



Salespersons Qualifying Examination Entry Form (Paper-based Examination)

Unless otherwise specified, all information must be filled in. Completed forms together with the relevant documents **MUST** be submitted by surface post to PEAK Examination Centre, Vocational Training Council, 1/F, VTC Tower, 27 Wood Road, Wanchai, Hong Kong. Otherwise, they will **NOT** be processed. Please consider your choice of preferred examination district carefully as no change is permitted. However, since there may not be sufficient examination venues in a particular district, candidates' preferences of examination district may not always be met.

Examination Session Code	Examination Fee	Question Language	Examination District		
	\$650	<input type="checkbox"/> Chinese (中文) <input type="checkbox"/> English	<input type="checkbox"/> HK Island	<input type="checkbox"/> Kowloon	<input type="checkbox"/> N.T.

Candidate Particulars		~ Form should be written by black or blue ball pen in block letters. Please "✓" the appropriate boxes. ~ Information must be the same as printed on HKID Card or Passport	
Name in English# _____			
HKID Card / Passport No.# _____		Name in Chinese# _____	
Date of Birth (DD/MM/YYYY)		Local Correspondence Address#	
Gender <input type="checkbox"/> Male <input type="checkbox"/> Female			
Mobile Tel. No.*		Email Address	

Identification items to be printed on the result slip, please write legibly.
 * Please provide your mobile no. to receive SMS text message(s) on qualifying examination from the Estate Agents Authority ("EAA") or PEAK Examination Centre ("PEAK Exam Centre").

Registration / Others	Document Enclosed/Presented	Cut-off Date (Please check the PEAK Exam Centre's website for actual cut-off date)
Registration by post	Enclose a photocopy of your valid HKID Card / Passport (the page with your photograph)	3 weeks before the examination
Changing question language (Administration fee payable)	----	2 weeks before the examination

Release of Examination Results	
Result slips will be mailed out by the PEAK Exam Centre to candidates' local postal addresses by surface post 14 working days after the examination. Candidates can login the website by inputting their personal data to check their results on www.vtc.edu.hk/cpdc starting from the 14th working day after the examination. The results will be CONFIDENTIAL stored on the website for 1 month. Please tick "Disagree" if you are unwilling to have your result posted on the website. All results posted on the website are for reference only. They are subject to the result printed on the result slip sent to candidates by post. The result printed on the result slip is final and conclusive.	<input type="checkbox"/> Disagree

The following information is collected for statistical analysis and research relating to the qualifying examinations. Candidates may supply the data voluntarily.						
Attempts at Qualifying Examinations <input type="checkbox"/> First <input type="checkbox"/> Fourth <input type="checkbox"/> Second <input type="checkbox"/> Fifth <input type="checkbox"/> Third <input type="checkbox"/> Sixth or above		Current/Past Field of Work ~ Please choose the most appropriate choice <input type="checkbox"/> Estate Agency Trainee <input type="checkbox"/> Insurance <input type="checkbox"/> Estate Management <input type="checkbox"/> Education & Social Services <input type="checkbox"/> Architectural & Surveying <input type="checkbox"/> Aviation <input type="checkbox"/> Hotel, Food & Beverage <input type="checkbox"/> Student <input type="checkbox"/> Tourism <input type="checkbox"/> Others <input type="checkbox"/> Retail & Wholesale <input type="checkbox"/> Please indicate : <input type="checkbox"/> Banking, Accounting & Investment				
Education Level <input type="checkbox"/> F.5 <input type="checkbox"/> Post-secondary or University <input type="checkbox"/> F.6 or F.7 <input type="checkbox"/> Post-graduate		Have you attended any examination preparatory courses? <input type="checkbox"/> Yes Courses provided by: <input type="checkbox"/> No <input type="checkbox"/> Self-study reference materials suggested by the EAA <input type="checkbox"/> Others				
Licensed estate agency work experience (if any) <table border="1"> <tr> <td>Years</td> <td>Months</td> <td>(e.g. 3 Years 4 Months)</td> </tr> </table>				Years	Months	(e.g. 3 Years 4 Months)
Years	Months	(e.g. 3 Years 4 Months)				

Payment Method		~ Only cheque or cashier's order is accepted. Only one cheque for one entry form and one entry form per envelope is accepted for registration by post.
<input type="checkbox"/> Cheque or Cashier's Order (Payable to "Vocational Training Council") No. : _____ Bank : _____		

