

**Handbook for  
Travel Insurance Agents Examination  
Insurance Intermediaries Qualifying Examination**

- Effective from 12 July 2021 -

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# **Handbook for Travel Insurance Agents Examination Insurance Intermediaries Qualifying Examination**

## **1. Introduction**

- 1.1 The Travel Insurance Agents Examination (the Examination) is implemented in May 2006. All prospective travel insurance agents must have passed the Examination, unless otherwise exempted.
- 1.2 Vocational Training Council (VTC) has been appointed by the Insurance Authority as the examination body under the Scheme. 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 of the Examination. To assist candidates in preparing for the Examination, its format, structure, assessment and regulations are described herein in details.

## **2. Examination**

### **2.1 Structure and Syllabus of the Examination**

- 2.1.1 The Examination (Paper VI) consists of the following two parts, namely Principles and Practice of Insurance and Travel Insurance.
- 2.1.2 The syllabus of the Examination can be downloaded from the websites of the PEAK Examination Centre, VTC and the Insurance Authority which at [www.vtc.edu.hk/cpdc](http://www.vtc.edu.hk/cpdc) and [www.ia.org.hk](http://www.ia.org.hk) respectively.

### **2.2 Format of the Examination**

- 2.2.1 The Examination lasts for 2 hours and consists of 80 multiple-choice questions.
- 2.2.2 The examination paper is presented in both English and Chinese.
- 2.2.3 All examination questions are compulsory.
- 2.2.4 Candidates may attempt the Examination using either Pencil-and-Paper Mode Examination (PPME) or Computer Screen Mode Examination (CSME). Candidates choosing CSME are advised to familiarize with the examination format and operations. A “System Demonstration – Online Tutorial” is available on the website of the PEAK Examination Centre at [www.vtc.edu.hk/cpdc](http://www.vtc.edu.hk/cpdc). The VTC will not be responsible for any disputes and consequences resulting from the commands incorrectly inputted by the candidates. Candidates should follow the instructions from the invigilators and input the required information for logging in the examination system by themselves. Invigilators will not input the information for candidates.

## **2.3 Grading and Results**

2.3.1 Examination results are only 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 attend the examination for whatever reason are regarded as "ABSENT" (including those candidates who are late for 15 minutes or more after the start of the examination). 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, candidates are required to attain a minimum score of **70%**.

## **3. Application**

### **3.1 Timetable**

- 3.1.1 Examinations (both PPME and CSME), are being held regularly.
- 3.1.2 The frequency of examination is flexible and subject to demand.
- 3.1.3 Available PPME and CSME examination sessions are updated every day in the morning (except Saturdays, Sundays and public holiday) in the Online Enrolment System ([www.vtc.edu.hk/cpdc/eonline](http://www.vtc.edu.hk/cpdc/eonline)).

### **3.2 Entries**

- 3.2.1 The Examination is open to public and there are no prerequisites for enrolment.
- 3.2.2 Applicants should submit their enrolment applications to the PEAK Examination Centre via the Online Enrolment System ([www.vtc.edu.hk/cpdc/eonline](http://www.vtc.edu.hk/cpdc/eonline)).
- 3.2.3 Applicants should not enrol for more than one session of the same paper for PPME within the same calendar week and not enroll for same session of the same paper for CSME more than once.

## **4. Enrolment Procedures**

- 4.1 All enrolments for the Examination can only be made online via the Online Enrolment System ([www.vtc.edu.hk/cpdc/eonline](http://www.vtc.edu.hk/cpdc/eonline)).
- 4.2 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 printed on the Hong Kong Identity Card or

Passports. In case there is any discrepancy in the particulars, the progress of the examination will be delayed. No extra time will be given for this situation.

- 4.3 Applicants may pay the examination fee by Visa, Master or UnionPay Card in the Online Enrolment System.
- 4.4 Online enrolment process should be completed within 20 minutes. Otherwise, the selected examination session(s) will be released and the enrolment process will start all over again.
- 4.5 If the enrolment is accepted, applicants will normally receive an Admission Form by email after 2 full working days of the enrolment, excluding the date of enrolment. If the enrolment is not accepted, applicant will receive a notification from the PEAK Examination Centre by phone not later than 5 full working days of the enrolment, excluding the date of enrolment, and the fees paid will be refunded.
- 4.6 For the operations of the Online Enrolment System, please refer to the Online Enrolment Instructions at [www.vtc.edu.hk/cpdc/eonline](http://www.vtc.edu.hk/cpdc/eonline).

