

Handbook for
Insurance Intermediaries Qualifying Examination
(Remote Invigilation Mode Examination)

- Effective from 1 September 2023 -

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Handbook for Insurance Intermediaries Qualifying Examination (Remote Invigilation Mode Examination)

1. Introduction

- 1.1 Every individual licensee¹ must have passed the Insurance Intermediaries Qualifying Examination (the Examination), unless otherwise exempted.
- 1.2 Vocational Training Council (VTC) has been appointed by the Insurance Authority (IA) as the examination body. This is administered under an independent unit within the VTC, the Institute of Professional Education And Knowledge Examination Centre (PEAK Examination Centre).
- 1.3 This Handbook aims to inform candidates the requirements and enrolment procedures for Remote Invigilation Mode Examination (RIME) for Paper I, II and III. To assist candidates in preparing for taking RIME, its format, structure and assessment are also described in details. For the examination in Pencil-and-Paper Mode Examination (PPME) and Computer Screen Mode Examination (CSME) for all papers, please refer to the respective Handbook of the Examination for details.

2. Examination

2.1 Structure and Syllabus of the Examination

2.1.1 The Examination consists of the following papers:-

- | | | |
|-----------|---|---|
| Paper I | : | Principles and Practice of Insurance |
| Paper II | : | General Insurance |
| Paper III | : | Long Term Insurance |
| Paper V | : | Investment-linked Long Term Insurance |
| Paper VI | : | Travel Insurance Agents Examination (for details, please refer to the Examination Handbook separately published for this paper) |

2.1.2 Paper I is a compulsory paper. Papers II, III and V are three optional papers on general insurance, long term insurance and investment-linked long term insurance respectively.

¹ "Individual licensee" means: (i) a licensed individual insurance agent; (ii) a licensed technical representative (agent); or (iii) a licensed technical representative (broker) as defined in the Insurance Ordinance (Cap. 41).

2.1.3 The following table summarizes the papers to be passed for candidates aspiring to engage into the various types of insurance intermediary businesses:

Papers Type of business	Paper I	Paper II	Paper III	Paper V
General Insurance	✓	✓		
Long Term Insurance (excluding linked long term)	✓		✓	
Long Term Insurance (including linked long term)	✓		✓	✓
Composite Insurance (excluding linked long term)	✓	✓	✓	
Composite Insurance (including linked long term)	✓	✓	✓	✓

2.1.4 Syllabuses for Papers I, II, III and V can be downloaded from the websites of the PEAK Examination Centre and the IA which at www.vtc.edu.hk/cpdc and www.ia.org.hk respectively.

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

2.1.6 Candidate who passes the relevant RIME papers would be considered, for the purposes of licensing, as having passed the equivalent IIQE papers, such that he/she can be granted an intermediary licence by the IA to carry on regulated activities in the lines of business that passing these papers would permit, subject to the fulfillment of all other applicable licensing requirements. However, within 18 months² counting from the date of passing the RIME paper (“the 18-month period”), the individual must also:

1. attend a tailor-made course to be administered by VTC for the relevant IIQE paper (a certain number of CPD hours will be available for such course, please refer to the website of PEAK at www.peak.edu.hk/en for details); or
2. pass the relevant original IIQE paper.

or otherwise, his/her licence will expire upon the expiry of the 18-month period.

2.2 Format of the Examination

2.2.1 Paper I lasts for 2 hours and consists of 75 multiple-choice questions. Paper II and III each lasts for 1 hour 15 minutes and consists of 50 multiple-choice questions.

2.2.2 Each examination paper is presented in either English or Chinese. Candidates should choose to take the examination in either English or Chinese when they enrol for the examination. Candidates may apply for changing the language of examination paper chosen in writing by providing their contact telephone numbers, examination date and time, and a copy of Hong Kong Identity Card or Passport, and sending email to cpdc@vtc.edu.hk at least 5 working days before the examination. If

² Or such longer period as the IA may specify, if for example the suspension of the IIQE is significantly prolonged thereby reducing the time available for completion of the make-up examination or course attendance.

candidates submit the application for changing the language of examination paper more than once, only the first application received by the PEAK Examination Centre will be processed.

- 2.2.3 All examination questions are compulsory.
- 2.2.4 Candidates taking the RIME are required to take the examination at home or at private location of their choice. The examination venue chosen must be able to comply with the examination environment requirements set out in section 4 of this Handbook.
- 2.2.5 Invigilator will monitor and observe the candidates' behaviors in real-time through camera, microphone and speaker throughout the examination session. The entire session will also be recorded for assessment of any irregularities during the RIME.
- 2.2.6 Candidates should familiarize themselves with the examination process, device requirements and setting, and installation and operation of the Examination System Client 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. The VTC and/or PEAK Examination 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 (Examination System) and/or to turn on the Eagle-Eye monitoring due to their lack of understanding of the operations of the RIME.

2.3 Grading and Results

2.3.1 Examination results are graded as follows:-

- (i) **PASS**
- (ii) **FAIL**

The exact score, the examination questions and the corresponding correct answers will not be disclosed in any case.

2.3.2 Candidates who are not able to log in the Examination System and/or to turn on the Eagle-Eye monitoring within 15 minutes of the designated start time of the examination for whatever reasons are regarded as "ABSENT". Absentees will not be re-scheduled to another examination session and the fees paid are not refundable or transferable.

2.4 Assessment

To pass the examination of each paper, candidates are required to attain a minimum score of **70%**.

3. Device Requirements

3.1 Candidates are required to use **TWO devices** for the examination:

- 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 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 Examination System.
- 3.2 Before enrolling 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. The above equipment should be checked again at least 30 minutes before the examination.
- 3.3 Candidates should ensure they are capable of taking RIME prior to enrolment. PEAK Examination 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 leave the Examination System after logging in, will not be given extra time or allowed to login again.
- 3.4 Candidates should read Appendix I carefully to understand the examination process, device requirements and setting, installation and operation of the Examination System of the RIME. Candidates are required to meet the relevant device requirements, otherwise they may be unable to log in the Examination System and/or to turn on the Eagle-Eye monitoring, and are regarded as "ABSENT" as a result.

4. Environment Requirements

- 4.1 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.
- 4.2 Candidates must sit at a clean desk. The desk and walls around the candidates must not have any writing.
- 4.3 Candidates may be asked to perform a 360-degree scan of the room (Room Scan) by using the Eagle-Eye Monitoring Device in the course of the examination if considered necessary by the invigilator.
- 4.4 If candidates fail to provide a quiet and secure environment to take the examination, or to follow the invigilator's instructions to perform the Room Scan, they will be regarded as violating the examination regulations and the PEAK Examination Centre reserves the right to withhold the examination results or disqualify the candidates for that examination session.

5. Application

- 5.1 The RIME is open to applicants who are **not** existing licensees but wish to be licensed by the IA. The PEAK Examination Centre has no obligation to verify and/or inform candidates whether they are applicable to be licensed through the RIME.

- 5.2 All enrolments of the examination can only be made online at the Online Enrolment System (www.vtc.edu.hk/cpdc/eonline).
- 5.3 Applicants may enrol for more than one paper of the examination, but not more than one session of the same papers within the same month.
- 5.4 All examination seats are allocated on a **first-come-first-served** basis. Incomplete online enrolment applications and application received without payment will not be processed.
- 5.5 Nevertheless, subject to the agreement of applicants, they will be arranged to sit for an examination session which differs from their original choices if the examination sessions chosen are already full. The PEAK Examination Centre reserves the right to allocate applicants to designated examination sessions.
- 5.6 Once the enrolment is accepted, any requests for re-scheduling and/or cancellation will not be entertained. Fees paid are not refundable or transferrable.

6. Enrolment Procedures

- 6.1 Applicants should ensure that they meet the device and environment requirements before making enrolments for the RIME. Otherwise, they may not be able to run the examination successfully and are regarded as “ABSENT”. Absentees will not be re-scheduled to another examination session and the fees paid are not refundable or transferable.
- 6.2 Applicants should select the examination session(s) and provide personal particulars in the Online Enrolment System. The personal particulars provided should be accurate and the same as those printed on the Hong Kong Identity Card or Passport. If there is any discrepancy in the particulars, candidates will not be able to log in the Examination System and to turn on the Eagle-Eye monitoring.
- 6.3 Applicants should pay the examination fee by Visa, Master or UnionPay Card in the Online Enrolment System.
- 6.4 Online enrolment process should be completed within 20 minutes. Otherwise, the selected examination session(s) will be released and the enrolment process has to start all over again.
- 6.5 If the enrolment is accepted, an Admission Email will be sent to the email address provided by the applicants at least 3 full working days before the date of the examination concerned. If the enrolment is not accepted, applicants 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.
- 6.6 For the operations of the Online Enrolment System, please refer to the Online Enrolment Instructions at www.vtc.edu.hk/cpdc/eonline.

7. Payment of Examination Fee

- 7.1 Examination Fee

Papers / Mode	Paper I	Paper II	Paper III
RIME	HK\$850	HK\$850	HK\$850

- 7.2 Payment can only be made in the Online Enrolment System by Visa, Master or UnionPay Card. Receipt will be issued to the applicant by email after the completion of payment.
- 7.3 Entry to the examination will be invalidated if a candidate fails to comply with the above-mentioned payment procedure.
- 7.4 Fees paid are **not refundable or transferable** except where the candidates cannot be arranged to sit for one of their chosen examination sessions.
- 7.5 Fees may be subject to revision as required.

8. Admission Email

- 8.1 The Admission Email (see Appendix II for the sample) contains the following information:
- RIME Paper, Examination Date and Time;
 - Test Code and Ticket Number to log in the Examination System;
 - URL to download the Examination System Client; and
 - Notes to examination.
- 8.2 Candidates should notify the PEAK Examination Centre if they do not receive Admission Email 2 working days before the examination. Candidates should also notify the PEAK Examination Centre by email to cpdc@vtc.edu.hk at least 2 working days before the examination if amendments in the personal particulars are required.
- 8.3 Candidates will **not** be able to log in the Examination System and will be regarded as “ABSENT” if there is a lack of Admission Email or incorrect personal particulars. Absentees will not be re-scheduled to another examination session and the fees paid are not refundable or transferable.

