Increase Your Chances of Passing the CIA® Exam
Webinar Frequently Asked Questions (FAQs)

The following FAQs have been accumulated over several Certified Internal Auditor® (CIA®) webinars. Questions specific to an individual situation are not included in this FAQ. Please contact The IIA at customerrelations@theiia.org with specific questions related to prerequisites, qualifications, etc.

To find a quick answer to a question, we suggest using your search function to find a keyword. Alternatively, read through the list of questions below, then click on the question to be taken to the answer in the document.

CIA EXAM PROGRAM

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- [Do I have to register for all three exam parts at the same time, or can I do them one at a time?](#)

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- [In the exam, can we flag questions and return to them?](#)

- [Are warning prompts provided at key points within the CIA exam (i.e. at 1 hour remaining; 10 minutes remaining)?](#)

- [Can you cross out incorrect answers in the computer-based CIA exam?](#)

- [Are you penalized for incorrect answers on the CIA exam? Is it better to skip a question than guess at the answer?](#)

- [Is the scoring of the test simply a weighted scoring based on the complexity and type of proficiency of the specific question or is the scoring weighted by section?](#)

- [What percentage of the questions on the CIA exam do I have to get correct to pass?](#)

- [Are there any unscored questions on the exam?](#)

- [What are the average pass rates for the CIA exams?](#)

- [Are your CIA exam scores displayed on your CIA certificate?](#)

- [How can I access a copy of the IPPF/Red Book?](#)

- [How many Continuing Professional Education (CPE) hours must be earned annually? Is CPE earned on a calendar year or a rolling 12 month year from when I received my CIA certification?](#)

- [Are CPEs awarded after the passing of each CIA exam part or only after completing all three parts and earning the CIA certification?](#)

- [What happens if I don't earn my CPE as required after earning my CIA? Do I have to take the CIA exam again?](#)

- [Some organizations, such as government entities, require that auditors report at least 24 government-relevant CPEs annually or biennially. Of the 80 CPEs that the IIA awards for passing the CIA, how many can be considered relevant for government auditing?](#)

- [Are the CPEs awarded for passing the CIA exam NASBA approved and applicable as CPA CPE?](#)

- The CIA designation seems very specialized. Is it a useful designation if you go work for an external audit function (Deloitte or the like) and what kind of career progression would this designation allow or potentially provide?

- I'm currently an IT security professional. I would like to focus my career on IT auditing. With the CIA help make this move easier? How is it different from CISA?

- How does the CIA add value if I already have other related accounting or auditing certifications such as the CPA, CMA, or CPEA?

- If I pass Part 1, do I earn the Internal Audit Practitioner qualification?

- To earn the CRMA certification you must also pass Part 1. Would it be more beneficial to complete the CIA before the CRMA?

- Does experience play a big role in passing the exams? Or are the exams based more on book materials?

- What do I do if my CIA has expired?

THE IIA'S CIA LEARNING SYSTEM®

- How can I take advantage of the 20% savings offer from the webinar?

- What is the 2019 Upgrade Guarantee for The IIA's CIA Learning System?

- How is the updated Version 6.0 of The IIA's CIA Learning System (for the 2019 exam) different from Version 5.0?

- Does The IIA's CIA Learning System track the number of hours I study?

- How can I tell what version of The IIA's CIA Learning System I have?

- What's included in the online StudyPLUS tools?

- Are The IIA's CIA Learning System materials updated every year?

- Can I purchase the study materials and begin my review before I enroll in the CIA program or register for the exam?

- Are there any apps available for iPad or iPhone?

- Why should I choose The IIA CIA Learning System over the other available CIA review programs?

- Is The IIA's CIA Learning System enough to prepare for the exam, or do I need supplemental materials?

- I plan to study with The IIA's CIA Learning System and review the IPPF. Are there any other documents I should review as part of my preparations?

- What's the difference between the new IIA Practice Tests and the questions in The IIA's CIA Learning System?

- What are the system requirements for accessing the online tests and study tools? Can they be accessed on an iPad/iPhone or other mobile device?

- Are there printed quizzes or tests to use when I don't have internet access?

- How many online test questions are available?

- Are the glossaries for Parts 1, 2, and the same?

- Can I buy the flashcards separately from The IIA's CIA Learning System?

- [How long does it typically take to prepare for each exam part?](#)

- [How do I determine my strengths and weaknesses?](#)

- [If I do not have an accounting background, how do I get help understanding the concepts? Would a instructor led course be best?](#)

- [Are there different versions of the quizzes available, in the event that I want to quiz myself more than once for each part of the exam?](#)

- [Does the online CIA Practice Exam use the same varying point scale as the actual CIA exam?](#)

- [How do I access the Practice Exam? Can I repeat the Practice Exam?](#)

- [How does the Practice Exam software differ from that of the actual CIA exam?](#)

- [Why aren't the practice questions in the books?](#)

- [Are the printed materials available in a PDF or other electronic format?](#)

- [Why are there reading materials and online study tools? Are the online tools necessary?](#)

- [What scores should I be getting on my online practices quizzes to feel prepared enough to schedule my CIA exam?](#)

- [Much of the content in part 3 is tested at the awareness level. What is the best way to prepare for awareness level questions?](#)

- [Will I see questions on the CIA exam that are different from those in The IIA's CIA Learning System?](#)

- [Do you guarantee success?](#)

- [How long can I access the online study tools? Can I extend or purchase longer?](#)

- [Can I purchase the online software separate from the reading materials?](#)

- [Do you have audio recordings of your materials?](#)

- [What are your pass rates?](#)

- [Why can't we share a copy?](#)

- [In which languages are the Learning System materials available?](#)

- [Does my local IIA chapter/institute have access to these materials to offer classes?](#)

- [Given the low average retention rates of information, how can I increase my retention rate?](#)

- [Can I earn CPEs for completing The IIA's CIA Learning System?](#)

- [Does the IIA offer free CIA practice exams for preparation and self-evaluation?](#)

- [What is the current version of The IIA's CIA Learning System? Will the Learning System continue to be aligned with the IPPF?](#)

- [Is a copy of the IPPF included with The IIA's CIA Learning System materials?](#)

- [I'm struggling with Part 2 of the CIA exam. Do you have any suggestions for me?](#)

- [I have taken the CIA three times without success. What do you suggest for building confidence and helping me prepare?](#)

- [Do you have any tricks or suggestions for staying focused during the exam?](#)

- [Is the pass rate differed between candidates who attend instructor-led courses and those who choose self-study?](#)

- [Where do I find a list of colleges/universities/institutes that are authorized to offer CIA Learning System classes?](#)

- [I live in an area that does not offer an instructor-led class, but I feel that this is the best way for me to learn the material. Are the instructor-led classes available online?](#)

- [Are CIA Learning System materials included in instructor-led course registration fees?](#)

- [What's included in The IIA's Online Seminars? Do you get the same comprehensive reading materials as someone opting for self-study?](#)

- [If I've already purchased The IIA's CIA Learning System materials, but would like to enroll in an Online Seminar, is there a discount since I already own the study materials?](#)

- [Are instructor materials available to teach instructor-led courses?](#)

- [I am enrolled in an instructor-led class next month. How can I prepare?](#)

- [Is there a French version of the webinar and/or FAQs available?](#)

