



EXAM CANDIDATE USER GUIDE FOR CCMS ACCESS

The following steps explain how to apply to an IIA global certification program. These instructions concentrate on the process for applying and registering online through CCMS, which is the fastest and most efficient way to apply and register for IIA global certification programs.

IMPORTANT: If you were already an IIA member and CCMS provided you with an IIA candidate ID number that is different from your IIA global membership ID number, please do not submit any application or registration forms until you are notified that your records have been merged.

(Your global membership ID number is the number that you use to access member information on The IIA's website: www.globaliia.org.)

Once you have followed the instructions for activating your account in CCMS, click on the "New Incident" link in CCMS and submit an incident report requesting IIA Global to merge the information on your ID numbers. IIA Global will attempt to resolve this incident within 72 business hours. If you submit an application or registration form under a candidate ID number that is not your membership ID number, you will not be able to apply the certification program under member's rates. Once you accept the non-member fees and submit your application, no refunds or credits will be issued, in whole or in part.

STEP 1: Candidates must be a member of The Institute of Internal Auditors Singapore in order to apply any of the IIA Certifications.

STEP 2: First Time User / New Candidates ONLY.

- Create a Profile - Enter your first and family name exactly as it appears on your photo identification. This information will be verified when you present your photo identification at the test center, and it must match exactly.

STEP 3: After you successfully complete your profile in CCMS, begin the Exam Application process.

- Log in to CCMS and click on the "Complete a Form" link to complete an application form. Select the application form for the certification of your choice and complete the required information.

Be careful to complete the application accurately. Submission of documentation is required to verify certain information that you report (such as education). If the documentation does not support the information on the application, candidate may face review and censure by The IIA's Global Ethics Committee, including, but not limited to, removal from the certification program and revocation of exam parts or certification. Once the application is approved it will be valid for three years*.

(*CIA – Valid for three years / CRMA – Valid for four years)

STEP 4: Submission of supporting documentation

Once the application has been submitted through the CCMS, upload the documents through [Certification Document Upload Portal](#) via IIA Global website: (Only PDF format is acceptable):

- [Character Reference Form](#)
- [Experience Verification Form](#)
- Proof of photo identification (a copy of the candidate's NRIC, passport or driver's license)
- Proof of education



Applicants have 90 days from submission of application to provide the required documents for review and approval. If the required documentation were not uploaded into the portal within 90 days, the application will expire and the application fee will be forfeited.

Please allow approximately 1 week for the application review to complete, an automated e-mail will be sent to the candidate to begin with the exam registration process once the application and documents have been approved. Candidate is not able to register for the exam until the documents and application are approved.

STEP 5: Register for the appropriate exam(s)

Email notification from The IIA will be sent to the candidate when application is approved.

- Log in to CCMS and click on the “Complete a Form” link to complete an exam “Registration Form”. Select the appropriate form for the exam of your choice.

Note: The exam eligibility period for an exam (part) will be valid for 180 days from the date that the registration is processed at The IIA. Each registration allows candidate to sit for that exam one time. After 180 days, the exam eligibility period will expire and the exam registration fee will be forfeited. The candidate will be required to perform the registration again for the same exam. It is the candidate’s responsibility to schedule and sit for the exam within the 180-day eligibility period.

STEP 6: Receive Authorisation to Test notification

Once the exam registration has been processed, the candidate will receive an “Authorization to Test” notification via email to contact Pearson VUE (The IIA’s CBT administration vendor) to schedule the exam at one of their computer-based testing centers. The candidate will be asked to wait 48 hours from receipt of notification before contacting Pearson VUE in order to allow time for the registration data to be uploaded to their scheduling system.

Scheduling is the process through which the candidate reserves a testing station at the location and time to take examination. The candidate should schedule the exam as soon as possible so that there will be a greater opportunity to sit at the preferred date, time, and location.

Scheduling of Exam

The IIA makes it possible for the candidate to sit for the IIA global certification exam throughout the world, at the candidate’s convenience, in any exam language offered. In order for the candidate to take full advantage of these conveniences, there is a need to schedule early.

