



CERTIFICATION CANDIDATE HANDBOOK

January 2021



CCSA CFSA CGAP

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Introduction

The IIA applauds your commitment to advancing your career in internal auditing, and we want to share with you important developments regarding the Certification in Control Self-Assessment® (CCSA®), Certified Financial Services Auditor® (CFSA®), and Certified Government Auditing Professional® (CGAP®) certifications.

The CGAP and CFSA will transition from *certification programs* to *assessment-based certificate programs*, and the CCSA will be realigned and integrated within the Certification in Risk Management Assurance® (CRMA®) program.

As you have already applied to the CGAP, CFSA, or CCSA certification program, we encourage you to complete the program within the remainder of your program eligibility window. Once you earn the certification, it will remain a valid designation supported and recognized by The IIA as long as you earn and report the required continuing professional education (CPE) each year.

Individuals who earned the CCSA, CFSA, or CGAP designation by 31 December 2018, and do not possess the Certified Internal Auditor® (CIA®) will have the unique opportunity to earn the CIA through an expedited one part CIA challenge exam.

For more information regarding the CIA Challenge Exam, please visit www.theiia.org/CertTransition. The IIA Global Customer Relations team is also available to answer questions at CustomerRelations@theiia.org or +1-407-937-1111.

Certification in Control Self-Assessment® (CCSA®)

The CCSA exam covers control self-assessment fundamentals, processes, and related topics such as risk, controls, and business objectives. For details regarding the topic areas covered on the CCSA exam, please refer to the [exam syllabus](#).



The CCSA exam is currently offered in the following languages: English, Italian, Japanese, Portuguese, Spanish, and Turkish.

Application to the CCSA program was closed on 31 December 2018. If you were approved into the program prior to 13 August 2018, you have four (4) years to complete the program. If you were approved into the program after 13 August 2018, you have two (2) years to complete the program. Candidates already approved into the programs will be permitted to take the exams to obtain certification by 30 June 2021.

Certified Financial Services Auditor® (CFSA®)

The CFSA is a specialty certification for internal auditors working in banking institutions, insurance companies, holding and investment companies, and other financial services organizations. Eighty percent of the exam covers four domains: (1) Financial Services Auditing, (2) Auditing Financial Services Products, (3) Auditing Financial Service Processes, and (4) The Regulatory Environment. The remaining 20 percent relates to the candidates' chosen discipline: Banking, Insurance, or Securities. For details regarding the topic areas covered on the CFSA exam, please refer to the [exam syllabus](#).



The CFSA exam is currently offered in the following languages: English, Italian, Japanese, Spanish, and Turkish. The exam is also offered in Portuguese for Banking only.

Application to the CFSA program was closed on 31 December 2018. If you were approved into the program prior to 13 August 2018, you have four (4) years to complete the program. If you were approved into the program after 13 August 2018, you have two (2) years to complete the program. Candidates already approved into the programs will be permitted to take the exams to obtain certification by 30 June 2021.

Certified Government Auditing Professional® (CGAP®)

The CGAP is a specialty certification for internal auditors working in the public sector at all levels — federal/national, state/provincial, local, quasi-governmental, or crown authority. The exam covers relevant standards, frameworks, auditing skills and techniques, and the government auditing environment. For details regarding the topic areas covered on the CGAP exam, please refer to the [exam syllabus](#).



The CGAP exam is currently offered in the following languages: Chinese Traditional, English, Estonian,

Polish, Spanish, and Turkish.

Application to the CGAP program was closed on 31 December 2018. If you were approved into the program prior to 13 August 2018, you have four (4) years to complete the program. If you were approved into the program after 13 August 2018, you have two (2) years to complete the program. Candidates already approved into the programs will be permitted to take the exams to obtain certification by 30 June 2021.

Ethics

To obtain an IIA certification, you must exhibit high moral and professional character and agree to abide by [The IIA's Code of Ethics](#).

Examinations

You must successfully complete the examination for your certification program before earning a certified status.

Experience

Although work experience is required to become certified, you may apply to the certification program and sit for exams prior to obtaining the requisite work experience. However, you will not be certified until all program requirements have been met. Additionally, you must meet the experience requirement within the program eligibility period in order to receive your certification. Work experience for The IIA's certification programs is based on the maximum level of education achieved, as indicated in the charts below.