- [If I purchased the Learning System before hearing about a discount, can I have the discount applied retroactively?](#)

- [What is the price for The IIA's CIA Learning System?](#)

- [Does the price of the Learning System include CIA exam fees?](#)

- [How can I order The IIA's CIA Learning System?](#)

- [Can I purchase The IIA's CIA Learning System in installments through credit card?](#)

- [Can I buy supplemental study questions from The IIA?](#)

CIA EXAM PROGRAM

How has the CIA exam changed in 2019? How have topics changed?
- *To ensure the material within all three parts of the CIA exam stays current and valid, the CIA underwent a global job analysis study to determine the knowledge, skills, and abilities most applicable to today's internal audit practitioners. As a result, the CIA exam syllabi were updated for January 1, 2019 (English exam).*
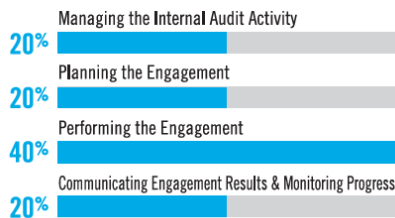
Part 1
Essentials of Internal Auditing
125 QUESTIONS / 150 MINUTES

Foundations of Internal Auditing	15%
Independence & Objectivity	15%
Proficiency & Due Professional Care	18%
Quality Assurance & Improvement Program	7%
Governance, Risk Management & Control	35%
Fraud Risks	10%

Part 2
Practice of Internal Auditing
100 QUESTIONS / 120 MINUTES

Managing the Internal Audit Activity	20%
Planning the Engagement	20%
Performing the Engagement	40%
Communicating Engagement Results & Monitoring Progress	20%

Part 3
Business Knowledge for Internal Auditing
100 QUESTIONS / 120 MINUTES

Business Acumen	35%
Information Security	25%
Information Technology	20%
Financial Management	20%
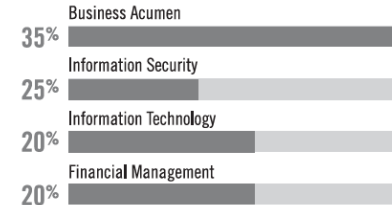
- *For more details on the revised exam, visit https://na.theiia.org/certification/CIA-Certification/Pages/cia-exam-why-and-how-its-changing.aspx*

Is the exam changing for all languages or just English?
- *The English language CIA exam was updated on January 1, 2019. The transition plan for non-English exams is listed below. Each candidate should review the changes and determine the best timing to complete their individual studies and take the exam. Please review the **CIA Exam: Why and How It's Changing Handbook** and **CIA Exam: FAQs** available online for additional details.*

Language	Availability Date
French and Spanish	June 1, 2019
German and Turkish	July 1, 2019
Arabic and Russian	August 1, 2019
Korean and Portuguese	September 1, 2019
Chinese Traditional and Japanese	October 1, 2019
Chinese Simplified	December 2019 or early 2020

Do I need new study materials for the 2019 exam?
- *Yes, due to the significant updates and reorganization, it is advised that you use study materials specific to the revised exam: The IIA's CIA Learning System Version 6.0*
- *If you purchased The IIA's CIA Learning System for the 2018 exam (Version 5.0) and still have an active online license, you can upgrade to the revised online version of The IIA's CIA Learning System for free. For details, visit www.LearnCIA.com/upgrade*

If I passed one or two parts of the CIA exam in 2018, do I have to repeat them in 2019?
- *If you passed one or more exams in 2018, you do not need to repeat them in 2019 under the revised structure (assuming you're still within your 4 year eligibility period). For example, if you passed Part 1 in 2018, you will only have Parts 2 and 3 left to complete in 2019.*

Is the CIA recognized around the globe?
- *Yes, the CIA is the only globally accepted designation for internal auditors. To date, over 140,000 individuals in more than 120 countries have earned the CIA certification.*

What are the eligibility requirements for the CIA certification?

- *CIA candidates must meet the following eligibility requirements for education, character, work experience, and identification. For complete details, visit theiia.org.*
  - **Education:** *CIA candidates must hold a 4-year post-secondary degree (or higher) or its educational equivalent from an accredited university. For candidates without a 4-year post-secondary degree, you may be approved with either:*
    - *Two years post-secondary education and five years **verified experience** in internal audit or its equivalent, **OR***
    - *Seven years **verified experience** in internal audit or its equivalent.*
  - **Work Experience:** *CIA candidates with a 4 year post-secondary degree must obtain a minimum of 24 months of internal auditing experience or its equivalent. A Masters degree can substitute for 12 of the required 24 months*
  - **Character Reference:** *Candidates must exhibit high moral and professional character and must submit a Character Reference Form signed by a CIA, CGAP, CCSA, CFSA, CRMA, or the candidate's supervisor.*
  - **Proof of Identification:** *Candidates must provide proof of identification in the form of a copy of the candidate's official passport or national identity card.*

Do I have to meet all CIA requirements prior to applying to the program?

- *No. Candidates may sit for the CIA exam prior to completing the Education and Work Experience requirements. All requirements must be completed within the 4 year program time limit (starting from your CIA application approval date) prior to being issued their CIA certification.*
- *Please note: CIA candidates approved after May 1, 2019 will have 3 years to complete the program rather than 4 years.*

Are the CIA requirements different in countries around the world?

- *With the exception of a few designated countries, CIA requirements are the same for all candidates. Whether a candidate is still in the process of attaining their CIA or they are already certified, the requirements are the same globally. For additional information on the countries where exceptions may apply, please visit:* https://global.theiia.org/certification/cia-certification/Pages/Eligibility-Requirements.aspx

What are the CIA Application and Exam Registration fees?

- *Please see following link for the most current information:* https://na.theiia.org/certification/Pages/Pricing-Structure.aspx

Is there financial support or fee adjustments for countries such as Nigeria with unfavorable exchange rates?

- *Unfortunately, the fees do not change based on country. However, we do advise you to contact your local IIA Institute (for Nigeria, visit* http://www.iianigeria.org/contact-us/) *and ask if any financial support is available in your region.*

If my employer is an IIA member, do I get to pay the IIA price for my application and exam?

- *Not necessarily. Individuals would need to be part of a qualifying audit group or have individual membership.*

Why are the Part 1 exam fees more expensive than Parts 2 and 3?

- *Exam costs are based upon many things from the develop cost, number of questions and how much time is allocated to sit for that exam part. Part 1 of the new exam has 125 questions and an exam time of 2.5 hours and Parts 2 and 3 have 100 questions and 2.0 hours of seat time.*

How many questions are in the 3 CIA exam parts?

