

IBF EXAMINATIONS RULES AND REGULATIONS

Please read all the rules and regulations set out below carefully before registering for the **IBF Examinations**. Failure to adhere to any of the rules and regulations may result in disciplinary action, including voiding of exam registrations or results, disqualification from future exams or other measures deemed necessary to ensure the integrity of the IBF exams.

As an administrator of the licensing and industry exams in Singapore, IBF may also report candidates who breach the examination rules and regulations to the relevant regulatory authorities. As an exam candidate, it is your responsibility to ensure that you comply with the examination rules and regulations at all times.

1. REGISTRATION

- 1.1 IBF will release its examination schedule at least 1 month in advance, and dates or sessions which are shown as available on the online calendar can be selected for registration.
- 1.2 All exam registrations must be done through the [IBF Portal](#). As an exam registrant (either in your personal capacity as a candidate or as an appointed examination administrator handling exam registrations on behalf of candidates from your company), it is your responsibility to **ensure that all candidate details are accurate before submitting your registration**.
- 1.3 Candidates may register for an exam any time before 12 pm, 1 working day before their preferred exam date, subject to seat availability.
- 1.4 Candidates are allowed to register for up to 2 different exam sessions for the same exam module.
- 1.5 Exam fees are non-refundable and non-transferrable to other candidates. A fee will be charged for rescheduling of exams. Please refer to Section 2 for details.

2. RESCHEDULING OF EXAMINATION DATES

- 2.1 Candidates can reschedule their exam through the [IBF Portal](#) **any time before 12pm, 1 working day before the registered exam date**. An administrative fee of \$75+GST will be charged each time you reschedule an exam.

3. CHANGES TO EXAMINATION REGISTRATION OR CANDIDATE DETAILS

- 3.1 Candidates must ensure that the name and identification number on your identification document (ID) matches the information provided for the exam registration. In the event that a change of identification information provided to IBF at the point of exam registration is required, please write in to IBF (exams@ibf.org.sg) **before 12pm, 1 working day before your registered exam date with your**

supporting documentation. You will not be permitted to sit for the exam if your request for correction/change is not submitted to IBF by this deadline.

3.2 The following changes are strictly **not** allowed:

3.2.1 Changes to other exam modules

3.2.2 Transfers to other candidates

4. ON THE EXAMINATION / ASSESSMENT DAY

4.1 Identification Documents

4.1.1 Please bring your **valid and original identification document (ID) on the examination day. Please ensure that the name and identity number on your ID matches the information provided to IBF during examination registration.** In the event that there is a discrepancy, you will not be allowed to sit for the exam and will have to enrol for another exam session.

4.1.2 You must present your ID at the reception counter for verification before you are permitted to take the exam.

4.1.3 The ID must be issued by a national government and must include your name, date of birth, passport / identification number, expiration date (where applicable), name of the country that issued the ID and a recent photograph of yourself. Any passport cards, national identification cards, limited travel documents, internal passports and passports that are clipped, hole-punched or marked cancelled will not be accepted as valid forms of identification.

4.1.4 **IBF will not accept any changes to candidate information on the exam day.** Candidates are responsible for ensuring that their personal information is correctly reflected in their exam registration. Please refer to Section 3 if you wish to change your personal exam information before the exam day.

4.1.5 Any candidate who fails to produce a valid identification document will be graded as **“Absent”**.

4.2 Access to MAS Building

4.2.1 MAS Building uses a visitor management system to process the entry of all visitors.

4.2.2 All visitors must register at the self-help kiosks in the lobby by either presenting their ID for scanning at the kiosk or key in the last 4-characters of their identification numbers at the kiosks as a form of verification. The kiosk will dispense a sticker ID badge and an entry card for accessing the building. Visitors must present the entry card to pass through the security barriers before proceeding to the IBF Office on the 13th Floor.

4.3 Registration and Admission to IBF Assessment Centre

4.3.1 You are advised **to arrive at the MAS Building at least 30 minutes before the commencement of your exam.** This is to ensure that you have enough time for security clearance.

