

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

WARNINGS:

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

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

A. Check your Admission Form

1. Check carefully that the information printed on your Admission Form, (i.e. name (English and Chinese), identification document (as defined below) number, date and time of the examination and question language) corresponds with that in your Entry Form. If you discover a discrepancy, make a written request to the PEAK Examination Centre, Vocational Training Council (“PEAK Exam Centre”) for amendment at least 1 week before the examination.

Note: **Fees paid are neither refundable nor transferable** to any other candidate or for another examination save in exceptional circumstances and subject to the approval of the EAA.

B. Instructions regarding Examination Venue Admission

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

C. Instructions at the Examination Venue

1. You must occupy the seat assigned to you in accordance with *the seating plan displayed at the examination venue*.
2. Candidates are forbidden from switching on the monitor or any computer facilitates until they are instructed to do so by the chief invigilator.
3. You may not start to read and/or work on the questions, including using a mouse, before being instructed to do so. Otherwise, **3 marks will be deducted**.
4. **You may not leave the examination venue during the first 90 minutes or during the last 30 minutes of the examination.** Otherwise, you will be **disqualified**.
5. If you wish to leave the examination venue during the permitted time, you should raise your hand to summon an invigilator. You may leave the examination venue with the approval of the invigilator.
6. No writing instruments will be provided in the examination venue. Candidates may bring pencils or pens for doing rough work during the examination.
7. Do not place any kind of bag on your desk.
8. You are not allowed to use any dictionary during the examination.
9. Handling of Personal Belongings/Unauthorised Articles

You must put all your personal belongings in a bag. The bag must be properly closed and small enough to be placed under the chair or in an area assigned by the chief invigilator/invigilators before the examination begins. However, the PEAK Exam Centre

will not be responsible for safekeeping your belongings. If you bring a pencil box into the examination venue, you must place the pencils or pens on your desk and put the box under the chair. You will not be allowed to take out any materials from your bag during the examination. If you are found to possess any unauthorised articles including but not limited to books, dictionaries, notes, papers, electronic devices, etc. that are not placed according to examination rules during the examination, you may be **disqualified** from the examination. If you are found to possess any kinds of electronic devices (e.g. calculators, mobile phones, Bluetooth headphones/headsets, camera devices/equipment, electronic dictionaries, smart watches which support wireless technology or with mobile applications installed, smart glasses or other electronic devices which can store and/or display texts, record and/or play audio and/or video etc.) that are not placed according to examination rules during the examination, even in the absence of any indication of cheating by you and regardless of whether any sound was emitted from it, (i) **3 marks will be deducted** if such electronic device is switched off; and (ii) **5 marks will be deducted** if such electronic device is switched on.

10. Switch off all mobile phones, Bluetooth headphones/headsets, and other electronic devices, and ensure that no sound is emitted from these devices during the examination. Deactivate the alarm function before switching off the mobile phone and/or any electronic device.
11. Even if an electronic device is placed according to examination rules, should any sound be emitted from it during an examination, **2 marks will be deducted** for an initial breach and heavier sanction(s) will be imposed for further breaches.
12. You are not allowed to take photographs, audio-recording or video-recording inside the examination venue. Any photographs or recordings taken and their associated equipment would be taken away for further inspection and the photographs and/or recordings would be erased by the chief invigilator.
13. Environment of the Examination Venue
 - (a) If there are any undesirable conditions at the examination venue, you should inform an invigilator of the same immediately. Since it is difficult to collect circumstantial evidence after the examination, no consideration will be given to candidates who do not report unsatisfactory conditions at the venue in writing.
 - (b) In general, no consideration will be given to candidates' claims of performance being affected by any of the following factors:
 - (i) Normal background noise at examination venues – You should not expect complete silence in the examination venue as there may be normal background noise coming from outside vehicles, normal school activities, school bells, coughing and sniffing of neighbouring candidates, candidates entering and leaving the examination venue etc. during an examination.
 - (ii) Unsuitable room temperature – Examinations take place at various times throughout the year, and room temperatures of various examination venues may differ and the PEAK Exam Centre may not be able to adjust the examination venue temperature to suit each and every individual's requirements.
 - (iii) Change of seat – If the reported undesirable condition at the examination venue may be rectified or improved by a seat change, the chief invigilator may, upon your request, arrange a seat change if the need is genuine and a spare seat is available at the venue. In any case, no extra examination time will be given with regard to any change of seat.
 - (iv) Computer or system breakdown – 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.
14. Checking for electronic devices

You may be required to be scanned by electronic detection scanning devices (for example, hand-held metal detectors/wands) at such time and place, and in particular before/after going to the toilet, as may be decided by an invigilator. Failure to comply with such requirement will result in dismissal from the examination venue, and your examination fees will not be refunded.
15. Smoking or eating is not allowed in the examination venue. Candidates who smoke or eat during an examination may be **asked to leave the examination venue immediately**.
16. You are advised to bring a watch to time the examination as not all examination venues have a clock. Watches with functions/applications other than those of timekeeping are not permitted. The examination time is accordance with the time announced by the chief invigilator.