CCSA Experience Requirement

| Educational Level | Work Experience Required |
|---|---|
| Master's degree or equivalent | 12 months CSA, quality assurance, risk management, or internal auditing |
| Bachelor's degree or equivalent | 12 months CSA, quality assurance, risk management, or internal auditing |
| Associate degree, three (3) A-Level certificates with a grade of C or higher, or equivalent | 60 months CSA, quality assurance, risk management, or internal auditing |

Prior to becoming certified, CCSA candidates must also obtain at least seven hours of acceptable facilitation experience or at least 14 hours of acceptable facilitation training. To be considered acceptable, facilitation experience or training must meet the guidelines listed on the [Facilitation Validation Form](#).

CFSA Experience Requirement

| Educational Level | Work Experience Required |
|---|--|
| Master's degree or equivalent | 12 months auditing in a financial services environment |
| Bachelor's degree or equivalent | 24 months auditing in a financial services environment |
| Associate degree, three (3) A-Level certificates with a grade of C or higher, or equivalent | 60 months auditing in a financial services environment |

CGAP Experience Requirement

| Educational Level | Work Experience Required |
|---|---|
| Master's degree or equivalent | 12 months government (federal, state/provincial, local, quasi-governmental areas, authority/crown corporation) internal auditing experience |
| Bachelor's degree or equivalent | 24 months government (federal, state/provincial, local, quasi-governmental areas, authority/crown corporation) internal auditing experience |
| Associate degree, three (3) A-Level certificates with a grade of C or higher, or equivalent | 60 months government (federal, state/provincial, local, quasi-governmental areas, authority/crown corporation) internal auditing experience |

Program and Exam Eligibility Extensions

Once accepted into the certification program of your choice, you **must** meet all eligibility requirements and complete the program within your eligibility period. If your program eligibility expires before you successfully complete your exam, you will not be able to apply into the program again.

Hardship Extensions

A one-time extension of the certification program and exam eligibility window is permitted for candidates who may have extenuating circumstances. In this case, you should submit an incident through [CCMS](#) detailing the extenuating circumstances (e.g., illness, maternity and paternity, death in the family, civil unrest, natural disaster, or military service). The request will be reviewed and you will receive instructions on how to proceed. All requests require supporting documentation. No program extensions will extend past 30 June 2021.

Exam Eligibility Extensions

When you register for an exam, you have 180 days to sit for the exam. This 180-day period is known as the exam eligibility window. If needed, you may request a one-time extension to your exam eligibility window by submitting an Exam Registration Extension form through [CCMS](#) and paying a US \$100 fee. The extension allows an additional 60 days (or until your program expiration date, whichever comes first) to sit for the exam. The exam eligibility extension will not be granted beyond your program expiration date or 30 June 2021, whichever comes first.

Payment Options

Payment can be made by credit card (recommended for faster service), check, or wire transfer. Check and wire transfer options may take several weeks to process. If you pay by check or wire transfer, you must include information about your selected form of payment during the application process and follow the on-screen instructions regarding payment submission. This will serve as your invoice.

Register for an Exam

Once approved into a certification program, you will be eligible to register for your exam.



Alert: The IIA highly recommends that candidates study for exams and ensure that they are adequately prepared *prior* to registering for an exam. Once you have registered, you will have 180 days to complete the exam.

To register for an exam, log into [CCMS](#) and click on the “Complete a Form” link. Then, select the appropriate registration form for the exam of your choice. Once payment is complete, your exam eligibility window is 180 days or until your program expiration date, whichever comes first (exams cannot be taken after a program expires.) You must schedule and take your certification exam within the exam eligibility window.

Exam Registration Payment

The IIA’s exam registration payment policies are similar to those related to the certification program application in that:

- If you believe the price shown is incorrect for any reason, do not submit your registration form. Instead, contact The IIA’s Customer Relations team at CustomerRelations@theiia.org or +1-407-937-1111.
- No exam fee refunds or credits will be made once you accept the price and submit your form; registration forms cannot be removed once payment has been submitted.
- Fees paid through CCMS cannot be transferred from one registration form to another.
- Paying with a credit card shortens processing time, but payment through check or wire transfer is available.
- Registrations paid through CCMS with check or wire transfer may take several weeks to process.