- *Part 1 = 125 questions*
- *Part 2 = 100 questions*
- *Part 3 = 100 questions*

Is there a Professional Recognition Credit (PRC) for the 3 part exam?
- *No, there will <u>no credit for any part</u> of the exam in the 3-part format. All candidates must take and pass all three parts.*

Are any part(s) of the CIA exam waived for individuals with a CFE, CPA, or other professional designation?
- *No, no parts of the CIA exam can be waived. Candidates must pass all three parts of the exam.*

How many years do I have to complete all three parts of the CIA exam?
- *Candidates approved before May 1, 2019 have 4 years to complete the three exams and all other program requirements from the date of application approval. Candidates approved on or after May 1, 2019 will have 3 years to complete the program.*

Please explain how the 4-year or 3-year period to complete the CIA exam works. If you do not pass all of your exams in the allotted time, do you have to retake the passed exams, or simply reapply to the program?
- *Candidates approved before May 1, 2019 will have 4 years from the date of the application approval to complete all program requirements (documentation and examination requirements) and become certified. Candidates approve on or after May 1, 2019 will have 3 years to complete the program. If you do not complete the program requirements in the allotted 3 or 4 year time frame, you will forfeit all passed parts and fees and must re-apply into the program as a new candidate. See below for information about one-year extension applications.*

How can I apply for a one-year extension to the four-year or three-year CIA window?
- Certification candidates who are nearing the end of their three-year or four-year program eligibility window now have an opportunity to apply for an extension before their exam part(s) expire. This extension allows participating candidates who haven't yet successfully completed their exam(s), or who have been accepted into the program but have not yet taken their exam(s), an opportunity to extend their program eligibility 12 months.
- Candidates may take advantage of The IIA's new one-time Certification Candidate Program Extension* by completing the Program Extension form in CCMS and paying the applicable fee. To view the fee, visit the Pricing Structure web page.
- *Note: This offer may not be valid in all affiliate countries. Candidates in these countries should contact their local IIA representatives.*

What's the difference between the Audit Section of the CPA Exam and the CIA Exam?
- *The CIA exam tests the breadth of knowledge internal audits need to be successful on various types of audit engagements whether compliance, financial, operational, etc.*
- *The audit section of the CPA exam is specifically focused on licensing financial statement auditors and is much more in depth covering financial statement auditing.*

How much accounting knowledge is required for the CIA exam? If I took a college accounting course but have no experience in accounting, can I still pass the exam?
- *We cannot answer whether or not the accounting course will be enough for you. For the most up to date information on our exam syllabus, we ask that you visit our website: https://global.theiia.org/certification/CIA-Certification/Pages/Exam-Syllabus.aspx*

How long should I expect to wait from when I apply for the CIA program and receive approval? Is there a time limit to register after being accepted into the CCMS?
- *Candidates submit their application via the Certification Candidate Management System (CCMS) and once the application is submitted it should be approved within 3-5 days. Candidates will receive an e-mail with the applications status once the application has been processed. Eligibility will last 4 years from acceptance date. If you have questions or concerns, please contact Customer Relations at customerrelations@theiia.org.*

Once I receive acceptance into the CIA program, how do I register for exam parts?

- *After you apply to the CIA program and receive acceptance, you can register for one or more exam parts via CCMS. Once you register for an exam part, you will have 180 days to schedule a time with Pearson VUE and sit for that exam part.*

Can I apply for an extension to the 180-day exam registration?
- *Yes, you can apply for an extension for the 180 day exam registration. There are fees associated with this. Please visit https://global.theiia.org/certification/Pages/Pricing-Structure.aspx for the most complete and current details.*

What are the dates for the CIA exam?
- *Taking the CIA certification exam is very convenient. All IIA exams are offered through computer-based testing (CBT). This means that you will be able to take your exam in any one of more than 500 available testing centers around the world, in the exam language of your choice, at a time that is convenient for you. The IIA has chosen Pearson VUE as its computer-based test administration vendor. Pearson VUE will therefore administer The IIA's exams in a computer-based format at Pearson VUE's approved testing centers throughout the world. You do not have to take all three parts at the same testing center.*

Can I reschedule an exam? If so, how?
- *You can reschedule your exam through Pearson VUE's online system or by contacting their customer service team. There are fees associated with this and limits. Please visit: https://global.theiia.org/certification/Pages/Pricing-Structure.aspx*

How far in advance do I have to schedule an exam?
- *It is recommended that you schedule your exam at least 45 days in advance. Exam center schedules are based on a first come, first served basis. The IIA is not the only client using Pearson VUE test centers so it is best to schedule as soon as possible to ensure your first choice for your exam appointment.*

After taking an exam, how long does it take until I find out whether I passed or not?
- *Unofficial results are available at the test center immediately after taking the exam. The unofficial score report will provide your score in numeric value if you did not pass the exam. If you passed the exam the score report will reflect "PASS" and no other information. This report is unofficial until the data is transmitted to The IIA and uploaded into your CCMS record. This generally takes 24 – 72 hours to complete. Once loaded into your CCMS record your results become your official results.*

If I pass all of the exams and submit the required information, how long will it take for me to receive my CIA certificate?
- *Once you pass an exam and meet all other program requirements, you will be eligible to receive your certificate. To order your certificate, you must log in to your candidate record in CCMS and complete the certificate order form. The certificate will be shipped directly to you using a standard postal service method at no charge. Expedited shipping is available at an additional cost. If you are located in a country that administers candidates directly through an affiliate institute your certificate will be sent to that institute for delivery to you.*

If I need to retake an exam, are there restrictions on when I can take the exam again? Is there a limit to the number of times I can retake an exam?
- *There is a 90-day waiting period that applies to all exam retakes to protect the integrity of the exam. Please reference the Candidate Handbook for additional information on this policy.*
- *There is no limit to the number of times and exam part can be taken.*

Do I have to pay the application fee again if I have to retake an exam?
- *No, you do not have to pay the application fee again as long as you have not expired from the program However, an exam part registration fee is due with each exam part that is submitted. Visit https://na.theiia.org/certification/Pages/Pricing-Structure.aspx for registration fees.*

If I fail an exam and take it again in 90 days, will the exam be the same?
- *No, the exam will not be the same.*

Where is my nearest testing center?
- *The exam is offered at Pearson VUE Testing Centers worldwide. For a list of locations, please visit http://vue.com/iia/.*

If I live in Pakistan, how do I register for and take the CIA exam? Are eligibility rules being extended for candidates in Pakistan?
- *If you live in Pakistan, you will go directly through CCMS to register and take an exam. There are currently no extensions to eligibility rules for candidates in Pakistan.*

If I register and take an exam part in one country (i.e. Philippines), can I take the remainder of the exam parts in another country such as the USA?
- *Yes you can. The CIA exam is a global exam and you can take that exam if more than 500 locations worldwide.*

How do I set an exam date with my local testing center?
- *Visit the Pearson VUE website to book your exam date: http://vue.com/iia/.*

Do I need to be a member of The IIA to take the examination?
- *Generally, no, membership is not required for those residing in North America. An individual does not have to be a member of The IIA to take the certification exams or to become certified. (Please note however, that members can save significantly on exam and course fees.) Membership requirements may differ in countries where the exams are administered through agreements with IIA institutes.. For more information, check the map and listings on https://global.theiia.org/certification/new/Pages/Six-Steps-to-Certification.aspx .*

Are there any qualifications to becoming an IIA member?
- *No, there are no prerequisites to becoming an IIA member. Anyone can join.*

To show "verified experience" does the document need to be personalized or simply show the job description/history? Does my employer have to sign the document?
- *In order to show "verified experience" the current employer needs to submit a letter of recommendation, and the candidate needs to submit a resume showing job description/history.*

