Insurance Intermediaries Qualifying Examination
(Remote Invigilation Mode Examination)
FAQs

- Effective from 1 September 2023 –

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 (IA).

3. **How do candidates enroll RIME?**

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

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 Exam 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 Exam Centre on 2 full working days before the date of the examination concerned?**

    Candidates should contact the PEAK Exam Centre by email at cpdc@vtc.edu.hk or by phone at 2919 1467 2 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 Exam Centre by email to cpdc@vtc.edu.hk as soon as possible and not later than 2 working days before the examination. The PEAK Exam Centre will send an updated Admission Email to candidates for the examination. However, PEAK Exam 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 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 Device Requirements

11. **What devices are required for the examination?**

    Candidates are required to use **two** devices:
    *   Examination Device: one PC or laptop computer equipped with a camera, microphone and speaker, and capable of downloading and installing Examination System Client to log in the Online Examination System for the examination; and
    *   Eagle-Eye Monitoring Device: one smartphone or tablet equipped with a camera, microphone and speaker, and capable of scanning QR code; scan the QR code on screen of the Examination Device for real-time Eagle-Eye monitoring after the device has been logged in the Online Examination System.

    Before enroling for the examination, candidates must make sure that they have the appropriate equipment, properly installed the Examination System Client and checked the Examination Device, and that they have a stable and uninterrupted internet connection with a good speed to support the connection of both the Examination Device and Eagle-Eye Monitoring Device at the same time.

12. **Which kind of configuration of devices should candidates use for the examination?**

    The recommended configuration of Examination Device is as follows:

Operating System:	Windows (Win 7, Win 10, Win 11) or Mac OS 10.15.7 or above
CPU:	Dual Core or above
Hard Disk:	2G or above
Voice:	Speaker and Mic
Network:	50Mbps or above
Memory:	4G or above

The recommended configuration of Eagle-Eye Monitoring Device is as follows:

Operating System	iOS	Android / Harmony
System Version	iOS 13 or above	Android 10 or HarmonyOS 2 or above
Browser	Safari 11 or above	Chrome 75 or above, Edge

13. **Can candidates use the same device to log in the Online Examination System and to turn on the Eagle-Eye monitoring ?**

No. The candidates cannot use the same device to log in the Online Examination System and to turn on the Eagle-Eye monitoring.   The Online Examination System only supports PC or laptop computer as Examination Device and does not support tablet or mobile devices.

14. **What software are candidates required to install?**
    - Examination Device: examination and monitoring of the RIME are carried out through the client of "Eztest Lockdown Browser" (Eztest Client).   Candidates are required to download and install the Eztest Client on the Examination Device, and check the device before examination.   The Eztest Client can be downloaded at eztest.org/home/entry.
    - Eagle-Eye Monitoring Device: QR code scanner and Safari, Chrome or Edge browser.

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

Candidates should test the availability of the Examination Device before enrolment and examination.   Candidates can click "Check" to test the availability of the Examination Device at eztest.org/home/entry. Unpredictable technical problems may be occurred during the examination, and therefore candidates should ensure they are capable of taking RIME.

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

Before entering the Online Examination System, candidates should:
    - close all non-examination related webpages and software on the Examination Device, including but not limited to various communication software, to avoid being regarded as cheating by the system due to passive pop-up windows; and
    - close all non-examination related applications on the Eagle-Eye Monitoring Device, including but not limited to instant messaging applications or other applications that may interrupt the monitoring process, and to avert incoming calls, alarms or messages, etc., to avoid being 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.

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

    PEAK Exam Centre will not provide technical support and is not liable for candidates' operations, equipment or internet connection being at fault. Candidates who are unable to complete the examination due to failure of the Examination Device, Eagle-Eye Monitoring Device or the internet connection, or who exit the Online Examination System after logging in, will not be given extra time or allowed to login again. Thus, it is extremely important for candidates to test the availability of the Examination Device before enrolment and/or examination.

About Examination Environment

18. **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.

19. **What can candidates have on their desk?**

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

20. **What is Room Scan?**

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

21. **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 Exam Centre reserves the right to withhold the examination results or disqualify the candidates for that examination session.

