

Handbook for Travel Insurance Agents Examination Insurance Intermediaries Qualifying Examination

- Effective from 2 October 2024-

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 (“IA”) as the examination body. This is administered under an independent unit within the VTC, the Institute of Professional Education And Knowledge Examination Centre of the VTC (“PEAK Exam 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 of Insurance Intermediaries Qualifying Examination) 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 Exam Centre and the IA which at www.vtc.edu.hk/cpdc and www.ia.org.hk respectively.

2.2 Format of the Examination

- 2.2.1 The Examination lasts for two 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 Exam Centre at www.vtc.edu.hk/cpdc. The PEAK Exam Centre 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 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).

3.2 Entries

3.2.1 The Examination is open to public and there are no prerequisites for enrolment.

3.2.2 All enrolments can only be made online via the Online Enrolment System (www.vtc.edu.hk/cpdc/eonline).

3.2.3 Applicants should not enrol for more than one session of the examination for PPME within the same calendar week and not enrol for same session of the examination for CSME more than once.

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

3.2.5 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 Exam Centre reserves the right to allocate applicants to designated examination sessions.

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

4. Enrolment Procedures

- 4.1 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 Passport. In case there is any discrepancy in the particulars, candidate will not be allowed to take the examination and the examination fees paid are not refundable or transferable; or the progress of the examination will be delayed. No extra time will be given for this situation.
- 4.2 Applicants may pay the examination fee by Visa, Master or UnionPay Card in the Online Enrolment System.
- 4.3 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.
- 4.4 If the enrolment is accepted, applicants will normally receive an Admission Form by email after two 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 Exam Centre by phone or email not later than five full working days of the enrolment, excluding the date of enrolment, and the fees paid will be refunded.
- 4.5 For the operations of the Online Enrolment System, please refer to the Online Enrolment Instructions at www.vtc.edu.hk/cpdc/eonline.

5. Payment of Examination Fee

- 5.1 Examination Fee:

PPME	HK\$305
CSME	HK\$370

- 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 The Admission Form contains information including the Examination Number, Candidate Number, Examination Date, Time, Venue and Candidate's Name.
- 6.2 Candidates should notify the PEAK Exam Centre by email to cpdc@vtc.edu.hk at least one working day before the examination if amendments in the personal particulars are required. The PEAK Exam Centre reserves the right to accept amendments to personal information submitted by candidates.
- 6.3 On some occasions, the Admission Form may be distributed at the PEAK Exam Centre by the invigilator on the day of the examination concerned.

6.4 The PEAK Exam 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. 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 Exam Centre will try to fix the problems but delay may inevitably arise. If the technical problems cannot be fixed within reasonable time, the PEAK Exam 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 PEAK Exam Centre will not be liable for the candidates' losses resulting from the system breakdowns.

8. 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 three years.

9. Disqualification

9.1 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 three years. The PEAK Exam Centre would report to the IA any disqualification cases in respect of the Examination.

9.2 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 the PEAK Exam Centre for the losses. The PEAK Exam Centre would also report the incident to the IA.

9.3 The PEAK Exam Centre would report to the Hong Kong Police Force, and/or any law enforcement bodies if candidates commit any illegal acts during the examination.

10. Identification Requirements

Candidates are required to bring with them their valid and original Hong Kong Identity Cards¹ 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.

¹ 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.

11. Distribution of Results

11.1 PPME:

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

11.2 CSME:

11.2.1 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.

11.2.2 Candidates can download and print the Notifications of Result in the “Exam Result Checking” system on the website of the PEAK Exam Centre (www.vtc.edu.hk/cpdc) starting from **one hour** after the designated end time of examination.

11.3 Hard copy of the Notification of Result will not be provided. The examination results and Notifications of Result will be available in the “Exam Result Checking” system for three months after the date of examination. After three months of the examination, candidates are required to apply for reissuance of the Notifications of Result (please refer to 14.1).