What qualifies for professional employment/experience?
- *CIA candidates with a 4 year post-secondary degree must obtain a minimum of 24 months of internal auditing experience or its equivalent. Acceptable equivalent experience includes experience in audit/assessment disciplines, external auditing, quality assurance, compliance, and internal control.*
- *A master's degree or work experience in related business professions (such as accounting, law, or finance) can be substituted for 12 of the required 24 months of professional internal auditing experience. Please visit https://global.theiia.org/certification/cia-certification/Pages/Eligibility-Requirements.aspx*

Do internal audit internship hours count for the experience requirement?
- *Yes, internship hours do count for the CIA experience requirement.*

What is a character reference and what is the purpose?
- *To be eligible for an IIA certification, an applicant must exhibit high moral and professional character and agree to abide by The IIA's Code of Ethics. Please download the Certification Candidate Handbook for all the details at: https://global.theiia.org/certification/Pages/Certification-Candidate-Handbook.aspx*
- *Candidates may apply to the CIA program and sit for the CIA exam prior to submitting the Character Reference Form, but will not be certified until all program requirements have been met.*

Does my reference have to hold a CIA or other designation? Does the reference have to be a current or former employer?
- *No, your reference does not have to hold a CIA or other IIA designation. The reference should be either your supervisor, your professor, or an IIA-certified individual.*

Are scanned versions of hand-written documents accepted in the application process?

- *Yes, scanned versions are acceptable.*

I plan on getting married in the coming year and will be changing my legal name. Should I wait until my name is officially changed before registering?
- *In order to change your name in our CCMS system, please log an incident in your CCMS record and provide a government issued form of ID that shows the new name.*

Is there a listing of "accredited" universities that are recognized by The IIA for meeting the education requirements?
- *The IIA follows the United Nations Educational Scientific and Cultural Organization's (UNESCO) guidelines on defining accredited universities.*

Does having a Master's Degree in Computer Information Systems meet the education and/or professional experience equivalent requirement for the CIA program?
- *Yes, a bachelor's degree (or its equivalent) or higher from an accredited college or university program meets the education requirement.*

If I don't have a Bachelor's Degree, what qualifies as the equivalent?
- *Those without a degree can be approved if they have:*
  - *Two years post-secondary education and five years verified experience in internal audit or its equivalent, OR*
  - *Seven years verified experience in internal audit or its equivalent.*
  For complete details, visit https://global.theiia.org/certification/cia-certification/Pages/Eligibility-Requirements.aspx

Can I complete the CIA exams before finishing my Bachelor's degree?
- *The CIA program does allow students to enroll as candidates, sitting for all exam parts. However, final certification can only be attained once a Bachelor's degree or its equivalent has been completed. For additional information on student candidates, please review the Certification Candidate Handbook.*

If I already hold another IIA certification such as CFSA, do I have to resubmit the work experience, character reference and proof of education for each subsequent certification application?
- *No, you do not need to resubmit this information. However, we ask that you submit a request to the Certification staff to apply your supporting documentation from one program to another by submitting and incident in your CCMS record.*

Will my internal audit experience from 15 years ago count toward my work experience requirement?
- *Provided that the candidate holds the minimum education requirement of a bachelor's degree or its equivalent their prior experience can be submitted. A statement of the candidate's work history must be attested to by the candidate's former or current manager, or someone holding an active IIA Global Certification.*

What is the difference between an awareness and proficiency topic?
- *Awareness level items are testing general knowledge of a topic whereas proficiency level items are testing the ability to understand and apply concepts.*

Where can I find out which exam topics require awareness vs. proficiency?
- *Please access the following link: https://global.theiia.org/certification/CIA-Certification/Pages/Exam-Syllabus.aspx to view the content of each exam part. Topics that are require a proficiency level of knowledge are designated with "P". Topics where an awareness level is suggested are designated with an "A" at the end of each topic.*

Do we need to memorize standards and practice advisories in detail, or are summaries sufficient?
- *For proficiency level items, candidates should understand the IPPF and be able to apply the concepts; for awareness level items related to the IPPF should have a general understanding.*

What languages are available for the CIA exam?

- *The CIA exam is available in 17 languages. For details, visit https://global.theiia.org/certification/Pages/Exam-Language-Offerings.aspx*

If I'm taking the exam in a language other than English, will I be able to see both English and my preferred language on the screen at the test center?
- *Yes, candidates can toggle from the language to the English version.*

When I register for an exam, do I receive any information or materials?
- *Upon registration, candidates will receive an Authorization to Test email, providing instructions on how to schedule their exam with Pearson VUE.*

Do the parts of the exam have to be taken in order? Do you recommend an order?
- *No, you can take the exam parts in any order, based on your personal preference and experience.*
- *CIA instructors often recommend that experienced auditors begin with Part 1 or Part 2. Students, recent graduates, and those new to the profession may wish to start with Part 3.*

Do I have to register for all three exams at the same time, or can I do them one at a time?
- *After you apply to the CIA program and receive acceptance, you can register for one or more exam parts via CCMS. Once you register for an exam part, you will have 180 days to schedule a time with Pearson VUE and sit for that exam part.*

Can I take more than one exam part at a time (i.e. in one day)?
- *Yes.*

Is the CIA exam open-book?
- *No, books/study materials are not allowed in the testing center.*

Are all exam questions multiple choice?
- *Yes.*

What forms of identification are acceptable at the testing center?
- *Any form of government-issued photo identification is acceptable (i.e. passport, driver's license, etc.). The name on your identification must match your CCMS record.*

Are warning prompts provided at key points within the CIA exam (i.e. at 1 hour remaining; 10 minutes remaining)?
- *There is a countdown time displayed while taking the exam. Please see our exam tutorial located at https://na.theiia.org/certification/Pages/CBT-Exam-Tutorial.aspx for an example of what to expect.*

What items can I take into the exam center's testing room?
- *The only item you can take into the testing room is a non-electronic language translation dictionary, which may not contain definitions – only direct translations.*
- *All personal items will be stored in a locker outside the testing room.*
- *You will be offered an erasable note board and pen to use during the exam. These must be returned after your exam.*
- *An on-screen calculator will be available during your exam. You are not allowed to bring in your own calculator.*
- *You may not bring food or beverages into the testing room.*

In the exam, can we flag questions and return to them?
- *Yes, the exam software allows you to flag questions and return to them at a later point for review.*
- *Try a CBT Exam Tutorial at www.global.theiia.org/certification*

Can you cross out incorrect answers in the computer-based CIA exam?
- *No.*
- *Try a CBT Exam Tutorial at www.global.theiia.org/certification*

Are you penalized for incorrect answers on the CIA exam? Is it better to skip a question than guess at the answer?
- *A skipped question is treated as an incorrect answer. It is better to guess than to leave a question blank.*

Is the scoring of the test simply a weighted scoring based on the complexity and type of proficiency of the specific question or is the scoring weighted by section?
- *Although the difficulty level of questions may vary depending on the topic for which they are written, each scored question is equally weighted throughout the entire exam and does change per section. The candidate's overall score determines whether or not a passing grade is received*
- *Your raw score is calculated based on the number of questions that you answer correctly and then converted to a reporting scale that ranges from 250 – 750 points. A score of 600 or higher on this scale is required to pass the exam.*

What percentage of the questions or number of questions on the CIA exam do I have to get correct to pass?
- *Given the reporting scale process, there is no set "passing score". However, a passing score generally falls between 70% and 80% or 600-750 points.*

Are there any unscored questions on the exam?
- *Each question contributes to your final test score and is pretested to ensure statistical validity.*

What are the average pass rates for the CIA exams?
- *The following are the 2014-2017 global pass rates for all IIA certification exams. The CIA pass rate is reflective of all computer based exams delivered in all countries and all languages, and combines all three parts into one score. The separate scores are not publicized. For more information, visit https://na.theiia.org/certification/Pages/Certification-Program-Pass-Rates.aspx*

PROGRAM	2014 Pass Rate	2015 Pass Rate	2016 Pass Rate	2017 Pass Rate
CIA®	42%	39%	40%	42%
CCSA®	47%	48%	49%	53%
CFSA®	66%	64%	56%	57%
CGAP®	70%	71%	69%	64%
CRMA®	63%	59%	56%	58%

These are global pass rates. This means scores are reflective of all exams delivered in all countries, in all languages for exams delivered via computer based testing (CBT).