Important Notice

1. Examination fees are **not refundable or transferable** for a later examination or for other purposes.
2. Before registration, please ensure that you satisfy all the licensing requirements, including any documentary evidence requirements, and read the *Application Procedure and Instructions to Candidates* supplied.
3. A licence applicant must: (a) be at least 18 years of age; (b) have completed an education level of Form 5 or its equivalent; (c) have passed the relevant qualifying examination within the 12 months prior to making the application; and (d) be considered a fit and proper person to hold a licence.
4. In considering whether an applicant is a fit and proper person, the EAA will consider all relevant factors which include but are not limited to the applicant (a) being a bankrupt; (b) having made a composition or scheme of arrangement with creditors in the past 5 years; (c) having criminal conviction and (d) being a mental patient. Regarding the EAA's policy on the holding of estate agent's licence (individual) and salesperson's licence by individuals who are undischarged bankrupts or have been convicted of criminal offence(s), please visit the EAA website for details:
<https://www.eaa.org.hk/en-us/Licensing/Licensing-requirements/Fit-and-proper-individual>.
5. If you do not apply for a licence within 12 months of passing the examination, your examination result will no longer be valid for licensing purpose.
6. Any person impersonating a candidate at examination (or aiding such act) will be prosecuted.
7. You should not register for this examination if you:
 - (a) have passed an estate agents qualifying examination and/or salespersons qualifying examination within the last 12 months from the date of registration and/or the date of the examination; or
 - (b) are the holder of a valid estate agent's licence (individual) and/or a salesperson's licence on the date of registration and/or the date of the examination; or
 - (c) were the holder of an estate agent's licence (individual) or a salesperson's licence which had not ceased to have effect (whether by reason of its expiration or otherwise) for more than 24 months on the date of registration and/or the date of the examination; or
 - (d) have registered or sat for a salespersons qualifying examination which is to be or was held in the same month (i.e. a candidate may only sit for the salespersons qualifying examination once each month).Otherwise, you will be disqualified from this examination even if you have registered or sat for this examination, and any fees paid will not be refunded. Neither the EAA nor the PEAK Exam Centre has any obligation to verify and/or inform you whether you belong to the above categories. Hence, please ensure that you do not belong to any of the aforesaid categories before registration.
8. Any requests for special examination arrangements (other than changing question language) must be made in writing to the EAA through the PEAK Exam Centre at least two weeks before the relevant examination, stating clearly the reasons and the special examination arrangement(s) needed, together with relevant supporting document(s) (e.g. medical certificate) for consideration. The EAA is not obliged to answer to the request and may charge an administration fee for making the special examination arrangements. In any event, the EAA has sole discretion in the determination of such request and its decision shall be final.
9. **Candidates who take and pass a qualifying examination after 1 January 2025 will be subject to the EAA's mandatory learning requirement upon the grant of a licence using the result of such qualifying examination unless they are excluded from the first phase of the Mandatory Continuing Professional Development Scheme ("Phase 1 Mandatory Scheme"). Failure to comply with the mandatory learning requirement could affect a licensee's eligibility to renew a licence.**

Details concerning licensing requirements, educational qualification and persons who will be subject to the Phase 1 Mandatory Scheme may be found at www.eaa.org.hk. You may also contact the EAA through their hotline at 2111 2777.

Personal Data

I acknowledge and agree that the PEAK Exam Centre may use the personal data collected or generated for the following purposes:

- (a) administering qualifying examinations and other directly related purposes including but not limited to the release of examination results, posting of examination results on the PEAK Exam Centre website for my own checking (unless I have expressly requested not to do so). Failure to provide all necessary data may affect the administration of the examinations, the processing and/or delivery of the examination results and/or the verification of my identity;
- (b) transferring my personal data and examination results to the EAA for monitoring purpose and the purposes of assisting the EAA to perform and discharge its functions;
- (c) conducting research or statistical analysis;
- (d) transferring candidates' personal data to the venue provider(s) for record of visits, if necessary; or
- (e) conducting other lawful activities with purposes directly related to the above.

Note: Candidates are entitled to request access to or to request the correction of any data provided, in the manner and subject to the limitations prescribed in the Personal Data (Privacy) Ordinance. Please read the "Notes on Personal Information Collection in Connection with Estate Agents / Salespersons Qualifying Examination" issued by the PEAK Exam Centre for details or contact the PEAK Exam Centre (see contact details at the bottom of this page) for enquiries.

I accept that neither the EAA nor the PEAK Exam Centre will be responsible for any nonperformance of duties where such nonperformance was due to bad weather, an act of God, labour strike, natural disaster, governmental action or intervention, riot, or any other cause or circumstances not reasonably foreseeable and beyond the reasonable control of the EAA or the PEAK Exam Centre.

I confirm that I have read and agree to all the terms and conditions above and in the *Application Procedure and Instructions to Candidates*.

I declare that the information given above is correct and complete to the best of my knowledge and that the documents provided by me in connection with this application are true copies.

I understand that if I knowingly supply false information or withhold any material information, the PEAK Exam Centre shall have the right to deny this registration.

Date _____

Candidate's Signature _____

Name of Candidate _____

HKID/Passport No. _____

Examination Enquiry and Registration

PEAK Examination Centre, Vocational Training Council
1/F, VTC Tower, 27 Wood Road, Wanchai, Hong Kong
Tel : 2919 1467 / 2919 1468 / 2919 1478 E-mail : cpdc@vtc.edu.hk
Office Hours:
Monday to Friday 9:00am - 7:30pm • Saturday 9:00am – 12:00noon • Closed on Sunday and Public Holidays

(For Official Use Only)
Candidate No.:

NOTICE

Estate Agents/Salespersons Qualifying Examinations Revision to the Level of Penalty for Certain Breaches of Examination Regulations

Applicable to qualifying examinations scheduled to be held after **1 January 2022**, the level of penalty for the below breaches of examination regulations will be revised as follows:

	Type of breach	Revised penalty
(a)	Electronic device(s) not placed according to the prescribed instructions.	Deduction of : (i) 5 marks if the device is on; and (ii) 3 marks if the device is off.
(b)	Failure to produce valid original identification document for verification during examination but the identity of the candidate in question can be verified within the next working day.	Deduction of 5 marks.
(c)	Starting to work before being instructed to start or continuing to work after being told to stop at the end of the examination.	Deduction of 3 marks.
(d)	Attending the wrong examination venue to take the examination.	Deduction of 3 marks.

