

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 are required, unless exempted, to pass the Examination under the Insurance Intermediaries Qualifying Examination of the Insurance Intermediaries Quality Assurance Scheme.
- 1.2** The Vocational Training Council (the VTC) has been appointed by the Office of the Commissioner of Insurance as the examination body to implement the Examination. This is administered by an independent unit within the VTC, the PEAK Examination Centre.
- 1.3** This Handbook aims to inform candidates the 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 is outlined in Appendix I.

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 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 now available on the website of the PEAK Examination Centre (<http://www.vtc.edu.hk/cpdc>). The VTC will not be responsible for any disputes or consequences resulting from the commands incorrectly inputted by the candidates.

2.3 Grading and Results

2.3.1 Examination results are only graded as follows:-

- (i) PASS
- (ii) FAIL

The exact score will not be disclosed.

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.

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 Pencil-and-Paper Mode and CSME), are being held regularly.
- 3.1.2 The frequency of examination is flexible and subject to demand.
- 3.1.3 Examination timetables will be promulgated well in advance of the dates of examination through the monthly Information Sheets issued by the PEAK Examination Centre.
- 3.1.4 This will also be made available at the PEAK Examination Centre website which is updated at 10:00 am on every working day.

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 forms to the PEAK Examination Centre on or before the deadline for enrolment. Late submission will NOT be accepted.
- 3.2.3 Candidates should not register for more than one Pencil-and-Paper Mode Examination during any 7-day period.

3.3 Enrolment Form

- 3.3.1 Each candidate can obtain a complete set of enrolment package consisting of an enrolment form, an Examination Handbook and a copy of Notes on Personal Information Collection in connection with the Insurance Intermediaries Qualifying Examination at the PEAK Examination Centre. When the enrolment procedure is completed, a candidate will get an Admission Form for the examination.
- 3.3.2 The enrolment package can be obtained in person during office hours or by post (with a self-addressed and \$5.7 postal stamp affixed 7" x 10" envelope enclosed) at the following address:-
- PEAK Examination Centre
Vocational Training Council
M/F, Vocational Training Council Tower
27 Wood Road
Wanchai
Hong Kong
- 3.3.3 Please mark "Request for Travel Insurance Agents Examination Enrolment Form" on the envelope when making a request by post.
- 3.3.4 Enrolment form can also be downloaded from the website of the PEAK Examination Centre (<http://www.vtc.edu.hk/cpdc>).

4. Registration Procedures

4.1 Registration by post

- 4.1.1 Registration by post closes **10 full working days** before the date of examination.
- 4.1.2 The completed enrolment form together with a photocopy of the candidate's valid Hong Kong Identity Card or Passport can be sent by post to the PEAK Examination Centre, the address of which is stated in paragraph 3.3.2.
- 4.1.3 Candidates should also enclose a crossed cheque or a cashier's order for the proper amount of examination fee payable to "Vocational Training Council".
- 4.1.4 Please mark "Travel Insurance Agents Examination" on the envelope when sending the enrolment form by post.
- 4.1.5 Cash must not be enclosed with the enrolment form.
- 4.1.6 The VTC would not accept responsibility for enrolment forms, receipts and cheques/cashier's orders lost in the post.
- 4.1.7 To safeguard against any possible loss or delay in mail, applicants are advised to send in their enrolment forms by post in good time.

4.2 Registration in person or by a representative

- 4.2.1 Registration in person or by a representative closes **2 full working days** before the date of examination. For example, if a candidate wants to sit for an examination to be held on Monday, 26 June 2006, he/she should submit the completed enrolment form in person or by a representative to the PEAK Examination Centre on or before Wednesday, 21 June 2006.
- 4.2.2 Candidates should submit the completed enrolment form together with a photocopy of his/her valid Hong Kong Identity Card or Passport.
- 4.2.3 Walk-in enrolment for CSME is allowed provided that seats are still available in the respective session. Walk-in enrolment closes one hour before the commencement of the examination (within office hours of the PEAK Examination Centre) that the candidates concerned desire to attend.
- 4.2.4 Candidates may also pay the examination fee by cash, EPS or credit card (Visa or Master Card). Payment should be settled upon submission of enrolment form.