Once your payment is received and processed, your registration will be approved and you will receive an “authorization to test” email from The IIA with instructions on how and when to schedule your exam through Pearson VUE, a third-party vendor that provides exam services for The IIA. (See “The IIA and Pearson VUE,” right, to learn how the two organizations work together to make your certification experience as convenient as possible.)

The IIA and Pearson VUE

The IIA has contracted with Pearson VUE to administer its certification exams. Pearson VUE has test centers around the world, offering computer-based testing in a variety of languages. Its technology investments ensure leading-edge security and improved service for IIA certification candidates.

Special Accommodations

If you have a physical or medical condition that will require modification to the test administration conditions, immediately upon submitting your exam registration and prior to scheduling with Pearson VUE, please contact The IIA's Global Certification Department at certaccommodations@theiia.org to assist you in making appropriate accommodations. Requests may take 30 days or more to arrange, depending on the nature of the accommodation needed.

Schedule an Exam

You are responsible for contacting Pearson VUE to schedule and sit for your exam during your eligibility window, and you may schedule your exam online or by phone. (Instructions for scheduling online and by phone are provided below.) Please wait 48 hours after you receive your "authorization to test" email from The IIA before contacting Pearson VUE to schedule an exam.



Alert: You cannot schedule an IIA exam with Pearson VUE without first registering for the exam through CCMS and receiving an "authorization to test" email from The IIA.

Pearson VUE test center schedules vary and may change often; however, most are open five or six days per week during normal business hours (based on local conditions) throughout the year. You are encouraged to schedule your exam soon after the 48-hour waiting period. The earlier you schedule, the better your chances of reserving a date, time, and location that is convenient for you. Walk-ins are not accepted; you must have a scheduled appointment to sit for an exam.

It is important to remember that your exam eligibility window is open for 180 days, or until your program expiration date, whichever comes first. Failure to meet the deadline will invalidate your registration, requiring forfeiture of any fees paid and having to reregister and remit payment again.

Scheduling Online

The easiest way to schedule (or reschedule) an exam appointment is via the [Pearson VUE website](#), which provides 24-hour scheduling access. If you are a first-time user, you will need to create a Pearson VUE web account. The email address you use to register for your exam should match the email address in your CCMS profile.

Scheduling by Phone

Alternatively, you may schedule your exam by calling Pearson VUE customer service.

- Visit [Pearson VUE's customer service webpage](#) to find the appropriate customer service center phone number for your location. Many customer service centers have toll-free numbers for your convenience.
- Find a list of test center locations on the [Pearson VUE website](#), and select your preferred location before you call.

- Have your first, second, and third choices of dates and times in mind before you call.
- Provide the Pearson VUE customer service center representative with your IIA candidate ID number, and you will be guided through the scheduling process.



Alert: Do not call a specific test center to schedule or cancel an exam. Only Pearson VUE customer service representatives can assist you. Test centers should not charge any additional fees; do not pay any fees directly to test centers. If you are asked to do so, please contact [Pearson VUE customer service](#).

Test centers will not require any payment from you (with the exception of countries where a local tax must be collected). If you are asked to submit any fees directly to the test center, contact Pearson VUE customer service at www.pearsonvue.com/iiia/contact.

Receiving Confirmation

After you schedule your exam, Pearson VUE will email you an appointment confirmation that includes information about the test center location you selected. Review the email immediately to confirm your information, including your first and last name and the date and time of your scheduled exam. Though not required, The IIA highly recommends that you print the confirmation notice and bring it with you to the test center on the day of your exam. The notice contains important information that will allow the test administrator to locate your record and permit you to take the exam.

If you do not receive an email from Pearson VUE stating that you are scheduled for an exam, contact [Pearson VUE customer service](#) immediately, as this may indicate that your appointment was not properly recorded.

Failure to Appear for Your Scheduled Exam

Once your exam appointment is confirmed, you are expected to be present with appropriate ID on the date of the exam. If you do not appear for your exam at your scheduled location on your scheduled date and time, your registration will be voided, a “No-Show” status will be earned, and you will forfeit your exam registration fee. If a “No-Show” status is issued, you will need to submit a new exam registration form with payment to schedule another test date. No refunds will be given.