In addition, with respect to qualifying examinations scheduled to be held after **1 January 2022**, a new penalty will be added to the examination rules such that any candidate convicted of an offence involving a dishonest or fraudulent act in relation to any qualifying examinations organized by the Estate Agents Authority (“EAA”) will be disqualified from the relevant examination and be prohibited from registering for any subsequent qualifying examination for a period of two years from the date of conviction.

A revised “Instructions to Candidates” will be published on the respective websites of the EAA and the Institute of Professional Education And Knowledge Examination Centre (PEAK Exam Centre) in or around mid-October 2021. Candidates who will be sitting for qualifying examinations after 1 January 2022 should refer to the abovementioned “Instructions to Candidates”.

NOTICE

Estate Agents/Salespersons Qualifying Examinations Registration Restrictions

Applicable as from the registration of the April 2019 Qualifying Examination

Applicable as from the registration of the April 2019 qualifying examination, the following persons will not be allowed to register or sit for the respective qualifying examinations:

Estate Agents Qualifying Examination (EAQE)	Salespersons Qualifying Examination (SQE)
(i) A person who has passed an EAQE within the last 12 months from the date of registration and/or the date of the examination	(i) A person who has passed an EAQE and/or SQE within the last 12 months from the date of registration and/or the date of the examination
(ii) A person who is the holder of a valid estate agent's licence (individual) on the date of registration and/or the date of the examination	(ii) A person who is the holder of a valid estate agent's licence (individual) and/or a salesperson's licence on the date of registration and/or the date of the examination
(iii) A person who was the holder of an estate agent's licence (individual) which had not ceased to have effect (whether by reason of its expiration or otherwise) for more than 24 months on the date of registration and/or the date of the examination	(iii) A person who was the holder of an estate agent's licence (individual) or a salesperson's licence which had not ceased to have effect (whether by reason of its expiration or otherwise) for more than 24 months on the date of registration and/or the date of the examination
	(iv) A person who has registered or sat for an SQE which is to be or was held in the same month (i.e. a candidate may only sit for an SQE <u>once</u> each month)

Even if such persons have registered or sat for the respective qualifying examinations, they will be disqualified.



地 產 代 理 監 管 局
ESTATE AGENTS AUTHORITY

重要提示

考生的身份證明文件

考生須攜帶准考證及有效的身份證明文件的正本應試。未能出示准考證及身分證明文件的考生可被拒絕進入試場。

考試期間，監考員會檢查考生的准考證及身份證明文件，以核實考生的身份。考生出示的身份證明文件必須是其報名表上所填寫的身份證明文件。

2019 年 2 月

Important Notice

Candidate's Identification Document

Candidates are required to bring their Admission Forms and valid original identification documents (hereinafter referred to as "ID Document") to the examination venue. Candidates who cannot show their Admission Forms and ID Documents may be refused to enter the examination venue.

During the examination, invigilators will check the candidate's Admission Form and the ID Document to verify the candidate's identity. **The ID Document presented must be the same as the one stated on the Entry Form.**

February 2019

ESTATE AGENTS AUTHORITY
Estate Agents Qualifying Examination / Salespersons Qualifying Examination (Paper-based Examination)
Application Procedure

Examination Date and Time

1. Examination date and time can be browsed or downloaded from the website of the PEAK Examination Centre, Vocational Training Council ("PEAK Exam Centre") or Estate Agents Authority ("EAA").

Examination Fee

2. Examination fee: HK\$900 (Estate Agents Qualifying Examination) / HK\$650 (Salespersons Qualifying Examination).
3. Fees paid are neither refundable nor transferable save in exceptional circumstances subject to the approval of the EAA.

Registration Methods

4. Two methods for registration:
 - (a) Registration online
 - Register at the website of the PEAK Exam Centre (www.vtc.edu.hk/cpdc/eonline/EAA) in person and pay the examination fee by credit card (Visa Card, Master Card or UnionPay).
 - Cut-off Date: 2 weeks before examination.
 - (b) Registration by post
 - The completed Entry Form together with a photocopy of the candidate's valid HKID Card / Passport and a crossed cheque or a cashier's order (one cheque for one entry form) for the proper amount of examination fee payable to "Vocational Training Council" should be sent to the PEAK Exam Centre by surface mail. Submit early within the registration period to avoid postal delay. Please ensure that sufficient postage is paid to avoid unsuccessful delivery. The sender will bear any consequences arising from not paying sufficient postage.
 - The postmark date on the envelope (one entry form per envelope) shall be deemed the date of registration. Only applications with postmark dates within the registration period and received within the said period will be processed after the registration period.
 - Cut-off Date: 3 weeks before examination.
5. Registration methods, cut-off dates, etc. mentioned above may be subject to change where necessary.

