



Continuing Professional Development Scheme (Mandatory – Phase I)

Guidelines

December 2024

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Phase I Mandatory Continuing Professional Development Scheme Guidelines

1. Introduction

- 1.1 In line with the EAA's commitment to continue raising the professional standards and promoting lifelong learning of licensees, the EAA will implement the first phase of the Mandatory Continuing Professional Development ("CPD") Scheme ("Phase I Mandatory Scheme") on 1 January 2025 ("Implementation Date") through progressively imposing a continuous learning requirement on licensees, beginning with fresh entrants that join the estate agency trade after the Implementation Date.
- 1.2 The EAA will review from time to time the Phase I Mandatory Scheme to assess how and when the mandatory learning requirement could and would be extended to all licensees in future.
- 1.3 Under the Phase I Mandatory Scheme, the EAA will provide certain learning activities for these fresh entrants, including, for example, seminars and on-line learning activities. Activities can also be offered by endorsed training institutions or other providers, including government or other statutory bodies, trade associations, estate agencies, etc.

2. Aims

- 2.1 The EAA will progressively impose a continuous learning requirement on licensees, beginning with fresh entrants:
 - (a) to enhance the competence of licensees and keep their professional knowledge up to date; and
 - (b) to strengthen public confidence and consumer protection through enhancing the trade's professional standard, image and reputation.

3. Target Licensees

3.1 The Phase I Mandatory Scheme applies to two categories of individual licensees (collectively “Target Licensees”) who do not hold a valid licence as at the Implementation Date and who use the passing result of a qualifying examination held after the Implementation Date to obtain a salesperson’s licence or an estate agent’s (individual) licence, namely those who obtain a licence for the first time and those who re-enter the estate agency trade after the lapse¹ of their former licence for more than 24 months. These Target Licensees are both regarded as fresh entrants for the purpose of the Phase I Mandatory Scheme.

3.2 Individuals who are not Target Licensees referred to in Clause 3.1 above are excluded from the Phase I Mandatory Scheme (collectively “Excluded Licensees”). They include, for instance,

- (a) Licensees who hold a valid salesperson’s licence or estate agent’s (individual) licence as at the Implementation Date and who continue to hold a valid licence after the Implementation Date in accordance with Section 7 of the Estate Agents (Licensing) Regulation² (“Licensing Regulation”);
- (b) Former licensees who do not hold a valid licence as at the Implementation Date but who obtain a licence in accordance with Section 7 of the Licensing Regulation;
- (c) Individuals who do not hold a valid licence as at the Implementation Date but who use the passing result of a qualifying examination held before the Implementation Date to obtain a licence after the Implementation Date; and
- (d) Licensees and former licensees referred to in subparagraphs (a) and (b) above who use the passing result of the Estate Agents Qualifying Examination held after the Implementation Date to obtain an estate agent’s (individual) licence.

3.3 Examples of Target Licensees and Excluded Licensees are:

¹ By “lapse” of a licence, it means the licence has ceased to be valid (due to expiry or revocation or suspension).

² For the avoidance of doubt, licensees who continue to hold a valid licence in accordance with Section 7 of the Licensing Regulation include those who successfully re-apply for a licence within 24 months from the date on which their licence ceased to be valid (due to expiry or revocation or suspension).

(a) Target Licensees

(i) *First time licensees (qualifying examination taken after Implementation Date)*

An individual, who does not hold any licence as at the Implementation Date, makes a successful application for the grant of an estate agent's (individual) licence for the first time on 2 May 2025 by using the passing result of the Estate Agents Qualifying Examination held on 10 March 2025.

(ii) *Former licensees re-entering the trade after the lapse of a former licence for over 24 months*

An individual, whose former salesperson's licence expired on 31 October 2020, applies successfully for the grant of a new salesperson's licence after the lapse of his/her former licence for more than 24 months on 1 April 2025 by using the passing result of the Salespersons Qualifying Examination held on 13 February 2025.

(b) Excluded Licensees

(i) *Current licensees who hold a valid licence as at the Implementation Date*

A licensee who is holding an estate agent's (individual) licence which validity period is from 1 August 2024 to 31 July 2026.

(ii) *Former licensees re-entering the trade within 24 months after the lapse of their former licence*

An individual, whose former salesperson's licence expired on 31 October 2024, applies successfully for the grant of a salesperson's licence within 24 months of its expiration on 1 April 2026. Pursuant to Section 7 of the Licensing Regulation, he/she is exempted from the licensing requirement of passing the relevant qualifying examination upon his/her licence application.

