



# *Certification*

## CANDIDATE HANDBOOK



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CIA, CCSA, CRMA

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This handbook provides important certification information, including applicable rules, requirements, exam and security policies and other procedures for The IIA's Certified Internal Auditor® (CIA®), Certification in Risk Management Assurance® (CRMA®), and Internal Audit Practitioner® (IAP®) programs.

Please read this handbook carefully, as it contains the mandatory conditions of The IIA's certification programs. It will take you through the certification process from start to finish and provide you with helpful tips for each step along the way.

#### ***Steps to Certification:***

***Step 1 – Apply***

***Step 2 – Test***

***Step 3 – Verify***

***Step 4 – Renew***

# INTRODUCTION

The IIA offers several core global designations: the Certified Internal Auditor® (CIA®), the Certification in Risk Management Assurance® (CRMA), and the Internal Audit Practitioner®. IIA exams are offered in multiple languages. Visit [The IIA's website](#) to learn more about exam language offerings.



## CERTIFIED INTERNAL AUDITOR® (CIA®)

CIA is the only globally recognized internal audit certification. Becoming a CIA is the optimum way to communicate knowledge, skills, and competencies needed to effectively carry out professional responsibilities for any internal audit, anywhere in the world.



## CERTIFICATION IN RISK MANAGEMENT ASSURANCE® (CRMA®)

The CRMA is the only risk management assurance certification for internal auditors. The CRMA demonstrates ability to focus on strategic risks, ensure and enhance value to the organization through risk assurance on core business processes, and educate management and the audit committee on risk and risk management concepts.



## INTERNAL AUDIT PRACTITIONER® (IAP®)

The IAP program is a way for students, new auditors, and rotational auditors to quickly demonstrate internal audit aptitude as they endeavor to take the first step on their journey into internal auditing.

Certification processes, pricing, and taxes may vary in countries where exams are administered through agreements with IIA national institutes or affiliates. For example, if you reside in South Africa, you must be a member of IIA–South Africa to participate in the global certification programs. Likewise, if you reside in the United Kingdom or Ireland, you must be a member of IIA–United Kingdom & Ireland to participate in the global certification programs. Candidates from the following countries must refer to their local IIA affiliate website or contact their local representative for more information about local certification processes:

Belgium

Brazil

Czech Republic

Korea

Japan

Indonesia

**ALERT:** All sales are final, non-refundable, and non-transferable. If you believe the price provided to you via the [Certification Candidate Management System \(CCMS\)](#) is incorrect, do not complete the transaction. Instead, log a case through CCMS, and a certification administrator will contact you.

To receive the IIA member discount on your certification application and registration fees, your membership must be fully processed before you submit your application form. You may check with your local IIA affiliate (or your audit group coordinator to see if your employer is an IIA audit group member) to verify the status of your membership.

There are four primary steps to become certified and maintain your certification: apply, take and pass all exam parts, verify experience, and report continuing professional education. The IIA's [CCMS](#) will guide you through the journey.

# STEP 1

## Apply

### Eligibility Requirements

**To obtain certification** you must complete all program entry and exit requirements, maintain exam confidentiality, and adhere to all testing rules, exam and security policies, and other requirements, including the requirements contained in the Nondisclosure Agreement and General Terms of Use candidates must accept as a condition of certification.

Familiarize yourself with the eligibility requirements to ensure you qualify and agree to the program's terms and conditions. When you apply to a program, you will be required to certify that you will abide by the provisions of the Nondisclosure Agreement and General Terms of Use and that you have reviewed all the conditions of the certification program for which you are applying (which are included in this Certification Candidate Handbook).

### Create a Profile in the Certification Candidate Management System (CCMS)

**All certification candidates** must have an IIA Global Account to create a profile in CCMS. An IIA Global Account allows you to apply for certification programs, become an IIA member, register for events, view and post jobs, and purchase products. Creating an IIA Global Account and profile in CCMS is easy to do, and there is no cost to do so.

If you already have a profile in CCMS but some time has passed since you last logged in, you should verify your information to ensure your account is accurate and current. If you forgot your CCMS password, you can reset your password on the CCMS sign-in page.

