AACE Certification Institute
Online Proctored Exam Suspension Policy

Exam suspensions may occur in the following circumstances:

Malicious Software Detection

If Kryterion's Proxy Detection Tool detects malicious software (e.g., malware or virtual machines used by third-party services), the exam will be automatically suspended and flagged. AACE will review the session with Kryterion to determine the cause.

- **First Suspension:** If malicious software is detected, Kryterion will reset and reschedule the exam, which must be taken on a different computer. AACE will inform the candidate of the rescheduled session.

- **Second Suspension:** If the exam is suspended a second time due to malicious software detection, the exam attempt will count as completed and failed. The candidate must pay the resit fee and complete any future attempts at an on-site testing center.

Suspicious Behavior Observed by Proctor

An online proctor may suspend the exam if the candidate displays behavior that raises concerns, such as unusual eye movement, the presence of unauthorized devices (e.g., phone), camera obstructions, or interactions with others.

AACE will review the session with Kryterion to determine the cause. AACE reserves the right to suspend online proctored (OLP) exams in cases of suspicious activity to maintain exam integrity.

- **First Suspension:** If the suspension is due to suspicious behavior, AACE will review the session to decide if a retake is permitted. A resit fee may apply.

- **Second Suspension:** If the suspension is due to suspicious behavior, AACE will review the session to decide if a retake is permitted. A resit fee may apply.

This policy ensures that candidates adhere to AACE's testing standards, and any violation may impact eligibility for further exam attempts.