(iii) *First time licensees (qualifying examination taken before the Implementation Date)*

An individual, who does not hold any licence as at the Implementation Date, makes a successful application for the grant of an estate agent's (individual) licence for the first time on 1 August 2025 by using the passing result of the Estate

Agents Qualifying Examination held on 12 December 2024.

(iv) *Licensees referred to in (b)(i) and (ii) above obtaining another type of licence*

A licensee, who is holding a 24-month salesperson's licence expiring on 30 September 2025, makes a successful application for the grant of an estate agent's (individual) licence on 2 May 2025 by using the passing result of the Estate Agents Qualifying Examination held on 10 March 2025.

4. The Mandatory CPD Condition

4.1 Under the Phase I Mandatory Scheme, the licences of Target Licensees will be attached with a mandatory learning condition ("Mandatory CPD Condition"). These licensees will be required to obtain certain number of CPD points ("CPD Point Requirement") during the validity of their licences, as the EAA shall from time to time specify in the condition.

CPD Condition Period

4.2 Save for the situation mentioned in Clause 4.3 below, the period for fulfilling the Mandatory CPD Condition ("CPD Condition Period") for a 12-month licence and a 24-month licence, is respectively 12 months and 24 months.

4.3 If a Target Licensee, before the expiration of the licence he/ she is currently holding ("the first licence"), applies for another type of licence ("the second licence") which takes effect before the first licence expires, he/she will still be required to fulfil the Mandatory CPD Condition attached to the first licence. The CPD Condition Period for the second licence will however be deferred to start on the date immediately after the expiry of the first licence, with the CPD Point Requirement for the second licence prorated according to the validity period remaining in the second licence (Clause 4.7 below applies). Likewise, if the Target Licensee continues to apply for another type of licence and so on, which takes effect before the previous licences expire, he/she will still be required to fulfil the Mandatory CPD Condition attached to the previous licences, with the CPD Condition Period for the latest licence prorated (according to Clause 4.7 below) and deferred to start on the date immediately after expiry of the previous licences, whichever shall expire last.

4.4 Target Licensees are required to obtain the specified number of CPD points within the CPD Condition Period, failing which their application for renewal³ or grant of licence⁴ could be affected (see Clause 11 below).

CPD Point Requirement

4.5 Generally speaking, one CPD point will be awarded for each hour of CPD activity undertaken.

4.6 The CPD Point Requirement for a 12-month CPD Condition Period at the outset is 4 CPD points; while that for a 24-month CPD Condition Period is 8 CPD points. Both CPD Point Requirements are subject to review as the EAA shall from time to time consider appropriate.

4.7 As a general rule, Target Licensees must fulfil the CPD Point Requirement attached to their licence before they apply for renewal or grant of their licences. If the validity period of the licence granted is not a normal 12-month or 24-month licence, the CPD Point Requirement will be prorated according to the table below:

Validity period of licence remaining	CPD Point Requirement*
Less than 12 months	$[\text{No. of days remaining} \div 365] \times 4$
More than 12 months but less than 24 months	$[\text{No. of days remaining} \div 730] \times 8$

** Round up to the nearest 0.5 or integer*

4.8 Revocation and suspension of licences, and cessation of engagement in estate agency work will **not** affect the Mandatory CPD Condition that a Target Licensee has to fulfil as stated in his/her licence, as if his/her licence has not been revoked, suspended or ceased. For the purpose of enabling a Target Licensee whose licence has been revoked, suspended or ceased to fulfil his/her Mandatory CPD Condition, the EAA's CPD activities will continue to be available to him/her until the original expiry date of his/her licence.

³ refers to application for the same type of licence made at the time when the current licence is still valid

⁴ refers to application for the same or different type of licence made after the relevant licence ceased to be valid (whether due to expiry, revocation or suspension)

Illustrations of CPD Condition Period and CPD Point Requirement

4.9 Below are some examples to illustrate the CPD Condition Period and the CPD Point Requirement of Target Licensees having licences with different validity periods:

Example 1:

A Target Licensee granted with a 12-month salesperson's licence which takes effect on 1 July 2025

Licence Period: 01.07.2025 – 30.06.2026 (12 months)

CPD Condition Period: 01.07.2025 – 30.06.2026 (12 months)

CPD Point Requirement: 4 CPD points

Example 2:

A Target Licensee granted with a 6-month estate agent's (individual) licence which takes effect on 1 October 2025

