

**Insurance Intermediaries Qualifying Examination
(Remote Invigilation Mode Examination)
FAQs**

About the Enrolment

1. What is Remote Invigilation Mode Examination (RIME)?

RIME enables candidates to take certain Insurance Intermediaries Qualifying Examination (IIQE) papers remotely at home or at a private location of their choice on their own computers.

2. Who can take RIME?

RIME is available for candidates who are not existing licensees but wish to be licensed by the Insurance Authority.

3. How do candidates enroll RIME?

Candidates can enrol available RIME examination sessions at the Online Enrolment System (www.vtc.edu.hk/cpdc/eonline).

4. Which IIQE paper is available for RIME?

RIME is available for IIQE Paper I, II and III only.

5. What is the exam fee for RIME?

HK\$850 of each IIQE paper.

6. Which language is available for RIME?

Each examination paper is presented in either English or Chinese. Candidates should specify they take the examination in either English or Chinese when they enrol for the examination.

7. How many sessions can candidates enroll for RIME?

Candidates may enrol for more than one paper of the examination, but not more than one session of the same papers within the same month.

8. How do candidates know the enrollment for RIME is accepted?

If the enrolment is accepted, an Admission Email will be emailed to candidates at least 3 full working days before the examination. If the enrolment is not accepted, candidates will receive a notification from the PEAK Examination Centre by phone or by email not later than 5 full working days of the enrolment, excluding the date of enrolment, and the fees paid will be refunded.

9. What should candidates do if no notification is received from the PEAK Examination Centre on 3 full working days before the date of the examination concerned?

Candidates should contact the PEAK Examination Centre by email at cpdc@vtc.edu.hk or by phone at 2919 1467 3 working days before the date of the examination concerned.

10. What should candidates do if there is a minor typo in the personal particulars provided in the Online Enrolment System or the information on the Admission Email is not correct?

Candidates should notify the PEAK Examination Centre by email to cpdc@vtc.edu.hk as soon as possible and not later than 2 working days before the examination. The PEAK Examination Centre will send an updated Admission Email to candidates for the examination. However, PEAK Examination Centre reserves the right to accept any amendments on the candidates' personal particulars.

If candidates are not able to log in the Online Examination System and/or Zoom Meeting due to the discrepancy in the particulars, they will be regarded as "ABSENT". Absentees will not be re-scheduled to another examination session and the fees paid are not refundable or transferable.

About Technology Requirements

11. What devices are required for the examination?

Candidates are required to use **two** devices:

- a PC or laptop computer with a webcam, microphone and speaker, and have a stable uninterrupted internet connection for the examination ("Examination Device") to log in the Online Examination System; and
- a smartphone or tablet with a webcam, microphone and speaker, and have a stable uninterrupted internet connection for real-time monitoring ("Monitoring Device") to log in the Zoom Meeting.

Candidates must make sure that they have the appropriate devices before enrolling for the examination.

12. Which browser should candidates use for the examination?

Candidates are required to use the following browsers and recommended browser version for the examination.

| Operating System (OS) | Recommended Browser Version [^] |
|-----------------------|---|
| Windows | Firefox (52 and above); Chrome (63 and above); |
| MAC | Safari (12 and above); or Microsoft Edge (84.0.522.63 and above) |

[^] Firefox (52 and above) or Chrome (63 and above) is not supported on certain OS version of Windows and MAC.

Candidates should ensure the browser version for the examination can meet the requirement.

13. Can candidates use the same device to log in the Online Examination System and Zoom Meeting?

No. The candidates cannot use the same device to log in the Online Examination System and Zoom Meeting. If candidates use the same PC/lap computer to log in the Online Examination System and Zoom Meeting, they will be regarded as opening other applications (i.e. Zoom Meeting) in the Examination Device. They will be disqualified from the examination and their examination will be terminated by the Online Examination System.

14. What are the results if candidates use PC or laptop computer to be the “Monitoring Device” for logging in the Zoom Meeting?

If candidates use PC or laptop computer to be the “Monitoring Device”, they may be unable to perform a 360-scan of the room (“Room Scan”) as requested by invigilators. If candidates encounter internet disconnection or other technical issues during the room scan, they will be disconnected from the Zoom Meeting and cannot resume the meeting and they will be regarded as “Absent”. Absentees will not be re-scheduled to another examination session and the fees paid are not refundable or transferable.