- *This is an aggregated global pass rate. Typically, pass rates are higher in countries where exam preparation materials are readily available in the local language.*

Are your CIA exam scores displayed on your CIA certificate?
- *No, scores are not displayed.*

How can I access a copy of the IPPF/Red Book?
- *The IPPF can be purchased from The IIA Bookstore: https://na.theiia.org/standards-guidance/Pages/Standards-and-Guidance-IPPF.aspx IIA members can access and download an electronic version of the IPPF from www.theiia.org at no cost.*
- *Users/purchasers of The IIA's CIA Learning System can access the Standards in the online Resource Center.*

How many Continuing Professional Education (CPE) hours must be earned annually? Is CPE earned on a calendar year or a rolling 12 month year from when I received my CIA certification?
- *CPE is earned on a calendar year cycle and must be reported by December 31st of the candidate's reporting year.*
- *Practicing CIAs must complete 40 hours of CPE every year. For complete details visit https://na.theiia.org/certification/certified/Pages/CPE-Requirements.aspx. You will automatically earn 40 hours of CPE the year you become a CIA. You will also receive 40 hours of CPE the following year. You must self-report your CPEs and keep your documentation in case you are audited.*

Are CPEs awarded after the passing of each CIA exam part or only after completing all three parts and earning the CIA certification?
- *You do not receive CPEs for completing an individual CIA exam part. You will earn 40 hours of CPE the year you become a CIA. You will also receive 40 hours of CPE the following year.*

What happens if I don't earn/report my CPE as required after earning my CIA? Do I have to take the CIA exam again?
- *If you do not report your required CPEs, your certification status will be moved to "inactive" for a grace period. If your status is inactive for less than 12 months, you must complete the prior years' CPE reporting form and report the appropriate number of CPE hours to reinstate. If your status is inactive for more than 12 months, you must report the necessary hours of CPE and pay a reinstatement fee.*

Some organizations, such as government entities, require that auditors report at least 24 government-relevant CPEs annually *or* biannually. Of the 80 CPEs that the IIA awards for passing the CIA, how many can be considered relevant for government auditing?
- *The IIA does not categorize the 80 CPE hours upon certification into specific classifications. It is up to the candidate to work through any requirements such as the one provided in this example with that certification/licensure body to determine how many of the 80 CPE hours they would be amenable to using towards that requirement.*

Are the CPEs awarded for passing the CIA exam NASBA approved and applicable as CPA CPE?
- *NASBA does not approve CPE hours awarded for passing examinations. As such, the CPE hours awarded for passing the CIA exam are not NASBA approved.*
- *For further details, contact your local CPA State Licensing Board.*

The CIA designation seems very specialized. Is it a useful designation if you go work for an external audit function (Deloitte or the like) and what kind of career progression would this designation allow or potentially provide?
- *The CIA designation is highly valued in the internal audit profession, both by service providers (i.e. Deloitte) and organization with internal audit business units. CIAs are distinguished from their colleagues in terms of demonstrating their proficiency and dedication to the profession. Additionally, while the skills tested in the exam parts of the CIA, are internal audit focused, there are also several other competencies which would add tremendous value in related fields such as finance or accounting. Competence in project management and communication skills are also part of the certification, which are highly valuable in any profession, regardless of the role or industry the CIA eventually moves into.*

I'm currently an IT security professional. I would like to focus my career on IT auditing. With the CIA help make this move easier? How is it different from CISA?
- *As The IIA's premier designation for more than 40 years, the CIA sets the standard for excellence within the profession. The CIA covers internal auditing as a whole. The CIA journey begins with a focus on The IIA's International Standards for the Professional Practice of Internal Auditing (Standards) and aspects of mandatory guidance under the IPPF. The journey continues with a focus on managing an internal audit project and culminates with concepts related to internal control, risk, governance, and technology. The CISA is more specialized.*

How does the CIA add value if I already have other related accounting or auditing certifications such as the CPA, CMA, or CPEA?
- *While there is some overlap between the professional accounting and auditing certifications, the CIA is focused on the skills and knowledge required of internal audit professionals. The CIA focuses on The IIA's* International Standards for the Professional Practice of Internal Auditing *(*Standards*) and aspects of mandatory guidance under the IPPF, managing an internal audit project, and internal control, risk, governance, and technology.*

If I pass Part 1, do I earn the Internal Audit Practitioner qualification? Are there prerequisites?
- *The Internal Audit Practitioner is a designation, not a certification. It is a first step into the internal audit career path for new and rotational auditors. After passing Part 1 of the CIA exam, candidates must simply submit an application. For complete details about this designation, visit* https://na.theiia.org/certification/CIA-Certification/Pages/Internal-Audit-Practitioner.aspx

To earn the CRMA certification you must also pass Part 1. Would it be more beneficial to complete the CIA before the CRMA?
- *Yes, it is beneficial to complete the CIA first.*

Does experience play a big role in passing the exams? Or are the exams based more on book materials?
- *Both are important. The CIA exam is based primarily on the IPPF and the CIA exam syllabus which can be studied using book materials. However the exam also includes application questions in which candidates are asked how certain standards are used in varying scenarios, relying more on a candidate's professional experience.*

What do I do if my CIA has expired?
- *If it has been less than one year, please complete the prior year's CPE reporting form which can be found inside your CCMS record by clicking on the COMPLETE A FORM link. If it has been more than one year that your designation has been inactive please complete the REINSTATEMENT form. Please visit* https://global.theiia.org/certification/certified/Pages/CPE-Reporting-Steps.aspx *for all the details*

THE IIA'S CIA LEARNING SYSTEM

How can I take advantage of the 20% savings offer from the webinar?
- *To save 20% on The IIA's CIA Learning System, order online between May 30 – June 30, 2019. At checkout, enter discount code **CIA519**. The offer is available until 11:59 PM Central Time on June 30, 2019.*