Licence Period: 01.10.2025 – 31.03.2026 (6 months)

CPD Condition Period: 01.10.2025 – 31.03.2026 (6 months)

CPD Point Requirement: 2 CPD points

Example 3:

A Target Licensee granted with a 12-month salesperson's licence which takes effect on 1 August 2025, and is then granted a 12-month estate agent's (individual) licence on 1 May 2026. The Target Licensee then applies for the grant of a 12-month salesperson's licence again on 1 February 2027

	Salesperson's Licence	Estate Agent's (Individual) Licence	Salesperson's Licence
Licence Period	01.08.2025 – 31.07.2026 (12 months)	01.05.2026 – 30.04.2027 (12 months)	01.02.2027 – 31.01.2028 (12 months)
CPD Condition Period	01.08.2025 – 31.07.2026 (12 months)	01.08.2026 – 30.04.2027 (273 days)	01.05.2027 – 31.01.2028 (276 days)
CPD Point Requirement	4 CPD points	3 CPD points [(273 ÷ 365) x 4]	3 CPD points [(276 ÷ 365) x 4]

Example 4:

A Target Licensee is granted with a 12-month salesperson’s licence and an 12-month estate agent’s licence on the same day, both take effect on 1 September 2025

	Salesperson’s Licence	Estate Agent’s (Individual) Licence
Licence Period	01.09.2025 – 31.08.2026 (12 months)	
CPD Condition Period	01.09.2025 – 31.08.2026 (12 months)	
CPD Point Requirement	4 CPD points in total	

5. CPD Categories and Subjects

5.1 Under the Phase I Mandatory Scheme, CPD points will only be granted to activities which aim at enhancing the general performance of licensees and are highly relevant to the estate agency trade and these are classified into two broad categories.

5.2 Generally speaking, areas related to law, compliance or supervisory issues are classified as “Compliance and Effective Management” subjects. Those conducive to all-round development and quality enhancement of licensees are classified as “All-round Advancement” subjects. Contents of CPD activities shall be designed to focus on either of these two categories.

5.3 The following is a broad classification:

Categories	Subjects	Examples <i>(not exhaustive and will be updated from time to time)</i>
Compliance and Effective Management	Regulatory and Legal Compliance	<ul style="list-style-type: none">● Estate Agents Ordinance and its Subsidiary Legislation, Code of Ethics and Practice Circulars● Land Search● Standard Forms● Conveyancing and Tenancy● First Sale of Residential Properties● Professional Ethics and Integrity● Laws Other than the Estate Agents Ordinance

Categories	Subjects	Examples <i>(not exhaustive and will be updated from time to time)</i>
	Effective Management and Operations	<ul style="list-style-type: none"> ● Effective Management of Estate Agency Business ● Corporate Governance ● Risk Management ● Cyber Security
All-round Advancement	Industry Knowledge and Market Update	<ul style="list-style-type: none"> ● Surveying, Property / Facilities Management and Town Planning ● Building, Architecture and Interior Design ● Estate Agency Practice in Other Jurisdictions
	Communication and Interpersonal Skills	<ul style="list-style-type: none"> ● Language Skills ● Sales and Marketing Skills ● Customer Service Skills ● Emotional Intelligence ● Leadership Skills
	Business and Commercial Knowledge	<ul style="list-style-type: none"> ● Accounting, Economics and Finance ● Information Technology and Data Analysis ● Human Resources Management and Administration
	Other Knowledge Conducive to Raising Competence or Enabling Personal Accomplishment of Licensees	<ul style="list-style-type: none"> ● Environmental Protection ● Occupational Safety and Health ● Behavioural Aspects

6. Learning Modes

6.1 There are various modes of activities through which CPD points can be earned. To foster a balanced development, licensees are encouraged to diversify the learning activities they undertake. Therefore, for the purpose of compliance with the Mandatory CPD Condition, certain modes of activities will be *capped* in terms of the number of CPD points that can be earned in a CPD Condition Period (see Clause 8.1(a) below). The activity modes permissible under the Phase I Mandatory Scheme and their respective point cap (if any) are as follows:

Activity Mode	Details	CPD Point(s)	Point Cap*
Webinar / Online Training Class	Real-time online seminar (i.e. webinar) / Real-time online training class	1 per contact hour	Nil
Seminar / Lecture	Seminar/ lecture	1 per contact hour	Nil
EAA e-Quiz	A case study on a topical issue conducted online by the EAA.	1 per e-Quiz	Yes
Web-based Distance Learning	Self-paced Internet learning packages.	1 per contact hour	Nil
Multi-session Training Activity	Generally refers to a structured series of training sessions with a total duration longer than 10 hours.	1 per contact hour	Nil
Award-bearing Course	A structured series of classroom sessions that would culminate in the academic award of a certificate, diploma, sub-degree or degree (see Clause 8.1(b) below).	1 per contact hour	Nil
Teaching or Conducting Recognised CPD Activity	Involvement in the activity should last for at least 1 hour. <i>(EAA clearance required**)</i>	2 per session	Yes
Pro bono Work	Activities conducive to raising the standard or status of the profession such as: <ul style="list-style-type: none"> • EAA committee work • Attendance at public education/ promotion programmes. Involvement in the activity should last for at least 1 hour. <i>(EAA clearance required**)</i>	2 per session	Yes
Luncheon Talk and Presentation	Talks or presentation (with or without catering) conducive to raising standard of licensees. <i>(EAA clearance required**)</i>	1 per contact hour	Nil
Tour, Delegation Visit or Professional Exchange Activity	Tours, visits or professional exchange activities conducive to raising standard of licensees. Involvement in the activity should last for at least 1 hour. <i>(EAA clearance required**)</i>	2 per session	Yes

Activity Mode	Details	CPD Point(s)	Point Cap*
Delivering and Receiving Coaching / Mentoring and Knowledge Sharing Session	One-to-one or group coaching / mentoring and knowledge sharing sessions conducive to raising standard of licensees. Involvement in the activity should last for at least 1 hour. (EAA clearance required**)	2 per session	Yes
Publication	The published works should be solely that of the author and serve to advance professional knowledge. (EAA clearance required**)	2 per publication	Yes

* The CPD Point Cap is set at half of the CPD Point Requirement for a CPD Condition Period. For details, see Clause 8.1(a) below.

** Where “EAA clearance required” is specified for a particular activity mode, the individual licensee is required to submit an application to claim for CPD points for the EAA’s prior or post-endorsement, using **Form I at Annex D**.

7. Endorsement of CPD Activities and Acquiring CPD Points

- 7.1 As said, CPD points will only be granted to those activities which aim at enhancing the general performance of the licensees and are highly relevant to the estate agency industry. To be recognized as a CPD activity under the Phase I Mandatory Scheme, the subjects and their learning modes must fall within the subjects set out in Clause 5.3 and the activity modes in Clause 6.1 above.
- 7.2 Only activities that have the EAA’s deemed prior recognition or are specifically endorsed by the EAA shall be recognised as CPD activities under the Phase I Mandatory Scheme, through which Target Licensees can acquire CPD points to satisfy their CPD Point Requirement.
- 7.3 Target Licensees can acquire CPD points through participating in the CPD activities organised by the following providers:
- (a) Activities with Deemed Prior Recognition
- Only activities of which the subjects fall within those set out in Clause 5.3 are counted.
 - Target Licensees attending these activities must make an application to the EAA to claim their CPD points (see Clauses 7.7 and 9.1(b) below).

- Refer to Clauses 7.4 to 7.7 for details.
- (b) Activities without Deemed Prior Recognition
- i. Activities of which endorsement already granted by the EAA before the events
 - Providers of these activities are responsible for, before commencing enrolment, applying to EAA for recognition.
 - Target Licensees are reminded to check if the activities have been endorsed by the EAA, before enrolling for such events with a view to obtaining the required CPD points.
 - Refer to clauses 7.8 – 7.12 for details.
 - ii. Activities of which endorsement by the EAA is sought by the providers only after the events have already commenced enrolment (Post-event application)
 - Providers of these activities submit their applications to the EAA for endorsement only after commencement of enrolment.
 - Refer to clause 7.13 for details.
 - Target Licensees should exercise great caution when considering to enrol in these activities, since the EAA is not obliged to endorse the activities or grant any CPD points applied for, before expiry of a Target Licensee’s licence. Should this happen, the concerned licence application may be refused due to the licensee’s failure to prove that he/she has complied with the CPD Point Requirement within their CPD Condition Period. Refer to 9.1(f) for details.