D. Instructions during the Examination

1. Place your original identification document on the top right-hand corner of your desk to facilitate verification of your identity by the invigilator. The identification document presented must be the original and valid identification document stated in the Entry Form. Candidates must be clearly identifiable from their identification document. Where the invigilator is of the view that the photograph on the identification document does not resemble the candidate or has doubts about the validity or authenticity of the identification document, the candidate in question will be required to provide further information and assistance to the invigilator and/or chief invigilator for the verification of his/her identity. The PEAK Exam Centre and/or the EAA have the right to conduct an investigation against the candidate(s) involved and withhold releasing his/her score or cancel his/her score (if already released) pending completion of the investigation. Candidates should be cooperative. The EAA has the right to **disqualify** the candidate if he/she is not cooperative in the investigation. If you do not have your Admission Form during the examination, report to an invigilator immediately. Keep the Admission Form after the examination for record purposes.
2. Read carefully and carry out the instructions displayed on the screen.
3. You should follow the instructions from the chief invigilator and input the required information for logging in the examination system by yourself. The chief invigilator will announce the start of the examination after the login is completed (normally within one minute). Invigilators will not input the information for candidates.
4. You can browse the Table of Stamp Duty Rates and Appendices to Part II of examination questions on screen. A printout of the Table of Stamp Duty Rates and Appendices to Part II of examination questions ("Supplementary Information Book") is also distributed to you at the same time.

5. When you receive your Supplementary Information Book, check that you have been given the correct paper and language version of the Supplementary Information Book. However, do not turn over the pages of the Supplementary Information Book or start working until you are instructed to do so. You will only be provided with the Supplementary Information Book in the language opted by you in the Entry Form.
6. You should do rough work on Supplementary Information Book only. Do not write anything on the Admission Form. If you write anything on the materials other than Supplementary Information Book, it will be considered as copying or retaining any information relating to examination questions and/or answers.
7. Select your answers on the screen by using the mouse. After you have completed the examination, raise your hand and inform the invigilator before submitting your answers. The invigilator will instruct you on how to submit your answers. Provisional results will then be shown on the screen. For candidates who received mark penalty for breach of examination regulation, their marks will not be shown on the screen.
8. Invigilators will record your provisional result for your confirmation and signature. All results shown on screen are for reference only. They are subject to the result printed on the Result Slip. The result printed on the Result Slip is final and conclusive.
9. You 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.
10. The Supplementary Information Book must be given up at the end of the examination. No examination stationery of any description may be removed from the examination venue by a candidate.
11. If you need to go to the toilet, you must raise your hand first. Wait for the invigilator to escort you to the toilet. Your IN/OUT time will be recorded. No extra time will be given to make up for the time lost. If you take any unauthorised articles and/or examination materials out of the examination venue or bring any unauthorised articles back with you, you may be **disqualified**.
12. You should raise your hand to seek the invigilator’s assistance if you encounter any problems during the examination.
13. If you have any queries about the contents of an examination question or you believe that there is an error in an examination question, you may at the end of the examination ask the invigilator to give you a “Candidate’s Note”. You may write your query down in the note and hand it to the invigilator before you leave the examination venue.
14. Keep quiet when leaving the examination venue early as other candidates may still be working on the examination.

E. Instructions at the end of the Examination

At the end of the examination, invigilators will instruct you to submit the answers and collect your Supplementary Information Book. No material distributed to you can be taken out of the examination venue at any time during or after the examination.

1. When the chief invigilator announces time is up, immediately stop using the computer, including the mouse. The chief invigilator will instruct you to submit the answers. Invigilators will record your provisional result for your confirmation and signature. Remain seated and silent while the invigilators are collecting your materials. Wait until the chief invigilator has checked and counted all the Supplementary Information Books and other examination materials. When all the materials have been collected, the chief invigilator will announce your dismissal.
2. You must not continue to work, including using a mouse, after being told to stop at the end of the examination. Otherwise, **3 marks will be deducted**.
3. You may be **disqualified** if you do not follow the instructions given by the chief invigilator or an invigilator.
4. You may be asked to complete and sign on a “Candidate’s Note” for follow up by the PEAK Exam Centre and/or the EAA if you are suspected to have committed a breach of any of the instructions herein.