11.4 Candidates who do not agree to having their results and Notifications of Result available in the “Exam Result Checking” system must inform the PEAK Exam Centre in writing by email to cpdc@vtc.edu.hk at least three 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, contact telephone number and local postal address in the email. Late notifications will not be entertained. Their Notifications of Result will then be sent to the candidates’ local postal addresses by an ordinary letter within **seven** full working days after the date of examination. If the Notification of Result was lost in the post, candidates are required to apply for reissuance.

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

11.6 List of candidates who passed the Examination (including Hong Kong Identity Card or Passport number) would be disclosed or transferred to the IA.

12. Re-marking of the Examination Papers

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

12.2 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.

- 12.3 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.
- 12.4 All re-marking of examination papers will be kept confidential.
- 12.5 The result will be sent to the candidates concerned in writing within one month after receipt of the re-marking request.
- 12.6 Candidates will only be notified of the final grading (i.e., PASS or FAIL). The result of the re-marking is final. The PEAK Exam Centre will not disclose the exact scores, the examination questions and the corresponding correct answers in any case.

13. Certificates

- 13.1 Candidates who pass the Examination will be awarded certificates, which can be collected by candidates in person from the PEAK Exam Centre during office hours two weeks after the examination, excluding the examination date.
- 13.2 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.
- 13.3 Alternatively, certificates can be sent to candidates by registered mail upon candidates' written request (with 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.
- 13.4 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 two years of the examination date, candidates are required to request for reissuance of certificate(s) (please refer to 14.2).

14. Reissuance of Documents

14.1 Reissuance of Notification of Result

- 14.1.1 The Reissuance of Notification of Result/Certificate Application Form can be downloaded at "Insurance Intermediaries Qualifying Examination" on the PEAK Exam Centre website or collected from the PEAK Exam Centre counter.
- 14.1.2 Application for reissuance of Notification of Result offers Normal Application and Express Application options. Normal Application processing time is seven working days after confirmation of the application (excluding the confirmation date). Normal Application for the reissuance of Notification of Result is free of charge. Express Application processing time is three working days after confirmation of the application (excluding the confirmation date). Express Application for the reissuance of Notification of Result is HK\$50 per copy.
- 14.1.3 Please refer to the Application Details in the Reissuance of Notification of Result/Certificate Application Form for application methods, procedures and details.

14.2 Reissuance of Certificate

- 14.2.1 The Reissuance of Notification of Result/Certificate Application Form can be downloaded at “Insurance Intermediaries Qualifying Examination” on the PEAK Exam Centre website or collected from the PEAK Exam Centre counter.
- 14.2.2 Application for reissuance of Certificate offers Normal Application and Express Application options. Normal Application processing time is seven working days after confirmation of the application (excluding the confirmation date). Normal Application for the reissuance of Certificate is HK\$200 per copy. Express Application processing time is three working days after confirmation of the application (excluding the confirmation date). Express Application for the reissuance of Certificate is HK\$250 per copy.
- 14.2.3 Please refer to the Application Details in the Reissuance of Notification of Result/Certificate Application Form for application methods, procedures and details.
- 14.2.4 A chop “Duplicate” will appear on the Certificate to indicate that it is a reissued Certificate.
- 14.2.5 The Certificates will be reissued only once.

14.3 Reissuance of Receipt

- 14.3.1 Candidates may request a reissued 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 reissued receipt, and postal address if returned by mail. The charge is HK\$10 per receipt.
- 14.3.2 For postal application, candidates should enclose a crossed cheque or cashier’s order for the proper amount of reissuance fee payable to “Vocational Training Council”.
- 14.3.3 The PEAK Exam Centre will contact the candidates by phone to collect the reissued copy of the receipt in person seven working days after the receipt of the application (excluding the application date). Alternatively, the reissued copy of the receipt can be sent to candidates by post. The uncollected reissued receipt(s) will be disposed of one month after the application date. The PEAK Exam Centre will not be responsible for the loss of the reissued copy of receipt sent by post.