Activities with Deemed Prior Recognition

7.4 Subject to the principles laid down in Clause 7.1 above, the following are activities that are deemed to have the EAA’s prior recognition as CPD activities (“CPD Activities with Deemed Prior Recognition”) under the Phase I Mandatory Scheme. No application for their specific endorsement by the EAA is required to be submitted by the respective activity providers:

- (a) CPD activities solely or jointly conducted by the EAA;
- (b) Activities solely or jointly conducted by Endorsed Training Institutions at **Annex A**;
- (c) Activities offered or accredited by widely recognised professional

associations⁵ of those professions or areas where the expertise of such fields are complementary to that of estate agency or beneficial to licensees;

- (d) Activities solely or jointly conducted by the Government or statutory bodies;
- (e) Reimbursable courses under the Continuing Education Fund; and
- (f) Activities recognised under the Qualifications Framework.

- 7.5 The EAA may from time to time grant prior endorsement to activity providers with proven training experience or assessed / accredited by authorized assessment / accreditation bodies. The list of such Endorsed Training Institutions is at **Annex A**, which will be updated from time to time.
- 7.6 **No** application for specific endorsement by the EAA is required to be submitted by the providers for CPD Activities set out in Clause 7.4 above.
- 7.7 Target Licensees who have attended the CPD Activities set out in Clause 7.4 above **must** make an application to the EAA to **claim** their CPD points as soon as possible after completion of an activity. They can do so either electronically via the e-Services function in the EAA website, or by completing **Form I** at **Annex D** and submitting the same to the EAA (see Clause 9.1(b) below for details).

Activities without Deemed Prior Recognition

- 7.8 Activities, other than those mentioned in Clause 7.4 above, may also be incorporated into the Phase I Mandatory Scheme, if the Professional Development Committee of the EAA (“the Committee”) considers appropriate. These activities may include those conducted by estate agency firms, trade associations or other parties where the providers have established good track record organising such activities or their instructors hold relevant qualifications or experience to the satisfaction of the Committee.
- 7.9 Providers of these activities (“Activities *without* Deemed Prior Recognition”) are required to submit details of their activities as well as their background to the Committee using **Form III** at **Annex D** to apply for prior endorsement of their activities as a recognised CPD activity under the Phase I Mandatory

⁵ Such as the Law Society of Hong Kong, the Hong Kong Institute of Surveyors, Royal Institution of Chartered Surveyors, the Hong Kong Institute of Architects, the Association of Chartered Certified Accountants, the Hong Kong Green Building Council, or the like etc.

Scheme and for the number of CPD points to be awarded. For detailed assessment procedures, please refer to **Annex B**.

- 7.10 The Committee shall assess if recognition should be granted to such activities and, in this regard, the Committee shall have the absolute discretion to approve or reject the providers and/or their activities without giving a reason.
- 7.11 All Activities *without* Deemed Prior Recognition that have been endorsed by the Committee as a recognised CPD activity will be posted on the EAA website.
- 7.12 Providers of these activities are required to submit to the EAA the attendance records or log-on records of the participants in computer-readable format specified by the EAA **within seven working days** of the completion of the CPD activities for the EAA's verification.

Post-event Application

- 7.13 Activity providers are strongly advised to obtain endorsement of their activities from the EAA prior to commencing enrolment. Only in exceptional and well justified cases may an activity provider submit post-event application to the EAA for endorsement. Such applications will be subject to the following conditions:
 - (a) Activity providers must submit their application to the EAA through **Form III** at **Annex D** with relevant supporting materials, such as course outlines, training materials, handouts, credentials of instructors and activity-end feedback forms collected from participants, **within two months** after completion of the activity;
 - (b) During the promotion of such activity, activity providers must state clearly that EAA's recognition of CPD points for the concerned activity is under application or would be applied for, that such an application may or may not be successful to enable individual licensees to prove their compliance with the Mandatory CPD Condition when they apply for renewal of their licences (see Clause 9.1(f) below);
 - (c) Upon receipt of a notice by the EAA of endorsement of an activity, the concerned activity provider is required to submit to the EAA the

attendance records or log-on records of the participants in computer-readable format specified by the EAA **within seven working days of such notice** for the EAA's verification; and

- (d) The EAA is not obliged to endorse such activity and/or its activity provider, grant the CPD points applied for in full or in part, or grant the necessary endorsement in time, for any Target Licensee to fulfil his CPD Point Requirement before expiry of his licence. The EAA shall have the absolute discretion to reject or refuse an application without providing a reason for its decision.

Other Rules

7.14 If the EAA considers that a recognised activity (and/or activity provider) no longer meets the requirements of the Phase I Mandatory Scheme, the EAA reserves the right to withdraw the deemed recognition or the relevant endorsement by giving reasonable notice in its website to the Target Licensees and/ or the activity provider concerned.