Visit [CCMS](#) to access or create your IIA Global Account and profile. If you experience any difficulties, please contact Customer Relations by submitting a support request at <https://service.iiacustomersupport.org/support/home>.

### Application and Payment Options

**Select the certification program of your choice** in CCMS to begin the application process. Payment can be made by credit card (recommended for faster service) or PayPal. Invoices and receipts may be obtained by selecting "My Orders."

Once payment is processed by The IIA, you have 90 days to complete the application process. Follow the on-screen instructions to complete the application.

To receive the IIA member discount on your certification application and registration fees, ensure that your membership is fully processed and visible on your CCMS account *before* you submit your application form. To verify the status of your membership, check with your local IIA affiliate. If your employer is an IIA audit group member, you may also check with your audit group coordinator.

## Upload Required Documents

**In order for The IIA** to verify that you meet the entry requirements for the certification program you selected, you must provide the required documentation. Documents submitted in languages other than English must be accompanied by an English translation. Translations may be completed by anyone fluent in the English language and the original language and must be signed, certified and dated by the individual who performed the translation. There is no need to notarize the document.

## Proof of Identity

**Proof of identity** is required to apply to all IIA certification programs. The identification submitted must be valid (unexpired) and must be government-issued by the same country as your primary address on your CCMS account. Electronic, paper and laminated-paper identification are not acceptable. The following chart lists acceptable and unacceptable forms of identification.

ACCEPTABLE FORMS OF ID	UNACCEPTABLE FORMS OF ID
Government-issued driver's license	Employee ID or work badge
Passport	University or college ID
Military ID	Insurance card
Alien registration card (green card, permanent resident visa, etc.)	Selfie or photo ID without name
Government-issued local language ID (plastic card with photo and signature, accepted only if issued from the country in which the candidate is testing)	Expired or electronic identification or identification printed by the issuer on paper

When you are ready to sit for your exam(s), you will be required to show your identification. Please note that the identification you present on the date of your exam(s) must match the information in your CCMS profile. To correct the current name on your CCMS account, please select "Submit a Name Change Request" from your the CCMS homepage, then complete the steps and document upload. Falsifying your identity or impersonating another individual in order to obtain access to an exam or exam materials are violations that will result in a permanent ban on entry into any IIA certification program.

## Proof of Education

If **your program requires** proof of education, CCMS will guide you through providing one of the following documents as proof of education:

- A copy of your degree or official transcripts. (If your name has changed since you earned your degree, you must also include your legal name change document.)
- A letter from your college or university confirming your degree.
- A letter from an academic evaluation service confirming your degree level.

## Special Accommodations

The IIA will make reasonable testing accommodations for certification candidates when appropriate and consistent with legal requirements, such as for candidates with a documented disability that substantially limits their ability to read or otherwise complete the examination.

If you anticipate needing any special testing accommodations, please download [The IIA's Official Accommodations Application](#) during the program application process. You will be instructed to upload your completed form and any other relevant supporting documentation. If you have any questions about certification accommodations, please email [certaccommodations@theiia.org](mailto:certaccommodations@theiia.org).

## Program Eligibility Extensions

**Once approved** into the certification program of your choice, you must meet all eligibility requirements and complete the program before your eligibility expiration date, unless you purchase a one-time extension. To extend your program window by one year, the program extension process must be completed in CCMS prior to your program expiration date. If your program eligibility expires before you have completed all the necessary requirements to receive your certification, you may reapply; however, you will be required to retake any exams you passed during your previous eligibility window.

## Hardship Extensions

**A one-time hardship extension** of the certification program window or exam eligibility window may be permitted for candidates who may have extenuating circumstances (e.g., illness, maternity or paternity, death in the family, civil unrest, natural disaster, or military service). In a situation such as this, you should submit a case through [CCMS](#), detailing the extenuating circumstances. The request will be reviewed, and you will receive instructions on how to proceed. All hardship extension requests require supporting documentation.

# STEP 2

## Test

**You must complete** all entry requirements and be approved into a certification program before you are eligible to register and schedule your exam(s).

### Exam Registration Payment

**The IIA's exam registration payment policies** are similar to those related to program application in that:

- If you believe the price shown is incorrect for any reason, do not complete your registration. Instead, open a case within CCMS.
- No exam fee refunds or credits will be made once you accept the price and complete the purchase; registration fees cannot be refunded once payment has been submitted.
- Fees paid through CCMS cannot be transferred from one registration to another.