Preferred Examination District

6. Candidates may indicate their preferred district in the Entry Form. Please consider your choice carefully as no change is permitted. However, since there may not be sufficient examination venues in a particular district, candidates' preferences of examination district may not always be met. The address of the examination venue will be shown on Admission Form. Candidates are reminded to find out where the examination venue is before the examination.

Registration Confirmation

7. All examination seats are allocated on a first-come-first-served basis. **Incomplete forms, forms without candidates' signature, forms received without payment or without a photocopy of the candidate's valid HKID Card / Passport will not be processed. Any supplementary information will not be accepted.**
8. Once the registration is accepted, any requests for re-scheduling and/or cancellation will not be entertained.
9. Candidates who register online will receive a Receipt by email upon successful online payment. If the registration is accepted, they will normally receive an Admission Form by email at least 2 working days after the registration, excluding the date of registration.
10. Candidates who register by post will normally receive an SMS text message from the PEAK Exam Centre within 4 working days upon receipt of registration documents notifying them whether the application received is complete or not. For the incomplete applications, candidates must submit a full set of application by surface mail again. Any supplementary information will not be accepted.
11. Candidates who submit complete application by post will normally receive another SMS text message from the PEAK Exam Centre 4 working days after the registration period notifying them whether the registration is successful or not. Successful candidates will then receive a Receipt and Admission Form by surface post at least 7 working days after receipt of the said SMS text message from the PEAK Exam Centre. Candidates should contact the PEAK Exam Centre if they do not receive any SMS text message from the PEAK Exam Centre 5 working days after the registration period.
12. Successful candidates should contact the PEAK Exam Centre if no Admission Form is received before the examination.

Special Examination Arrangements

13. (a) Candidates may apply for "Changing Question Language" 2 weeks before the examination and pay an administration fee of **HK\$300**.
(b) Any other requests for special examination arrangements must be made in writing to the EAA through the PEAK Exam Centre at least two weeks before the relevant examination, stating clearly the reasons and the special examination arrangement(s) needed, together with relevant supporting document(s) (e.g. medical certificate) for consideration. The EAA is not obliged to answer to the request and may charge an administration fee for making the special examination arrangements. In any event, the EAA has sole discretion in the determination of such request and its decision shall be final.

Examination Handbook

14. The Examination Handbook can be downloaded at the website of the EAA or PEAK Exam Centre. Candidates should read the contents of the Handbook carefully for it provides important information, such as the registration-related matters, examination format and syllabus, passing requirement, examination regulations, sample questions and answers.

Result Slips

15. Result Slips will be mailed out by the PEAK Exam Centre to candidates' local postal addresses by surface post 14 working days after the examination.
16. Candidates who have agreed to the posting of their examination results online can check their results on www.vtc.edu.hk/cpdc starting from the 14th working day after the examination. The results will be posted on the website for 1 month. The examination result (namely, Pass with Commendation / Pass / Fail / Absent / Disqualified) and the marks obtained in Parts I and II of the examination paper will be shown on the website of the PEAK Exam Centre. For candidates who received mark penalty for breach of examination regulation, their marks will only be shown on their Result Slips. No mark will be given for "Absent" and "Disqualified" candidates. All results posted on the website of the PEAK Exam Centre are for reference only. They are subject to the results printed on the Result Slips sent to candidates by post. The result printed on the Result Slip is final and conclusive.

Re-checking of Examination Result

17. A candidate may apply for re-checking of his/her examination result, within 14 days of the issue of the Result Slip, by submitting an application in person or by post to the PEAK Exam Centre. Only a crossed cheque or a cashier's order payable to "Vocational Training Council" for a fee of HK\$400 is accepted for the re-checking. PEAK Exam Centre will re-check the candidate's answers on the answer sheet and the candidate will be informed in writing of the result of re-checking. The fee for the re-checking is not refundable unless there is an upgrading of examination result after the re-checking.

Please refer to the Examination Handbook or contact the PEAK Exam Centre for details.

Estate Agents Authority
Estate Agents Qualifying Examination / Salespersons Qualifying Examination (Paper-based Examination)
Instructions to Candidates

WARNINGS:

1. **IMPERSONATION AT AN EXAMINATION MAY LEAD TO DISQUALIFICATION FROM THE EXAMINATION AND/OR PROSECUTION FOR CRIMINAL OFFENCE(S).**
2. **ANY CANDIDATE CONVICTED OF AN OFFENCE INVOLVING A DISHONEST OR FRAUDULENT ACT IN RELATION TO ANY QUALIFYING EXAMINATION ORGANISED BY THE ESTATE AGENTS AUTHORITY (“EAA”) WOULD BE DISQUALIFIED FROM THE RELEVANT EXAMINATION AND BE PROHIBITED FROM REGISTERING FOR ANY SUBSEQUENT QUALIFYING EXAMINATION FOR A PERIOD OF TWO YEARS FROM THE DATE OF THE CONVICTION.**

The following instructions must be carefully noted and observed in every detail.