15. Study Notes for Examination

- 15.1 The Study Notes for the Examination can be downloaded from the websites of the PEAK Exam Centre and the IA which at www.vtc.edu.hk/cpdc and www.ia.org.hk respectively. Candidates may also request a hard copy of the Study Notes at the PEAK Exam Centre. A copying charge of HK\$50 by cash will be collected for each copy of Study Notes requested. The PEAK Exam Centre would not be responsible for any disputes in cases where the Study Notes run out of stock. Copying charges paid are **not refundable**.
- 15.2 The PEAK Exam 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 Exam Centre within seven calendar days of the date of purchase for exchange.

16. Notice on Personal Data (Privacy) Ordinance

- 16.1 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 PEAK Exam Centre and the manner in which the PEAK Exam Centre may use or deal with such data for their examination applications.
- 16.2 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. Disclaimer

The PEAK Exam Centre 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 PEAK Exam Centre. Fees paid are not refundable or transferable.

18. Enquiries

Enquiries may be directed to the PEAK Exam 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. – 7:30 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 Exam Centre will publish and post the related information on its website at www.vtc.edu.hk/cpdc and in the PEAK Exam 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 email : 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.

**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 PEAK Exam Centre 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 Exam Centre. Calculators on the List of Approved Calculators can only be allowed to use during examination.
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. No stationery will be provided at the examination venue. Candidates should bring their own stationery for the examination, including authorized calculators (if needed).
10. 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.

11. **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.
12. 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).
13. 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**.
14. The PEAK Exam Centre will not be responsible for any loss, theft or damage of personal property of candidates during the examination.
15. 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.
16. Drinking, eating and smoking are not allowed in the examination venue.
17. Candidates should write or do rough work on question papers, answer sheets or authorized papers.
18. Candidates should raise their hands to seek the invigilator’s assistance if they encounter any problems during the examination.
19. 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 three 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. has been guilty of insolence to the invigilators;
15. does not turn off his/her electronic devices including the alarm function and/or emits sound rings during examination;
16. fails to follow the general rules or the instruction of the invigilators in the examination; or
17. misbehaves or acts dishonestly during examination.

Proof of Identity

Candidates must bring their respective valid and original Hong Kong Identity Cards² 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 / 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 website of the PEAK Exam Centre (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.

² 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 PEAK Exam Centre and the way in which the PEAK Exam Centre may use or handle such data.

- (1) Candidates are required to keep the PEAK Exam Centre informed of any change of their personal data once they have enrolled as candidates for the examination until six months after the date of the examination.
- (2) The PEAK Exam Centre 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 Exam Centre for the candidates’ own checking and downloading, unless expressly requested not to do so by the respective candidate in writing;
 - e. disclosing or transferring candidates’ personal data and examination results to the IA for the purpose of comparing, verifying and/or carrying out a matching procedure (as defined in section 2 of the Ordinance) of those data;
 - f. certifying candidates' examination results to the IA;
 - g. reporting cases of disqualified candidates to the IA;
 - h. research or statistical analysis;
 - i. transferring candidates’ personal data to the venue provider(s) for record of visits, if necessary; or
 - j. any other related purposes.
- (3) The PEAK Exam Centre will keep the personal data of candidates confidential. Nevertheless, during its operations, the PEAK Exam Centre may, as permitted by law, compare, match, transfer or exchange their data with the data already possessed, or obtained hereafter, by the PEAK Exam Centre for these or any other purposes.
- (4) Candidates may have the right under the Ordinance to request access to or correction of any data provided by them as per the manner and limitations prescribed therein. As the Ordinance allows, the PEAK Exam Centre has the right to charge a reasonable fee for the processing of any request for data access.
- (5) 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.
- (6) Candidates who request for access to data or correction of data may contact or write to the PEAK Exam Centre. The 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