#### ***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.*

Once payment is complete, your exam authorization 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 authorization window.

### Schedule an Exam

**Pearson VUE** test center schedules vary and may change often. However, most test centers 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 through CCMS as soon as possible. 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. Alternatively, you may schedule your exam by calling Pearson VUE customer service.

- Visit [Pearson VUE's customer service webpage](#) to find the appropriate 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.

## Exam Eligibility Extensions

**When you register** for an exam, your exam window is open for 180 days or until your program expiration date, whichever comes first. Failure to meet the deadline will invalidate your registration (you will forfeit any fees paid, and you will have to reregister and remit payment again).

If needed, you may purchase a one-time extension to your exam eligibility through [CCMS](#). The extension allows an additional 75 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.

## Receiving Confirmation

**After you schedule** your exam, Pearson VUE will email you an appointment confirmation that includes information about the test center location. 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

**You are expected to be present** with the appropriate valid government-issued ID you used for your registration on the date of the exam. If you do not appear in person for your exam on the scheduled date at the scheduled location and time, your registration will be voided, a “No-Show” status will be marked in your CCMS account, and you will forfeit your exam registration fee. No refund will be provided. If a “No-Show” status is issued, you will need to complete a new exam registration with payment to schedule another test date. Pearson VUE is responsible for declaring the “No-Show” status. You may contact Pearson VUE directly to submit an appeal.

## Changing an Exam Appointment

**You may cancel or reschedule** your confirmed exam appointment as needed during your exam window directly in [CCMS](#) or by contacting Pearson VUE. You may make changes up to 48 hours prior to your confirmed appointment. However, you will be charged a US \$75 change fee (payable directly to Pearson VUE, applicable taxes may be collected in accordance with local laws and regulations) each time you reschedule. You will receive an email from Pearson VUE confirming your changes. If you do not receive the email, contact [Pearson VUE customer service](#) immediately to ensure that your appointment was properly recorded.

**Note to applicants in the People’s Republic of China:** The required timing for making changes to an exam appointment and related fees are different in China. All changes must be completed no later than 48 hours prior to the opening of the test window in which your appointment is confirmed.

## Sitting 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.

If you are scheduled to take your exam in person at a test center, 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.”

You are required to present a government-issued photo ID containing your name exactly as you provided it during the program application process. Your ID must contain your name and country exactly as you provided it during the application process. The ID information must be consistent with your CCMS profile and the name that appears on your Pearson VUE exam appointment. Depending on the test center, you also may be required to provide a fingerprint image.

**ALERT:** If you do not present a valid, current, and 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.

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](#).

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 at the test center, 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 workstation, 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 C](#) 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. Acceptance of the Nondisclosure Agreement and General Terms of Use is a required and mandatory condition of taking the exam and certification into the program.

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 will be terminated automatically, and you will forfeit your exam registration fee.

### **Unexpected Closure of Your Test Center Location**

*If the test center location that you selected closes or is otherwise 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,*

## 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 reentering. You may also be required to provide a fingerprint image.

*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, please contact [Pearson VUE customer service](#).*

The IIA and Pearson VUE take exam security and candidate conduct seriously. Test center employees are trained to watch for unusual behavior, and their real-time monitoring is reinforced by audio and video recording of the exam sessions. By taking the exam, you consent to video and audio recording for the scheduled duration of the exam to the fullest extent permissible by the laws of the jurisdiction in which you take the exam. A candidate who is suspected by The IIA to have engaged in any fraud, misconduct, or other violation of any applicable rule, policy, or certification requirement, maybe subject to an exam score invalidation and/or cancellation; suspension on the right to re-take or take any IIA certification exam for a length of time determined by The IIA; and/or a permanent ban on entry into The IIA's certification programs. See [Appendix A](#) for more information about exam security the penalties for violations, and the appeals process for candidates .

If you encounter a computer problem, report it immediately to the exam administrator and ask the proctor to log a case. 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, contact [Pearson VUE customer service](#).