5. Payment of Examination Fee

- 5.1 For the examinations held on or after 1 February 2014, the examination fee for each paper of the Pencil-and-Paper Mode Examination is HK\$250 and CSME is HK\$300.
- 5.2 Payment cannot be made through Electronic Teller Machine.
- 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 Candidates who register by post will normally receive by mail an Admission Form at least **3 full working days** before the date of the examination concerned. If not, they should contact the PEAK Examination Centre to check if this has been misposted and should register in person or by a representative, if necessary, at least **2 full working days** before the date of examination. 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 of any necessary amendments, if errors are found in the Admission Form.

- 6.2 Candidates who register in person or by a representative will be issued an Admission Form about 15 minutes upon the acceptance of the enrolments. Candidates should check the information printed on the Admission Form and **must** notify the PEAK Examination Centre of any necessary amendments before leaving the counter.

Note: For CSME, amendments must be made at least **one hour** before the examination, if errors are found in 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.

- 6.3 The Admission Form contains the information such as the Examination Number, Candidate Number, examination date, time, venue, candidate's name and Hong Kong Identity Card/Passport number.

7. Choice of Examination Session

- 7.1 Candidates may have three choices of examination sessions in order of priority they apply to sit for by specifying the respective Examination Numbers in the enrolment form.
- 7.2 Dates and times of the examination sessions of the respective Examination Numbers are detailed in the Information Sheet.
- 7.3 Nevertheless, subject to the agreement of candidates, they may be arranged to sit for an examination session which differs from their original chosen examination sessions if the latter are already full. The PEAK Examination Centre reserves the right to allocate candidates to designated examination sessions.
- 7.4 Once the enrolment is accepted, any requests for re-scheduling and/or cancellation will not be entertained.

8. Computer or System Breakdown

For CSME, candidates' results will be invalidated if there is a technical breakdown caused by whatever reason during the examination. 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 II. Failure to observe any of these regulations will result in disqualification from the examination.

10. Disqualification

- 10.1 If a candidate is found cheating in whatever manner in respect of the examination, he/she may be disqualified from taking all examinations under the Insurance Intermediaries Qualifying Assurance Scheme for 3 years. The PEAK Examination Centre would report to the Office of the Commissioner of Insurance, Insurance Agents Registration Board, The Hong Kong Confederation of Insurance Brokers, Professional Insurance Brokers Association, Travel Agents Registry and Travel Industry Council of Hong Kong any cheating 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 (examination fee will not be refunded) and are required to indemnify the PEAK Examination Centre for the losses. The PEAK Examination Centre would also report the incident to the organisations as mentioned in 10.1, the Hong Kong Police, and/or any law enforcement bodies, if necessary.

11. Identification Requirements

Candidates are required to bring with them their Hong Kong Identity Cards or valid Passports and Admission Forms to the examination venue for identification checking throughout the examination. Those who fail to produce such identification or whose identity cannot be satisfactorily verified will not be permitted to sit for the examination.

12. Distribution of Results

12.1 For candidates attending Pencil-and-Paper Mode Examination.

12.1.1 Notifications of examination results will be sent to candidates by post within **7** full working days after the date of examination. Candidates can make enquiries to the PEAK Examination Centre by phone or in person if they do not receive the notifications 10 full working days after the date of examination. By virtue of confidentiality, the examination results will not be disclosed by phone, facsimile or email.

12.1.2 In order to allow candidates to check their results sooner, an enquiry system has been established. Candidates can have access to their individual results via the website of the PEAK Examination Centre at <http://www.vtc.edu.hk/cpdc>.

Any use of the personal data in this system for purposes other than the above-mentioned purpose requires the prior consent given voluntarily by the individuals who are the subjects of the data (i.e. candidates) pursuant to Data Protection Principle 3 in Schedule 1 of the Personal Data (Privacy) Ordinance.

Candidates may log in to the system to check their results starting from the 7th full working day after the examination. The examination results will then exist in the system for **3 months** (from the date of examination).

Candidates who are unwilling to have their results available in the system may inform the PEAK Examination Centre in writing not later than **3 full working days after the date of examination**. Candidates have to provide their name, Hong Kong Identity Card or Passport number, date of examination, name of examination paper and contact telephone number. Letters can be sent to M/F, VTC Tower, 27 Wood Road, Wanchai, Hong Kong (postmark will be referred to) or faxed to 2574 0213. Late notifications will not be entertained.

Enquiries may be directed to the PEAK Examination Centre at 2919 1468 or 2919 1478 during office hours.

12.1.3 A list of the candidates who passed the Examination (including Hong Kong Identity Card number or Passport number) may be sent to relevant regulators and bodies for reference.