About Examination Process

22. **Can candidates take the examination without receiving Admission Email?**

    The Admission Email contains the following information:
    • Test Code and Ticket Number to log in the Online Examination System; and
    • URL to download the Examination System Client.

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

23. 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, Device Requirements and Setting, and System Operations at Appendix I and Admission Email Sample at Appendix II of the [Examination Handbook](). The Vocational Training Council (VTC)/PEAK Exam Centre 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 to turn on the Eagle-Eye monitoring due to their lack of understanding of the operations of the RIME.

24. How do candidates start the examination?

Candidates should download and install Eztest Client on the Examination Device in advance, and open the Eztest Client, check equipment, input the Test Code and Ticket Number as stated in the Admission Email to log in the Online Examination System at least 15-30 minutes before examination. They should follow the instructions on screen to use Eagle-Eye Monitoring Device to scan the QR code on the screen of Examination Device and follow the instructions to take pictures of identity document and examination environment.

25. 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 to turn on the Eagle-Eye monitoring in the Eagle-Eye Monitoring Device. Candidates cannot log in the Online Examination System and/or to turn on the Eagle-Eye monitoring 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.

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

Candidates can log in the Online Examination System 30 minutes before the designated start time of the examination until 15 minutes after.

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

Candidates are only allowed to log in the Online Examination System 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.

28. Where should the Eagle-Eye Monitoring Device be placed?

The Eagle-Eye Monitoring Device must be on the left/right side of the Examination Device at a distance of 1.5-2 meters and a height of 1.2-1.5 meters with the angle being 45 degrees to the Examination Device so as to capture the candidate's head, shoulders, hands, Examination Device and the surrounding environment clearly.

29. **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.

30. **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 camera and can be always seen clearly by the invigilator during the examination.

31. **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.

32. **When can candidates end the examination?**

Candidates can end the examination by pressing the on-screen "End Exam" button or when the examination time is up.

33. **What happens if candidates leave the Online Examination System after logging in, lose internet connectivity or experience any technical issues during the examination?**

If candidates leave the Online Examination System after logging in, lose internet connectivity or experience any technical issues, they cannot log in again or resume the examination.

Note: once the check-in procedure is completed by inputting the ticket number, the Online Examination System will totally lock down the user interface of the Examination Device. If candidates leave the Examination System due to camera, audio equipment or other computer problems, they will not be able to log in again. Therefore, candidates are strongly advised to perform "Check" to confirm the availability of the Examination Device before inputting the ticket number to go into the Online Examination System.

34. **How can candidates contact the invigilators?**

Candidates can click "Monitor" in the function area at the upper right of the Examination Device screen and enter text to contact the invigilators.

<u>About Examination Regulations</u>

35. **Can candidates disagree PEAK Exam Centre and RIME service providers to capture and record?**

Candidates must give their consents to the PEAK Exam Centre and the RIME service providers for being captured and recorded when they enrol for the RIME.

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

Candidates will be disqualified from the examination.

37. **What happens if candidates open other applications or files during the examination?**
Candidates will be disqualified from the examination.

38. **What happens if someone enters the examination room during the examination?**
Candidates will be disqualified from the examination.

39. **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.

40. **What type of calculator can candidates use during the examination?**
Candidates are not required to use calculator during the examination.

41. **Can candidates speak aloud to themself, or read their questions aloud during the examination?**
No. Candidates are not allowed to speak during the examination.

42. **What examination regulations should candidates follow during the examination?**
Candidates should follow the regulations of RIME at Appendix III 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 and may be prosecuted.

After Examination

43. **How can candidates get the examination result?**
Provisional examination result will be shown on the 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 Exam Centre (www.vtc.edu.hk/cpdc) after 3 working days of examination for 3 months.

44. **How can candidates get the Notification of Results after 3 months of examination?**
Candidates can email to the PEAK Exam Centre for the re-issuance of the Notification of Result.

45. **What can candidates do for disagreeing to have their result available on the website of the PEAK Exam Centre?**
Candidates must inform the PEAK Exam Centre by email 3 working days before the examination which will then email their Notification of Result 7 working days after the examination.

46. **Will candidates who pass the examination be awarded certificates?**
No. Candidates who pass the examination will NOT be awarded certificates.

47. **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.

48. **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.