15. What software are candidates required to install?

Candidates are required to install the following software and App:

- Examination Device: an extension of “Mettl Tests: Enable Screen Sharing” in Chrome and certain version of Microsoft Edge*; and
- Monitoring Device: “ZOOM Cloud Meetings” App from Google Play (for Android) or APP Store (for iPhone/iPad).

*installation of extension is NOT required in Firefox and Safari.

16. How do candidates ensure the Examination Device to run the examination successfully?

Candidates should check the [system compatibility](#) of the Examination Device before enrolment and examination. Unpredictable technical problems may be occurred during the examination, and therefore candidates should ensure they are capable of taking RIME.

17. Do candidates need to turn off or block any software before the examination?

Candidates cannot access any files or other programmes during the examination. Candidates are required to turn off all functions and software of the Examination and Monitoring Devices that will interrupt or undermine the examination, including but not limited to instant messaging applications, recording software, sounds etc. Only Admission Email and the examination browser in the Examination Device and Zoom application in the Monitoring Device can be opened during the examination. Otherwise, candidates will be disqualified from the examination.

Certain settings in the anti-virus software may prevent the launch of Online Examination System. Candidates are recommended to disable the anti-virus software in the Examination Device before the examination.

18. What can candidates do for the examination being disrupted by technical or connectivity issues?

PEAK Examination Centre will not provide technical support and is not liable for candidates' operations, equipment or internet connection being at fault. Candidates should ensure they are capable of taking the examination, having the required equipment and stable internet connection before enrolment. If the examination is disrupted by technical or connectivity issues, candidates cannot resume the examination. Thus, it is extremely important for candidates to check the [system compatibility](#) before enrolment and/or examination.

About Examination Environment

19. Where can candidates take the exam?

Candidates taking the RIME must be alone throughout the examination session in a quiet and well-lit private room that is invisible from the outside and is able to preclude someone from walking into the room during the examination; noise from the outside should be effectively blocked out so that the candidates can take the examination without disturbances or interruptions. A transparent room or public place cannot be used for the examination.

20. What can candidates have on their desk?

Candidates must sit at a clean desk which has an identification document, Examination Device, and Monitoring Device only.

21. What is Room Scan?

Candidates may be asked to perform a 360-degree scan of the room by using the Monitoring Device in the course of the examination if considered necessary by the invigilator.

22. What happens if candidates fail to provide a quiet and secure environment to take the examination, or to follow the invigilator's instructions to perform Room Scan?

PEAK Examination Centre reserves the right to withhold the examination results or disqualify the candidates for that examination session.

About Examination Process

23. Can candidates take the examination without receiving Admission Email?

The Admission Email contains the following information of the examination:

- RIME Paper, Examination Date and Time, Candidate's Name and private access link for the Online Examination System; and
- Meeting ID and Passcode for the Zoom Meeting.

Candidates are not able to log in the Online Examination System and/or Zoom Meeting without the above information. Candidates who are not able to log in the Online Examination System and/or Zoom Meeting will be regarded as "ABSENT". Absentees will not be re-scheduled to another examination session and the fees paid are not refundable or transferable.

24. How does the Online Examination System operate?

Candidates should familiarize themselves with the general flow, format and operations of the RIME well beforehand by reading the Examination Process at Appendix I and Admission Email Sample at Appendix II of the [Examination Handbook](#). The VTC will not be responsible for any disputes and consequences resulting from commands incorrectly inputted by the candidates or candidates' failure to log in the Online Examination System and/or Zoom Meeting due to their lack of understanding of the operations of the RIME.

25. How do candidates start the examination?

Candidates can click the private access link provided in the Admission Email to start the examination in the Examination Device and use the Meeting ID and Passcode on the Admission Email to log in the Zoom Meeting in the Monitoring Device. If candidates have not logged in the Zoom Meeting, they are not allowed to start the examination in the Online Examination System.

26. Can candidates log in the Online Examination System only?

No. Candidates are required to log in the Online Examination System in the Examination Device and Zoom Meeting in the Monitoring Device. Candidates cannot log in the Online Examination System and/or Zoom Meeting 15 minutes after the examination and they will be regarded as "ABSENT". Absentees will not be re-scheduled to another examination session and the fees paid are not refundable or transferable.

27. When can candidates log in the Online Examination System?

Period between 30 minutes before and 15 minutes after the designated examination start time.

28. Can candidates log in the Online Examination System 15 minutes after the examination start time?

The private access link is only valid 30 minutes before and 15 minutes after the examination start time. Candidates cannot log in the Online Examination System within 15 minutes of the examination start time and they will be regarded as "ABSENT". Absentees will not be re-scheduled to another examination session and the fees paid are not refundable or transferable.