9. Computer or System Breakdown

Candidates’ results will be invalid if there is a technical breakdown in the Examination System and/or Eagle-Eye monitoring caused by whatever reason during the examination. The PEAK Examination Centre will try to fix the problems but delay may inevitably arise. If the technical problems cannot be fixed within a reasonable time, the PEAK Examination Centre will arrange the candidates concerned to take a rescheduled examination as soon as possible. Candidates cannot object to the arrangements and any requests for cancellation and/or refunds will not be entertained. The VTC and/or PEAK Examination Centre will not be liable for the candidates’ losses resulting from the system breakdowns.

10. Examination Regulations

Candidates should read carefully the Regulations of the RIME at Appendix III. 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.

11. Disqualification

- 11.1 If a candidate is found to have breached the Regulations of the RIME (see Appendix III) in the examination, he/she may be disqualified from taking all the papers of the Examination for up to 3 years. The PEAK Examination Centre would report to the IA any disqualification cases in respect of the Examination.
- 11.2 Any candidates who deliberately attempt to, or intend to disrupt the system operations will be disqualified immediately and are required to indemnify VTC for the losses. The PEAK Examination Centre would also report the incident to the IA.
- 11.3 The PEAK Examination Centre would report to the Hong Kong Police Force, and/or any law enforcement bodies if candidates commit any illegal acts during the examination.

12. Identification Requirements

- 12.1 Candidates are required to follow the instructions on screen to capture their appearance, front and back of their valid and original Hong Kong Identity Card or Passport for identification checking after logging in the Examination System. The identification document must be the original of the one registered for the enrolment. Those who fail to produce such documents for verification of identity, whose identification documents are invalid, or whose identity cannot be satisfactorily verified will not be permitted to sit for the RIME. Fees paid are not refundable or transferable.
- 12.2 Candidates will be allowed to start the examination at designated examination start time after their identity has been verified successfully.

13. Distribution of Results

- 13.1 Provisional examination result will be shown on the screen of the Examination Device immediately after completion of the RIME. The provisional examination result is for reference only and is subject to the result printed on the Notification of Result.
- 13.2 Candidates can download and print the Notification of Result in the “Exam Result Checking” system on the website of the PEAK Examination Centre (www.vtc.edu.hk/cpdc) starting from the 3rd full working day after the date of examination. The examination results will be available in the system for 3 months counting from the respective date of examinations. After 3 months of the examinations, candidates are required to apply for re-issuance of the Notifications of Results (please refer to 13.7.1).
- 13.3 Candidates who do not agree to having their results and Notifications of Results available in the “Exam Result Checking” system must inform the PEAK Examination Centre in writing by email to cpdc@vtc.edu.hk at least 3 full working days before the date of examination. Candidates should provide their name, Hong Kong Identity Card or Passport number, date of examination, name of examination paper and contact telephone number in the email. Late notifications will not be entertained. Their Notifications of Results will then be sent to the candidates’ email address within 7 full working days after the dates of examination. If the Notification of Result was lost in the email, candidates are required to apply for re-issuance.

- 13.4 By virtue of confidentiality, the PEAK Examination Centre will not disclose the examination results by phone or facsimile.
- 13.5 If any irregularities are found during the examination, the Notification of Result will be withheld until further notice.
- 13.6 List of candidates who passed the Examination (including Hong Kong Identity Card number or Passport number) may be sent to the IA for reference.
- 13.7 Re-issuance of Notification of Result
 - 13.7.1 Candidates may request a re-issued copy of the Notification of Result in writing together with their contact telephone number, email address and a copy of the Hong Kong Identity Card or Passport to the PEAK Examination Centre by email after 3 months of the examination. The application for the re-issuance of copy is free of charge. Re-issued copy of the Notification of Results will be sent to candidates by email 7 working days after receipt of the application (excluding the application date).

14. Re-marking of the Examination Papers

- 14.1 Candidates who are not satisfied with their examination results may, within **2 weeks** after the issuance date of the Notification of Result, request in writing to the PEAK Examination Centre for re-marking of the examination papers.
- 14.2 Candidates submitting such request would have to enclose a crossed cheque or cashier's order for HK\$400 payable to "Vocational Training Council" as a fee for re-marking of each examination paper.
- 14.3 All re-marking fees are non-transferable and non-refundable. However, if the original examination result is found incorrect after the re-marking, the re-marking fee will be refunded to the candidate concerned.
- 14.4 All re-marking applications will be kept confidential.
- 14.5 The result will be sent to the candidates concerned in writing within one month of the receipt of the re-marking request.
- 14.6 Candidates will only be notified of the final grading (i.e. PASS or FAIL). The result of the re-marking is final. The PEAK Examination Centre will not disclose the exact scores, the examination questions and the corresponding correct answers in any case.

15. Re-issuance of Receipt

- 15.1 Candidates may request a re-issued copy of the receipt in writing or in person providing their contact telephone numbers, a copy of the Hong Kong Identity Card or Passport, information on re-issued receipt, and postal address if returned by mail. The charge is HK\$10 per receipt.
- 15.2 For postal application, candidates should enclose a crossed cheque or cashier's order for the proper amount of re-issuance fee payable to "Vocational Training Council".

- 15.3 The PEAK Examination Centre will contact the candidates by phone to collect the re-issued copy of the receipt in person 7 working days after the receipt of the application (excluding the application date). Alternatively, the re-issued copy of the receipt can be sent to candidates by post. The PEAK Examination Centre will not be responsible for the loss of the re-issued copy of receipt sent by post.
- 15.4 The uncollected re-issued receipt(s) will be disposed of one year after the application date.

16. Study Notes for Examination

- 16.1 The Study Notes for the Examination can be downloaded from the websites of the PEAK Examination Centre and the IA which at www.vtc.edu.hk/cpdc and www.ia.org.hk respectively. Candidates may also request for a hard copy of the study notes at the PEAK Examination Centre. A copying charge of HK\$50 by cash will be collected for each copy of study notes requested. PEAK Examination Centre would not be responsible for any disputes in cases where the Study Notes run out of stock. Copying charges paid are **not refundable**.
- 16.2 The PEAK Examination Centre will only exchange the sold Study Note for once if there is any failure in printing or binding (e.g. missing page). Candidates have to present the Study Note and original receipt at the PEAK Examination Centre within 7 calendar days of the date of purchase for exchange.

17. Notice on Personal Data (Privacy) Ordinance

- 17.1 Candidates are advised to read the notice relating to the Personal Data (Privacy) Ordinance at Appendix IV in understanding their rights and obligations regarding the supply of their personal data to the VTC and/or PEAK Examination Centre and the manner in which the VTC and/or PEAK Examination Centre may use or deal with such data for their examination applications.
- 17.2 Candidates who apply to sit for the Examination should read the Notes on Personal Information Collection in Connection with the Insurance Intermediaries Qualifying Examination and confirm the Consent in the Online Enrolment System when they enrol for the examination.
- 17.3 Candidates' appearance and their identification document will be captured to verify their identification. The entire examination session will be recorded to assess any irregularities during the examination. Candidates must give their consents to the PEAK Examination Centre and the RIME service provider(s) for being captured and recorded when they enrol for the RIME.
- 17.4 PEAK Examination Centre will keep the photos and videos confidential. Nevertheless, during its operations, the PEAK Examination Centre may, as permitted by law, compare, match, transfer or exchange their data with the data already possessed, or obtained hereafter, by the PEAK Examination Centre for these or any other purposes. The photos captured and videos recorded in the examination will be destroyed two months after the date of the examination concerned.

18. Enquiries

Enquiries may be directed to the PEAK Examination Centre by the following methods: -

- 18.1 By post or in person: PEAK Examination Centre
Vocational Training Council
1/F, VTC Tower
27 Wood Road
Wanchai,
Hong Kong

Office hours:

9:00 a.m. – 8:00 p.m. from Monday to Friday
9:00 a.m. – 12:00 noon on Saturday

Note: The office hour may subject to change on the working day immediately before a public holiday or under special work arrangement. The PEAK Examination Centre will publish and post the related information on its website at www.vtc.edu.hk/cpdc and in the PEAK Examination Centre.

- 18.2 By telephone: 2919 1467, 2919 1468, 2919 1478

Service hours for answering telephone enquiries:

