

Subject: Important Update: Transition to Test Center-Only Exam Delivery

Frequently Asked Questions (FAQ)

- 1. Why has the organization suspended Online Proctored exam delivery?**

The suspension addresses technical challenges, security concerns, and candidate experience issues. This decision ensures the highest standards of exam integrity and candidate experience.
- 2. When does this change take effect?**

The last day to register for an online proctored exam will be May 1, 2025, and the transition will be fully effective May 28, 2025.
- 3. What should candidates do if they have an Online Proctored exam scheduled?**

Most candidates with online proctored exams scheduled will be testing before May 28, 2025, and will therefore be allowed to take their exam as planned. Any candidate with an online proctored exam scheduled on or after May 28, 2025, will be contacted directly with instructions on how to reschedule their exams at a test center. Please advise them to check their email for further details. They can also open a new case in CCMS under the Help tab.
- 4. Will candidates be charged any fees for rescheduling their exam?**

No, there will be no additional fees for rescheduling exams to a test center. The IIA will cover any rescheduling costs incurred due to this transition.
- 5. How can candidates find their nearest test center?**

Candidates can locate a test center near them by visiting <https://www.pearsonvue.com/us/en/iaa.html> and clicking on “Find a Test Center”.
- 6. What measures are in place at test centers to ensure health and safety?**

All test centers adhere to stringent health and safety protocols, including regular sanitization.
- 7. Will Online Proctored exams be available again in the future?**

No. Online proctored exams were introduced in 2021 as a response to the COVID-19 global pandemic. After evaluating current industry standards, The IIA has made the decision to permanently discontinue online proctored exams effective May 28, 2025.
- 8. Who can candidates contact for assistance?**

For any questions or concerns, candidates should open a new case under the Help tab within their [CCMS](#) account.