12.2 For candidates attending Computer Screen Mode Examination.

12.2.1 Upon completion of the examination, a candidate must inform the invigilator before he/she submits the answers.

12.2.2 The invigilator will guide the candidate to obtain the examination result which will be automatically displayed at the computer screen. This will be recorded for the candidate's confirmation and signature.

12.2.3 The candidates will then be able to print and collect his/her own copy of the Notification of Result at the examination venue.

12.3 Candidates may request a re-issued copy of the Notification of Result in writing together with a copy of the Hong Kong Identity Card to the PEAK Examination Centre within two years from the date of the examination.

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 of 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 applications for re-marking of examination papers will be kept confidential.

13.5 The re-marked 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.

14. Certificates

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. Certificates can also be collected by a representative provided with an authorization letter, a copy of the Notification of Result and a copy of the Hong Kong Identity Card/ Passport of the candidate concerned. Alternatively, certificates can be sent to candidates by registered mail upon candidates' written request (a photocopy of Hong Kong Identity Card/Passport enclosed) and submission of a crossed cheque for HK\$25 payable to "Vocational Training Council" being payment for the postal expenses. The valid period for collection of the certificates is two years from the date of the examination.

15. Loss or Damage to Certificates

Candidates may request in writing for re-issuing certificate(s) which was/were lost, damaged or disposed of. The charge is HK\$200 per certificate. The application procedures are:

- (1) Write to the PEAK Examination Centre at M/F, VTC Tower, 27 Wood Road, Wanchai, Hong Kong (a photocopy of Hong Kong Identity Card/Passport and a copy of corresponding Notification of Result slip enclosed). A crossed cheque for HK\$200 payable to "Vocational Training Council" must be submitted. The candidate's contact telephone number should be provided.
- (2) The PEAK Examination Centre staff will contact the candidate to collect the certificate in person one week after the receipt of the request.
- (3) A chop "Duplicate" will appear on the certificate to indicate that it is a re-issued certificate.
- (4) The certificate will be re-issued only once and within two years from the date of examination.

16. Study Notes for Examination

The study notes for the Examination can be downloaded from the websites of the PEAK Examination Centre (<http://www.vtc.edu.hk/cpdc>) and the Office of the Commissioner of Insurance (<http://www.oci.gov.hk>). Candidates may also obtain a hard copy of the study notes at the PEAK Examination Centre upon payment of a copying charge of HK\$50 for each copy.

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 III 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.
- 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 sign the Consent at the bottom of the Notes which are part of the enrolment package distributed to candidates. The Notes should be submitted to the PEAK Examination Centre together with the enrolment form.

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
 M/F, Vocational Training Council 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

- 18.2 By telephone : 2919 1467
 2919 1468
 2919 1478

Services 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

Note: The office hour may subject to change on the working day immediately before a public holiday. The PEAK Examination Centre will publish the related information in our website at <http://www.vtc.edu.hk/cpdc> and post in the centre.

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

- 18.4 By fax : 2574 0213

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

Part I Principles and Practice of Insurance

I. Risk and Insurance

- i. Concept of Risk
 - A. Meaning of Risk
 - B. Classification of Risk
 - C. Risk Management
- ii. Functions and Benefits of Insurance

II. Legal Principles

- i. The Law of Contract
 - A. Definition
- ii. The Law of Agency
 - A. Definition
 - B. How Agency Arises
 - C. Authority of Agents
 - D. Duties Owed by Agent to Principal
 - E. Duties Owed by Principal to Agent
 - F. Termination of Agency

III. Principles of Insurance

- i. Insurable Interest
- ii. Utmost Good Faith
- iii. Proximate Cause
- iv. Indemnity
- v. Contribution
- vi. Subrogation

IV. Structure of Hong Kong Insurance Industry

- i. Types of Insurance Business
- ii. Size of Industry
- iii. Insurance Intermediaries
- iv. The Hong Kong Federation of Insurers

V. Regulatory Framework of Insurance Industry

- i. Regulation of Insurance Companies in Hong Kong
 - A. Insurance Companies Ordinance
 - B. Code of Conduct for Insurers
 - C. Guidelines on Complaint Handling
 - D. Insurance Claims Complaints Bureau
- ii. Regulation of Insurance Intermediaries in Hong Kong
 - A. Roles and Responsibilities of Insurance Agents and Brokers
 - B. The Code of Practice for the Administration of Insurance Agents