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 must 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 pass the exam, your score report will indicate just that — no numeric score will be provided. Score reports for a failed exam will include a numeric score and a list of the syllabus domain areas where improvement is needed. When you complete your exam at the test center, you will receive a printed unofficial score report.

Your exam record will be updated in CCMS, and a notification will be sent to the email address listed in your profile. Score reports are not available directly in CCMS. Your CCMS account will only show whether you passed or failed an exam. To obtain a score report, log into CCMS, select "Access Pearson VUE," then select "View Score Report."

If The IIA determines that your exam results require further analysis, there may be a delay in updating your exam record in CCMS, and you will be notified via email. The analysis may take 4 to 6 weeks to complete. Additionally, The IIA reserves the absolute right to invalidate, withhold, and/or cancel a candidate's exam or exam results at any time for any suspected misconduct, score anomalies, and/or breaches of any applicable exam rule, security policy, or other requirement or condition for certification instituted by The IIA. For more information regarding exam security, penalties for violations, and a candidate's right of appeal and the appeals process, please refer to the [Appendix A](#) of this handbook.

## Retaking the Exam

**The IIA's Retake Policy** limits the number of times you may take the exam to eight (8) during your program eligibility window.

The earliest appointment date that you will be able to schedule and retake a failed exam is 30 days from the date you last took that exam. You must complete a new registration 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 and exam(s) passed.

You are not permitted to retake an exam that you previously passed, unless your certification program window has expired. If you need to retake an exam or exam part that you previously passed (because your certification program window expired), the earliest exam appointment date that you can select will be 30 days from the date you last took that exam.

# STEP 3

## Verify

**Proof of experience** is typically an exit requirement for IIA certification programs. You may complete the experience verification any time after your application has been approved, but once you pass the required exam(s), your experience must be verified for you to become certified.

### Complete the Proof of Experience Process

**Even if you pass** your exam(s), your certification will not be granted until your submitted proof of experience has been verified by The IIA. CCMS will guide you through the automated proof of experience process.

### Receive Notification of Certification

**Once you have met** all the requirements for a certification program, an audit will be conducted. This process can take up to 7 to 10 business days. Upon completion, you will receive a notification at your primary email address listed in your CCMS profile, confirming your certification. At this point, you may begin showcasing your achievement. Additionally, if you choose to opt in, your name and certification will be included in [The IIA Certification Registry](#).

**I am a Certified Internal Auditor.**



# STEP 4

## Renew

**To renew** your certification each year, you must abide by the requirements set forth in the [Annual Certification Renewal Policy](#) which includes attesting to the completion of your continuing professional education (CPE) credit hours — including two hours of ethics training — by 31 December annually.

If you fail to meet your CPE requirements by the reporting deadline, you will automatically be placed in “Grace Period” (inactive) status and may not use your certification until the requirements are met. If a certification is revoked, the paper certificate recognizing achievement of the certification must be destroyed immediately. Additionally, individuals must not use designations (such as IAP, CIA, CRMA, etc.) after their name, and they are prohibited from presenting themselves as a certified individual. If they wish to become certified again, individuals must complete a recertification application:

- IAP Program: individuals must successfully complete the CIA Part-1 exam.
- CIA Program: individuals must successfully complete the CIA Part-1 exam.
- CRMA Program: individuals must successfully complete the CRMA exam

Each year, The IIA randomly samples a percentage of all certified individuals to confirm conformance with The IIA’s Annual Certification Renewal Policy. If you are selected for an audit, you will be required to submit your CPE certificates as evidence of the hours you attested to. If you fail to comply, your certification status will become permanently “revoked.”

## Displaying Your Certification

**On-demand** electronic certificates in PDF format are available 24/7 for individuals who maintain an “Active” status. If desired, a printed certificate may be ordered for a fee. The [IIA frame store](#) includes several options for displaying your certification certificate, which can be customized.

## Certification Registry

**In addition**, you may opt in to [The IIA Certification Registry](#). The IIA Certification Registry is an up-to-date public record of individuals who have earned an IIA certification and maintain it by attesting to CPE to keep their credential(s) active. The IIA Certification Registry also is an opportunity for employers and recruiters to verify certification. All active IIA certification holders who voluntarily opt in will be included in the registry. An individual whose certification is not active will not be visible in The IIA Certification Registry.

