once you download the application and follow the prompts, they are identical to checking in for your upcoming exam. This program will also test your system to determine if you meet the requirements needed to take the exam via online testing.

Online testing is no longer supported on Internet Explorer therefore candidates should plan to use Google Chrome or Mozilla Firefox to take your exam.

Our vendor, Pearson VUE, has been made aware of issues with Mac devices when attempting to take the test online. While Pearson VUE works to resolve the issue, candidates are encouraged to use non-Mac devices to complete your test online. If that is not an option, consider taking your exam at a Pearson Vue test.

Please take note that candidates assume responsibility for meeting technical requirements prior to scheduling an exam and taking your exam via online testing including stable internet connectivity.

Pearson VUE System Test

- Log into your CCMS account.
- Select "Access Pearson VUE" on the CCMS home page. [View example]
- Under "Open Online Exams" on your dashboard, click the scheduled examination link. [View example]
- Select "Begin Exam."
- You will be asked to download the OnVUE application and run the program.

Is my workspace okay for online testing?
During the check-in process, you will be asked to take photos of your work area, which will be checked by a proctor prior to exam launch. Please ensure that you desktop is clean and that you are not within arms' reach of books, notepads, sticky notes, papers, pens, pencils, and other writing instruments/objects. Additional monitors and computers must be unplugged and turned off. Items on the wall with writing on them such as whiteboards, will be inspected. If your workspace does not pass a room scan, you are not permitted to proceed with taking the examination via online testing.

Is there more than one exam date?

Candidates have to schedule one appointment date in November 2020 to sit for the exam. There is a retake opportunity in February 2021.

Can I eat, drink, or take a break during the online exam?

The exam does not include scheduled breaks; breaks are not allowed during the exam for any reason. If you leave your computer during your exam, the proctor will end your session and you will be unable to continue testing. Water in a clear glass is allowed during testing; however, eating, smoking, ear plugs and chewing gum are not permitted.

When will I receive my score?

You can access your score report approximately 24 hours after your exam by going to your CCMS profile and clicking Access PearsonVUE > view score reports.

Continued Professional Education (CPE) Requirements

What are the CPE reporting requirements for the CIA professional certification when a candidate successfully completes the CIA Challenge Exam?

Certified Internal Auditors are required to report CPE hours on an annual basis, by 31 December. Newly Certified Internal Auditors are immediately awarded 80 CPE hours. Half (40) of the awarded CPE hours are for the year in which the exam is passed. The balance (40) are for the following year. These hours are automatically reported on a candidate's behalf for the first two (2) years of certification.

Candidates who successfully complete the CIA Challenge Exam will need to report their CPE credit hours for the first time no later than 31 December 2022. Once in a certified status, the expiration dates are provided on your CCMS home page. To learn more about maintaining certification, refer to the CPE Requirements webpage.

Who do I contact if I have a question regarding my certification or CPE requirements?

Please open a new case in your CCMS profile by selecting "Help" on the CCMS home page.