7.15 A CPD activity that has already been recognised by the EAA under the EAA's Voluntary CPD Scheme, will be regarded as a recognised activity under the Phase I Mandatory Scheme. No separate application for recognition is required, and the same applies vice versa.

7.16 The EAA may conduct spot check on all CPD activities, irrespective of whether they are provided by Endorsed Training Institutions, with or without deemed prior recognition.

8. Calculation of CPD Points

8.1 The following rules apply in calculating CPD points for the purpose of compliance with the Mandatory CPD Condition:

CPD Point Cap

- (a) To encourage licensees to diversify their modes of learning, the CPD points earned through certain activity modes may be capped. The capped value is set at **half** of the CPD Point Requirement for the Target Licensees' CPD Condition Period. For instance, where the CPD Point Requirement for a 12 month CPD Condition Period is 4

CPD points, the CPD point cap will be 2 points. Any CPD points obtained beyond the cap (if any) will neither be counted nor carried forward to the next CPD Condition Period.

CPD Points Earned by Undertaking Award-bearing Courses

- (b) Award-bearing courses are often of longer duration. To truly reflect the time spent throughout the entire period of the programmes, CPD points earned through award-bearing courses would be counted based on the number of classroom learning hours attended in each CPD Condition Period when the course is undertaken, rather than when the whole course is completed, subject to licensees' compliance of the attendance requirements set by the relevant institutions and provisions of evidence of attendance to the EAA. Acceptable evidence of attendance includes a certificate of attendance issued by the relevant institution, a confirmation letter stating the number of learning hours issued by the relevant institution or any similar formal written confirmation. If the award-bearing courses fall within the CPD Activities *with* Deemed Prior Recognition (see Clauses 7.4 and 7.5 above), **no** application for specific endorsement from the EAA is required to be submitted by the activity provider. However, if they fall outside, the activity providers of these award-bearing courses are required to apply for their endorsement by the EAA (see Clauses 7.8 to 7.12 above).

Carrying Forward Excess CPD Points

- (c) To provide Target Licensees with flexibility in managing their work and study commitments, any CPD points earned (subject to the restriction in Clause 8.1(a) above) in excess of the requirement for a CPD Condition Period can be carried forward to the next succeeding CPD Condition Period, up to a certain limit as specified below:
- (i) The maximum number of CPD points that can be carried forward to the next CPD Condition Period is **half** of the CPD Point Requirement for that next period (to be rounded up to the nearest 0.5 or integer). For example, where the CPD Point Requirement for the next succeeding CPD Condition Period is 4 CPD points, a maximum of 2 CPD points accumulated in excess of the CPD Point Requirement of the previous CPD Condition Period can be carried forward to the next. CPD

points in excess of the “carry-forward” limit of the next CPD Condition Period will not be counted.

- (ii) In calculating the CPD points attained in fulfilling the CPD Point Requirement for a CPD Condition Period, the CPD points carried forward from the previous CPD Condition Period will be counted first. After the deduction of the carried forward points, should the CPD points earned in that CPD Condition Period exceed the remaining CPD Point Requirement of that period, the CPD points in excess could then be carried forward to the succeeding CPD Condition Period.

Other Rules

- (d) An activity repeatedly attended within a period of 12 calendar months will not be counted CPD points the second time, regardless of whether they are conducted in different CPD Condition Periods.
- (e) In determining the compliance with the CPD Point Requirement for each CPD Condition Period under the Phase I Mandatory Scheme, the points earned in fulfilling a CPD condition imposed by the Disciplinary Committee (DC) or the Licensing Committee (LC) of the EAA will be excluded. If a CPD Condition Period under the Phase I Mandatory Scheme overlaps with the period for fulfilling a CPD condition imposed by DC or LC, CPD points earned during that period of overlapping will be counted for fulfilling the condition which expires first⁶.

9. Claiming of CPD Points by Target Licensees

9.1 The following rules apply to the claiming of CPD points by Target Licensees:

- (a) Subject to Clause 9.1(f) below, for the purpose of considering if CPD points acquired by a Target Licensee could be used to fulfil his/ her Mandatory CPD Condition, CPD points for a CPD activity are