A. Check your Admission Form before the Examination

1. Check carefully that the information printed on your Admission Form (i.e. name (English and Chinese), Hong Kong Identity Card number/Passport number, date and time of the examination and question language) corresponds with that in your Entry Form. If you discover a discrepancy, you must make a written request to the PEAK Examination Centre, Vocational Training Council (“PEAK Exam Centre”) (see address above) for amendment at least 1 week before the examination.

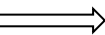
Note: **Fees paid are not refundable or transferable** save in exceptional circumstances and subject to the approval of the EAA.

B. Instructions regarding Examination Venue Admission

1. You must take the examination at the examination venue specified on your Admission Form. Candidates who go to an examination venue other than the one stated on their Admission Form may not be allowed to take the examination. Even if you are admitted to take the examination, **3 marks will be deducted**. You may contact the PEAK Exam Centre to enquire about the location of the examination venue before the examination.
2. Arrive at the examination venue **15 minutes** before the examination time specified on your Admission Form.
3. Bring your original Admission Form and your original and valid Hong Kong Identity Card/Passport (“identification document”) to the examination venue. **The identification document must be the same as the one stated on your Entry Form.** The chief invigilator may refuse to admit a candidate who cannot show his/her Admission Form and his/her identification document. Even if you are admitted to take the examination and you can produce your original and valid identification document within the next working day after the examination, **5 marks will be deducted**. You will be **disqualified** if you fail to produce your original and valid identification document to verify your identity within the next working day after the examination. If you registered online, please print your Admission Form on blank A4-sized white paper and bring it to the examination.
4. Parking facilities will not be available at the examination venue.
5. Late Admission
 - (a) If you arrive late but not more than 45 minutes after the designated start time of the examination as stated in the Admission Form, you will be admitted to the examination venue but no extra time will be given to you.
 - (b) **You will not be admitted to the examination venue 45 minutes after the designated start time of the examination**, unless the chief invigilator determines otherwise.
 - (c) Even if you are admitted to the examination venue 45 minutes after the designated start time of the examination, you will be **disqualified** from the examination and no mark for the examination will be given to you unless you satisfy the EAA that there are very exceptional circumstances justifying your lateness.

C. Instructions at the Examination Venue

1. You must occupy the seat assigned to you in accordance with *the seating plan displayed at the examination venue*.
2. You will be instructed to complete the required candidate information on the answer sheet. Invigilators will not complete the information for you.
3. You must not start to read and/or work on the question book before being instructed to do so. Otherwise, **3 marks will be deducted**.
4. **You may not leave the examination venue during the first 90 minutes or during the last 30 minutes of the examination.** Otherwise, you will be **disqualified**.
5. If you wish to leave the examination venue during the permitted time, you must tie up your question book **and** answer sheet and make sure that you have completed all the necessary details on your answer sheet and question book cover. Then, you should raise your hand to summon an invigilator to submit the examination materials. You may leave the examination venue with the approval of the invigilator.
6. No writing instruments will be provided at the examination venue. Please bring the following items for the examination:


 - H.B. pencils
 - a soft eraser
 - a pencil sharpener
7. Do not place any kind of bag on your desk.

8. You are not allowed to use any dictionary during the examination.

9. Handling of Personal Belongings/Unauthorised Articles

You must put all your personal belongings in a bag. The bag must be properly closed and small enough to be placed under the chair or in an area assigned by the chief invigilator/invigilators before the examination begins. However, the PEAK Exam Centre will not be responsible for safekeeping your belongings. If you bring a pencil box into the examination venue, you must place the contents on your desk and put the empty box under the chair. You will not be allowed to take out any articles from your bag during the examination. If you are found to possess any unauthorised articles including but not limited to books, dictionaries, notes, papers, electronic devices, etc. that are not placed according to examination rules during the examination, you may be **disqualified** from the examination. If you are found to possess any kind of electronic devices (e.g. calculators, mobile phones, Bluetooth headphones/headsets, camera devices/equipment, electronic dictionaries, smart watches with mobile applications installed or other electronic devices which can store and/or display texts, record and/or play audio and/or video, etc.) that are not placed according to examination rules during the examination, even in the absence of any indication of cheating by you and regardless of whether any sound was emitted from it, (i) **3 marks will be deducted** if such electronic device is switched off; and (ii) **5 marks will be deducted** if such electronic device is switched on.

10. Switch off all mobile phones, Bluetooth headphones/headsets and other electronic devices, and ensure that no sound is emitted from these devices during the examination. Deactivate the alarm function before switching off your mobile phone and/or any electronic device.

11. Even if an electronic device is placed according to examination rules, should any sound be emitted from it during an examination, **2 marks will be deducted** for an initial breach and heavier sanction(s) will be imposed for further breaches.

12. You are not allowed to take photographs, audio-recording or video-recording inside the examination venue. Any photographs or recordings taken and their associated equipment would be taken away for further inspection and the photographs and/or recordings will be erased by the chief invigilator.

13. Environment of the Examination Venue

(a) If there are any undesirable conditions at the examination venue, you should inform an invigilator of the same immediately. Since it is difficult to collect circumstantial evidence after the examination, no consideration will be given to candidates who do not report unsatisfactory conditions at the venue in writing.

