

Transition to Test Centre-Only Exam Delivery: Frequently Asked Questions (FAQs)

1. Why is the online proctored exam delivery being discontinued?

IIA Global has decided to transition to test centre-only exam delivery to strengthen exam security, address technical challenges, and improve the overall candidate experience.

2. When does the change take effect?

From 28 May 2025, all exams will be delivered only at test centres. Registration for online proctored exams has been discontinued with effect from 1 May 2025.

3. What happens if I have already scheduled an online proctored exam?

- If your exam is scheduled before 28 May 2025, it will proceed as planned.
- If your exam is scheduled on or after 28 May 2025, you will receive instructions via email on how to reschedule your appointment at a test centre.

4. Will I need to pay any rescheduling fees?

No. IIA Global will absorb any rescheduling fees associated with this transition.

5. Where can I take my exam in Singapore?

You may sit for your exam at one of the following test centres:

- **NTUC LearningHub Pte Ltd** (NTUC Trade Union House, 73 Bras Basah Road, Level 3, Room 3J, Singapore 189556)
- **Pearson Professional Centre** (51 Cuppage Road, #05-02/03/04, Singapore 229469)
- **RELC Examinations Bureau** (30 Orange Grove Road, Level 8, RELC Building, Singapore 258352)

For more information, please visit <https://www.pearsonvue.com/us/en/iaa.html> and click on “Find a Test Centre”.

6. Will online proctored exams be available again in the future?

No. Online proctored exams were introduced in 2021 during the COVID-19 pandemic. Following a global review, this format will be permanently phased out from 28 May 2025.

7. Who can I contact for assistance?

Please log in to your CCMS account and submit a case under the Help tab. You may also email IIA Singapore at certification@iaa.org.sg or call 6324 9029 for assistance.

This information is accurate as of 30 April 2025.