Changing an Exam Appointment

You may cancel or reschedule your exam appointment as needed during your exam eligibility window by contacting Pearson VUE. You may make changes up to 48 hours prior to your confirmed

Unexpected Closure of Your Test Center Location

If the test center location that you selected closes or otherwise becomes unavailable on the day of your scheduled exam, Pearson VUE will contact you. However, if you are unsure whether your test center is open on the day of your scheduled exam due to inclement weather or other unexpected local issues, call the test center directly. If it is open, it is your responsibility to keep the appointment. If it is closed, you will be given the opportunity to reschedule without penalty or fee.

If you are unable to contact the local test center, contact [Pearson VUE customer service](#).

appointment. However, you will be charged a US \$75 fee (payable directly to Pearson VUE) each time you reschedule or cancel. You will receive an email from Pearson VUE confirming your changes. If you do not receive the email, contact Pearson VUE immediately to ensure that your appointment was properly recorded.

Sit for the Exam

The IIA highly recommends that you familiarize yourself with the basics of computer-based testing (CBT) before your exam day arrives. Visit [The IIA's website](#) for a tutorial on CBT. This tutorial is not available at the test center.

Arrival

Plan to arrive at your test center location at least 30 minutes prior to your scheduled appointment time. If you arrive fewer than 30 minutes before your appointment, you may be denied access and considered a no-show. If you arrive after your scheduled appointment time, you will not be admitted to sit for the exam, and you will be considered a no-show. (Classification as a no-show means that your registration will be voided and you will forfeit your exam registration fee.)

You are required to present a government-issued photo ID containing your name exactly as you provided during the exam registration process.



Alert: If you do not present acceptable ID at the time you are scheduled to take your exam, you will not be permitted to take your exam and you will be considered a no-show, even though you appeared at the test center. No refund will be provided.

Checking In

When you arrive at your test center, you can expect the following:

- The test center administrator will show you where to securely store your personal items (purses, wallets, watches, jewelry, cell phone, etc.). No personal items are permitted in the testing room.
- No food or drink is allowed in the test room.
- The administrator will provide you with a copy of Pearson VUE's candidate rules agreement. The agreement includes provisions such as having your palm scanned, your glasses inspected, and other terms required by Pearson VUE to protect the integrity of the exam. You must accept the terms of this agreement in order to take an exam at a Pearson VUE test center.
- The only item that you may bring to the testing room is a non-electronic language translation dictionary. This dictionary may not contain definitions of terms, only direct translations of words. Nothing can be written or highlighted in the book, and there cannot be notes or documents inserted into the book. If you bring a translation dictionary, the administrator will check it to be certain it is acceptable and does not contain any markings or inserted material. The administrator may disallow any dictionary that does not seem to meet these criteria.
- You will be offered certain tools to use during your exam: an erasable note board and pen (on which you can take notes during the exam) and an on-screen calculator. You must return the note

board and pen to the administrator before leaving the test center. You may request a hand-held calculator, which the test center will provide if one is available. You cannot bring your own personal calculator or similar device into the test room.

- You will be required to sign the test center log before being admitted to the test room.

For more information about the test center experience, visit [The IIA's website](#) and scroll down to view the "What to Expect at Pearson VUE" video.

Before Starting the Exam

Once you have completed the check-in procedures, the exam administrator will escort you to your workstation, where you must remain for the duration of your time at Pearson VUE, unless you are authorized to leave the room. Once you have been seated at your exam station, the administrator will log you into your exam. You will be asked to confirm that the exam shown on the screen is the exam you are scheduled to take.

The session begins with a welcome screen, and you will be asked to agree to The IIA's Nondisclosure Agreement (NDA) and General Terms of Use before the exam starts. (See Appendix B to read the NDA and General Terms of Use in advance.) If you do not agree to the NDA, you will not be permitted to take the exam, and you will forfeit your exam fee.

These initial screens do not count toward your exam time. However, please be aware that there is a separate time limit on these initial screens, and if that time limit is exceeded, the exam session will begin automatically.