(b) In general, no consideration will be given to candidates' claims of performance being affected by any of the following factors:

(i) Normal background noise at examination venues – You should not expect complete silence at the examination venue as there may be normal background noise coming from outside vehicles, normal school activities, school bells, coughing and sniffing of neighbouring candidates, candidates entering and leaving the examination venue etc. during an examination.

(ii) Unsuitable room temperature – Examinations take place at various times throughout the year, and room temperatures of various examination venues may differ and the PEAK Exam Centre may not be able to adjust the examination venue temperature to suit each and every individual's requirements.

(iii) Change of seat – If the reported undesirable condition at the examination venue may be rectified or improved by a seat change, the chief invigilator may, upon your request, arrange a seat change if the need is genuine and a spare seat is available at the venue. In any case, no extra examination time will be given with regard to any change of seat.

14. Checking for electronic devices

You may be required to be scanned by electronic detection scanning devices (for example, hand-held metal detectors/wands) at such time and place, and in particular before/after going to the toilet, as may be decided by an invigilator. Failure to comply with such requirement will result in dismissal from the examination venue, and your examination fees will not be refunded.

15. Smoking or eating is not allowed at the examination venue. Candidates who smoke or eat during an examination may be **asked to leave the examination venue immediately**.

16. You are advised to bring a watch to time the examination as not all examination venues have a clock. Watches with functions/applications other than those of timekeeping are not permitted. The examination time is in accordance with the time announced by the chief invigilator.

D. Instructions during the Examination

1. Place your original identification document on the top right-hand corner of your desk to facilitate verification of your identity by the invigilator. The identification document presented must be consistent with the identification document stated in the Entry Form. Candidates must be clearly identifiable from their identification document. Where the invigilator is of the view that the photograph on the identification document does not resemble the candidate or has doubts about the validity or authenticity of the documentation, the candidate in question will be required to provide further information and assistance to the invigilator and/or chief invigilator for the verification of his/her identity. The PEAK Exam Centre and/or the EAA have the right to conduct an investigation against the candidate(s) involved and withhold releasing his/her score or cancel his/her score (if already released) pending completion of the investigation. Candidates should be cooperative. The EAA has the right to **disqualify** the candidate if he/she is not cooperative in the investigation. If you do not have your Admission Form during the examination, report to an invigilator immediately. Keep the Admission Form after the examination for record purposes.

2. Read carefully and carry out the instructions given on the question book and the multiple-choice answer sheet. Do not write your name on the question book or answer sheet.

3. When you receive your question book, check that you have been given the correct paper and language version of the question book. However, do not turn over the pages of the question book or start working until you are instructed to do so. You will only be provided with the question book in the language opted by you in the Entry Form. A Table of Stamp Duty Rates will be provided in the question book.

4. You should do rough work in your question book only. Do not write anything on the Admission Form. If you write anything on the materials other than the question book and answer sheet (such as writing on the Admission Form), it will be considered as copying or retaining information relating to the examination questions and/or answers.

5. Answer sheets will be marked by an optical mark reader. When filling in the boxes on the answer sheet, aim to fill in the box completely by a blunt HB pencil. Fill one box for each question. **No marks will be given** if two or more boxes are filled for the

same question. Rub out completely any boxes you wish to change by using a good quality soft eraser and not the one on the end of your pencil. Answers written in the question book will **not be marked**.

6. If you need to go to the toilet, you must raise your hand first. Wait for the invigilator to escort you to the toilet. Your IN/OUT time will be recorded. No extra time will be given to make up for the time lost. If you take any unauthorised articles and/or examination materials out of the examination venue or bring any unauthorised articles back with you, you may be **disqualified**.
7. You should raise your hand to seek the invigilator's assistance if you encounter any problems during the examination.
8. If you have any queries about the contents of an examination question or you believe that there is an error in an examination question, you may at the end of the examination ask the invigilator to give you a "Candidate's Note". You may write your query down in the note and hand it to the invigilator before you leave the examination venue.
9. Keep quiet when leaving the examination venue early as other candidates may still be working on the examination.

E. Instructions at the end of the Examination

All question books and answer sheets will be collected by the invigilators after the end of the examination. No material distributed to you can be taken out of the examination venue at any time during or after the examination.

1. When the chief invigilator announces that the time is up, immediately stop working on your answer sheet and place your pencil/any stationaries down. Remain seated and silent while the invigilators are collecting your materials. Wait until the chief invigilator has checked and counted all the question books, answer sheets and other examination materials. When all the materials have been collected, the chief invigilator will announce your dismissal.
2. You must not continue to work on your answer sheet after being told to stop at the end of the examination. Otherwise, **3 marks will be deducted**.
3. The answer sheet and question book must be submitted at the end of the examination.
4. You may be **disqualified** if you do not follow the instructions given by the chief invigilator or an invigilator.
5. You may be asked to complete and sign on a "Candidate's Note" for follow up by the PEAK Exam Centre and/or the EAA if you are suspected to have committed a breach of any of the instructions herein.