4.3.2 Registration will start 15 minutes before the scheduled exam start time. Please present your ID at the IBF reception counter for verification before proceeding to the Assessment Centre. Candidates who arrive at IBF more than 15-minutes after the scheduled exam start time will **NOT** be allowed to sit for the exam and your exam fees will be forfeited.

4.4 Personal Belongings

4.4.1 Before you enter the Assessment Centre, please place all your personal belongings in the designated locker provided. Do not bring any valuables, large or heavy personal items to your exam. IBF will not be held responsible for loss or damage of personal belongings.

4.4.2 IBF reserves the right to inspect, remove and confiscate any item brought into the Assessment Centre which does not comply with the exam rules or regulations, or may interfere with the exam processes.

4.4.3 The following items **MUST** be placed on your desk:

- Locker key.

4.4.4 The following items may be kept on your desk, if needed:

- Calculator (refer to Calculator Policy below);
- Pencil (provided by IBF) and / or pen (candidates may bring their own);
- Erasers; or
- Calculator cases and keystroke cards.

4.4.5 The following items are permitted in the Assessment Centre but must remain in your pockets or on your desk when not in use:

- Medicine, tissues and other necessary medical items.

4.5 All electronic devices (including but not limited to mobile phones, tablets, computers, cameras, smart watches, Bluetooth devices, wearable technology or any remote communication or photographic devices, etc.) are strictly not allowed in the Assessment Centre. All items that are not permitted should be placed in the designated locker before the exam.

4.6 Calculators

4.6.1 The exam invigilator will inspect your calculator before the start of the exam. Please ensure that your calculator remains on your desk in clear view.

4.6.2 Only silent hand-held calculators are allowed for all IBF Examinations.

4.6.3 Calculators with any of the following features are **NOT** allowed:

- Programmable calculators; or
- Graphic or word display capabilities.

- 4.6.4 If your calculator has a jacket or a case, please ensure that it does not contain any pieces of paper or cloth, etc. The exam invigilator will inspect your calculator if it has a jacket or case.
- 4.6.5 The exam invigilator may inspect any candidate's calculator to ensure that it complies with the exam rules and regulations. Candidates will not be given additional time for such inspections.
- 4.6.6 If your calculator malfunctions during the exam, inform the exam invigilator if you require a replacement calculator. There will be no granting of additional time, marks, etc. in the event of any calculator malfunction.
- 4.6.7 Candidates may request for a basic calculator if you forget to bring your calculator or if your calculator does not adhere to IBF's calculator policy stated above.

4.7 Medical Leave

4.7.1 Candidates who are on Medical Leave on the day of their examination must:

- (i) Contact IBF by telephone at +65-6220 8566;
- (ii) Email a copy of their medical certificate (MC) to IBF (exams@ibf.org.sg) **within 5 working days from the original exam date**. The exam administrator will then grant a fee waiver for the candidate to reschedule the exam to another date; and
- (iii) Log in to his/her IBF Portal account to re-schedule his/her new exam date **within 7 working days from the original exam date**.

If a candidate fails to re-schedule the exam within the stipulated timeline, the fee waiver will expire and he/she must pay full fees to re-register.

4.7.2 Medical Leave includes outpatient sick leave and hospitalisation leave.

4.7.3 Candidates may submit an appeal to IBF (exams@ibf.org.sg) if they are unable to meet the timelines stipulated above due to extenuating circumstances.

4.8 During the Examination

4.8.1 Please sit in your allocated seat, unless instructed otherwise by the exam invigilator or IBF staff.

4.8.2 You may only commence the examination at the scheduled examination start time (e.g. 9.30am or 2.30pm). Candidates who are seated before the scheduled examination start time will not be able to login to start the examination. However, candidates are encouraged to click on the "Demo" button to familiarise yourself with the navigation and controls of the system.

4.8.3 Please maintain silence to avoid disturbing other candidates. If you require assistance, please seek the attention of the exam invigilator by raising your hand.