9:00 a.m. - 5:15 p.m. from Monday to Friday
9:00 a.m. - 12:00 noon on Saturday

- 18.3 By e-mail: cpdc@vtc.edu.hk

- 18.4 By fax: 2574 0213

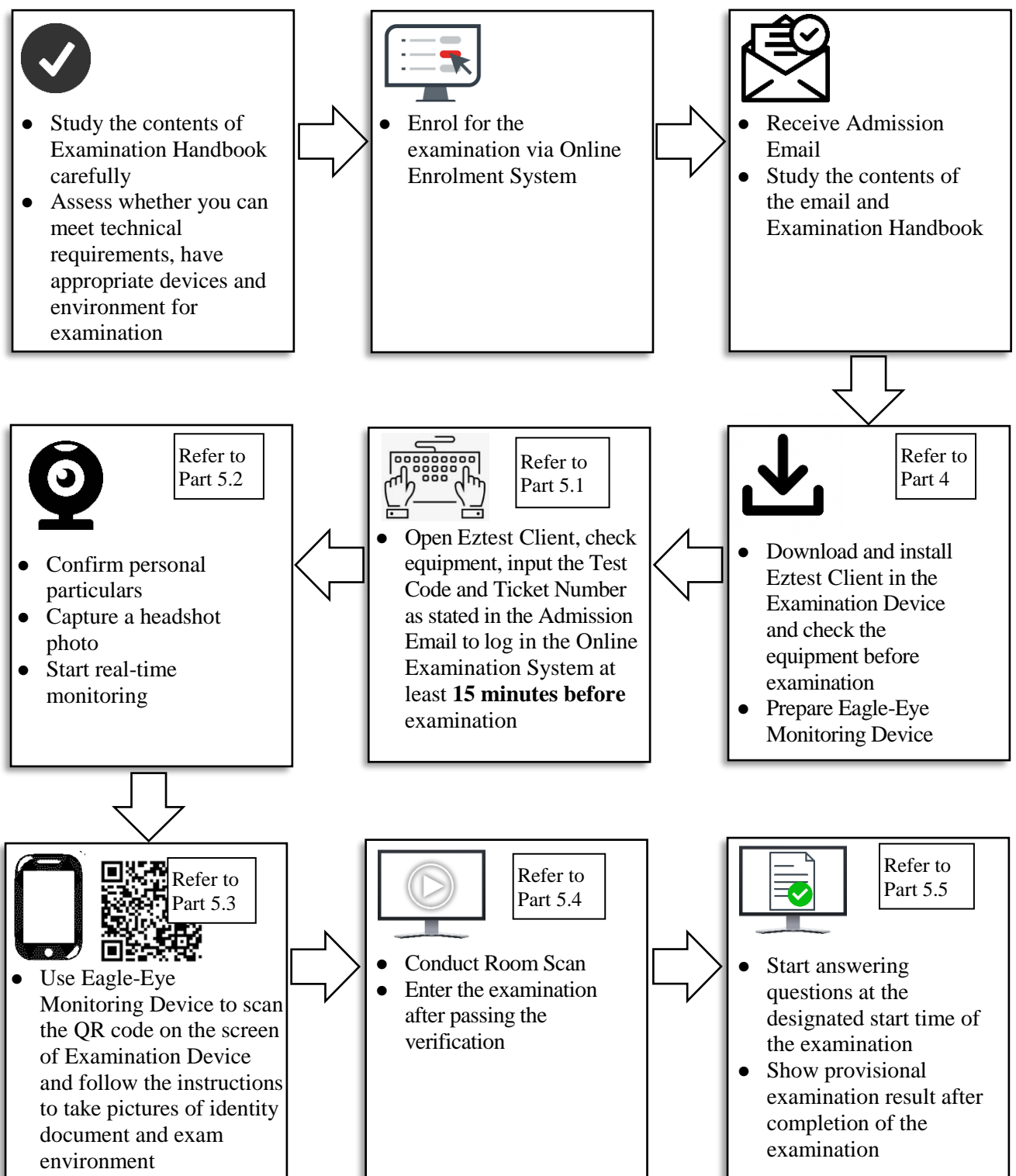
In case of any discrepancy between the English and Chinese versions of this Examination Handbook, the English version shall prevail.

PEAK Examination Centre, Vocational Training Council
July 2023

Examination Process, Device Requirements and Setting, and System Operations of Insurance Intermediaries Qualifying Examination (Remote Invigilation Mode Examination (RIME))

Examination and monitoring of the RIME are carried out through the client of “Eztest Lockdown Browser” (Eztest Client). Candidates are required to meet the relevant technical requirements and install the required software, otherwise they may be unable to log in the Online Examination System and/or to turn on the Eagle-Eye monitoring and will be regarded as “ABSENT” as a result. Absentees will not be re-scheduled to another examination session and the fees paid are not refundable or transferable.

1. General Examination Flow



2. Device Requirements

2.1 Examination Device

2.1.1 **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 (Examination System) for the examination.

2.1.2 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

2.1.3 Examination System Client:

- 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.
- The Eztest Client does not support tablet or mobile devices.

2.1.4 Before entering the 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.

2.1.5 No additional monitor is allowed during examination.

2.2 Eagle-Eye Monitoring Device

2.2.1 **one smartphone or tablet** equipped with a camera, microphone and speaker, and capable of scanning QR code for real-time Eagle-Eye monitoring.

2.2.2 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

2.2.3 Before entering the Examination System, candidates should 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.

2.2.4 After the Examination Device has been logged in the Examination System, candidates should use the Eagle-Eye Monitoring Device to scan the QR code on the screen of the Examination Device for real-time Eagle-Eye monitoring.

2.3 Network Requirement

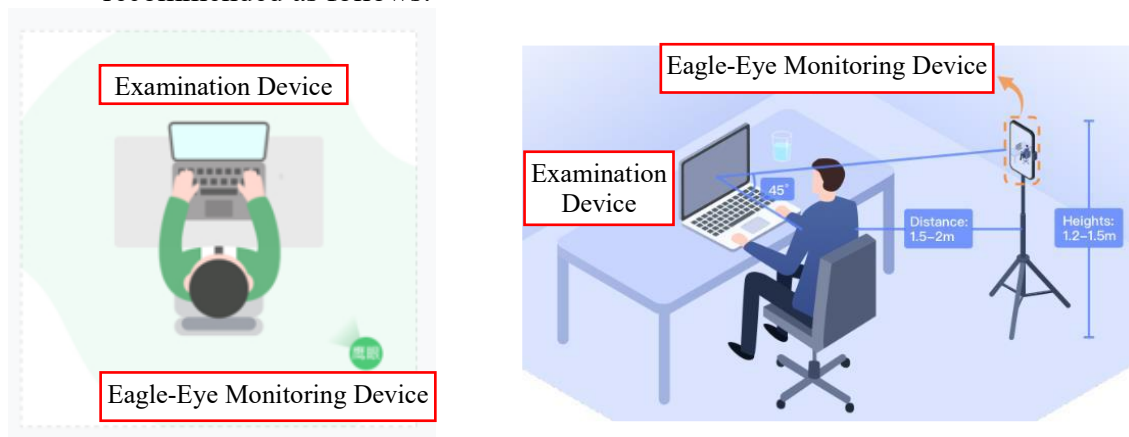
2.3.1 Candidates should have a stable internet connection to support the connection of both the Examination Device and Eagle-Eye Monitoring Device at the same time.

2.3.2 The network bandwidth should not be less than 20Mbps. A separate fiber optic network with a bandwidth of 50Mbps or above is recommended, and upload speed of not less than 2MB/s.

2.4 Candidates are required to meet the relevant device requirements and to check the Examination Device before examination, otherwise they may be unable to log in the Examination System and/or to turn on the Eagle-Eye monitoring, and are regarded as “ABSENT” as a result.

3. Device Setup

3.1 The setup of Examination Device and Eagle-Eye Monitoring Device is recommended as follows:



3.2 Examination Device Setup

3.2.1 The camera of the Examination Device must face the candidate and be able to capture photos of the candidate's head, shoulders and ears.

3.2.2 The surrounding of the Examination Device must be well-lit to avoid being regarded as irregularity by the system due to over or under bright environment.

3.3 Eagle-Eye Monitoring Device Setup

3.3.1 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.

3.3.2 The Eagle-Eye Monitoring Device may be set up in different positions and heights as required by the invigilator. Candidates may consider using a stand to fix the Eagle-Eye Monitoring Device.

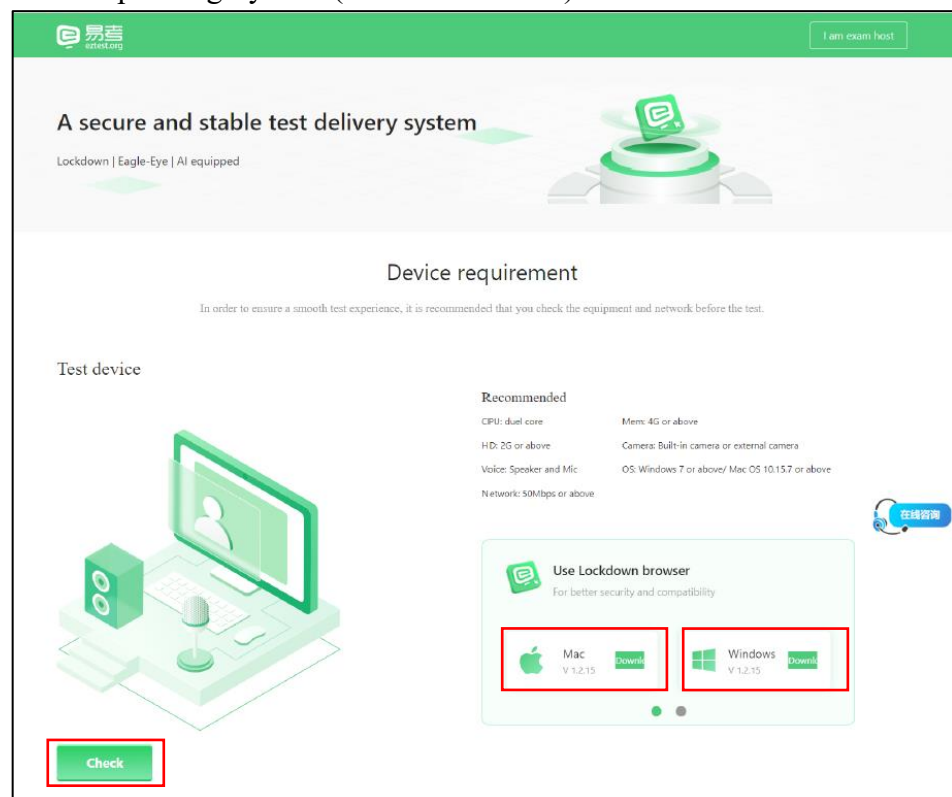
3.3.3 The surrounding of the Eagle-Eye Monitoring Device must be well-lit to avoid being regarded as irregularity by the system due to over or under bright environment.

4. Download and Installation of Examination System Client, and Equipment Checking
Screens below may slightly differ from the actual screens. However, candidates should be able to download and install the Examination System Client and check the equipment as long as they follow the instructions on screen.

4.1 Eztest Lockdown Browser

4.1.1 Examination and monitoring of the RIME are carried out through the client of “Eztest Lockdown Browser” (Eztest Client). Candidates can download the relevant client at eztest.org/home/entry.