F. Breach of Examination Regulations

You are warned that any of the following acts may lead to prosecution and/or refusal of permission to sit or prohibition from registering for examination for a period reasonably determined by the EAA and/or disqualification from the examination and/or deduction of marks:

1. Obtaining knowledge of contents of question books prior to the examination.
2. Cheating or attempting to cheat or conducting yourself in such a manner which can reasonably be construed as cheating or attempting to cheat.
3. Copying from notes, books, electronic devices or any other thing brought into the examination venue or from the work of another candidate.
4. Possession of unauthorised article(s), including any kind of electronic devices, that are not placed according to examination rules during the examination. Any such acts may be considered sufficient grounds for a charge of attempting to cheat and may lead to disqualification.
5. Copying or retaining any information relating to examination questions and/or answers.
6. Communicating or attempting to communicate in any form with persons inside or outside the examination venue during the examination.
7. Operating any mobile communication device at the examination venue. If you speak or communicate on or use any mobile communication device or electronic device during an examination, you **may be asked to leave the examination venue immediately and will not be allowed to continue with the examination**.
8. Taking photographs, audio-recording or video-recording inside the examination venue.
9. Allowing any electronic device that is placed according to examination rules to emit sound during an examination.
10. Starting to read and/or work on the question book before being instructed to do so or continuing to work on your answer sheet including using an eraser or filling in information, etc. after being told to stop at the end of the examination.
11. Attempting to take away from the examination venue any examination stationery such as the question book and/or answer sheet, refusing to return the question book and/or answer sheet or taking examination questions out of the examination venue.
12. Removing or tearing off any sheets from the question book.
13. Impersonating or attempting to impersonate or permitting such act in the examination.
14. Committing a dishonest or fraudulent act in relation to the examination and obtaining a conviction of an offence involving such act, you will be **disqualified** and be **prohibited from registering** for any subsequent qualifying examination for a period of **two years** from the date of the conviction.
15. Doing anything which causes disturbance to other candidates or disruption to the examination.
16. Failing to follow the requirements under the "Instructions to Candidates" (and Supplemental Guidelines thereto, if any) or the instructions of the chief invigilator or an invigilator during the examination.
17. Leaving, or attempting to leave the examination venue without permission or during the first 90 minutes of the examination or within 30 minutes before the end of the examination.

G. Publication of Examination Results

1. Result Slips will be mailed out to your local postal address by surface post by the PEAK Exam Centre 14 working days after the examination.
2. You can check your examination result online (if you have NOT disagreed to the posting of your examination result via such method) on the website (www.vtc.edu.hk/cpdc) of the PEAK Exam Centre 14 working days after the examination. The results will be posted on the website for 1 month. The examination result (namely, Pass with Commendation/Pass/Fail/Absent/Disqualified) and the marks obtained in Parts I and II of the examination paper will be shown on the PEAK Exam Centre website. For candidates who received mark penalty for breach of examination regulation, their marks will only be shown on their Result Slips. No mark will be given for "Absent" and "Disqualified" candidates. **All results posted**

on the PEAK Exam Centre website are for reference only. They are subject to the results printed on the Result Slips sent to candidates by post. **The result printed on the Result Slip is final and conclusive.**

3. There is no result checking services by telephone/email/in person at the PEAK Exam Centre or the EAA.
4. If you do not receive your Result Slip by surface post 3 working days after the date of publication of relevant examination results, you may apply for a re-issued copy of the Result Slip within **two months** from the date of publication of examination results by submitting a completed original application form to be downloaded (see below) together with a copy of your Hong Kong Identity Card or passport to the PEAK Exam Centre either by post or in person. The application form can be downloaded from the PEAK Exam Centre website (www.peak.edu.hk/exam/en/doc/EAA_reissue_result_slip_Eng.pdf). Application for the re-issued copy of the Result Slip is free of charge and you may elect to either collect it in person or receive it by surface post. The PEAK Exam Centre will contact you by phone within 7 working days after the date of receiving the application (excluding the application date) if you have elected to collect the re-issue copy of the Result Slip in person. If you opt to receive the re-issued copy of the Result Slip by surface post, a local postal address must be provided at the time of application and the re-issued copy of the Result Slip will be sent by surface post within 7 working days after the date of receiving the said application (excluding the application date). The uncollected re-issued copy of the Result Slip will be disposed of one month after the application date.