What is the 2019 Upgrade Guarantee for The IIA's CIA Learning System?
- *The 2019 Upgrade Guarantee was set up to support CIA candidates throughout their CIA exam journey and to provide candidates with a worry-free guarantee as they transition from the current to revised CIA exam. Review complete details about the new CIA exam.*
- *Candidates who own the The IIA's CIA Learning System Version 5.0 and still have time remaining on their online license can upgrade to the online Version 6.0 materials for the remainder of their online license period. This version includes access to the online reading materials and online study tools. The **deadline for upgrading to Version 6.0 is June 30, 2019**.*
- *The IIA's CIA Learning System Version 6.0 has not been translated into French, therefore candidates who own the **French version of The IIA's CIA Learning System Version 5.0** can upgrade to the **English version** of The IIA's CIA Learning System Version 6.0 until **December 31, 2019**.*
- *For complete details on the Upgrade Guarantee, visit www.LearnCIA.com/upgrade.*

How is the updated Version 6.0 of The IIA's CIA Learning System (for the 2019 exam) different from Version 5.0?
- *Version 6.0 is now available. This new version is different from Version 5.0 in the following ways:*
  - *Content has been updated and reorganized to match the 2019 exam syllabi and includes the most recent IPPF enhancements.*
  - *Reading materials may be accessed via an online e-reader or downloaded to your device. Candidates may choose to receive printed books as an optional add-on.*
  - *500 new questions have been added to the online study tools.*
  - *If you get a quiz question incorrect or want more information, you can click through directly to the related reading materials section.*
  - *An online video tutorial will provide an overview of the IPPF components.*
  - *Online platform has been updated to load even faster than the previous version.*

Does The IIA's CIA Learning System track the number of hours I study?
- *No, the program does not track the number of hours you study. The only timed portion is the CIA Practice Exam.*
- *Online reports track your quiz attempts and scores and help identify topics that require further study.*

How can I tell what version of The IIA's CIA Learning System I have?
- *Open up your book. In the page footer, you will see a version number. The version number is also noted in the footer of the online materials.*
- *The most recent version, aligned with the 2019 CIA exam syllabi is V6.0. The previous release aligned with the 2017 IPPF is V5.0.*
- *With the release of a new version, a summary of updates can be found in the online Resource Center.*

What is included in the StudyPLUS tools?
- *You can access the StudyPLUS tools from the online Resource Center. These tools and resources are designed to give you a final check and confidence boost prior to your exam. Tools include:*
  - *Guide to Knowing When You're Prepared*
  - *Guide to CIA Exam Scoring*
  - *CIA Question Analysis Grid*
  - *Study Tips from Successful Candidates*

Are The IIA's CIA Learning System materials updated/changed every year?
- *The materials are updated when changes are made to the CIA exam. This may or may not happen every year. The latest update was made in September 2018 (Version 6.0), preparing candidates for the 2019 CIA exam syllabi.*

Can I purchase the study materials and begin my review before I enroll in the CIA program or register for the CIA exam?
- *Yes, many candidates choose to review the study material before committing to the CIA exam. The IIA's CIA Learning System not only prepares you for the CIA exam, but also for your job and career in internal audit. Many candidates keep their materials as reference for years after completing the CIA exam.*
- *It is recommended that you register for and schedule your exam early into your study process to curb the urge to procrastinate. If you're committed to earning the CIA, schedule your exam, set a study schedule and stick with your plan.*

Are there any apps available for iPad or iPhone?
- *No mobile apps are available, however the online study tools have been optimized for mobile devices so you can study anywhere you have an internet connection.*

Why should I choose The IIA CIA Learning System over the other available CIA review programs?
- *The CIA Learning System is an IIA product and meets the high standards of The IIA in terms of its quality and value. Version 6.0 for the 2019 exam is now available, giving candidates months to prepare for the 2019 exam.*
- *This program was developed by a team of CIA-certified experts (experienced audit practitioners and academics) unlike other available materials that are written by one or two people.*
- *Flexibility of the system. The program is based on interactive print and web-based study tools, but if you prefer instructor/peer interaction, you can enroll in an instructor-led course/seminar offered in the classroom or in a virtual classroom format by colleges/universities, IIA chapters, or IIA institutes. You can even set up a private corporate course.*
- *The Learning System offers mobility. The reading materials can be accessed online or downloaded to your e-reader and the online study tools have been optimized for mobile devices, therefore you can study whenever you have some downtime – whether that's at work, at home, on your commute, or during travels.*
- *The Learning System is focused on a proven, academic approach to adult learning whereas most other review programs are based on repetition of questions…and a large proportion of those questions are from CPA or CMA test prep programs.*
- *The IIA's CIA Learning System is available in both English and French.*

Is The IIA's CIA Learning System enough to prepare for the exam, or do I need supplemental materials?
- *The IIA's CIA Learning System is designed to include everything you need to prepare to pass the CIA exam. We highly advise that you complete <u>all</u> the readings and online study tools for your CIA exam preparation.*
- *If you prefer to learn in a classroom environment with the support of an instructor, live and virtual class options are available.*

I plan to study with The IIA's CIA Learning System and review the IPPF. Are there any other documents I should review as part of my preparations?
- *You may consider reviewing the Practice Advisories. If there is a section of the materials that is giving you trouble, look for Practice Guides on YouTube.*

What's the difference between the new IIA Practice Tests and the questions in The IIA's CIA Learning System?
- *The IIA Practice Tests, purchased directly through CCMS, are retired exam questions and are not yet included in The IIA's CIA Learning System. These tests cost US$50 per part and can be accessed only one time. Part 1 is a 60-question test with a 75 minute time limit. Parts 2 and 3 are each 50 questions with a 60 minute time limit. No rationales or explanations are given for correct/incorrect answers, therefore these tests are best for a final preparation after studies are completed. For more information,*

visit *https://na.theiia.org/certification/cia-certification/Pages/Certified-Internal-Auditor-CIA-Practice-Exams.aspx*

What are the system requirements for accessing the online tests and study tools? Can they be accessed on an iPad/iPhone or other mobile device?
- *The online materials are accessible via any computer or mobile device with internet access – regardless of operating system. The IIA's CIA Learning System has been optimized for mobile devices making it easy to use on any device.*

Are there printed quizzes or tests to use when I don't have internet access?
- The IIA's CIA Learning System offers printed reading materials, downloadable reading material, and flashcards can be printed for offline study; however the quizzes and tests are offered exclusively online to allow tracking of progress.

How many online test questions are available?
- *1600+ online test questions are available. 500 new questions were added with the release of Version 6.0. All questions were written specifically for CIA exam preparation as opposed to other review programs that contain may contain CPA and CMA review questions.*

Are the glossaries for Parts 1, 2, and 3 the same?
- *Yes, due to the crossover of terminology, Parts 1, 2, and 3 of The IIA's CIA Learning System utilize the same glossary. However, the flashcards reflect only the part-specific terms to ensure maximum study efficiency.*

Can I buy the flashcards separately from the rest of The IIA's CIA Learning System materials?
- *No, the flashcards are part of the entire learning system and are not available separately.*

How long does it typically take to prepare for each exam part?
- *Study times vary on years of experience, accounting and IT expertise, how quickly you read, how recently you've graduated from college, and the study method you choose. However, we suggest you budget a <u>minimum</u> of the following hours to your CIA studies:*
  - *Part 1: 40 hours*
  - *Part 2: 40 hours*
  - *Part 3: 50 hours*

How do I determine my strengths and weaknesses?
- *Before beginning your studies, complete the online pre-test. Then, visit "Reports" to determine the topics that were most difficult for you.*