## 5. Payment of Examination Fee

### 5.1 Examination Fee:

PPME	HK\$280
CSME	HK\$340

- 5.2 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.
- 5.3 Entry to the examination will be invalidated if a candidate fails to comply with the above-mentioned payment procedure.
- 5.4 Fees paid are **not refundable or transferable** except where the candidates cannot be arranged to sit for one of their chosen examination sessions.
- 5.5 Fees may be subject to revision as required.

## 6. Admission Form

- 6.1 After the completion of the enrolment procedures, Admission Form will be issued.
- 6.2 Candidates will normally receive an Admission Form by email after 2 full working days of the enrolment, excluding the date of enrolment, if the enrolment is accepted. Candidates should notify the PEAK Examination Centre in writing if any information on the Admission Form is inaccurate and therefore requires amendment.
- 6.3 On some occasions, the Admission Form may be distributed at the PEAK Examination Centre by the invigilator on the day of the examination concerned. Candidates should notify the invigilators during the examination if amendments to any information on the Admission Form are required.
- 6.4 For CSME, amendments must be made at least **one hour** before the examination, if errors are found on the Admission Form. Otherwise, candidates will **not** be able

to log in the examination system and time will be wasted. **No** extra time will be given for this situation.

6.7 The Admission Form contains the information such as the Examination Number, Candidate Number, Examination Date, Time, Venue and Candidate's Name.

6.8 The PEAK Examination Centre will collect all Admission Forms during the examinations. Candidates will only be allowed to keep the Admission Forms upon the approval of invigilator.

## **7. Choice of Examination Session**

7.1 Examination dates, times and venue of the respective examination sessions are detailed in the Online Enrolment System .

7.2 Applicants should choose the examination session for each examination paper in the Online Enrolment System.

7.3 Nevertheless, subject to the agreement of applicants, they will be arranged to sit for an examination session which differs from their original chosen examination session if the chosen session is not available . The PEAK Examination Centre reserves the right to allocate applicants to designated examination sessions.

7.4 All examination seats are allocated on a **first-come-first-served** basis. Incomplete online enrolment applications and applications without payment will not be processed.

7.5 Once the enrolment is accepted, any requests for re-scheduling and/or cancellation will not be entertained. Fees paid are not refundable or transferrable.

## **8. Computer or System Breakdown**

For CSME, candidates' results will be invalid if there is a technical breakdown 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 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 will not be liable for the candidates' losses resulting from the system breakdowns.

## **9. Examination Regulations**

Candidates should read carefully the Regulations of the Examination at Appendix I. Candidates who fail to observe any of these regulations may be disqualified from taking the examination for up to 3 years.

## **10. Disqualification**

10.1 If a candidate is found breaching the Regulations of the Examination in the examination, he/she may be disqualified from taking all papers of the Insurance Intermediaries Qualifying Examination for up to 3 years. The PEAK Examination Centre would report to the Insurance Authority, Travel Agents Registry and Travel Industry Council of Hong Kong any disqualification cases in respect of the Examination.

- 10.2 Any candidates who deliberately attempt to, or intend to, disrupt the system operations, destroy/alter the computer facilities and/or tamper with the computers will be disqualified immediately and are required to indemnify VTC for the losses. The PEAK Examination Centre would also report the incident to the organizations as mentioned in Section 10.1 and the Hong Kong Police Force, and/or any law enforcement bodies, if necessary.

## 11. Identification Requirements

Candidates are required to bring with them their valid and original Hong Kong Identity Cards<sup>1</sup> or Passports and Admission Forms to the examination venue for identification checking throughout the examination. The identification document must be the original of the one submitted for the enrolment. Those who fail to produce such identification, whose identification documents are invalid, or whose identity cannot be satisfactorily verified will not be permitted to sit for the examination. Fees paid are not refundable or transferable.

## 12. Distribution of Results

### 12.1 PPME:

- 12.1.1 Candidates can check their individual results, download and print the Notifications of Results in the “Exam Result Checking” system on the website of the PEAK Examination Centre ([www.vtc.edu.hk/cpdc](http://www.vtc.edu.hk/cpdc)) starting from the 5th full working day after the examination.

### 12.2 CSME:

- 12.2.1 Examination results will be shown on the computer screen immediately after completion of the examination. Candidates must inform the invigilators before they submit the answers. The invigilators will guide the candidates to submit the answers and record the results for candidates’ confirmation and signature. The on-screen examination result is for reference only and is subject to the result printed on the Notification of Result.