F. Breach of Examination Regulations

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

1. Obtaining knowledge of contents of questions in the examination materials prior to the examination.
2. Cheating or attempting to cheat or conducting yourself in such a manner which can reasonably be construed as cheating or attempting to cheat.
3. Copying from notes, books, electronic devices or any other thing brought into the examination venue or from the work of other candidates.
4. Possession of unauthorised article(s), including any kind of electronic devices, that are not placed according to examination rules during the examination. Any such acts will be considered sufficient grounds for a charge of attempting to cheat and will lead to disqualification.
5. Copying or retaining any information relating to examination questions and/or answers.
6. Communicating or attempting to communicate in any form with persons inside or outside the examination venue during the examination.
7. Operating any mobile communication device at the examination venue. If you speak or communicate on or use any mobile communication device or electronic device during an examination, you **may be asked to leave the examination venue immediately and will not be allowed to continue with the examination**.
8. Taking photographs, audio-recording or video-recording inside the examination venue.
9. Allowing any electronic device that is placed according to examination rules to emit sound during an examination.
10. Starting to read and/or work on the questions before being instructed to do so or continuing to write or work, including using a mouse, after being told to stop working at the end of the examination.
11. Attempting to take away from the examination venue any examination stationery such as the Supplementary Information Book, refusing to return the Supplementary Information Book or taking examination questions out of the examination venue.
12. Removing or tearing off any sheets from the Supplementary Information Book.

13. Impersonating or attempting to impersonate or permitting such act in the examination.
14. Committing a dishonest or fraudulent act in relation to the examination and obtaining a conviction of an offence involving such act, you will be **disqualified** and be **prohibited from registering** for any subsequent qualifying examination for a period of **two years** from the date of conviction.
15. Doing anything which causes disturbance to other candidates or disruption to the examination.
16. Failing to follow the requirements under the “Instructions to Candidates” (and Supplemental Guidelines thereto, if any) or the instructions of the chief invigilator or an invigilator during the examination.
17. Leaving, or attempting to leave the examination venue without permission or during the first 90 minutes of the examination or within 30 minutes before the end of the examination.

G. Publication of Examination Results

1. Save and except hereinafter mentioned, Result Slips will be mailed out by surface mail by the PEAK Exam Centre on the 7th working day after the examination (“Result Release Date”) to candidates who have provided their complete and valid Hong Kong correspondence addresses. Normally, for candidates who failed to provide their complete Hong Kong correspondence addresses, their Result Slips will not be posted and they must collect their Result Slips in person at the PEAK Exam Centre 3 working days after the Result Release Date. If a mailed Result Slip is returned by Hongkong Post due to invalid address provided by a candidate and no re-issued copy of that Result Slip has been applied for, the PEAK Exam Centre will try to call the relevant candidate, who must collect the Result Slip in person at the PEAK Exam Centre. All uncollected Result Slips will be destroyed two months after the Result Release Date.
2. Candidates who have not disagreed to posting their examination results online can check their results by logging on to www.vtc.edu.hk/cpdc within one month from the Result Release Date. The examination result (namely, Pass with Commendation/Pass/Fail/Absent/Disqualified) and the marks obtained in Parts I and II of the examination paper will be shown on the website of the PEAK Exam Centre. For candidates who received mark penalty for breach of examination regulation, their marks will only be shown on their Result Slips. No mark will be given for “Absent” or “Disqualified” candidates. **All results posted for checking on the website of the PEAK Exam Centre are for reference only. They are subject to the results printed on the Result Slips which shall be final and conclusive.**
3. There is no result checking services by telephone/email/in person at the PEAK Exam Centre or the EAA.
4. If you do not receive your Result Slip by surface mail 3 working days after the Result Release Date, you should contact the PEAK Exam Centre. You may apply for a re-issued copy of the Result Slip within **two months** from the Result Release Date by submitting a completed original application form (www.peak.edu.hk/exam/en/doc/EAA_reissue_result_slip_Eng.pdf) together with a copy of your identification document to the PEAK Exam Centre either by post or in person. Please refer to the Application Details in the application form for application methods, processing time, collection methods, etc.

H. Bad Weather / “Extreme Conditions” / Unexpected Event Arrangements

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