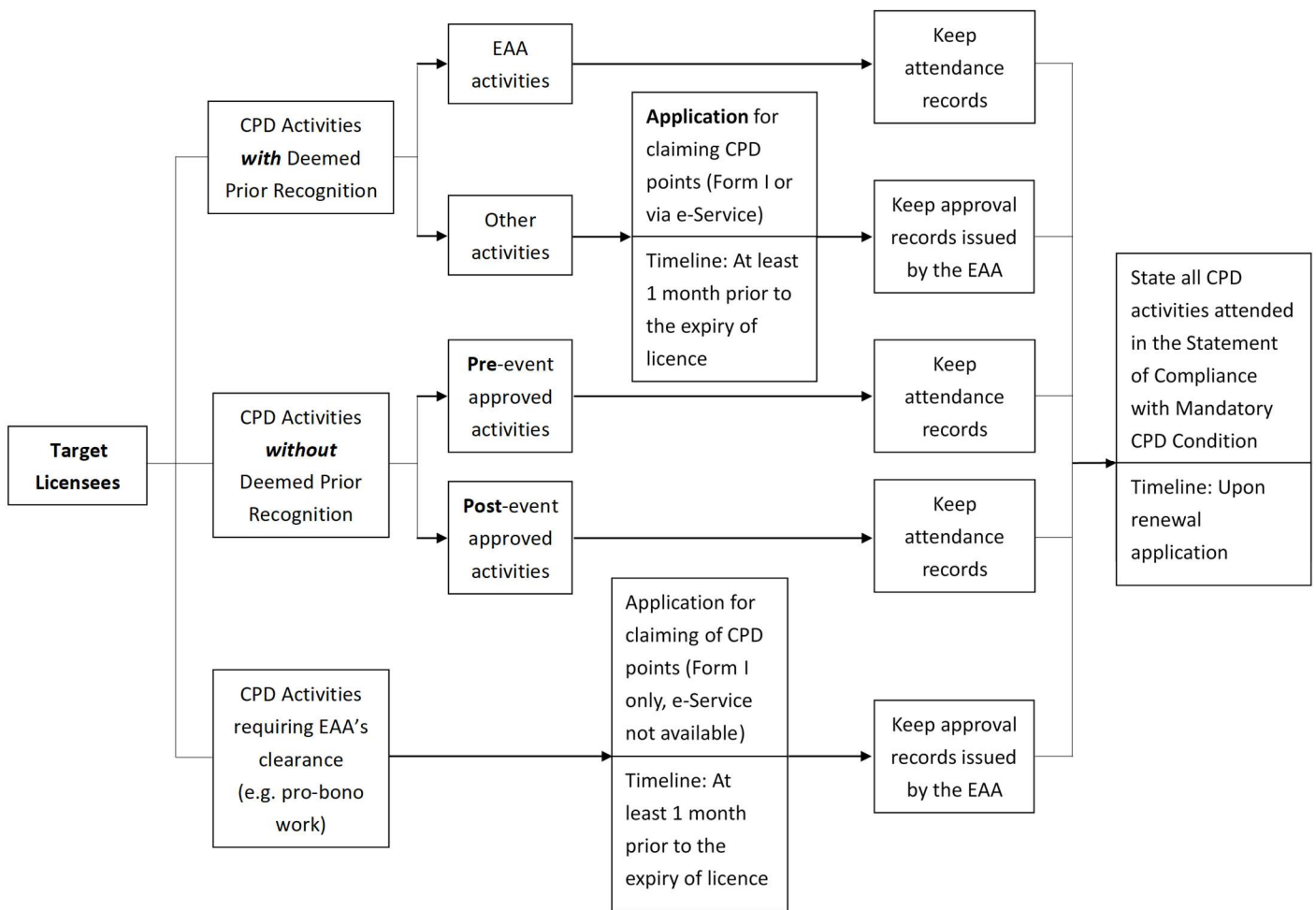
⁶ For example, a Target Licensee’s licence is attached with two conditions, namely, a CPD condition imposed by DC requiring him to acquire 12 CPD points from seminars / lectures on Compliance and Effective Management subjects in the period from 1 August 2025 to 31 July 2026, and the Mandatory CPD Condition requiring him to acquire 8 CPD points in the period from 1 May 2025 to 30 April 2027. If the Target Licensee obtains 4 CPD points in October 2025, all the 4 CPD points earned will be counted for fulfilling the CPD Condition imposed by DC as it expires first.

considered to have been acquired on the date (“Award Date”) a Target Licensee completes his attendance of the activity in accordance with the Attendance Rules and Discipline as set out in Clause 12 below.