29. Where should the Monitoring Device be placed?

Candidates have to put the Monitoring Device on the left or right hand-side to capture the Examination Device screen side (display the screen contents is not allowed), desk, hands and partial face of the candidates (virtual background is not allowed).

30. When can candidates start the examination?

Candidates will only be allowed to start the examination at designated examination start time after their identity has been verified successfully.

31. Can candidates take a toilet break during the examination?

Candidates cannot take a toilet break during the examination. Candidates are not allowed to leave the examination room and they must be present in front of the webcam and can be always seen clearly by the invigilator during the examination.

32. How do candidates know the time available for the examination?

There is a timer on the screen and the examination time is subject to the on-screen timer.

33. When can candidates end the examination?

Candidates can end the examination by pressing the on-screen “Finish Test” button or when the examination time is up.

34. What happens if candidates press the on-screen “Stop sharing” button accidentally?

The examination will be disrupted, and candidates cannot resume the examination.

35. What happens if candidates lose internet connectivity or experience any technical issues during the examination?

PEAK Examination Centre will not provide technical support and is not liable for candidates’ operations, equipment or internet connection being at fault. If the examination is disrupted by connectivity or technical issues, candidates cannot resume the examination.

36. How can candidates contact with the invigilators?

Candidates can write messages in the chat room in the Online Examination System to contact with the invigilators.

About Examination Regulations

37. Can candidates disagree PEAK Examination Centre and RIME service providers to capture and record and/or allow other candidates to see each other in the Zoom Meeting during the examination?

Candidates must give their consents to the PEAK Examination Centre and the RIME service providers for being captured and recorded and allowing candidates to see each other in the Zoom Meeting during examination when they enrol for the RIME.

38. What happens if candidates’ smartphone/tablet emit sounds (e.g. rings, receive notifications) during the examination?

Candidates will be disqualified from the examination.

39. What happens if candidates open other applications or files during the examination?

Candidates will be disqualified from the examination.

40. What happens if someone enters the examination room during the examination?

Candidates will be disqualified from the examination.

41. Can candidates wear sunglasses, hat, mask or earphones/headphones?

Sunglasses, hat, mask and/or earphones/headphones are not allowed. Candidates must remove any covers that prevent the invigilator from seeing their face clearly before the examination.

42. What type of calculator can candidates use during the examination?

Candidates are only permitted to use the on-screen calculator during the examination

43. Can candidates speak aloud to themselves, or read their questions aloud during the examination?

No. Candidates are not allowed to speak during the examination.

44. What examination regulations should candidates follow during the examination?

Candidates should follow the regulations of RIME at Appendix IV of the [Examination Handbook](#). Candidates should read carefully the Regulations. Candidates who fail to observe any of these regulations may be disqualified from taking the examination for up to 3 years.

After Examination

45. How can candidates get the examination result?

Provisional examination result will be shown on computer screen of the Examination Device immediately after completion of the examination. Candidates can download and print the Notification of Results in the “Exam Result Checking” system on the website of the PEAK Examination Centre (www.vtc.edu.hk/cpdc) after 3 working days of examination for 3 months.

46. How can candidates get the Notification of Results after 3 months of examination?

Candidates can email to the PEAK Examination Centre for the re-issuance of the Notification of Result.

47. What can candidates do for disagreeing to have their result available on the website of the PEAK Examination Centre?

Candidates must inform the PEAK Examination Centre by email 3 working days before the examination which will then email their Notification of Result 7 working days after the examination.

48. Will candidates who pass the examination be awarded certificates?

No. Candidates who pass the examination will NOT be awarded certificates.

49. Is there any licensing requirement for those candidates who obtain a pass in RIME paper(s) and have relied on the RIME results to obtain their intermediary licence?

Candidates are required to, within 18 months counting from the date of passing the RIME, fulfill any of the following conditions:

- (i) attend a tailor-made course to be administered by VTC for the relevant IIQE paper(s) (a certain number of CPD hours will be available for such course); or
- (ii) pass the relevant original IIQE paper(s);

or otherwise, their licence will expire upon the expiry of the 18-month period.

For the licensing enquiries, please refer to the [IA website](#) or contact the IA through its hotline at 3899 9983 (press 3-2-1-0 after selecting language) or email at licensing@ia.org.hk.

50. Where can candidates take the tailor-made course?

PEAK offers the tailor-made course. Please refer to the website of PEAK at www.peak.edu.hk/en for details.