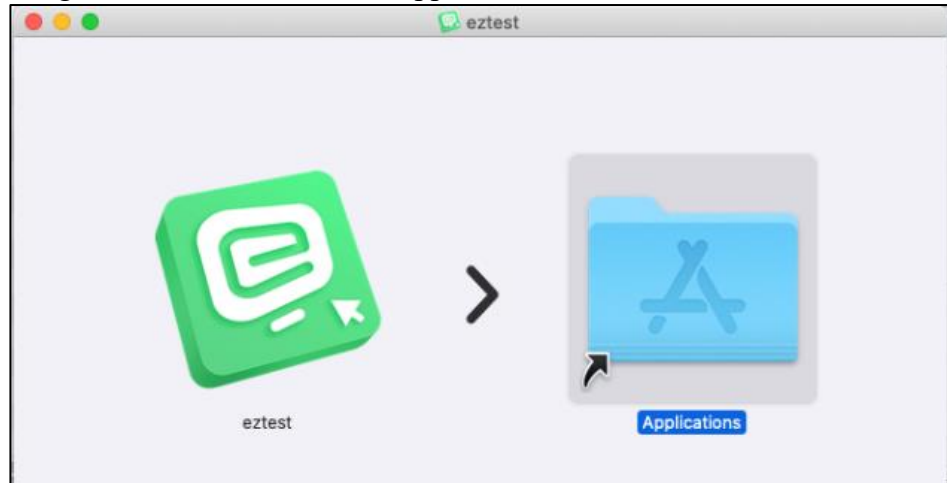
4.1.2 Candidates can click “Check” to test the availability of the Examination Device and download the corresponding client installer package according to the Operating System (Windows or Mac) of the Examination Device.



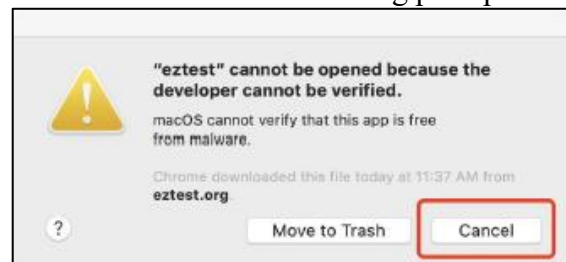
4.2 Eztest Client (Windows version): after downloading the client installer package of Windows version, candidates can open the installer and follow the default steps to install the Eztest Client from the download folder.

4.3 Eztest Client (Mac version): candidates can refer to the following steps to install the Eztest Client.

4.3.1 Drag the eztest icon into the “Applications” folder.



4.3.2 Click “Cancel” in the following prompt box.



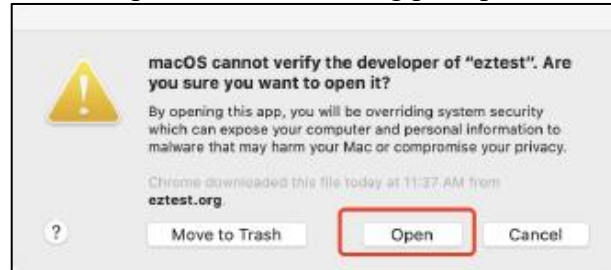
4.3.3 Go to “System Preferences” and select “Security & Privacy”.



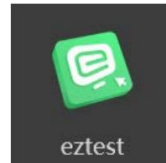
4.3.4 Select “General” > “Allow apps downloaded from:” > “App Store and identified developers” and then click “Open Anyway”.



4.3.5 Select “Open” in the following prompt box.



4.3.6 After completing the installation, the computer desktop should have the following eztest icon.

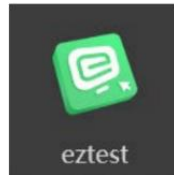


5. System Operation

Screens below may slightly differ from the actual screens. However, candidates should be able to operate the Examination System as long as they follow the instructions on screen.

5.1 Login the Examination System

5.1.1 Open Eztest Client on the Examination Device.



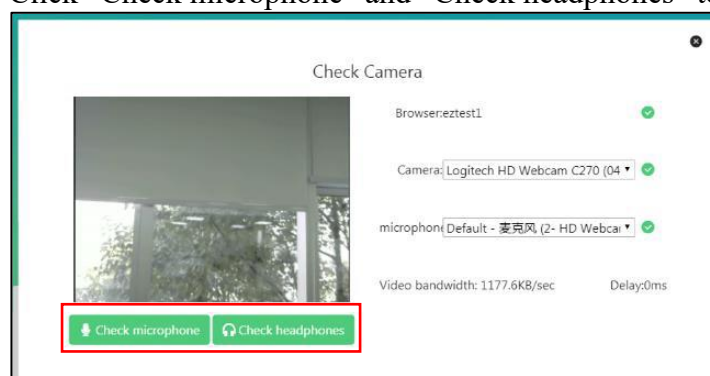
5.1.2 After switching on the camera and microphone of the Examination Device, input the test code as stated in the Admission Email.



5.1.3 On the login page, click “Check Camera” to test the availability of the camera and microphone of the Examination Device.



5.1.4 Click “Check microphone” and “Check headphones” to perform the test.



Please note: once the check-in procedure is completed by inputting the ticket number, the 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 Examination System.

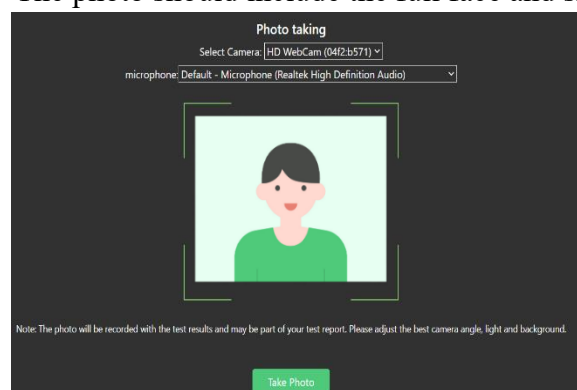
5.1.5 After completing the “Check”, input the ticket number as stated in the Admission Email within the permitted login time period.



5.2 Confirmation of Personal Information and Photo Taking

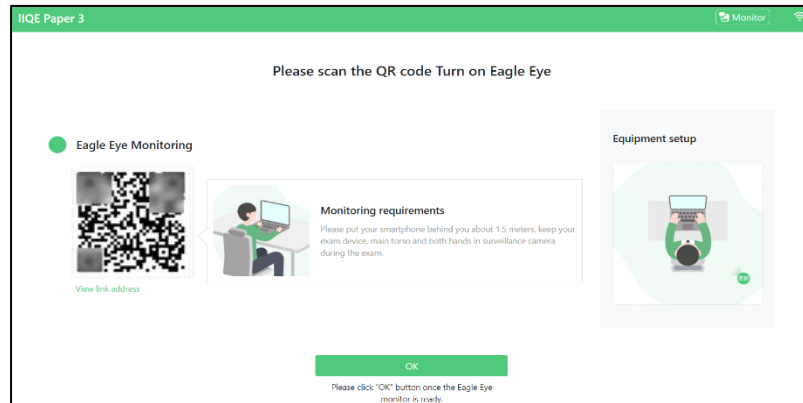
5.2.1 After completing the log in, confirm the personal information of the candidates and tick “Read and accept Privacy Policy”, then click “OK”.

5.2.2 After accepting of being monitored, capture a photo of candidate’s headshot. Ensure that the environment is well-lit and the photo is clear. The photo should include the full face and shoulder of the candidate.



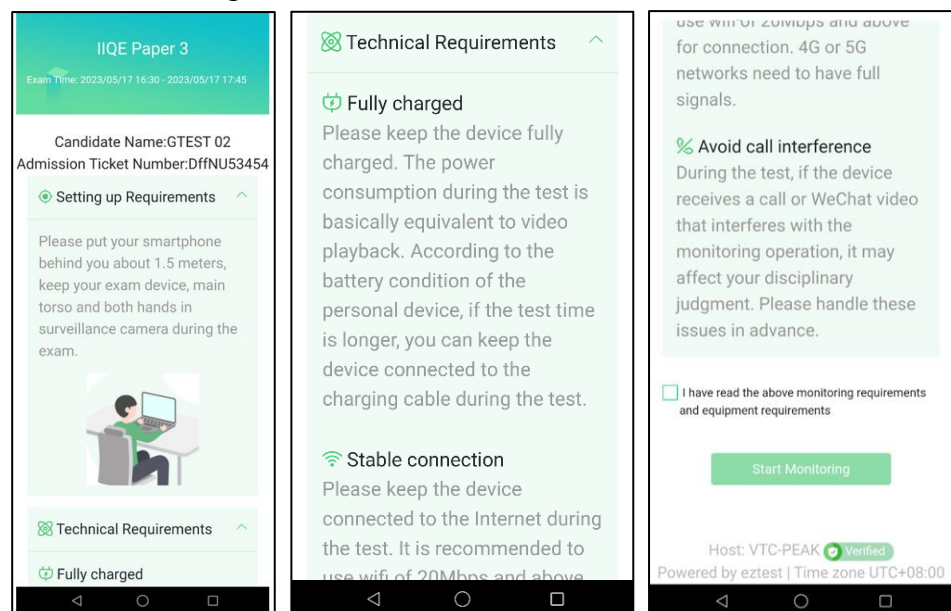
5.3 Turn On Eagle-Eye Monitoring

5.3.1 After completing the photo taking, there will be an Eagle-Eye monitoring QR code shown on the screen. Candidates are required to scan the QR code with a smartphone or tablet.

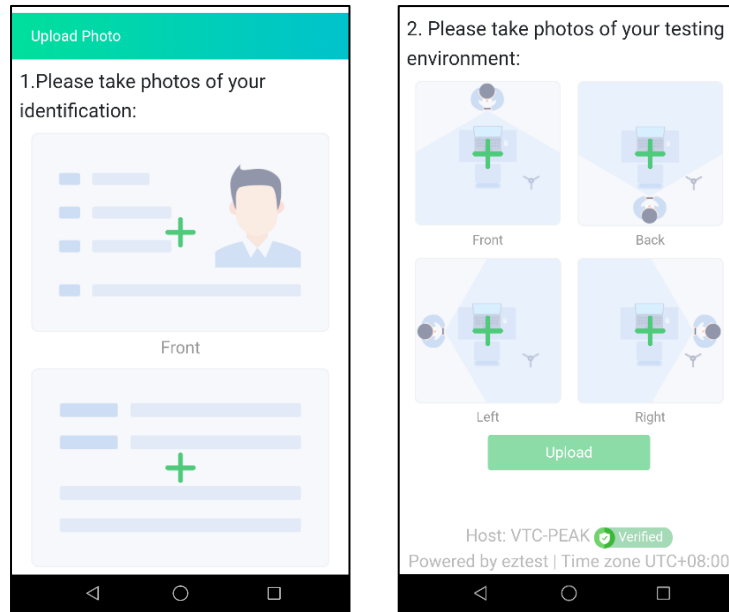


5.3.2 For using iOS Operating System (iPhone, iPad), scan the QR code and follow the instructions to use Safari to turn on the Eagle-Eye monitoring; for using Android Operating System, select the recommended browser (Chrome or Edge) to login the Eagle-Eye monitoring after scanning the QR code. Please note: candidates must allow the eztest.org to access the camera in the Operating System they used.