The IIA does not provide letters of verification for certification holders. Individuals seeking verification of their designation must opt in to The IIA Certification Registry. You can manage your Registry preference from your CCMS account by selecting “Update My Profile”.

## Social Badging

**You can also** tell your professional story on popular social and professional networking sites, personal websites, or in emails with web-enabled certification badges. To learn more, visit The IIA's [Social Badging webpage](#). Social Badging is not available in all regions.

Questions or concerns related to your certification should be sent to The IIA by submitting a case through your CCMS account.



# APPENDIX A

## Exam Security Policy

**The IIA takes exam security seriously**, because the value of your certification and our credibility depends on it. The IIA's exam and exam content are confidential, and the Nondisclosure Agreement legally requires candidates to keep all exam materials confidential. Reproducing, sharing, discussing, posting, or uploading any exam content, in whole or part are strictly prohibited. Failure to comply with this prohibition is a serious breach of ethics as well as of exam rules that will subject a candidate to IIA discipline up to and including a permanent ban on obtaining an IIA certification. In addition, The IIA may pursue any and all remedies available in law or under equity.

Below are some of the security measures the exam security program includes (but this is not an exhaustive list):

- Exam materials and content are confidential, copyrighted, intellectual property of The IIA.
- Only qualified candidates may sit for an exam.
- All exams are proctored.
- Ongoing, enhanced forensic analyses of exams to identify irregular or anomalous testing patterns, including:
  - Unusual answer patterns
  - Inconsistent performance on exams
  - Response similarities to other candidates
  - Suspected exposure, intentionally or accidentally, of exam content
  - Collusion among candidates
- Social media monitoring and web crawling to identify unauthorized exam question sites and proxy testing services, where individuals or companies are paid to take exams on behalf of candidates.
- Investigation of tips and reports received.
- IIA exams are protected by civil and criminal laws of the United States and elsewhere.

Existing security safeguards and procedures include ongoing forensic analyses to identify irregular testing patterns that might indicate fraud and enable suspicious activity to be identified quickly and proactively. The IIA reserves the absolute right to take any action against a candidate regarding his or her certification as a result of any suspected exam fraud or other misconduct, or for any other violation by a candidate of a rule, policy, or procedure of The IIA, in order to protect and maintain the security and integrity of its exam, exam materials, and certification programs. Such actions that The IIA may take against a candidate regarding his or her certification include, but are not limited to, cancelling, withholding, and/or invalidating an exam or exam score; and requiring a candidate to re-take an exam; suspending a candidate's ability to re-take or take an exam for a certain amount of time as The IIA deems necessary under the circumstances; and/or permanently banning a candidate from entry into any of its certification programs.

### Candidate Responsibilities

As a candidate, you are expected to exhibit the highest ethical conduct while studying, preparing for, and taking the exam. You agree to The IIA's Nondisclosure Agreement, General Terms of Use, and all policies outlined in the Certification Handbook. All candidates are expected to participate in exam security by reporting all instances of misconduct, suspected or otherwise, through a support case in CCMS. This includes reporting any disreputable test preparation providers. This expectation extends to volunteers, members, and certified individuals.

## Violations and Misconduct





**Unauthorized possession**, reproduction, publication, or disclosure of any IIA exam materials — including storing or disclosing exam questions to any person or entity by any means (including orally) 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:

- Providing false, inconsistent, or misleading statements, or omitting requested information by The IIA.
- Submitting altered or inauthentic proof of education or identity.
- Including false, inconsistent, or misleading information in an application.
- Submitting a falsified exam score report.
- Creating more than one CCMS (Certification Candidate Management System) account.
- Taking the exam for someone else or having someone else take the exam for you (proxy testing).
- Discussing the exam contents with a third party.
- Using, copying, or sharing exam materials, either in preparation (such as using a brain dump source with fraudulently obtained materials) or during the exam, or any other form of cheating.
- Gaining advanced access to certification or exam material.
- Engaging in misconduct as determined by score anomalies and forensic analysis.
- Stealing exam materials.
- Bringing prohibited items into the exam room.
- Failing to follow test center staff directions.
- Violating any exam security policy, rule, or requirement set by The IIA.
- Violating the Nondisclosure Agreement and General Terms of Use.
- Violating Pearson VUE scheduling or test center rules and regulations.
- Attempting any of the above actions.

