

# FAQ for Online Exam

## Registration

### Does it matter which country I am from?

No, it does not matter. You can take the exams from any location worldwide as long as you have the required equipment and internet connection.

### How much does the ISTQB software testing certification exam cost?

ISTQB Certified Tester Foundation Level (CTFL) : RM750.

ISTQB Certified Agile Testing : RM1,050.

ISTQB Certified Usability Testing : RM1,050.

ISTQB Certified Performance Testing : RM1,050.

ISTQB Certified Model-Based Testing : RM1,050.

ISTQB Certified Mobile Application Testing : RM1,050.

ISTQB Certified Acceptance Testing : RM1,050.

ISTQB Certified AI Testing : RM1,050.

ISTQB Certified Game Testing : RM1,050.

Each of the **ISTQB Advanced Level exams** (Test Manager, Test Analyst, Technical Test Analyst, Test Automation Engineer, Security Testing) is RM1,050.

### Can I take the exam at home?

Yes, you can choose any location that is comfortable for you. It is, however, crucial that you are alone in the room and that the room is quiet and well lit.

### Does it matter what date and time of the exam I choose?

You can register the exam at any time you want. However, you need to register at least 2 weeks before the desired exam date.

### What are the equipment requirements?

You need a laptop or a desktop, Google Chrome browser, a smart device with a camera (smartphone or a tablet) and a stable and steady internet connection. More detailed requirements are listed above in the menu item [What do you need?](#).

### **How can I check my equipment?**

You will receive a link for a system check after booking your exam.

### **Do I need to download any software on my computer?**

No, the exam is web-based. However, you will need to install a Google Chrome extension which enables screen sharing.

### **Which operating system can I use?**

You can use Windows 7 and higher, Mac OS X and higher, ChromeOS and most Linux distributions (64-bit Ubuntu 14.04+, Debian 8+, openSUSE 13.3+, or Fedora Linux 24+).

### **How do I pay for the exam?**

You will need to pay during the registration for the exam via cheque or online transfer. Please contact [secretariat@mstb.org](mailto:secretariat@mstb.org) for more details.

### **What is the deadline for registration?**

You can choose the date and time of your exam yourself. However, you need to register at least 2 weeks before the desired exam dates. That way we will be able to process your registration on time.

### **Can I change the exam date?**

It is not possible to change your exam date online. If you cannot take the exam on the day you register for, please contact us at [secretariat@mstb.org](mailto:secretariat@mstb.org)

### **I did not receive anything after the registration. What do I do?**

You are supposed to receive an e-mail after you have registered for an Online@Home exam. Please make sure that you check your spam folder as well.

If you did not receive anything within 1 hour, please contact us at [secretariat@mstb.org](mailto:secretariat@mstb.org).

### **I did not receive the system check e-mail. What do I do?**

If you did not receive the system check e-mail at least 48 hours before the exam, please make sure to check your spam folder.

If you cannot find the e-mail in the spam folder, please immediately contact us at [secretariat@mstb.org](mailto:secretariat@mstb.org).

### **Do I need to fulfill any requirements?**

The requirements depend on the specific exam module that you chose. You can see the overview of our certification schemes [here](#) and see if you need to fulfill any requirements.

## **Exam**

### **Do I have to speak English to take the exam?**

No matter which language you are taking the exam in, you will need the knowledge of English to understand the interface of our system and to communicate with the proctor.

### **Can I have a break during the exam?**

No, taking breaks during the exam is not allowed.

### **Is it allowed to use books, notes or other materials?**

It is allowed to use a whiteboard / chalkboard (e.g. either a portable toy whiteboard which can be bought at toy stores at small cost or an office whiteboard) to make notes during the exam. This board must be wiped clean before and after the exam. Besides this, no additional materials are allowed.

### **Can I take notes?**

You can either make notes on a whiteboard (see above) or on the other hand you will be able to take notes in our exam system. Taking notes on paper is not allowed.

### **What happens if I use any forbidden materials, take notes or take a break during the exam?**

The proctor will have to stop your exam. You will not be able to continue it and will not be refunded.

### Can I contact anyone during the exam?

You can only contact the proctor during the exam via a chat window at the bottom of the screen.

Please be aware that your proctors speak English, so you also need to be able to speak English to talk to them.

### After the exam

#### When do I see my results?

You will see your results immediately after finishing the exam.

#### When do I get my certificate?

You will get your e- certificate **within one week from the date of the results notification, and upon clearance of any pending fee payments, where applicable.**