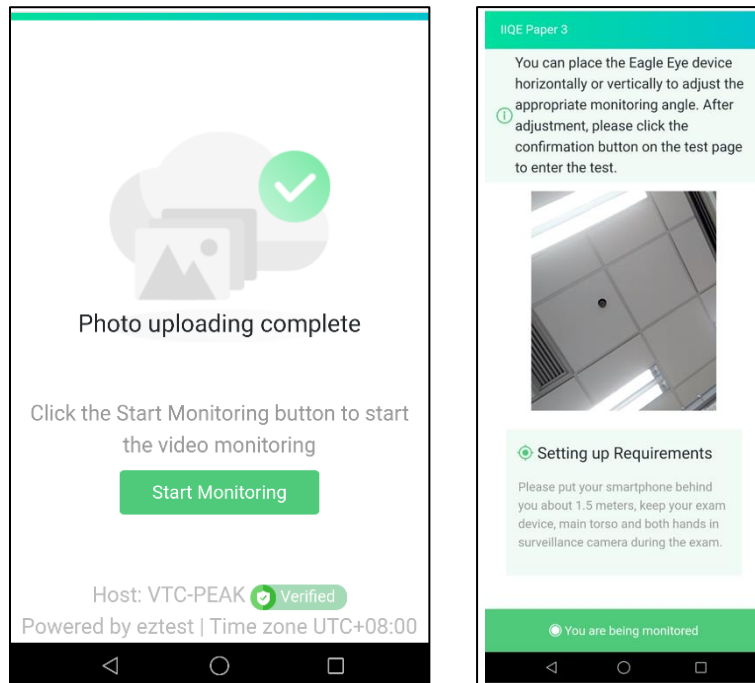
5.3.3 After turning on the Eagle-Eye monitoring, tick “I have read the above monitoring requirements and equipment requirements” and then click “Start Monitoring”.



- 5.3.4 Capture photos of candidate's original identification document (front and back) and the examination environment (front, back, left and right) with the Eagle-Eye Monitoring Device by following the instructions on screen, and then click "Upload". Ensure that the environment is well-lit and the photos are clear.

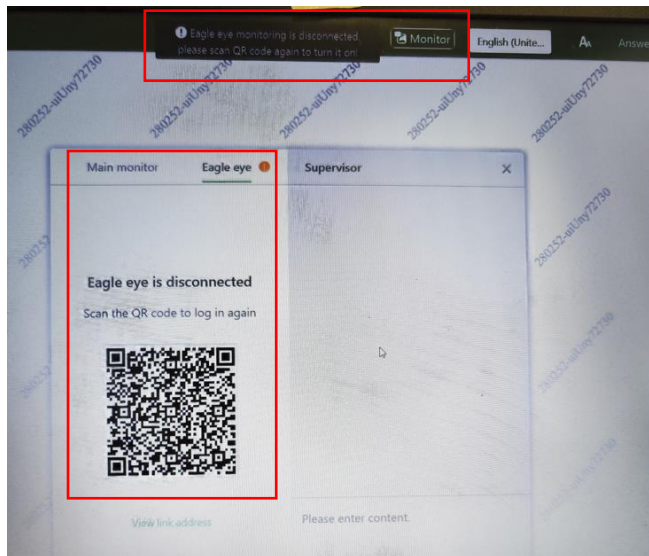


- 5.3.5 After completing uploading the photos, click "Start Monitoring".



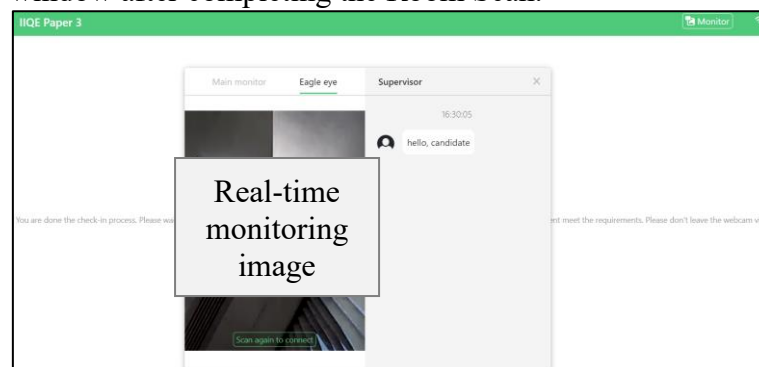
- 5.3.6 Place the Eagle-Eye Monitoring Device at an appropriate location. Please refer to Part 3 of this Appendix for the set up.
- 5.3.7 After turning on the Eagle-Eye monitoring and placing the device according to the setup requirement, click "OK" on the Examination Device.

Please note: if the Eagle-Eye monitoring is disconnected during the examination, the Examination System will provide a text prompt, and candidates should check it immediately and reconnect by re-scanning the connection function. Candidates can click “Monitor” in the function area at the upper right of the screen, and then use the Eagle-Eye Monitoring Device to scan the QR code to reconnect to the Eagle-Eye monitoring. Place the Eagle-Eye Monitoring Device at the monitoring location immediately after the monitoring screen is restored.

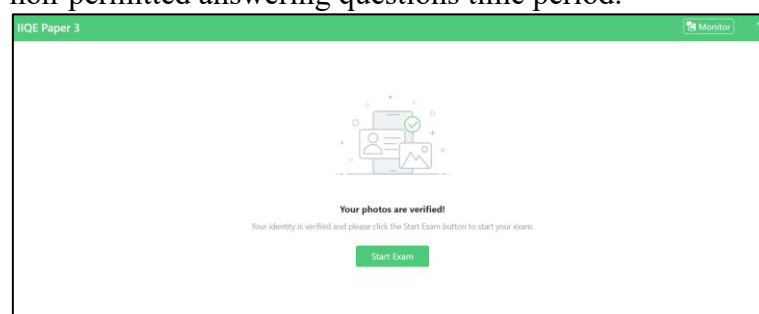


5.4 Identity Verification and Room Scan

5.4.1 Invigilator will verify the photos uploaded by the candidates, and conduct Room Scan via the video call. Candidates must follow the invigilator’s instructions and use the Eagle-Eye Monitoring Device to take 360-degree shots of the room, if necessary. Candidates can close the video call window after completing the Room Scan.



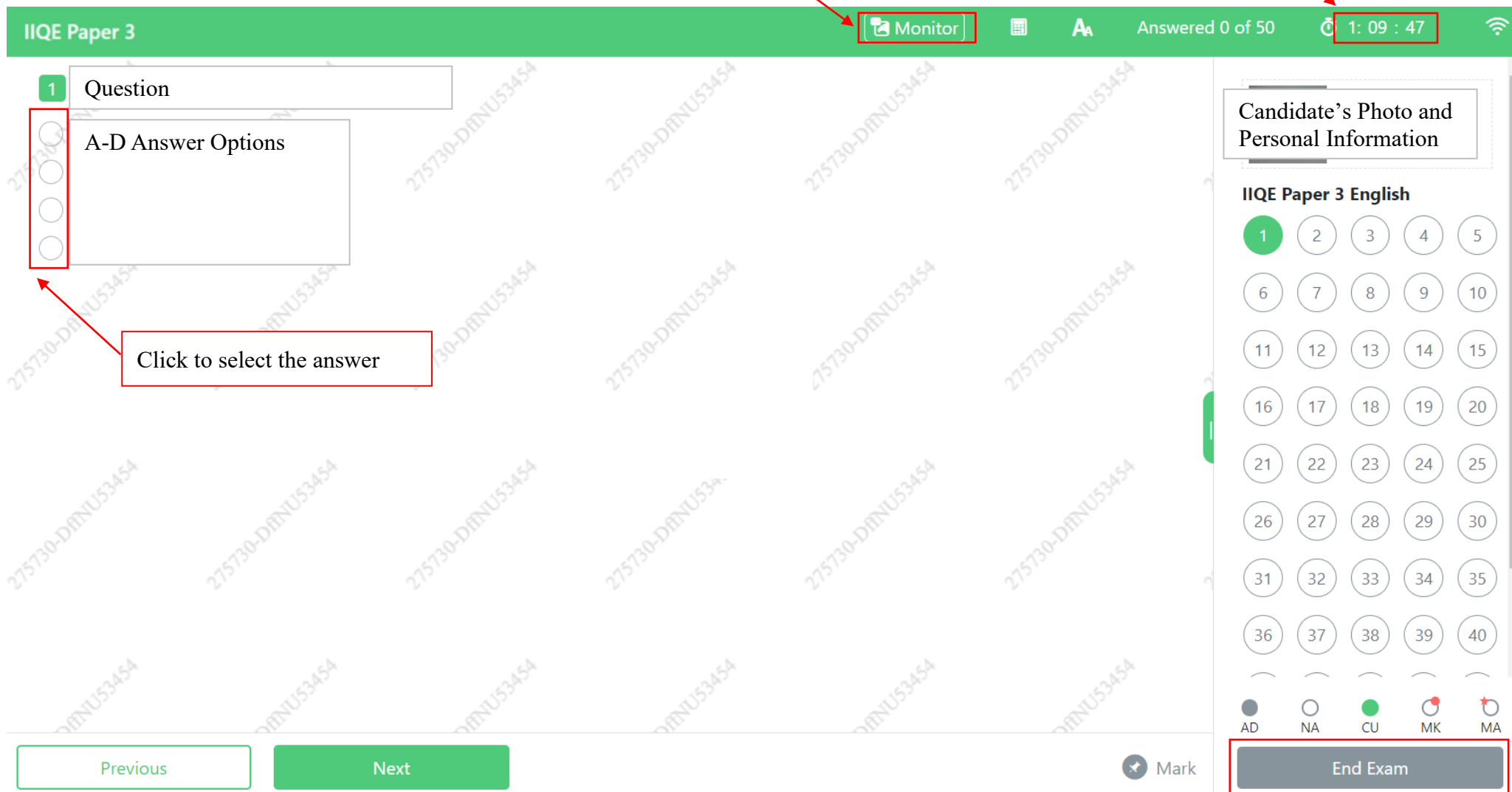
5.4.2 After completing the identity verification and Room Scan, candidates can click “Start Exam” to start answering questions. Please note: candidates will be reminded on screen the time left to start the examination during non-permitted answering questions time period.