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 remain confidential and protected. If you witness unusual or inappropriate behavior at a test center related to IIA exam content, receive or become aware of offers/advertisements for the sale of IIA certification exam questions and answers, or if you have questions, comments, or concerns regarding exam security, please open a case from your CCMS account or notify [ethics@theiia.org](mailto:ethics@theiia.org) to provide information confidentially.

## Consequences of Violations

The IIA's exams are confidential and secure, protected by civil and criminal laws of the United States and elsewhere. If The IIA discovers any violation or irregularity on or after the exam day, The IIA may withhold, cancel, and/or invalidate your exam score(s) and/or suspend or permanently ban you from certification. Irregularities that may cause The IIA to question the validity of exam scores include, but are not limited to:

- 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 of The IIA's exam security rules, policies, and requirements. The IIA has the right to take any action against a candidate as it deems necessary when, in The IIA's judgment, there is a good faith basis to question the validity of a score for any reason. The IIA may take additional action against a candidate to the extent permitted by law.

## Written Notice of Violation(s) and Penalty

If it is determined that any candidate has engaged in any exam fraud or misconduct, or has otherwise violated any rule, policy, procedure, or condition for certification, The IIA will send such candidate a written notice via email informing the candidate of the violation(s) and its decision regarding the penalty to be imposed.

## Candidate Appeals and Appeals Process

Candidates may appeal The IIA's decision to impose a penalty for the violation. The following policy violations cannot be appealed:

1. Score invalidation based on anomalies found through forensic analysis that do not fall within the established thresholds that The IIA uses to determine score validity
2. Misconduct where video or images show your violation of policy
3. Having someone assist or take your exam for you, taking an exam for someone else, sharing or disclosing exam materials

A candidate who wishes to exercise his or her right of appeal for a decision imposing a suspension or permanent ban must file a written request for appeal by opening a support case from CCMS within fourteen (14) calendar days of the date of The IIA's issuance of its written notice to the candidate. An untimely appeal request that is submitted outside of the mandatory 14-day period will not be considered, reviewed, or granted.

A candidate's written request for appeal must contain a statement describing the grounds and bases for the appeal and include any evidence in support of the statement. It is recommended that such evidence be submitted.

The IIA will review and investigate all timely submitted appeal requests and thereafter communicate its final appeal decision to candidates via email.

# APPENDIX B

## Helpful Links

The IIA	<a href="https://www.theiia.org/en/">https://www.theiia.org/en/</a>
IIA Privacy Policy	<a href="https://www.theiia.org/en/Privacy-Policy/">https://www.theiia.org/en/Privacy-Policy/</a>
IIA Membership	<a href="https://www.theiia.org/en/membership/">https://www.theiia.org/en/membership/</a>
IIA Certifications	<a href="https://www.theiia.org/en/certifications/">https://www.theiia.org/en/certifications/</a>
IAP	<a href="https://www.theiia.org/en/certifications/iap/">https://www.theiia.org/en/certifications/iap/</a>
CIA	<a href="https://www.theiia.org/en/certifications/cia/">https://www.theiia.org/en/certifications/cia/</a>
CRMA	<a href="https://www.theiia.org/en/certifications/crma/">https://www.theiia.org/en/certifications/crma/</a>
CCMS	<a href="https://ccms.theiia.org/">https://ccms.theiia.org/</a>
Accommodations Application	<a href="https://www.theiia.org/globalassets/documents/certifications/iaa-accommodations-application.pdf">https://www.theiia.org/globalassets/documents/certifications/iaa-accommodations-application.pdf</a>
Standards and Professionalism	<a href="https://www.theiia.org/en/standards/2024-standards/future-of-the-ippf-evolution/ethics-and-professionalism/">https://www.theiia.org/en/standards/2024-standards/future-of-the-ippf-evolution/ethics-and-professionalism/</a>
Computer-based Testing Tutorial	<a href="https://www.theiia.org/en/certifications/currently-enrolled/certification-online-testing/cbt-exam-tutorial/">https://www.theiia.org/en/certifications/currently-enrolled/certification-online-testing/cbt-exam-tutorial/</a>
Ethics Case Procedures	<a href="https://www.theiia.org/globalassets/documents/content/tools/ethics-case-procedures.pdf">https://www.theiia.org/globalassets/documents/content/tools/ethics-case-procedures.pdf</a>
Exam Language Offerings	<a href="https://www.theiia.org/en/certifications/currently-enrolled/exam-language-offerings/">https://www.theiia.org/en/certifications/currently-enrolled/exam-language-offerings/</a>
Exam Security	<a href="https://www.theiia.org/en/certifications/currently-enrolled/exam-security/">https://www.theiia.org/en/certifications/currently-enrolled/exam-security/</a>
Payment Options	<a href="https://www.theiia.org/en/pages/payment-options/">https://www.theiia.org/en/pages/payment-options/</a>
Pearson VUE	<a href="http://www.pearsonvue.com/iaa">www.pearsonvue.com/iaa</a>
Pearson VUE Customer Service	<a href="http://www.pearsonvue.com/iaa/contact/">http://www.pearsonvue.com/iaa/contact/</a>
Study Resources	<a href="https://www.theiia.org/en/certifications/currently-enrolled/exam-preparation-resources/">https://www.theiia.org/en/certifications/currently-enrolled/exam-preparation-resources/</a>
Renewal	<a href="https://www.theiia.org/en/certifications/already-certified/cpe-requirements/">https://www.theiia.org/en/certifications/already-certified/cpe-requirements/</a>