4.8.4 Candidates who engage in any misconduct, or are suspected of cheating or tampering with the computers, will be dismissed from the IBF Assessment Centre immediately and further investigation and disciplinary actions may be taken by IBF.

4.8.5 Please refer to the time displayed on the screen of your allocated computer in the IBF Assessment Centre for the official time.

4.8.6 If a technical glitch occurs, affected candidates might be reallocated to other exam terminals or rescheduled to take the exam on another available session.

4.8.7 If you encounter any technical problems, please inform the invigilator immediately.

4.9 After the Examination

4.9.1 Your results will be displayed on screen after you have completed your exam. An e-copy of your results will also be reflected in your IBF Portal account after 1 working day. Please alert the invigilator if you finish your exam before the scheduled end time and would like to leave the Assessment Centre.

4.9.2 Please retrieve your personal belongings from the lockers, and return the locker key to the designated locker before leaving the IBF premises. IBF will impose a penalty of \$20 per set for the loss of locker keys.

4.9.3 You are not allowed to remove any of the working papers or written material from the IBF Assessment Centre.

5. STUDY GUIDES

5.1 After you have successfully registered for an exam, you will be given access to a complimentary electronic/PDF copy of the study guide, which can be accessed via your IBF Portal account. Your access to the study guide will expire after your exam date. Please refer to the Exams FAQs for more information.

5.2 You are responsible for ensuring that you have the latest version of the study guide. IBF will inform all registered candidates if there is a major update to the study guide. Other minor updates to the study guides will be published on the IBF website on the [Study Guides Updates page](#).

6. EXAMINATION RESULTS

6.1 You will be informed of your exam result immediately after you complete your examination at IBF. The result will be displayed on your computer screen. An e-copy of your exam result will be available on the [IBF Portal](#) after 1 working day.

6.2 If you wish to obtain a printed copy of your result slips, you can make the request online through your [IBF Portal](#) account. Once payment is received, the printed result slip will be couriered to your delivery address within 5 working days to the delivery address provided.

6.3 All exam results awarded by IBF are **final**. IBF will **not** entertain any appeals or requests for rechecking of results under any circumstances.

7. CONFIDENTIALITY MATTERS

- 7.1** The content pertaining to the IBF Exams including the exam questions and the study guides are the copyrighted property of the IBF. Unauthorized retention, possession, copying, distribution, disclosure, discussion, or receipt of any exam questions and/or answers, in whole or in part, by written, electronic, oral or other form of communication, including but not limited to e-mailing, copying or printing of electronic files, and reconstruction through memorization and/or dictation, before, during, or after an examination, is strictly prohibited. Individuals found to have contravened any of the above could be subject to disciplinary action including but not limited to reporting to the relevant authority, revocation of exam results, disqualification from future exams, and disciplinary fines. Any such violations may also result in criminal and/or civil penalties against the perpetrator.
- 7.2** Detailed exam scores and responses to exam questions are measurement information and are part of a candidate's exam record. This information is owned by the IBF. This information is not the property of the candidate and will not be provided to candidates.
- 7.3** IBF reserves the right, upon request by a regulator, candidate's employer, prospective employer or former employer to release a candidate's exam result if it is satisfied that the request is bona fide, e.g. to verify the candidate's fulfilment of legal or regulatory requirements. This is regardless of whether the exam is registered or paid for by the candidate or his/her employer.

8. OTHER GENERAL RULES

- 8.1** Candidates must ensure that any information provided to IBF is true and correct. Candidates may be disqualified or have their results voided if they provide false personal particulars in their registration form or in any form to IBF.
- 8.2** Candidates must not engage in any abusive, threatening, disruptive, disorderly or inappropriate conduct while they are at IBF, or towards IBF employees. IBF reserves the right to dismiss or disqualify candidates who are in breach of any of the rules and regulations of the IBF Exams.
- 8.3** IBF reserves the right to cancel and/or reschedule an examination session. In the event of any unforeseen circumstances (e.g. power failures, natural disasters, other emergencies), IBF will make arrangements for affected candidates to reschedule their exam session as soon as practicable.