H. Bad Weather/Unexpected Event Arrangements

1. If the Pre-No. 8 Special Announcement, the typhoon signal No. 8 or above or the black rainstorm warning signal is issued and/or in force at or after 6:15 a.m. but before 11:00 a.m., examinations between 9:00 a.m. to 12:00 noon will be cancelled.
2. If the Pre-No. 8 Special Announcement, the typhoon signal No. 8 or above or the black rainstorm warning signal is issued and/or in force at or after 11:00 a.m. but before 4:00 p.m., examinations between 12:00 noon to 6:00 p.m. will be cancelled.
3. If the Pre-No. 8 Special Announcement, the typhoon signal No. 8 or above or the black rainstorm warning signal is issued and/or in force at or after 4:00 p.m., examinations between 6:00 p.m. to 10:00 p.m. will be cancelled.
4. The EAA or the PEAK Exam Centre may also cancel any examination due to bad weather, an act of God, labour strike, natural disaster, governmental action or intervention, riot, or any other cause or circumstances not reasonably foreseeable and beyond the reasonable control of the EAA or the PEAK Exam Centre (collectively, "Unexpected Event").
5. However, once the examination has commenced, it will continue for the full allotted time even if the Pre-No. 8 Special Announcement, the typhoon signal No. 8 or above or the black rainstorm warning signal is issued and/or in force, or an Unexpected Event in the opinion of the EAA has occurred, unless physical conditions in the examination venue are considered dangerous by the chief invigilator.
6. Candidates are advised to visit the website of the PEAK Exam Centre (www.vtc.edu.hk/cpdc) for any special announcements concerning cancellation and/or postponement of examinations.
7. In case of bad weather/Unexpected Event and that the examination has to be cancelled, the PEAK Exam Centre or the EAA may, but is not obliged to, arrange for the candidates to take a re-scheduled examination. Candidates shall not object to the arrangements, and any requests for refunds or transfer of examination fee to another examination will not be entertained save in very exceptional circumstances supported by evidence and documents and subject to the approval of the EAA. Where an application for refund is approved, candidates will only be refunded the examination fee after deduction of the service fee charged per candidate by the PEAK Exam Centre or 50% of the examination fee, whichever is the lower.
8. In the event that the PEAK Exam Centre is closed on the day of publication of examination results due to bad weather/Unexpected Event, the examination results will be published on the next working day.

I. Closure of Certain Examination Venue(s) due to an Unexpected Event

1. In case certain examination venue(s) of a qualifying examination is/are closed due to an Unexpected Event but the same qualifying examination at other venue(s) will proceed as scheduled, the PEAK Exam Centre will notify affected candidates assigned to the closed venue(s) that their examination will be cancelled via mobile phone text message (SMS) as soon as practicable. As the venue provider may not give sufficient notice to the PEAK Exam Centre or the EAA before deciding to close their venue, candidates are advised to check the website of the PEAK Exam Centre (www.vtc.edu.hk/cpdc) for relevant announcement 2 hours before the start of the examination to ensure that their assigned venue(s) will still be opened for the examination.
2. In case of closure of certain examination venue(s) due to an Unexpected Event and the examination to be held at such venue(s) has to be cancelled, the PEAK Exam Centre or the EAA may, but is not obliged to, arrange for the affected candidates assigned to the closed venue(s) to take a re-scheduled examination. Candidates shall not object to the arrangements, and any requests for refunds or transfer of examination fee to another examination will not be entertained save in very exceptional circumstances supported by evidence and documents and subject to the approval of the EAA. Where an application for refund is approved, candidates will only be refunded the examination fee after deduction of the service fee charged per candidate by the PEAK Exam Centre or 50% of the examination fee, whichever is the lower.
3. Candidates shall accept that neither the EAA nor the PEAK Exam Centre will be responsible for closure of certain examination venue(s) due to an Unexpected Event.

Notes on Personal Information Collection in Connection with Estate Agents / Salespersons Qualifying Examination

In view of the Personal Data (Privacy) Ordinance (“the Ordinance”), this notice is to help candidates understand their obligations and rights in respect of the supply of their personal data to the PEAK Examination Centre, Vocational Training Council (“PEAK Exam Centre”) and the way in which the PEAK Exam Centre may use or handle such data.

- (1) Candidates are required to keep the PEAK Exam Centre informed of any change of their personal data once they are registered as candidates for the examination until 2 months after the date of the examination.
- (2) The PEAK Exam Centre may use the supplied personal data for the following purposes:-
 - a. administering qualifying examinations;
 - b. release of examination results to candidates concerned;
 - c. posting of examination result on the website of the PEAK Exam Centre for the candidates’ own checking, unless expressly requested not to do so by the respective candidate in writing;
 - d. transferring candidates’ personal data and examination results to the Estate Agents Authority (“EAA”);
 - e. research or statistical analysis;
 - f. transferring candidates’ personal data to the venue provider(s) for record of visits; or
 - g. conducting other lawful purposes directly related to the above.
- (3) The PEAK Exam Centre will keep the personal data of candidates confidential. Nevertheless, during its operations, the PEAK Exam Centre may, as permitted by law, compare, match, transfer or exchange their data with the data already possessed, or obtained hereafter, by the PEAK Exam Centre for these or any other purposes.
- (4) Candidates may have the right under the Ordinance to request access to or correction of any data provided by them as per the manner and limitations prescribed therein. As the Ordinance allows, the PEAK Exam Centre has the right to charge a reasonable fee for the processing of any request for data access.
- (5) In this connection, please note that the answer sheets and question books used by candidates in the examination (which may contain their personal data) will be destroyed two months after the date of the examination concerned. The PEAK Exam Centre will transfer all candidates’ registration forms, registration information and examination results to the EAA after 2 months from the date of the release of result slip and will not keep such information.
- (6) Candidates who request for access to data or correction of data may contact or write to the PEAK Exam Centre. Its address, telephone number and e-mail address are as below:

PEAK Examination Centre, Vocational Training Council
1/F, VTC Tower, 27 Wood Road, Wanchai, Hong Kong
Telephone : 2919 1467 / 2919 1468 / 2919 1478
E-mail : cpdc@vtc.edu.hk

PEAK Examination Centre
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