If I do not have an accounting background, how do I get help understanding the concepts? Would an instructor-led course be best?
- *An instructor-led course would give you access to an expert instructor who could answer your accounting questions as class time allows. However if you have no accounting education or experience, we advise that you enroll in an Accounting 101 course.*

Are there different versions of the quizzes available, in the event that I want to quiz myself more than once for each part of the exam?
- *You can take a quick quiz multiple times and you will see new questions or take the chapter quiz to see all questions pertaining to a particular chapter.*
- *The questions you receive in the post-test will be new questions that you have not encountered in the practice quizzes.*

Does the online CIA Practice Exam use the same varying point scale as the actual CIA exam?
- *No, the online CIA Practice Exam questions are not scaled. You will receive a percentage score (0% - 100%).*

How do I access the Practice Exam? Can I repeat the Practice Exam?
- *The Practice Exam can be accessed through the main menu of The IIA's CIA Learning System online tools. You may repeat the practice exam multiple times.*

How does the Practice Exam software differ from that of the actual CIA exam?
- *The Practice Exam follows the Pearson VUE model. Both offer multiple choice questions with 4 answer options; a flag and return function, a countdown clock and online calculator.*
- *The actual questions you see on the CIA exam will be different from those in the Practice Exam.*

Why aren't the practice questions in the books?
- *The reading materials convey the concepts, principles and Body of Knowledge.*
- *The online tools and questions are reinforcing activities.*
- *The online format allows for the tracking of progress, evaluation of strengths and weaknesses, and is also better preparation for Computer-Based Testing.*

Are the printed materials available in a PDF or other electronic format? How do I access these files?
- *Reading materials are available in two formats:*
  - *Online Only: Access your reading materials online or download the e-books to your own device.*
  - *Online + Print: You will receive printed versions of the reading materials plus have the option to access your reading materials online and/or download the e-books to your device.*

Why are there reading materials and online study tools? Are the online tools necessary?
- *It is a Learning <u>System</u>. The reading materials teach the concepts, principles and Body of Knowledge. The interactive online tools and tests reinforce those concepts through application. Since the CIA exam tests your ability to apply concepts, the online components are extremely important. The online tests also help prepare you for the computer-based CIA exam.*
- *The most successful candidates are those who study the reading materials thoroughly, complete all of the online quizzes, and use the supporting online study tools.*

What scores should I be getting on my online practices quizzes to feel prepared enough to schedule my CIA exam?
- *You should schedule your exam before beginning your studies to give yourself a goal to work towards. This will help you avoid procrastination and stay motivated.*
- *You should work toward getting 85-95% on the quizzes and tests before taking the CIA exam.*

What is the best way to prepare for awareness level questions?
- *The best way to prepare for awareness level questions are to read the textbook then use the online flashcards and glossary to memorize terminology and definitions.*
- *To ensure you're ready for all types of questions, follow these steps:*
  - *Complete the online pre-test to gauge your current knowledge and create your personalized SmartStudy™ plan.*
  - *Study a section of the reading materials.*
  - *After reading a section, complete the corresponding online quiz*
  - *When you answer a quiz question incorrectly, refer to the topic reference in the reading materials and revisit the subject. Make sure you understand why the incorrect answer choices are not the best answers to the question.*
  - *Repeat quizzes until scores of at least 90% are earned.*
  - *Use the flashcards to memorize terminology and definitions.*
  - *Complete the 100 question post-test.*
  - *Complete the CIA Practice Exam - this emulates the Pearson VUE CIA exam experience. Time yourself to a one minute per question pace. Use the remaining 20-25 minutes to revisit any exam question that you flagged as uncertain of the answer.*

Will I see questions on the CIA exam that are different from those in The IIA's CIA Learning System?
- *Yes, the questions on the CIA exam and those found in The IIA's CIA Learning System are different from one another. International certification guidelines require strict separation between the CIA exam and exam prep providers. Our subject matter experts follow the same Standards (IPPF) and the same methodology as CIA exam question writers, however there is no overlap in writers. The IIA's CIA Learning System does, however, include retired CIA exam questions in addition to questions written specifically for the Learning System therefore some questions will feel very similar to those on the actual CIA exam.*
- *The "CIA Model Exam Questions" available from The IIA's bookstore are included in The IIA's CIA Learning System therefore there is no need to purchase these separately.*

Do you guarantee success?
- *No, since we can't control study behavior, we do not guarantee success.*
- *We encourage you to research the pass guarantees offered by other providers. There are very strict requirements in order to receive a refund. Please visit our website for more information on our return policy.*

How long can I access the online study tools? Can I extend or purchase longer?
- *Those who purchase a full kit (parts 1-3) can access the online tools for 2 years from purchase. Individual part purchasers have access for 1 year.*
- *If your online access has expired, 6 month extensions can be requested and may be granted for special circumstances. Visit www.LearnCIA.com/extension to learn more or apply for an extension.*

Can I purchase the online software separate from the reading materials?
- *Version 6.0 is available as "Online Only" for those who prefer to read and study on a device and don't require printed materials. All reading materials are available via an online e-reader and may be downloaded to your device. This option also saves shipping costs.*

Do you have audio recordings or video lectures of your materials?
- *No, audio recordings and video lectures are not available with The IIA's CIA Learning System. If you are interested in video lectures, several global education partners offer online courses and The IIA offers CIA Online Seminars. Find an online course now.*

What are your pass rates?
- *While The IIA does not publish the official pass rates of individual course providers, our independent surveys have shown that The IIA's CIA Learning System's pass rate is, on average, significantly higher than the published global pass rate.*

Why can't we share a copy?
- *Each person has their own online access, which individually keeps track of test scores, tracks progress, and allows users to re-take practice tests.*

In which languages are the Learning System materials available?
- *Version 6.0 for the 2019 exam is currently available in English only. French translation is being considered but will not be available in 2019.*

Does my local IIA chapter/institute have access to these materials to offer classes?
- *Yes, all local chapters and institutes are encouraged to offer classes using The IIA's CIA Learning System. Please contact your local chapter/institute directly to express your interest.*
- *For a complete list of classes currently being offered online, in North America, and globally, visit www.LearnCIA.com/classes-offered.*

Given the low average retention rates of information, how can I increase my retention rate?
- *You must go deeper than simply reading the material. You must gain an understanding of the concepts and how to apply them to situations. By using the complete Learning System (reading materials and online study tools) you can achieve this. Also, keep the materials handy for future reference.*

Can I earn CPEs for completing The IIA's CIA Learning System?
- *Completing the self-study course does not qualify for CPE credit, however you may earn CPE credit by completing an instructor-led course through an accredited college/university. Check with the course provider for details.*

Does the IIA offer free CIA practice exams for preparation and self-evaluation?
- *The IIA does offer practice questions which are available from The IIA Bookstore to purchase. Please note: those same practice questions are also contained within The IIA's CIA Learning System.*

What is the current version of The IIA's CIA Learning System? Will the Learning System continue to be aligned with the IPPF?
- *Version 6.0 was released in September 2018. It is updated and aligned with the 2019 CIA exam syllabi.*
- *The IIA is committed to ensuring that the Learning System is updated in conjunction with major IPPF and Standards updates. Updates are posted in the Online Resource Center of The IIA's CIA Learning System.*