5.5. Answering
5.5.1 Examination Interface

Click "Monitor" to access the monitoring screens and communicate with invigilators

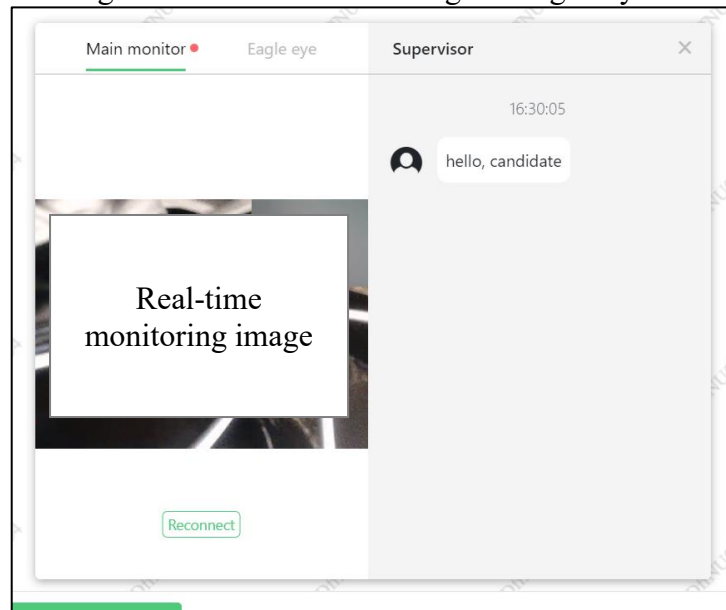
Exam time left



Click to select the answer

Click to submit answers and end the examination

- 5.5.2 Candidates may be asked to conduct a Surprise Room Scan during the examination. The following video call window will be displayed on the screen. Candidates should follow the invigilator’s instructions to take 360-degree shots of the room using the Eagle-Eye Monitoring Device.



After completing the Surprise Room Scan, candidates can close the video call window and continue the examination.

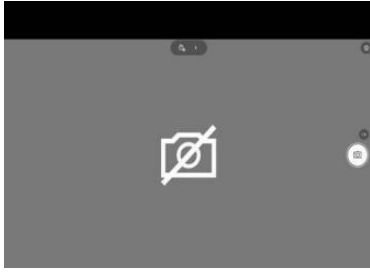
- 5.5.3 Candidates who have completed the examination can click “End Exam” at the bottom right of the screen. The Examination System will calculate the candidates’ result immediately. Please be patient and do not press any key or close the page. Candidates can click “View Exam Results” to view their result when the screen displays “Thank you for taking the test”.



- 5.5.4 Candidate can close the Examination System and Eagle-Eye monitoring after viewing their result. The real-time monitoring and recording will be terminated.

6. Frequently Asked Questions on Configuration

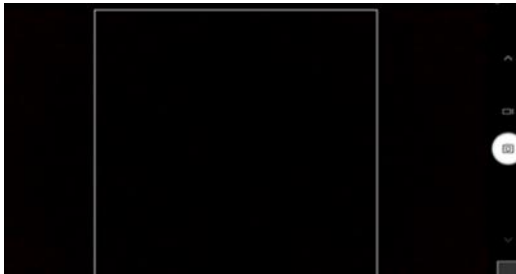
6.1 Camera black screen as below:



Suggested solution: check and switch on the shutter next to the camera.



6.2 Disabled camera as below:



Suggested solution: check F1-F12 on the keyboard as below for the camera function key and press the camera function key to switch on the camera.



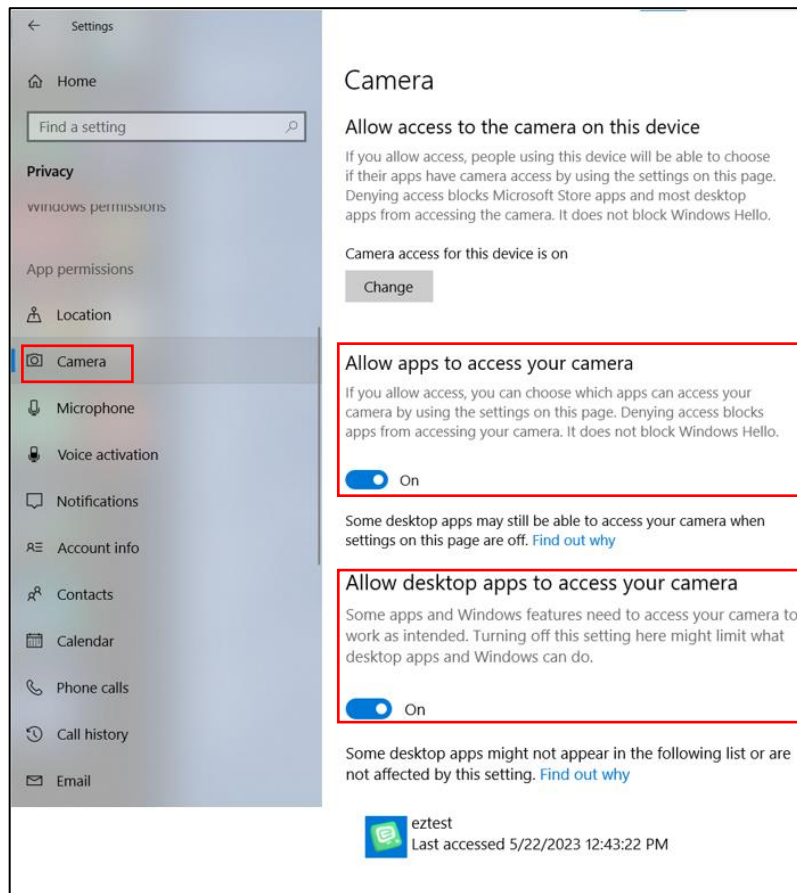
6.3 Media Device Error:

6.3.1 Win 7 Operating System: go to “Device Manager” to update the camera driver to version 2017 or later.

6.3.2 Win 10, 11 Operating System: select “Start” > “Camera”, open “Camera” application and check whether the image is displayed on the screen.

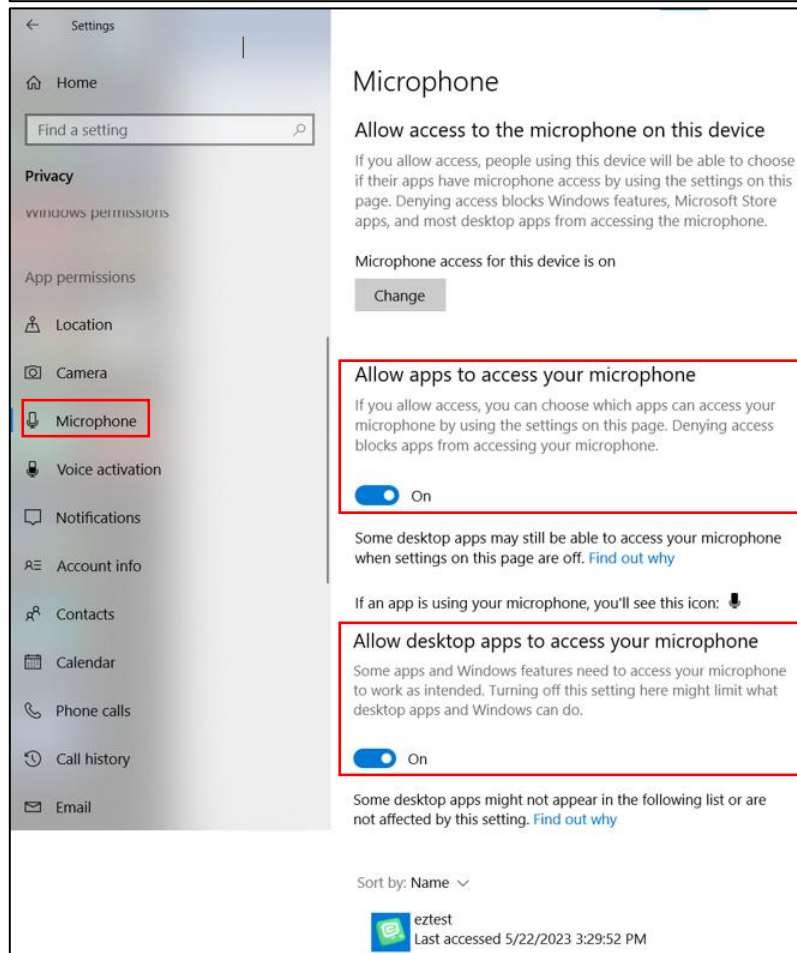
6.3.2.1 If there is no image, the device may be faulty. Please follow the on-screen instructions to repair it.