- 12.2.2 Candidates can download and print the Notifications of Results in the “Exam Result Checking” system on the website of the PEAK Examination Centre ([www.vtc.edu.hk/cpdc](http://www.vtc.edu.hk/cpdc)) starting from **1 hour** after the designated end time of examination.

- 12.3 Hard copy of the Notification of Result will not be provided. The examination results and Notifications of Results will be available in the “Exam Result Checking” system for **3 months** after the date of examination. After 3 months of the examination, candidates are required to apply for re-issuance of the Notifications of Results.

- 12.4 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](mailto:cpdc@vtc.edu.hk) at least 3 full

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<sup>1</sup> For candidates who have just reached 18 years old, they are required to produce their adult identity card (or an acknowledgement of an application for an adult identity card) for identity verification during any examination which takes place after the 30th days following their 18th birthday. Otherwise, they will not be allowed to take the examination. Fees paid are not refundable or transferable.

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, contact telephone number and local postal address. Late notifications will not be entertained. Their Notifications of Results will then be sent to the candidates' local postal addresses by surface post within 7 full working days after the date of examination. If the Notification of Result was lost in the post, candidates are required to apply for re-issuance.

12.5 By virtue of confidentiality, the examination results will not be disclosed by phone, facsimile or email.

12.6 List of candidates who passed the Examination (including Hong Kong Identity Card number or Passport number) may be sent to the Insurance Authority for reference.

12.7 Re-issuance of Notification of Result

12.7.1 Candidates may request a re-issued copy of the Notification of Result in writing together with their contact telephone numbers and a copy of the Hong Kong Identity Card or Passport to the PEAK Examination Centre by post or in person. The application for the re-issuance of copy is free of charge. The PEAK Examination Centre will contact the candidates by phone 7 working days after receipt of the application (excluding the application date) to collect the Notification of Result in person. The uncollected re-issued copy of the Notification of Results will be disposed of one month after the application date.

Note: To avoid loss in the mail, candidates should notify the PEAK Examination Centre in writing IMMEDIATELY of any change in their correspondence address.

### **13. Re-marking of the Examination Papers**

13.1 Candidates who are not satisfied with their examination results may, within **2 weeks** after the date of issue of the Notification of Result, request in writing to the PEAK Examination Centre for re-marking of the examination papers.

13.2 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.

13.3 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.

13.4 All re-marking of examination papers will be kept confidential.

13.5 The result will be sent to the candidates concerned in writing within one month after the receipt of the request.

13.6 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 to candidates in any case.

## **14. Certificates**

- 14.1 Candidates who pass the Examination will be awarded certificates, which can be collected by candidates in person from the PEAK Examination Centre during office hours two weeks after the examination, excluding the examination date.
- 14.2 Certificates can also be collected by a representative provided with a duly signed authorization letter, a copy of the Notification of Result and a copy of the Hong Kong Identity Card or Passport of the candidate concerned.
- 14.3 Alternatively, certificates can be sent to candidates by registered mail upon candidates' written request (a copy of Hong Kong Identity Card or Passport enclosed) and submission of a crossed cheque or cashier's order for HK\$25 payable to "Vocational Training Council" being payment for the postal expenses.
- 14.4 The valid period for collection of the certificates is two years from the date of the examination. If the certificate(s) has/have not been collected after 2 years of the examination date, candidates are required to request for re-issuance of certificate(s) (please refer to 15.1).

## **15. Re-issuance of Certificates**

- 15.1 Candidates may request a re-issued certificate(s) in writing or in person providing their contact telephone numbers, a copy of corresponding Notification of Result and a copy of Hong Kong Identity Card or Passport. The charge is HK\$200 per certificate.
- 15.2 Candidates should also 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 candidate by phone 7 working days after receipt of the application (excluding the application date) to collect the certificate in person. The uncollected re-issued certificates will be disposed of one year after the application date.
- 15.4 Alternatively, certificates can be sent to candidates by registered mail upon candidates' written request (a copy of Hong Kong Identity Card or Passport enclosed) and submission of a crossed cheque or cashier's order for HK\$25 payable to "Vocational Training Council" being payment for the postal expenses.
- 15.5 A chop "Duplicate" will appear on the certificate to indicate that it is a re-issued certificate.
- 15.6 The certificates will be re-issued only once.

## **16. Re-issuance of Receipt**

- 16.1 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.
- 16.2 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".



- 16.3 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.
- 16.4 The uncollected re-issued receipt(s) will be disposed of one year after the application date.