There are numerous other examinees from a wide variety of certification programs who are also taking their exams at Pearson VUE testing centers. Appointments are made on a first-come, first-served basis, according to availability of testing stations. If the schedule were not reserved early, candidate will either have to delay the exam or select a different testing center.

The IIA is not responsible for unavailability of test centers and will not extend the 180-day eligibility period because of it. However, a candidate may extend their exam eligibility one time only and at an additional fee.

To increase the likelihood of the desired date, time, and location, it is recommended to schedule the exam at least 45 days before the desired exam date. However, please remember to wait 48 hours



after receipt of the "Authorization to Test" notification before contacting Pearson VUE to schedule exam, in order to allow time for the registration data to be uploaded to their scheduling system.

The candidate can schedule the exam at any available appointment time within 180 days from the date that the registration is processed at The IIA. Neither The IIA nor Pearson VUE is responsible if the candidate failed to schedule an appointment before the registration/authorisation expires.

Once the appointment is confirmed, changes are permitted for a fee of US\$75* per reschedule or cancellation which is paid directly to Pearson VUE. Changes must be made no less than 48 hours from the scheduled appointment time. After that time, if the candidate did not appear for exam at the confirmed schedule, it will be considered a "no-show," and registration will be invalidated. Candidate will be required to perform the registration process again for the exam.

*Fee is correct at time of print

Online Scheduling

The easiest way to schedule an exam appointment (as well as reschedule an appointment, if necessary) is through the Pearson VUE website. It provides the candidate with 24-hour scheduling access, and most direct access to preferred dates and test center locations. Candidate will also receive a detailed confirmation of appointment instantly (on-screen and via email).

Please ensure that a valid email address is used. To schedule online, follow these steps:

1. Go to www.pearsonvue.com/iia.
2. Click on "My Account."
3. Log in using first name, last name, and candidate ID (membership ID) as it appears on the Authorization to Test notification. For first-time user, click "Create a New Web Account" and candidate will be asked for additional information.
4. Candidate will be asked to set up a username and password. (Make note of them.)
5. Candidate will be asked to choose two security questions. (Make note of them.)
6. Complete the requested information. Use the same information that was provided in the IIA CCMS "Primary Address" and "Primary Email" fields in order for Pearson VUE system to locate the authorization from The IIA.
7. Click "Finish." Candidate may immediately schedule for exam.
8. Click on "Schedule Your Exam Now." Candidate will be able to see all the exams that have been authorized to take and schedule.



9. Select the exam to schedule and follow the instructions to select the location of the testing center. A calendar indicating the available test dates will appear. Click on an available date to see the time slots that are available for this test and select the time to reserve the appointment. Follow the instructions to complete the scheduling of the exam appointment. An email confirmation of the appointment will be sent.

Note: You will see two confirmation screens on the Pearson VUE website. The first will be listed as "Confirm Order," and you must click on the "Confirm Order" button in the bottom right-side of the screen. You will then see a "Receipt" screen, which will indicate that you are confirmed for the specified exam test date and location.

Appointment Confirmation Letter

Upon completion of the scheduling process, Pearson VUE will email an exam appointment confirmation to the candidate, which will confirm the appointment and provide information about the location of the test center. Be sure to review the email confirmation for accuracy. Print this confirmation notice and remember to bring it to the test center during exam.

Please contact Pearson VUE immediately at www.pearsonvue.com/iaa if there were no email notice to confirm the exam appointment, as it may mean that the appointment was not recorded.

Changes to Exam Appointment

Note: To cancel or reschedule your appointment you must contact Pearson VUE directly, and not The IIA. For contact information please visit the following webpage:

<https://home.pearsonvue.com/test-taker/Customer-service.aspx>

When prompted, type "IIA" into the search field. There is an option to live chat with an online representative (if available), or a telephone number for your specific region is provided for contact.

All rescheduled appointments or cancellations will be assessed a fee. Any rescheduled appointments or cancellations must be done at least 48 hours from your scheduled appointment time or your registration fee will be forfeited. Changes cannot be made to exam appointments with less than 48 hours from your scheduled time.

If the exam appointment has been changed but no email confirmation of the cancellation, please contact the Pearson VUE call center immediately.

Visit www.pearsonvue.com/iaa or call: 800- 448-1552 (Toll Free) for more information on exam schedule matters.