Is a copy of the IPPF included with The IIA's CIA Learning System materials?
- *Components of the IPPF are included within the Learning System materials. The full IPPF (Red Book) can be purchased through The IIA's bookstore at: The IIARF Bookstore.*

I'm struggling with Part 2 of the CIA exam. Do you have any suggestions for me?
- *First, be sure to read all of the reading materials and complete all of the online study tools for Part 2. To apply and solidify your knowledge, our expert instructor, Raven Catlin suggests that you try to write an Audit Manual, an Audit Charter, and a Strategic Plan for your organization.*

I have taken the CIA three times without success. What do you suggest for building confidence and helping me prepare?
- *Choose the right materials. The IIA's CIA Learning System teaches the entire global CIA exam syllabus in an interactive and flexible format. It focuses on understanding and application of the concepts which is key for success on the CIA exam.*
- *Choose the right study method for you. If you've been studying on your own without success, consider joining a live or online instructor-led class, a CIA Online Seminar or a study group offered by your local chapter. Discussion with your peers and an instructor can be very helpful.*
- *Review the International Standard for the Professional Practice of Internal Auditing (IPPF) available at https://global.theiia.org/standards-guidance/mandatory-guidance/Pages/Standards.aspx*

Do you have any tricks or suggestions for staying focused during the exam?
- *If you have trouble staying focused, our expert instructors recommend the following:*
  - *Take at least 1 break, preferably a break outside the exam room.*
  - *Get plenty of rest in the weeks leading up to the exam.*
  - *Take deep breaths to help restore oxygen to the brain and stay focused.*

Is the pass rate different between candidates who attend instructor-led courses and those who choose self-study?
- *The IIA does not publish pass rates, so we are not able to make this comparison.*
- *Rest assured, our candidates are very successful in both self-study and instructor-led options. When choosing your learning option, here are a few things to consider: Do you learn better in a classroom environment? Do you tend to procrastinate if you don't have an instructor guiding you through the course? Are you able to commit to the weekly class time? How much do you value the interaction with your peers and the instructor? Does your employer offer tuition reimbursement for instructor-led classes only?*

Where do I find a list of colleges/universities/institutes that are authorized to offer CIA Learning System classes?
- *Visit https://www.learncia.com/classes-offered for a list of classroom-based and online instructor-led courses.*

I live in an area that does not offer an instructor-led class, but I feel that this is the best way for me to learn the material. Are the instructor-led classes available online?
- *Yes, online courses are available. Colleges/Universities offer online instructor-led courses and The IIA offers CIA Online Seminars throughout the year.*
- *Local chapters and institutes may offer courses if there is sufficient demand in your area. Contact your local chapter/institute and tell them you're interested in a CIA review course.*

Are CIA Learning System materials included in instructor-led course registration fees?
- *Courses listed on www.LearnCIA.com/classes-offered should include print and online course materials. Be sure to confirm this with the college/university/chapter/institute before registering.*

What's included in The IIA's Online Seminars? Do you get the same comprehensive reading materials as someone opting for self-study?
- *If you enroll in an Online Seminar offered by IIA Headquarters, you will receive live instruction from one of our expert instructors delivered in an online classroom format (hours vary by part). You will also receive the self-study materials including comprehensive reading materials and online study tools for the part(s) in which you register.*
- *For more details and available Online Seminars, visit our Course Listings page.*

If I've already purchased The IIA's CIA Learning System materials, but would like to enroll in an Online Seminar, is there a discount since I already own the study materials?
- *Yes, if you own the Learning System and your online account is still valid, you can qualify for a reduction in the cost of your Online Seminar registration fees. Please contact The IIA's Customer Relations team at +1 (407) 937-1111 for details.*

Are instructor materials available to teach instructor-led courses?
- *To ensure that candidates around the world have access to the same high quality learning experience, instructor materials comprised of slides, instructor guide, and classroom activities, have been developed and are used by approved providers listed on www.LearnCIA.com/courses-offered. Instructor materials are only available to approved providers for approved course offerings. If you wish to offer instructor-led classes in your area, please contact Rich Burns at Richard.Burns@theiia.org.*

I am enrolled in an instructor-led class next month. How can I prepare?
- *If you already have access to the online study tools, start by taking the online pre-test to determine your areas of strength and weakness. You can also download the e-reader version of the reading materials and begin your studies. If you already have the books, begin studying now so you are prepared to ask questions of your expert instructor.*
- *If you do not have the materials and/or access to the online study tools, the best thing you can do is to create your study plan and set a goal for your CIA exam. Block off time in your calendar to study and to take the exam. Then, follow-through with your plan!*

Is there a French version of the webinar and/or FAQs available?
- *No. Unfortunately we do not have the webinar, slides or FAQs available in French.*

If I purchased the Learning System before hearing about a discount, can I have the discount applied retroactively?
- *No. Unfortunately we cannot add a discount retroactively.*

What is the price for The IIA's CIA Learning System?

Self-study Materials	CIA Learning System Version 6.0 (2019 Exam) (Online Reading Materials & Study Tools)	
	Single Part	**Full Kit (Parts 1-3)**
IIA Member	US $295	US $795
Non-Member	US $325	US $895
Printed Books (optional)	US $40	US$100

- *All prices are listed in US dollars and exclude shipping costs and applicable taxes. Prices are subject to change without prior notice.*
- *Save on orders of 2 or more kits.* Contact Mike Downs for details on volume purchasing at +1-651-905-2609 or mike.downs@theiia.org.
- *If you reside outside of North America, check with your local IIA institute for local pricing.*
- *For instructor-led course pricing, contact the institution directly.*
- *Cost of review materials does NOT include CIA application, registration, or exam fees.*

Does the price of the Learning System include CIA exam fees?

- *No, CIA application, registration and exam fees are NOT included in the price of the review materials.*

How can I order The IIA's CIA Learning System?

- *Online:* https://store.partnerrc.com/IIA/ls
- *Mail: Mail your completed order form to:*
  The IIA's CIA Learning System Distribution Center
  2975 Lone Oak Drive, Suite 180
  Eagan, MN 55121-1553
- *Phone: Call **+1-877-442-2425** or +1-651-905-2670 to place your order between 8:00 a.m. and 5:00 p.m. CT, M-F. Please have your credit card number ready.*
- *Fax: Download, print, and fax your completed order form to +1-651-905-2669.*
- *If you reside outside of North America, check with your local IIA institute for local pricing.*

Can I purchase The IIA's CIA Learning System in installments through credit card?

- *While credit card payment is accepted, no installment plan is available. However, you can choose to purchase individual parts of The IIA's CIA Learning System separately (i.e. Part 1, Part 2, or Part 3) rather than the entire 3-part program at one time.*

Can I buy supplemental study questions from The IIA?

- *The IIA's CIA Learning System has been designed to include everything a candidate needs to pass the CIA exam. If you follow the recommended study path, read all the materials and utilize all the online study tools, no supplemental study resources are required. However, if you are looking for more questions, The IIA's CIA Practice Test is available through CCMS for US$50 per part. These tests are made up of retired test questions and may be useful as a final test prior to taking the CIA exam. For more information, visit https://na.theiia.org/certification/cia-certification/Pages/Certified-Internal-Auditor-CIA-Practice-Exams.aspx.*