Taking the Exam

Your computer screen has a built-in timer to let you know how much time remains as you progress through your exam. Plan your time wisely so you will have enough time to complete all questions. There is no penalty for incorrect responses.

Please be aware that there are no scheduled breaks during the exam. You may take a break, if necessary, but the time taken for breaks counts toward your overall time allotment for the exam. If you leave the test room for any reason, you will be required to sign the test center log and show your ID upon exiting and re-entering. You may also be required to provide a fingerprint or palm vein image.

If you encounter a computer problem, report it immediately to the exam administrator and ask the proctor to log an incident. Please refrain from asking test center employees questions about the exam content or exam scores. They are unable to assist you with these matters. If you have any concerns regarding your exam experience, log an incident in your CCMS profile.

Candidate conduct during exams is taken seriously by both The IIA and Pearson VUE. Test center employees are trained to watch for unusual behavior and incidents during exams, and their real-time monitoring is reinforced by audio and video recording of the exam sessions. More information about

exam security and ethical conduct is provided in the following section of this handbook.

After the Exam

After you've completed the exam or the time limit has expired, you will be notified on your screen that the exam is over. At that point, you will turn over any materials (note board, dry erase marker, etc.) to the exam administrator and you may collect your personal items and leave the test center.

Receiving Your Score

Each exam question that contributes to your score has been pretested to ensure statistical validity. Your raw score is calculated based on the number of questions answered correctly and is converted to a reporting scale ranging from 250 to 750 points. A score of 600 or higher is required to pass an IIA exam; however, if you passed the exam, your score report will indicate just that — no numeric score will be reported.

Your score becomes official once The IIA publishes it to CCMS, and you will be notified by email when your official score is available. This is typically within 24 to 48 hours after you complete your exam. However, if The IIA determines that your exam results require further analysis, there may be a delay in receiving your official score, and you will be notified. The analysis may take up to 45 days to complete. Additionally, an officially published score may be invalidated for misconduct, score anomalies, or breaches of The IIA's Code of Ethics.

If you did not pass the exam, your score report will include two important data points: your numeric score and your performance on each major exam topic area or domain, so you know which domain(s) you need further study.

Retaking the Exam

If you failed your exam or exam part, you must wait at least 60 days before you can retake the exam. You can re-register for the exam and schedule your new exam appointment as soon as your exam results are published to CCMS (provided your four-year program eligibility window is still open or you request an extension). However, the earliest appointment date that you will be able to schedule will be 60 days from the date you last took that exam. You must submit a new registration form with payment to retake a failed exam. If you do not complete your certification program within the program eligibility window, you will forfeit all fees paid.

If you need to retake an exam or exam part that you previously passed (because your certification program eligibility expired) the earliest exam appointment date that you can select will be 60 days from the date you last took that exam. You are not permitted to retake an exam you previously passed unless your certification program window has expired.

Becoming Certified

Once you pass the required exam, you must submit your completed [Experience Verification Form](#) (if

you haven't already done so) to become certified. When you have met all program requirements for a particular certification, you will receive notification (at your preferred email address in your CCMS profile) that you are certified and you may begin displaying tangible evidence of your accomplishment. Your certification will not be granted until proof of your experience is approved by The IIA.

Receiving and Displaying Your Certification

Log into [CCMS](#) to order your certificate, purchase a print version, or address a name-change issue. Please note that prefixes (such as Mr., Dr., Miss, etc.) and designation acronyms (including Ph.D.) are not printed on certificates.

- To order your certification certificate, complete the certificate order form for your chosen certification.
- To purchase certification reprints, complete the certificate reprint order form, selecting the appropriate certification.
- If your name has changed due to marriage, divorce, or other legal means, you may request a certificate reprint at no charge by logging an incident through your CCMS record, and an IIA staff member will contact you with details.
- To otherwise change your name on a certificate that has already been issued, visit the “Custom Question Section” of your CCMS profile and update how your name should appear on a new certificate. Then, complete the certificate reprint order form and remit any applicable fees.

Certificates are shipped by standard postal service or courier (expedited shipping). Certificates shipped outside of the United States may take up to 16 weeks for delivery, if standard shipping is selected. Expedited shipping may take up to 3 weeks and is available at an additional cost. Pricing information is displayed on the certificate order form and is broken down by shipping region.

