

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 are already an IIA member and CCMS provides 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.globaliaa.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 receive member pricing. Once you accept the non-member price and submit your order, 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: 1st Time User/New Candidates ONLY

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

STEP 3: Complete the Appropriate Application Form

- 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. You will need to submit documentation to verify certain information that you report (such as education). If your documentation does not support the information on the application, you can 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 your application is approved it will be valid for four years.

STEP 4: Submit Supporting Documentation to IIA Singapore

- Printout from CCMS showing your personal information/IIA Program Status
- Character Reference Form
- Work Experience Verification Form
- Proof of identification (a copy of the candidate's NRIC, passport or driver's licence)
- Proof of education
- CCSA Validation of Facilitation Experience or CCSA Validation of Facilitation Training Form (For CCSA Program Only)

Once your application and payment are received and your payment is processed, IIA's Global Certifications Department will review your application to determine your eligibility for the certification for which you have applied. Please allow approximately 72 business hours for the application review to complete, an automated e-mail will be sent to you to begin with the exam registration process once your application has been approved.

STEP 5: Register for the Appropriate Exam (s)

Upon approval of your application, you are eligible to register for the exam(s) in the program to which you applied.

- 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: Your registration for an exam (part) will be valid for 180 days from the date that the registration is processed at The IIA. Each registration allows you to sit for that exam one time. After 180 days, your exam authorisation period will expire, your exam registration fee will be forfeited, and you are required to register and pay for that exam again in order to sit for it.

It is your responsibility to schedule an appointment for that exam during the 180-day period and to sit for the exam during that time.

STEP 6: Receive Authorisation to Test

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

Scheduling is the process through which you reserve a testing station at the location and time that you wish to take your examination. You should schedule your exam as soon as possible so that you have the greatest opportunity to sit at your preferred date, time, and location.

Scheduling your exam

The IIA makes it possible for you to sit for your IIA global certification exam throughout the world, at a date and time that is convenient to you, in any exam language offered. In order for you to take full advantage of these conveniences, you 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. Centers can and will fill up. If you do not schedule early, you will either have to delay your 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 because of it. However, a candidate may extend their eligibility one time only and for an additional fee.

You must schedule your exam appointment in advance of the desired exam date. To increase the likelihood that you will receive your first choice of date, time, and location, it is recommended that you schedule at least 45 days before your desired exam date. However, please remember that you should wait 48 hours after receiving your “Authorization to Test” notification before contacting Pearson VUE to schedule your exam, in order to allow time for your registration data to be uploaded to their scheduling system.

You can schedule your exam for any available appointment time within 180 days from the date that the registration is processed at The IIA. If you do not schedule your exam in that time period, your “Authorization to Test” will expire (unless you have applied and paid for a one-time extension), and you will be required to register and pay for that exam again in order to schedule or sit for it. Neither

The IIA nor Pearson VUE is responsible if you do not schedule an appointment before your registration/authorization expires.

Once you make an appointment, you will be permitted to make changes for a fee per reschedule or cancellation. Changes must be made no later than two days prior to your current appointment. After that time, if you do not appear for your exam at your scheduled location on your scheduled date and time, you will be considered a “no-show,” your registration will be voided, you will forfeit your exam registration fee, and you will be required to register and pay for that exam again in order to sit for it in the future.

Online Scheduling

The easiest way to schedule an exam appointment (as well as reschedule an appointment, if necessary) is on the Internet. Using the Internet provides you with 24-hour scheduling access, giving you the quickest and most direct access to preferred dates and test center locations. You will also instantly receive a detailed confirmation of your appointment (on-screen and via email).

Please be sure to use a valid email address.

To schedule online, follow these steps:

1. Go to www.pearsonvue.com/iaa.
2. Click on “My Account.”
3. Log in using your first name, last name, and candidate ID (membership ID) as it appears on your Authorization to Test letter. If you are a first-time user of the Pearson VUE website, you will need to click “Create a New Web Account” and will be asked for additional information.
4. You will be asked to set up a username and password. (Make note of them.)
5. You will be asked to choose two security questions. (Make note of them.)
6. Complete the requested information. Use the same information that you provided in your IIA CCMS “Primary Address” and “Primary Email” fields in order for the Pearson VUE system to locate your authorization from The IIA.
7. Click “Finish.” You may immediately schedule your exam.
8. Click on “Schedule Your Exam Now.” You will see all the exams you have been authorized to take and are able to schedule.
9. Select the exam you wish to schedule and follow the instructions to select the location of the testing center where you wish to take the exam. A calendar indicating 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 for your appointment. Follow the instructions to complete the scheduling of your appointment. You will receive an email confirmation of your appointment.

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 you, which will confirm your 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 take it to the test center with you when you go to take your exam.

If you do not receive an email from Pearson VUE stating that you are scheduled for an exam, please contact Pearson VUE immediately at www.pearsonvue.com/iaa, as it may mean that your appointment was not recorded.

Changes to Your Appointment

Changing an appointment can be accomplished online at www.pearsonvue.com/iaa or by calling a Pearson VUE call center.

Once you make an appointment, you will be permitted to make changes for a fee of US\$75 per reschedule or cancellation. Changes must be made no later than 48 hours prior to your current appointment. After that time, if you do not appear for your exam at your scheduled location on your scheduled date and time, you will be considered a “no-show,” your registration will be voided, you will forfeit your exam registration fee, and you will be required to register and pay for that exam again in order to sit for it in the future. Additionally if you cancel your exam appointment and do not reschedule within the 180 day scheduling period, you will forfeit your registration fee.

If you change your appointment time and do not receive an email confirmation of the cancellation, please contact the Pearson VUE call center immediately.

You may reschedule your exam appointment as needed during your 180 day eligibility period. There will be an additional fee to reschedule or cancel. Please visit www.globaliaa.org/certifications and select the pricing structure menu item for the most current fees.

To cancel an appointment you must personally contact Pearson VUE customer service. Go to www.pearsonvue.com or call: 800- 448-1552 (Toll Free).