6.3.2.2 If there is image, go to “Settings” > “Privacy” > “Camera / Microphone”, turn on “Allow apps to access your camera / microphone” and “Allow desktop apps to access your camera / microphone”



The screenshot shows the Windows Settings application with the 'Camera' page selected in the left-hand navigation pane. The 'Camera' option is highlighted with a red box. The main content area is titled 'Camera' and contains the following sections:

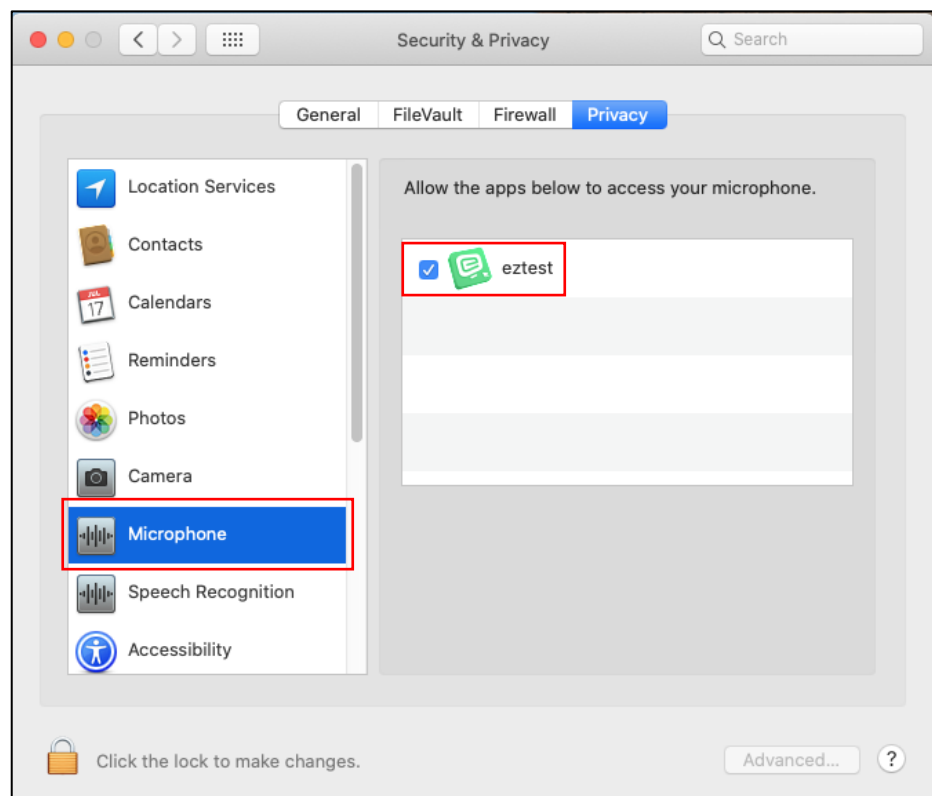
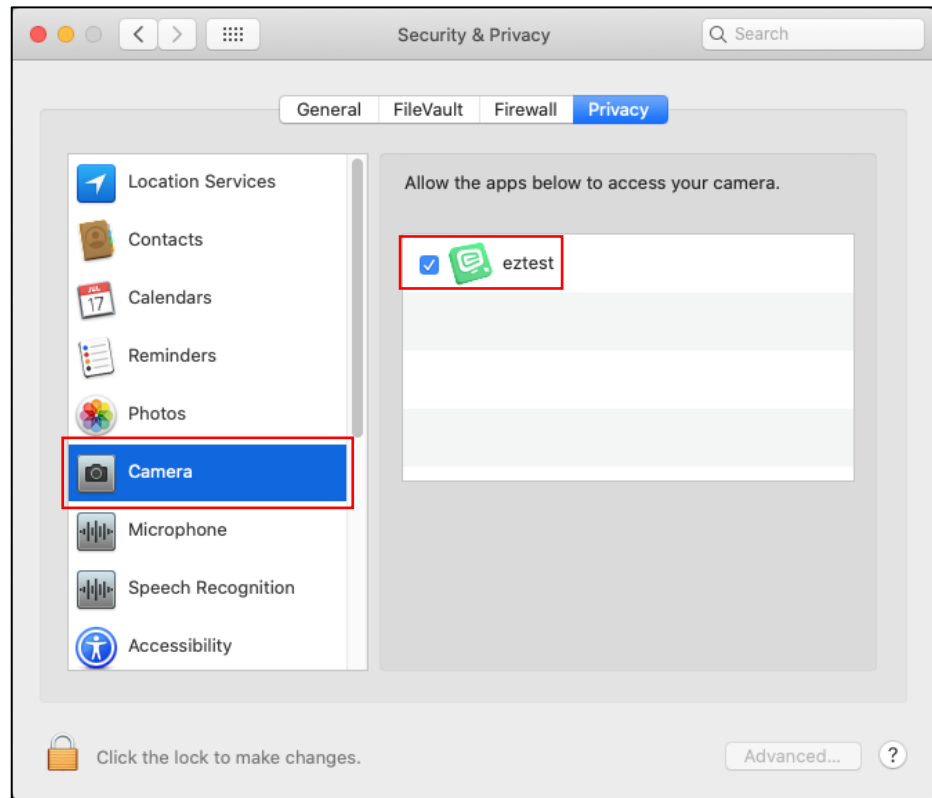
- Allow access to the camera on this device**: A section explaining that allowing access lets users choose which apps can use the camera. A toggle switch is currently turned on. Below it is a 'Change' button.
- Allow apps to access your camera**: A section explaining that allowing access lets users choose which apps can use the camera. A toggle switch is currently turned on.
- Allow desktop apps to access your camera**: A section explaining that some apps and Windows features need camera access. A toggle switch is currently turned on.
- Some desktop apps might not appear in the following list or are not affected by this setting.** A link to 'Find out why' is provided.
- App list**: A list of apps with the 'eztest' app highlighted. It shows 'Last accessed 5/22/2023 12:43:22 PM'.



The screenshot shows the Windows Settings application with the 'Microphone' page selected in the left-hand navigation pane. The 'Microphone' option is highlighted with a red box. The main content area is titled 'Microphone' and contains the following sections:

- Allow access to the microphone on this device**: A section explaining that allowing access lets users choose which apps can use the microphone. A toggle switch is currently turned on. Below it is a 'Change' button.
- Allow apps to access your microphone**: A section explaining that allowing access lets users choose which apps can use the microphone. A toggle switch is currently turned on.
- Some desktop apps may still be able to access your microphone when settings on this page are off.** A link to 'Find out why' is provided.
- If an app is using your microphone, you'll see this icon:** A microphone icon is shown.
- Allow desktop apps to access your microphone**: A section explaining that some apps and Windows features need microphone access. A toggle switch is currently turned on.
- Some desktop apps might not appear in the following list or are not affected by this setting.** A link to 'Find out why' is provided.
- App list**: A list of apps with the 'eztest' app highlighted. It shows 'Last accessed 5/22/2023 3:29:52 PM'.

6.3.3 Mac iOS: go to “System Preference” > “Security & Privacy” > “Camera / Microphone” > “Privacy”, select “Allow the apps below to access your camera / microphone” > “eztest”



7. RIME Tutorial Video

Candidates should familiarize themselves with the general flow, format and operations of the RIME well beforehand by watching the [RIME video](#).

**Admission Email Sample for
Insurance Intermediaries Qualifying Examination
(Remote Invigilation Mode Examination (RIME))**

CHAN TAI MAN,

Your online application has been accepted.

Admission Email

Insurance Intermediaries Qualifying Examination (Remote Invigilation Mode Examination)
Paper I / Principles and Practice of Insurance
English Question

Examination Date: 31/3/2023
Examination Start Time: 9:30 am
Examination Duration: 120 minutes

Login Information on Online Examination System

Test Code: 123456
Ticket Number: PEak1234

Download Online Examination System Client

Examination and monitoring of the RIME are carried out through the client of “Eztest Lockdown Browser” (Eztest Client). You are required to download and install the Online Examination System (Examination System) Client (i.e. Eztest Client) on the Examination Device and check the device before examination. The Eztest Client can be downloaded at eztest.org/home/entry.

Note

1. You must prepare one PC or laptop computer as Examination Device and one smartphone or tablet as Eagle-Eye Monitoring Device.
2. You can use the Eztest Client to log in the Examination System 30 minutes before the start time of the examination until 15 minutes after.
3. If you are not able to log in the Examination System and/or to turn on the Eagle-Eye monitoring within 15 minutes of the start time of the examination for whatever reason, you will not be allowed to sit for the examination and are regarded as “ABSENT”.
4. **Once the check-in procedure is completed by inputting the ticket number, the Examination System will totally lock down the user interface of the Examination Device. If you leave the Examination System due to camera, audio equipment or other computer problems, you will not be able to log in again. Therefore, you are strongly advised to perform “Check” to**

confirm the availability of the Examination Device before inputting the ticket number to go into the Examination System.

5. If the Examination System is closed suddenly, the Examination Device is shut down abruptly or the network is interrupted, you will not be able to resume the examination.
6. You should read the [Examination Handbook](#) and its Appendices carefully, and watch [RIME tutorial video](#) to understand the general flow, device and environment requirements, device setup, system operation and examination regulations.
7. You should notify the PEAK Examination Centre by email to cpdc@vtc.edu.hk at least 2 working days before the examination if amendments in the personal particulars are required. Otherwise, you will not be able to log in the Examination System and will be regarded as “ABSENT”.
8. Refer to the Clause 2.2.2 of the [Examination Handbook](#) if changing the language of examination paper is required.

Remark:

1. Any requests for re-scheduling or cancellation of the enrolment will not be entertained. Absentees will not be re-scheduled to another examination session.
2. The fees paid are not refundable or transferable.
3. The Vocational Training Council and/or PEAK Examination Centre will not be responsible for any loss or damage of the equipment you have prepared for the examination, including but not limited to downloading and installing the required software and applications.

Please contact us by email (cpdc@vtc.edu.hk) or by phone (2919 1467) if you have any enquiries about your enrolment.