The [IIA Frame Store](#) includes several options for displaying your certification certificate, which can be customized.

Once certified, you may opt-in to [The IIA Certification Registry](#). The IIA Certification Registry is an up-to-date record of individuals who have earned an IIA certification and maintain it by reporting continuing professional education (CPE) to keep their credential(s) active. The Certification Registry also is an opportunity for employers and recruiters to verify certification. All IIA active certification holders who choose to voluntarily opt-in will be included in the registry. Individuals will need to opt-into the registry for certification verification.

You can also tell your professional story on popular social and

Importance of Continuing Professional Development

As the business environment changes and new risks emerge, the knowledge and skills internal auditors need to possess to provide professional assurance and consulting services for their organizations continually evolves. The IIA's *International Standards for the Practice of Internal Auditing* recognize this and require internal auditors to seek continuing professional development.

Moreover, those who have obtained a professional certification through The IIA are required to obtain a certain number of professional education hours in specific subject areas annually, according to The IIA's [CPE Policy](#). This requirement helps ensure that certified professionals remain competent in the growing and dynamic profession of internal auditing.

professional networking sites, personal websites, or in emails with web-enabled certification badges. To learn more, visit The IIA's [Social Badging](#) webpage.

Questions or concerns related to your certification should be sent to The IIA by submitting an incident through your CCMS account. You may also contact Customer Relations for assistance via email at CustomerRelations@theiia.org or by calling +1-407-937-1111.

Maintaining Your Certification

To maintain your certification, you must earn and report continuing professional education (CPE) credit hours — including two (2) hours of ethics training — by 31 December annually, in accordance with The IIA's [CPE Policy](#). Certified individuals in North America and many other parts of the world may submit their CPE information directly through CCMS. However, candidates who are members of certain IIA affiliates must report their CPE credit hours directly to their IIA affiliate. Some IIA affiliates may charge a fee for reporting CPE. The IIA encourages you to check with your local affiliate for clarification and information.

If you fail to meet your CPE requirements by the reporting deadline, you will automatically be placed in "Inactive (Grace Period)" status and may not use your certification until the CPE requirements are met. If your certification status remains inactive for more than 12 months due to non-reporting, you will incur fees to reinstate your certification.

Each year, The IIA randomly samples a percentage of all certified individuals who report CPE hours to confirm conformance with The IIA's CPE Policy. If you are selected for an audit, you will be required to submit the CPE certificates that provide evidence of the hours you reported. If you fail to participate, your certification status will become inactive.

For complete and up-to-date information on the CPE requirements for each certification, associated fees, required documentation, and how to report CPE, download The IIA's [CPE Policy](#) document.

Appendix A: Exam Security

The IIA and Pearson VUE take exam security seriously, because the value of your certification and our credibility depends on it. IIA exam content is confidential; it is never appropriate to share, discuss, post, or upload exam content.

Ethics Violations and Misconduct

Unauthorized possession, reproduction, publication, or disclosure of any IIA examination materials — including storing or disclosing examination questions to any person or entity by any means before, during, or after the exam — is prohibited and can result in program disqualification or other appropriate censure. Examples of ethics violations and misconduct include:

- Submitting false, inconsistent, or misleading statements or omitting information requested by The IIA.
- Submitting an altered or an inauthentic transcript.
- Submitting an application containing false, inconsistent, or misleading information.
- Attempting to take the exam for someone else or having someone else take the exam for you.
- Copying or sharing information, or any other form of cheating.
- Obtaining advanced access to certification or exam material.
- Stealing exam materials.
- Bringing prohibited items into the exam room.
- Failing to follow directions of test center staff.
- Violating Pearson VUE scheduling or test center rules and regulations.
- Attempting any of the above.

Visit The IIA's [Exam Security webpage](#) for more information regarding exam security, including guidance as to what is acceptable (and not acceptable) behavior.

Reporting Violations

Everyone — including candidates, volunteers, members, certified individuals, and the public — has a role in ensuring that The IIA's exam information and intellectual property remains confidential. If you become aware of an exam security violation, or if you have questions, comments, or concerns regarding exam security, misconduct, or your test center, please visit The IIA's [Exam Security webpage](#).