Social Media and Badging	<a href="https://www.theiia.org/en/certifications/already-certified/social-media-and-badging/">https://www.theiia.org/en/certifications/already-certified/social-media-and-badging/</a>
Certification Registry	<a href="https://www.theiia.org/en/certifications/certification-registry/">https://www.theiia.org/en/certifications/certification-registry/</a>
Certification Frames	<a href="https://www.diplomaframe.com/iia">https://www.diplomaframe.com/iia</a>

# 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. You are advised to review the following terms in advance of your exam day.

---

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 of The IIA's Standards of Ethics and Professionalism.

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

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.

---

**Participation in Investigations:** I agree to fully cooperate and participate in any investigation conducted by the Institute of Internal Auditors (IIA) as required. This includes providing truthful and complete information, attending interviews, and complying with any other reasonable requests made by the IIA during the course of the investigation.

# APPENDIX D

## Program Eligibility Requirements

### Internal Audit Practitioner® (IAP®) Eligibility Requirements

**Candidates in the Internal Audit Practitioner** program agree to accept the conditions of the program, including fulfilling eligibility requirements, maintaining exam confidentiality, abiding by [The IIA's Standards of Ethics and Professionalism](#), and annually earning and attesting to [Continuing Professional Education \(CPE\)](#), along with other conditions enacted by The IIA's Professional Certification Board (PCB).

The entry requirement for the IAP program includes a valid government-issued ID. Before an IAP candidate application can be approved, all documentation must be received and approved by The IIA's Certification staff.

The IAP program eligibility period is two years. Candidates approved into the IAP program have two years to successfully complete the IAP (CIA Part-1) exam from the date they are approved into the program.

Upon successful completion of the exam, candidates will be awarded the IAP designation. Individuals with an active IAP designation can opt in to be listed on [The IIA Certification Registry](#).

Candidates with an active IAP designation may apply for the CIA program without the required education. If a candidate's IAP designation is no longer active, the candidate will need to meet the established education and/or experience requirements to apply for the CIA program. Additionally, active IAP holders will only be required to successfully complete the CIA Part 2 and Part 3 exams, as the passed CIA Part 1 will carry forward to the CIA program. More information about the IAP program can be found on [The IIA's website](#).

# Certified Internal Auditor® (CIA®) Eligibility Requirements

**Candidates in the CIA** program agree to accept the conditions of the program, including fulfilling eligibility requirements, maintaining exam confidentiality, abiding by [The IIA's Standards of Ethics and Professionalism](#), and annually earning and attesting to [Continuing Professional Education \(CPE\)](#), along with other conditions enacted by The IIA's Professional Certification Board (PCB).