## **17. Study Notes for Examination**

- 17.1 The Study Notes for the Examination can be downloaded from the websites of the PEAK Examination Centre, VTC and the Insurance Authority at [www.vtc.edu.hk/cpdc](http://www.vtc.edu.hk/cpdc) and [www.ia.org.hk](http://www.ia.org.hk) respectively. Candidates may also request 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**.
- 17.2 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.

## **18. Notice on Personal Data (Privacy) Ordinance**

- 18.1 Candidates are advised to read the notice relating to the Personal Data (Privacy) Ordinance at Appendix II in understanding their rights and obligations regarding the supply of their personal data to the VTC and the manner in which the VTC may use or deal with such data for their examination applications.
- 18.2 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.

## **19. Disclaimer**

- 19.1 VTC shall not be responsible for any non-performance of duties where such non-performance has been caused by an act of God, labour strike, natural disaster, epidemic, governmental action or intervention, riot or any other cause not reasonably foreseeable and beyond the reasonable control of the VTC. Fees paid are not refundable or transferable.

## 20. Enquiries

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

- 20.1 By post or in person: PEAK Examination Centre  
Vocational Training Council  
M/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](http://www.vtc.edu.hk/cpdc) and in the PEAK Examination Centre.

- 20.2 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

- 20.3 By e-mail : [cpdc@vtc.edu.hk](mailto:cpdc@vtc.edu.hk)

- 20.4 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 2021

**Regulations of the  
Insurance Intermediaries Qualifying Examination**

**General Rules**

1. Candidates shall only be allowed to attend an examination at the designated venue.
2. Candidates are advised to arrive at the examination venue **at least 15 minutes before the start of the examination**. Before being admitted to the examination venue, candidates must present their original, valid Hong Kong Identity Card or Passport and Admission Form to the invigilators for verification purpose. Candidates will be assigned a seat after their identity is verified. Those who fail to produce any of the mentioned identification documents or whose identity cannot be satisfactorily verified will **not** be permitted to sit for the examination.
3. Candidates must sit according to the designated seat numbers unless otherwise approved by the invigilator.
4. As far as possible, the examination will be started according to the published schedule. However, the Vocational Training Council will not be responsible for any delay arisen due to operational reasons, including system failure.
5. Candidates who arrive at the examination venue more than 15 minutes after the start of the examination for whatever reason will not be allowed to take the examination and the examination fee paid will not be refunded.
6. Calculators brought into the examination venue are subject to inspection. Non-programmable electronic calculators (without cover) may be used in examination, provided that the calculators are battery-powered, silent in operation and with neither print-out nor graphic/word display functions. Please refer to the List of Approved Calculators at “FAQs” on the Website of PEAK Examination Centre.
7. Candidates are NOT allowed to use any communication/electronic devices (except authorised calculators stipulated in Rule number 6 above) during the examination. 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.
8. Candidates are required to **switch off** all communication/electronic devices (include but not limited to the devices listed in Rule number 7 above) including the alarm function, as well as devices which produce sound of any kind, such as alarm watches, **BEFORE entering the examination venue**. Invigilators will check the devices at the entrance of the examination venue.
9. Candidates should bring their own pencils and erasers to the examination venue for Pencil-and-Paper Mode Examination (PPME). They should use HB pencils to answer multiple choice questions. The use of correction fluid or tape on the Multiple Choice Answer Sheets is not permitted.

10. **Candidates who are not able to attend the Examination for whatever reason are regarded as “ABSENT” (including those who are more than 15 minutes late). Absentees will not be re-scheduled to take another examination session and the fees paid are not refundable.** For the Candidates who arrive at the examination venue within 15 minutes after the start of the examination, their examination time will not be extended.
11. Candidates attending Computer Screen Mode Examination (CSME) are **forbidden** from switching on the monitor or any computer facilities until they are instructed to do so by the Chief Invigilator. Before the start of the examination, candidates must listen to the Chief Invigilator’s announcement. With the Chief Invigilator’s instruction, the candidates log in the examination system. The Chief Invigilator will announce the start of the examination after the login is completed (normally within one minute).
12. After the examination has been in progress for **more than 30 minutes**, candidates may request to leave the examination venue with the approval of the invigilator. However, candidates attending PPME are not permitted to leave the examination venue in the **final 15 minutes**.
13. The Vocational Training Council will not be responsible for any loss, theft or damage of personal property of candidates during the examination.
14. All personal articles including any textbooks, notes, dictionaries, electronic diaries and any other electronic devices, study materials must be placed in the designated area during the examination.
15. Drinking, eating and smoking are not allowed in the examination venue.
16. Candidates should write or do rough work on question papers, answer sheets or authorized papers.
17. Candidates should raise their hands to seek the invigilator’s assistance if they encounter any problems during the examination.
18. At the end of the examination, candidates should remain silent and seated until the invigilators announce that they could leave the examination venue.