Consequences of Violations

If The IIA discovers any violation or irregularity, on or after the exam day, The IIA may withhold or invalidate your exam score(s). Irregularities occur when an incident or pattern causes The IIA to question the validity of exam scores, including:

- Suspected exposure (purposeful or accidental) to exam content.
- Unusual answer patterns.
- Unusual score changes.
- Inconsistent performance on different parts of the exam.

The IIA will investigate all instances of alleged misconduct, irregularities, or breaches in The IIA's Code of Ethics according to the [Process for Disposition on Certification Violation for The IIA's Certification Candidates and Certification/Qualification Holders](#).

The IIA's exams are confidential and secure, protected by civil and criminal laws of the United States and elsewhere. The IIA may take action to the extent permitted by law.

Appendix B: Helpful Links

| During the Certification Process | |
|--|--|
| CCMS | https://www.theiia.org/ccms |
| Code of Ethics | https://global.theiia.org/standards-guidance/mandatory-guidance/Pages/Code-of-Ethics.aspx |
| Document Upload Portal | https://global.theiia.org/certification/new/Pages/Certification-Document-Upload.aspx |
| Exam Language Offerings | https://global.theiia.org/certification/Pages/Exam-Language-Offerings.aspx |
| Exam Security | www.theiia.org/examsecurityGL |
| Exam Tutorials | https://global.theiia.org/certification/Pages/CBT-Exam-Tutorial.aspx |
| Payment Options | https://global.theiia.org/about/about-the-iiia/Pages/Payment-Options.aspx |
| Pearson VUE | www.pearsonvue.com/iiia |
| Photo ID Policy | https://www.theiia.org/exam-id |
| Pricing Structure (North America) | https://na.theiia.org/certification/Pages/Pricing-Structure.aspx |
| Pricing Structure (outside North America) | https://global.theiia.org/certification/Pages/Pricing-Structure.aspx |
| Study Resources and Practice Tests (practice tests available in select languages for CIA only) | https://global.theiia.org/certification/enrolled/Pages/Exam-Preparation-Resources.aspx https://global.theiia.org/certification/CIA-Certification/Pages/Certified-Internal-Auditor-CIA-Practice-Exams.aspx |
| What to Expect at a Pearson VUE Test Center | https://global.theiia.org/certification/Pages/CBT-Exam-Tutorial.aspx |

After Certification

| | |
|--------------------------|---|
| CPE Policy | www.theiia.org/CPE-Policy |
| Certification Frames | https://global.theiia.org/certification/Pages/Certifications-Merchandise.aspx |
| CPE Reporting | https://global.theiia.org/certification/certified/Pages/CPE-Requirements.aspx |
| Reporting Steps | https://global.theiia.org/certification/certified/Pages/CPE-Reporting-Steps.aspx |
| Social Media and Badging | https://global.theiia.org/certification/Pages/Certifications-Social-Media-and-Badging.aspx |

Appendix C: Nondisclosure Agreement and General Terms of Use

Prior to starting the exam, you will be asked to read and accept the terms below. If you do not accept the terms, your exam will not be delivered and you will forfeit the exam fee. To prepare you for exam day, the terms are as follows:

I agree to comply with and be bound by The IIA's rules, including this nondisclosure agreement and general terms of use. I understand that The IIA's exam is confidential and secure, protected by civil and criminal laws of the United States and elsewhere. This exam is confidential and is protected by copyright law.

I have not accessed live questions that might appear on my exam. I agree not to discuss the content of the exam with anyone.

I will not record, copy, disclose, publish, or reproduce any exam questions or answers, in whole or in part, in any form or by any means before, during, or after I take an exam, including orally; in writing; in any internet chat room, message board, or forum; by SMS or text; or otherwise.

I have read, understand, and agree to the terms and conditions set forth in The IIA's Certification Candidate Handbook including fees, policies, and score invalidations for misconduct, irregularities, or breaches in The IIA's Code of Ethics.

I agree that The IIA has the right to withhold or invalidate any exam score when, in The IIA's judgement, there is a good faith basis to question the validity of a score for any reason.

I understand that if I do not agree to this nondisclosure agreement and these conditions, I will not be permitted to take the exam, and I will forfeit my exam fee.



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