VI. Ethical and Other Related Issues

- i. Insurance Intermediaries' Duties to Policyholders
- ii. Protection of Personal Data
- iii. Issues Regarding Equal Opportunity
- iv. Prevention of Corruption
- v. Prevention of Insurance Fraud

Part II Travel Insurance

- I. Introduction**
- II. Travel Insurance Agents**
- III. Basic Features of Travel Insurance**
- IV. Documentation**
- V. Insured Trip**
- VI. Rating and Underwriting**
- VII. Personal Accident Benefits**
- VIII. Medical Expenses**
- IX. Hospital Benefit**
- X. Emergency Services**
- XI. Baggage and Personal Effects**
- XII. Baggage Delay**
- XIII. Personal Money**
- XIV. Loss of Travel Documents**
- XV. Personal Liability**
- XVI. Travel Delay**
- XVII. Loss of Deposit or Cancellation of Trip**
- XVIII. Curtailment of Trip**
- XIX. Outbound Travel Alert**
- XX. Limitations and Exclusions**
- XXI. Claims**
- XXII. Beneficiaries**
- XXIII. Miscellaneous General Provisions**
- XXIV. Handling of Contingencies**

**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**. Invigilators will check the candidates' Hong Kong Identity Cards/Passports and Admission Forms upon their arrival. Each of the candidates will be assigned a seat after his/her identity is verified. Those who fail to produce such identification or whose identity cannot be satisfactorily verified will **not** be permitted to sit for the examination.
3. Calculators brought into the examination venue are subject to inspection. Non-programmable electronic calculators 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.
4. Candidates are required to switch off beeping watches, pagers and mobile phones before entering the examination venue.
5. Candidates should bring their own pencils and erasers into the examination venue.
6. Candidates attending Pencil-and-Paper Mode Examination should use HB pencils to answer multiple choice questions.
7. **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). No candidates will be admitted to the examination venue 15 minutes after the start of the examination. Absentees will not be re-scheduled to another examination session and the fees paid are not refundable.** Candidates arriving late, but within 15 minutes after the start of examination, will be allowed to attend the examination but will not be given extra time.
8. Candidates attending CSME are **forbidden** to switch on the monitor or any computer facilities until they are instructed by the Chief Invigilator. Before the start of the examination, candidates must listen to the Chief Invigilator's announcement. Candidates will have **one minute** to log in the examination system. The Chief Invigilator will announce the start of the examination after the login is completed (in one minute).
9. After the examination has been in progress for **more than 30 minutes**, candidates who have finished the examination may request to leave the examination venue with the approval of the invigilator. However, candidates attending Pencil-and-Paper Mode Examination are not permitted to leave the examination venue in the **final 15 minutes**.
10. The Vocational Training Council will not be responsible for any loss, theft or damage of personal property of candidates during the examination.

Appendix II

11. All personal articles including any textbooks, notes, dictionaries, electronic diaries and any other study materials must be placed in the designated area during the examination.
12. Drinking, eating and smoking are not allowed in the examination venue.
13. Candidates must sit according to the designated seat numbers unless otherwise approved by the invigilators.
14. The use of correction fluid on the Multiple Choice Answer Sheets is not permitted.
15. 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 if he/she:

1. obtains knowledge of an examination paper prior to the examination;
2. communicates or attempts to communicate with any person inside or outside the examination venue during an examination;
3. copies from notes, books or electronic devices brought into the examination venue or from the work of another candidate during an examination session;
4. 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 any means;
5. leaves the examination venue without permission;
6. starts to work on the Pencil-and-Paper question paper before being instructed to do so or continues to write after being told to stop writing at the end of an examination session;
7. does anything which causes unnecessary distraction to other candidates or disruption to the examination;
8. takes an examination on behalf or in the name of another person or allows other persons to take the examination instead of himself/herself;
9. fails to follow the General Rules or the instructions of the invigilators in the examination; or
10. is found cheating in whatever manner.

Proof of Identity

Candidates must bring the Admission Forms together with their respective Hong Kong Identity Cards or valid Passports, as a proof of their identity, to the examination. Those who fail to produce such identification 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 (<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.

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. certifying candidates' examination results to the Office of the Commissioner of Insurance, Insurance Agents Registration Board, The Hong Kong Confederation of Insurance Brokers, Professional Insurance Brokers Association, Travel Agents Registry and Travel Industry Council of Hong Kong;
 - e. reporting cases of disqualified candidates to the relevant regulators and bodies;
 - f. research or statistical analysis; and
 - g. 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