PEAK Examination Centre

**Regulations for
Insurance Intermediaries Qualifying Examination
(Remote Invigilation Mode Examination (RIME))**

General Rules

1. Candidates must comply with all rules, regulations and requirements set forth in this Examination Handbook. Those who fail to comply will be disqualified from the Examination.
2. Candidates must take RIME session according to the date and time as stated in the Admission Email.
3. Candidates must prepare all required materials before the start of the examination, including Hong Kong Identity Card or Passport, Examination Device, Eagle-Eye Monitoring Device and make sure that they do not take a toilet break during the RIME. Candidates are not allowed to leave the room used for taking the RIME, and they must be present in front of the cameras and can be seen clearly by the invigilator at all times during the RIME.
4. Candidates should re-check and ensure that they have the appropriate equipment, good internet connectivity speed, and properly installed the required software **at least 30 minutes before the designated examination start time**. Candidates who are not able to log in the Online Examination System (Examination System) and/or to turn on the Eagle-Eye monitoring successfully are regarded as “ABSENT”. Absentees will not be re-scheduled to another examination session and the fees paid are not refundable or transferable.
5. 30 minutes before the designated examination start time, candidates shall be allowed to (a) input the test code and ticket number as stated in the Admission Email at the Examination Device to log in the Examination System; and (b) use the Eagle-Eye Monitoring Device to scan the QR on screen of the Examination Device to turn on the Eagle-Eye monitoring. Candidates who are not able to log in the Examination System and/or to turn on the Eagle-Eye monitoring **within 15 minutes of the designated examination start time** will **NOT** be allowed to take the examination and the examination fee paid will not be refunded.
6. As far as possible, the RIME will commence according to the published schedule. However, the VTC and/or PEAK Examination Centre will not be responsible for any delay arisen due to operational reasons, including system failure.
7. Candidates are not required to use calculator during the examination.
8. Candidates are NOT allowed to use any communication/electronic devices during the examination, except the Examination and Eagle-Eye Monitoring Devices. Electronic devices refer to mobile phones, tablets, Personal Digital Assistants (PDAs), Bluetooth headphones/headsets, pagers, MP3 players, camera devices/equipment, electronic dictionaries, scanner pens, databank watches, smart watches with mobile applications installed or wireless technologies supported or other electronic devices which can store and/or display texts, take photos/videos, and record sounds.

9. Candidates are required to **switch off** all communication/electronic devices, except the Examination and Eagle-Eye Monitoring Devices, (include but not limited to the devices listed in Rule number 8 above) including the alarm function, as well as devices which produce sound of any kind, such as alarm watches, **BEFORE logging in the Examination System and/or switching on the Eagle-Eye monitoring.**
10. Candidates are required to turn off all functions and software of the Examination and Eagle-Eye Monitoring Devices that will interrupt or undermine the examination, including but not limited to instant messaging applications, recording software, etc.
11. **Candidates who are unable to log in the Examination System and/or to turn on the Eagle-Eye monitoring within 15 minutes of the designated start time of the examination for whatever reason are regarded as “ABSENT”. Absentees will not be re-scheduled to another examination session and the fees paid are not refundable.**
12. Candidates are required to capture a photo of their appearance and their valid and original Hong Kong Identity Card or Passport (front and back) via the camera of the Examination and Eagle-Eye Monitoring Devices for identification checking after logging in the Examination System. The identification document must be the original of the one registered for the enrolment.
13. Candidates are required to take the RIME in a quiet and secure environment. Candidates are required to use the Eagle-Eye Monitoring Device to capture photos of their examination environment as Room Scan before the examination. Surprise Room Scan at any time during the examination may be required. Candidates who fail to meet the environment requirement, do not follow the invigilator’s instructions, or refuse to cooperate will be considered as violating the examination regulation and will be disqualified from the examination.
14. Candidates will be allowed to start taking the examination at designated examination start time after their identity has been verified successfully and passing the Room Scan. Examination time is subject to the timer displayed on the screen of the Examination Device and the examination will automatically end when the time is up.
15. The VTC and/or PEAK Examination Centre will not be responsible for any loss or damage of the equipment candidates have prepared for the examination, including but not limited to downloading and installing the required software and applications.
16. All personal articles including any textbooks, notes, dictionaries, electronic diaries and any other electronic devices (except the Examination and Eagle-Eye Monitoring Devices), study materials, etc. must not be placed on the examination desk, on candidates’ person or within candidates’ reach during the examination.
17. Drinking, eating, smoking and toilet breaks are not allowed during the examination.
18. Candidates should not write or do rough work during the examination.
19. Candidates must remove any covers that prevent the invigilator from seeing their face clearly, including but not limited to masks, hats, sunglasses and earphones/headphones, before the RIME. Candidates must also check the cameras angle before the RIME to ensure that (a) the Examination Device can capture the frontal faces of the candidate clearly during the RIME; and (b) the Eagle-Eye Monitoring Device can capture the candidate’s head, shoulders, hands, Examination Device screen and the surrounding environment from the left/right side of the Examination Device.

20. If candidates encounter any problems during the RIME, they can click “Monitor” in the function area at the upper right of the Examination Device screen and enter text to seek assistance from the invigilator. The invigilator will provide assistances through the chat room or video call. However, technical support will not be provided.
21. At the end of the RIME, candidates can view the provisional examination result immediately and real-time monitoring and recording of the Examination and Eagle-Eye Monitoring Devices will be terminated.

Disqualification

A candidate may be disqualified from the Examination for up to 3 years, if he/she:

1. obtains access to the examination paper or part thereof prior to the examination through any unlawful means;
2. uses other person’s name to attend the examination, including impersonating another candidate or allowing himself/herself to be impersonated. Any incident of impersonation will be reported to the IA and the Hong Kong Police Force;
3. fails to comply with the device and environment requirements;
4. refers to any unauthorized materials related to the subject of that examination session during examination;
5. allows someone to walk into the examination venue¹;
6. takes away or attempts to take away from the examination venue any examination materials, such as examination questions, by whatever means;
7. takes photographs, audio-recording or video-recording inside the examination venue; (Note: Candidates are required to erase the photographs and/or recordings per invigilators’ instructions)
8. places prohibited materials/devices of any sort on his/her examination desk, on his/her body or within his/her reach;
9. communicates or attempts to communicate with any person inside or outside the examination venue during the RIME by whatever means;
10. uses electronic devices to access the internet/email/SMS/WhatsApp/any instant messaging applications during examination;
11. writes anything or does rough work on any materials;
12. fails to show his/her frontal face in front of the camera of the Examination Device at all times or leave the examination venue during the RIME for whatever reason;
13. fails to use the Eagle-Eye Monitoring Device to show his/her head, shoulders, hands, Examination Device screen and the surrounding environment from the left/right side of the Examination Device during the RIME for whatever reason;
14. shows the contents of his/her Examination Device screen to others intentionally or unintentionally by whatever means;

¹ “examination venue” refers the private room used by the candidate to take the RIME.

15. looks away from the Examination Device screen too frequently or for a suspiciously long period of time;
16. misbehaves or acts maliciously in such a way that he/she upsets the conduct of the RIME;
17. does not turn off his/her electronic devices including the alarm function and/or emits sound rings during the RIME;
18. does not turn off the functions and applications in the Eagle-Eye Monitoring Device including instant messaging application, etc.
19. opens any browsers, applications or files, etc. other than the Examination System Client in the Examination Device for whatever reason during the RIME;
20. fails to follow any of the General Rules or the instructions of the invigilators in the course of the RIME; or
21. misbehaves or acts dishonestly during the RIME.

Proof of Identity

On the examination day, candidates are required to follow the instructions of the Examination System to capture a photo of the front and back of their valid and original Hong Kong Identity Cards or Passports with the Eagle-Eye Monitoring Device, as a proof of their identity. The identification document must be the original of the one registered for the enrolment. Those who fail to produce such documents for verification of identity, whose identification documents are invalid, or whose identity cannot be satisfactorily verified will not be permitted to sit for the RIME.

Typhoon / Black Rainstorm Warning / “Extreme Conditions”

1. If the Pre-No. 8 Special Announcement / Typhoon Signal No. 8 or above / Black Rainstorm Warning Signal / “Extreme Conditions” is issued / in force 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 / Typhoon Signal No. 8 or above / Black Rainstorm Warning Signal / “Extreme Conditions” is issued / in force at 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 / Typhoon Signal No. 8 or above / Black Rainstorm Warning Signal / “Extreme Conditions” is issued / in force at or after 4:00 p.m., examinations between 6:00 p.m. to 10:00 p.m. will be cancelled.
4. Candidates are advised to visit the PEAK Examination Centre website (www.vtc.edu.hk/cpdc) for any special announcements concerning postponement of examinations. The candidates will be notified of the new examination date and time as soon as possible.
5. However, once the examination has commenced, candidates are required to sit through the examination even if the Typhoon Signal No. 8 or above or the Black Rainstorm Warning Signal is announced.

Notice relating to the Personal Data (Privacy) Ordinance

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 Vocational Training Council (VTC)/PEAK Examination Centre and the way in which the VTC/PEAK Examination Centre may use or handle such data.

- (1) Candidates are required to keep the VTC/PEAK Examination Centre informed of any change of their personal data once they are enrolled as candidates for the examination until 6 months after the date of the examination.
- (2) The VTC/PEAK Examination Centre may use the supplied personal data for the following purposes:
 - a. administering the examination;
 - b. providing personal data of candidates to the relevant RIME service providers to run the examination;
 - c. maintaining a candidate record;
 - d. distribution of examination results to candidates concerned;
 - e. posting of examination result on the website of the PEAK Examination Centre for the candidates’ own checking and downloading, unless expressly requested not to do so by the respective candidate in writing;
 - f. certifying candidates' examination results to the IA;
 - g. reporting cases of disqualified candidates to the relevant regulators and bodies;
 - h. research or statistical analysis; or
 - i. any other related purposes.
- (3) The VTC/PEAK Examination Centre will keep the personal data of candidates confidential. Nevertheless, during its operations, the VTC/PEAK Examination Centre may, as permitted by law, compare, match, transfer or exchange their data with the data already possessed, or obtained hereafter, by the VTC/PEAK Examination 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.
- (5) As the Ordinance allows, the VTC/PEAK Examination Centre has the right to charge a reasonable fee for the processing of any request for data access.
- (6) Candidates who request for access to data or correction of data may contact or write to the VTC/PEAK Examination Centre. Its address, telephone number, fax number and email 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

Fax : 2574 0213

Email : cpdc@vtc.edu.hk