

Instructions to Online Enrolment for Estate Agents / Salespersons Qualifying Examination

Enrolment by Online

- Applicants may submit their enrolments by themselves online at Online Registration System (“the System”) (<http://www.vtc.edu.hk/cpdc/eonline/EAA>).

System Requirement

- The software requirements of the System:

Browser	Safari	Google Chrome	Microsoft Edge
Hardware			
Mobile Device	✓	✓	✓
Desktop Computer	✓ (version 9.0.3 or above)	✓ (version 49 or above)	✓ (version 102 or above)

PEAK Examination Centre makes our best effort to test the System with the latest version of the browsers. PEAK Examination Centre will not be responsible for unsuccessful online enrolment because of technical or payment failure. If you experience any issues in using the System, please report it to us at eonline@vtc.edu.hk.

- Applicants should use the System on the same tab page in a browser window. They are recommended to close the browser after enrolment to end the session completely.
- Applicants are recommended to use a new browser window for each enrolment. For example: an applicant wants to enrol both the Salespersons Qualifying Examination (“SQE”) session and the Estate Agents Qualifying Examination (“EAQE”) session on 6 May 2021 and 11 May 2021 respectively, he/she should:
 - open a new browser and complete the enrolment and payment of the examination session of the SQE on 6 May 2021 on the same tab page;
 - close the browser window after the enrolment and payment; and
 - open a new browser window for next enrolment of the examination session of the EAQE on 11 May 2021.
- In order to avoid encountering “Error 500” message or duplicate payment when using the System, applicants should **NOT**:
 - press “F5” key or browser “refresh” button ; or
 - click browser “back” button to make the browser go back to previous page.
- Applicants should click System “previous” button to take the browser back one page.

Before Start the Online Enrolment

7. Applicants should read the “Examination Handbook”, “Notice”, “Application Procedure”, “Instructions to Candidates” and “Instructions to Online Enrolment” carefully for the examination format, rules and enrolment procedure.
8. Applicants should prepare the following documents and information:
 - Hong Kong Identity Card/Passport (make sure the passport is still valid on the date of the examination);
 - Hong Kong mobile contact number;
 - Valid email address; and
 - Credit Card (Visa / Master / UnionPay).

Select Examination Session(s)

9. Applicants should check carefully the schedules of the selected examination session(s) to avoid registering or sitting for an SQE which is to be or was held in the same month (i.e. a candidate may only sit for an SQE once each month). Once the online enrolment is submitted, any requests for change of examination district, re-scheduling and/or cancellation will NOT be entertained. Fees paid are not refundable or transferable.
10. The entire online enrolment process (Selection of Examination Session >> Provision of Personal Particulars >> Provision of Credit Card Information >> Completion of Online Payment) should be completed within 20 minutes. Otherwise, the selected examination session(s) will be released and the enrolment process has to be started over again.
11. When all seats of all examination sessions in the System have been taken (usually it means that the applicant has successfully proceeded to the third step of the online registration process, i.e. the process for provision of personal particulars), the System will display as below:

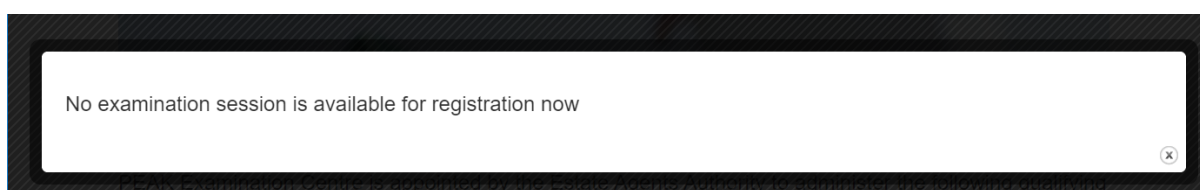
The screenshot shows the top navigation bar of the PEAK Examination Centre website. The navigation bar includes the PEAK logo, 'Home', '中文', 'Contact Us', 'PEAK Examination Centre', 'PEAK', and 'VTC'. The main content area features a large blue heading 'Please retry later'. Below the heading is a note: 'Note: All seats of all examination sessions in the System have been taken and the System is processing the applications of the applicants who have taken a seat. However, if the applicant who has taken a seat in the System:'. This is followed by a list of three conditions: (i) fails to submit the online registration application within the specified 20 minutes, and progress to the payment process; or (ii) withdraws the registration midway; or (iii) fails to pay. The note concludes with: 'The above taken seat will be returned to the System for all intended applicants to apply.' and 'You may try again later to see if any examination seat is still available for registration.'

However, if the applicant, who has taken a seat in the System (“applicant who has taken a seat”) -:

- (i) fails to submit the online registration application within the specified 20 minutes, and progress to the payment process; or
- (ii) withdraws the registration midway; or
- (iii) fails to pay.

The above taken seat will be returned to the System for all intended applicants to apply.

12. If the registration for the relevant examination session(s) has/have not yet commenced, or all seats of all examination sessions available in the System have been successfully applied by applicants and payments have been confirmed, the System will display "No examination session is available for registration now" when the applicant clicks the "Register Now" button on the Home page of the System:



If all seats of an examination session available in the System have been successfully applied by applicants and payments have been confirmed, the PEAK Examination Centre will update the Examination Timetable on the website (<http://www.vtc.edu.hk/cpdc/en/page.php?id=575661>) to indicate that the said session is "FULL".

Personal Particulars

13. Applicants should provide personal particulars in the System. The personal particulars provided should be accurate and the same as printed on the Hong Kong Identity Card or Passport. In case there is any discrepancy on the particulars, the progress of the examination will be delayed. No extra time will be given for this situation.
14. Applicants should ensure they have filled in all required fields before submitting the enrolments.
15. Applicants should notify the PEAK Examination Centre at least one week before in writing of any necessary amendments in the personal particulars after submitting the enrolments.
16. Applicants are required to bring with them their valid and original Hong Kong Identity Cards or Passports to the examination venue for identification checking throughout the examination. The identification document must be the original of the one submitted for the enrolment. Those who fail to produce such identification, whose identification documents are invalid, or whose identity cannot be satisfactorily verified will not be permitted to sit for the examination. Fees paid are not refundable or transferable.

Online Payment

17. Applicants may pay the examination fee by Credit Card (Visa / Master / UnionPay) in the System.
18. Only enrolment with completed information and payment will be processed.
19. Fees paid are not refundable or transferable.
20. Receipt of the examination fee will be sent to the applicants by email. The PEAK Examination Centre will not be responsible for the loss of the receipts because of wrong or invalid email address. Applicants may request a re-issued copy of receipt in writing or in person. The charge is HK\$10 per receipt and will be issued after 7 working days.

Confirmation of Enrolment and Admission Form

21. Applicants will receive an acknowledgment of "Receipt of Online Registration and Payment

of Examination Fee” after submitting the enrolments. If the enrolment is accepted, applicant will receive an Acceptance of Registration and an Admission Form by email at least 2 full working days of the enrolment, excluding the date of enrolment.

22. If a completed information and confirmed payment enrolment is not accepted, applicant will receive a notification from the PEAK Examination Centre by phone not later than 5 full working days of the enrolment, excluding the date of enrolment.
23. Applicants can make enquiries to the PEAK Examination Centre by phone at 2919 1467 or email at cpdc@vtc.edu.hk if they do not receive any notifications 5 full working days after the date of enrolment.

PEAK Examination Centre
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