**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 Hong Kong Police Force;
3. refers to any unauthorized materials related to the subject of that examination session during examination;
4. observes and notes the work of another candidate or allows his/her work to be copied by the other candidates;
5. takes away or attempts to take away from the examination venue any examination materials, such as examination question books or examination questions, answer sheets, backing sheets or graph papers, by whatever means;
6. takes photographs, audio-recording or video-recording inside the examination venue; (Note: the photographs and/or recordings taken and their associated equipment would be taken away for further inspection and the photographs and/or recordings would be erased.)
7. possesses prohibited materials/devices of all sorts on his/her examination desk on his/her person or within his/her reach;
8. communicates or attempts to communicate with any person inside or outside the examination venue during examination by whatever means;
9. uses electronic devices for any purposes, including but not limited to access the internet/email/SMS/WhatsApp/any instant messaging applications during examination;
10. writes anything or does rough work on the materials other than question paper, answer sheet or authorized paper;
11. leaves the examination venue without permission or during non-permitted time period in the examination;
12. starts working before he/she is instructed to do so or continues working after "stop writing/the end of the examination" announcement is made;
13. misbehaves or acts maliciously in such a way that he/she upsets the conduct of the examination;
14. does not turn off his/her electronic devices including the alarm function and/or emits sound rings during examination;
15. fails to follow the general rules or the instruction of the invigilators in the examination; or
16. misbehaves or acts dishonestly during examination.

**Proof of Identity**

Candidates must bring their respective valid and original Hong Kong Identity Cards<sup>2</sup> or Passports, as a proof of their identity, to the examination. The identification document must be the original of the one submitted for the enrolment. Those who fail to produce such identification, whose identification documents are invalid, or whose identity cannot be satisfactorily verified will not be permitted to sit for the examination.

**Typhoon and Black Rainstorm Warning**

1. If the typhoon signal no. 8 or above or the black rainstorm warning signal is 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 typhoon signal no. 8 or above or the black rainstorm warning signal is 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 typhoon signal no. 8 or above or the black rainstorm warning signal is 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 website of the PEAK Examination Centre ([www.vtc.edu.hk/cpdc](http://www.vtc.edu.hk/cpdc)) for any special announcements concerning postponement of examinations. The new examination date and time will be notified to candidates 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.

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<sup>2</sup> For candidates who have just reached 18 years old, they are required to produce their adult identity card (or an acknowledgement of an application for an adult identity card) for identity verification during any examination which takes place after the 30th days following their 18th birthday. Otherwise, they will not be allowed to take the examination. Fees paid are not refundable or transferable.

**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 (the VTC) and the way in which the VTC may use or handle such data.

- (1) Candidates are required to keep the VTC informed of any change of their personal data once they have enrolled as candidates for the examination until 6 months after the date of the examination.
- (2) The VTC may use the supplied personal data for the following purposes:-
  - a. administering the examination;
  - b. maintaining a candidate record;
  - c. distribution of examination results to candidates concerned;
  - d. 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;
  - e. certifying candidates' examination results to the Insurance Authority, Travel Agents Registry and Travel Industry Council of Hong Kong;
  - f. reporting cases of disqualified candidates to the relevant regulators and bodies;
  - g. research or statistical analysis;
  - h. transferring candidates’ personal data to the venue provider(s) for record of visits; or
  - i. any other related purposes.
- (3) The VTC will keep the personal data of candidates confidential. Nevertheless, during its operations, the VTC may, as permitted by law, compare, match, transfer or exchange their data with the data already possessed, or obtained hereafter, by the VTC 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. In this connection, please note that the answer sheets used by candidates in the examination (which may contain their personal data) will be destroyed two months after the date of the examination concerned.
- (5) As the Ordinance allows, the VTC 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. The address, telephone number, fax number and e-mail address are as below:

PEAK Examination Centre  
Vocational Training Council  
M/F, Vocational Training Council Tower  
27 Wood Road  
Wanchai  
Hong Kong

Telephone : 2919 1467, 2919 1468, 2919 1478  
Fax : 2574 0213  
E-mail : cpdc@vtc.edu.hk