CIA candidates must meet the following entry and exit program requirements to obtain the CIA designation. (The required experience is based on the candidate's education level, as indicated in the following program requirements table.)

ENTRY REQUIREMENT	PASS EXAMS	BECOME CERTIFIED
Master's Degree*	Eligible to apply for the CIA. Can sit for exams (prior to obtaining the requisite work experience). Must pass all three exam parts before becoming certified	1 year of internal audit experience (or equivalent).
Bachelor's Degree*	Eligible to apply for the CIA. Can sit for exams (prior to obtaining the requisite work experience). Must pass all three exam parts before becoming certified.	2 years of internal audit experience (or equivalent).
Active IAP Designation Holder	Eligible to apply for the CIA. Can sit for exams (prior to obtaining the requisite work experience). Must pass all three exam parts before becoming certified.	5 years of internal audit experience (or equivalent).
5 Years of Internal Audit Experience*	Eligible to apply for the CIA. Can sit for exams. Must pass all three exam parts before becoming certified.	No additional experience required.

*\*Or equivalent*

Before a candidate application can be approved, all entry requirement documentation (proof of education and identification) must be received and approved by The IIA's Certification staff. Once approved into the program, candidates will have three years to complete all exit requirements from the date they are approved into the program.

Candidates with a university-level degree or an active IAP designation may apply to the certification program and sit for exams prior to obtaining the required work experience. However, candidates will not be certified unless the experience requirement is met within the three-year program eligibility period. More information about the CIA program can be found on [The IIA's website](#).

## Equivalent Experience

Experience in the following areas is considered equivalent to internal audit experience:

- Quality Assurance
- Risk Management
- Audit/Assessment Disciplines
- Compliance
- External Audit
- Internal Control

# Certification in Risk Management Assurance® (CRMA®) Eligibility Requirements

**Candidates in the CRMA** program agree to accept the conditions of the program, including fulfilling eligibility requirements, maintaining exam confidentiality, abiding by [The IIA's Standards of Ethics and Professionalism](#), and annually earning and attesting to [Continuing Professional Education \(CPE\)](#), along with other conditions enacted by The IIA's Professional Certification Board (PCB).

Candidates must meet the following entry and exit program requirements to obtain the CRMA designation.

ENTRY REQUIREMENT	PASS EXAMS	BECOME CERTIFIED
Master's Degree*	Eligible to apply for the CRMA. Can sit for exam (prior to obtaining the requisite work experience). Must pass all three exam parts before becoming certified.	1 year of internal audit experience (or equivalent).
Bachelor's Degree*	Eligible to apply for the CRMA. Can sit for exam (prior to obtaining the requisite work experience). Must pass all three exam parts before becoming certified.	2 years of internal audit experience (or equivalent).
Active IAP Designation Holder	Eligible to apply for the CRMA. Can sit for exam (prior to obtaining the requisite work experience). Must pass all three exam parts before becoming certified.	5 years of internal audit experience (or equivalent).
5 Years of Internal Audit Experience*	Eligible to apply for the CRMA. Can sit for exam. Must pass all three exam parts before becoming certified.	No additional experience required.

*\*Or equivalent*

Before a candidate can be approved into the CRMA program, all entry requirements must be met and documentation (identification) must be received and approved by The IIA's Certification staff.

The CRMA program eligibility period is two years. Candidates have two years — from the date they are approved into the program — to complete the exit requirements (i.e., successfully completing the CRMA exam and obtain the requisite work experience).

More information about the CRMA program can be found on [The IIA's website](#).

## Equivalent Experience

Experience in the following areas is considered equivalent to internal audit experience:

- Quality Assurance
- Risk Management
- Audit/Assessment Disciplines
- Compliance
- External Audit
- Internal Control



The Institute of Internal Auditors (IIA) is an international professional association with global headquarters in Lake Mary, Florida, USA. With more than 245,000 members, The IIA is the internal audit profession's global voice, recognized authority, acknowledged leader, chief advocate, and principal educator.

There are more than 200,000 IIA certified individuals worldwide. In addition to global certification programs, IIA members enjoy benefits such as access to local, national, and global professional networking; world-class training; standards and guidance; research; executive development; career opportunities; and resources such as IIA Quality Services, LLC.



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