- (b) To be counted towards fulfilling the CPD Point Requirement, Target Licensees participating in CPD Activities *with* Deemed Prior Recognition as specified in Clause 7.4 above (except those CPD activities solely or jointly conducted by the EAA) and activities that require EAA’s clearance as stated in Clause 6.1 above **must** make an application to the EAA to claim their CPD points acquired as soon as possible after completion of the activity by completing **Form I** at **Annex D**. For Activities *with* Deemed Prior Recognition, application for claiming their CPD points may also be made electronically via the e-Services function in the EAA website.
- (c) As the time required for the EAA to process an application for the claiming of CPD points will not be less than one month, Target Licensees are therefore strongly advised to complete these activities and apply for their CPD points at least one month **prior** to the expiry of their licences, so as to avoid any delay in their applications for renewal of licences.
- (d) Target Licensees attending Activities *without* Deemed Prior Recognition but which have been endorsed by the EAA are **not** required to submit an application to the EAA to claim CPD points for each of these activities they attended.
- (e) All Target Licensees (including those mentioned in subparagraphs (b) and (d) above) are required to submit a Statement of Compliance with Mandatory CPD Condition at **Form II** of **Annex D** to the EAA, upon application for renewal or grant of their licences (For details, see Clause 11.1 below).
- (f) Target Licensees should be extremely cautious when participating in activities, in particular those post-event activities, where application for claiming of CPD points or endorsement of an activity to be recognised under the Phase I Mandatory Scheme and/ or the CPD points to be awarded are required to be approved by the EAA, as relevant approval or endorsement takes time (not less than one month) and the EAA is **not obliged** to approve or grant any endorsement of the CPD points applied for **before** expiry of a Target Licensee’s

licence. Should this happen, their licence applications may be delayed or even refused due to the licensees' failure to prove that they have complied with the CPD Point Requirement within their CPD Condition Period. For the avoidance of doubt, even if an activity is subsequently endorsed by the EAA and CPD points claimed for are approved, a Target Licensee cannot claim these CPD points retroactively for fulfilment of his/her Mandatory CPD Condition after he/she submits an application for licence renewal to the EAA.

- (g) For easy comprehension, below is a flow chart summarizing the process from acquisition of CPD points to proving compliance of the Mandatory CPD Condition by a Target Licensee.



10. Record-Keeping

- 10.1 As CPD points can be earned in a variety of ways and from different activity providers (the EAA being only just one of them), **the responsibility lies with Target Licensees to keep proper records of all CPD activities undertaken by them** e.g. original certificates of attendance. Target Licensees are required to submit their attendance records, together with the completed Statement of Compliance with Mandatory CPD Condition, to the EAA upon renewal or grant of licence. All CPD attendance records shall be retained for at least three years.
- 10.2 After successful completion of a recognised CPD activity, attendance would be acknowledged by a certificate of attendance as shown in **Appendix I of Annex B(1)** or a certificate of completion as shown in **Appendix I of Annex B(2)** or **Appendix I of Annex B(3)**, issued by the service providers. Licensees should keep the original certificates themselves. Receipt of payment cannot by itself be proof of completion of an activity, as absence, lateness or other factors may render the activity invalid for CPD purposes.
- 10.3 The EAA shall have the right to require from time to time the submission of original records in relation to a Target Licensee's attendances for the purpose of verifying if the CPD points attained by him/her are validly acquired.

11. Compliance with Mandatory CPD Condition

- 11.1 At the time of applying for a renewal of licence before its expiry or grant of licence after its expiry, a Target Licensee will be required to submit a Statement of Compliance with Mandatory CPD Condition (**Form II at Annex D**) that he/she has complied with the CPD Point Requirement for his/her current CPD Condition Period or for the immediate past CPD Condition Period, as the case may be. The Target Licensee is required to state all the CPD activities (whether duly approved by the EAA for claiming CPD points under **Form I at Annex D** or duly endorsed by the EAA as a recognised CPD activity under **Form III at Annex D**) completed by him/ her and make a self-declaration of the number of CPD points he/she has accumulated in the Statement of Compliance with Mandatory CPD Condition, and attached with it copy of all his/her attendance records. Such declaration shall be made through the EAA's e-Service function upon submission of application for renewal or grant of licence online⁷ or by

⁷ applicable to former licensees whose licences have expired for not more than 24 months

completing **Form II** at **Annex D** if the licence application is made by hand or by post. Any false declaration made will bear legal and possibly criminal consequences.

- 11.2 For a Target Licensee who, before expiration of the licence he/she is currently holding (“first licence”), successfully applies for another type of licence (“second licence”) (see Clause 4.3 above), he/she is required to submit to the EAA his/her completed Statement of Compliance with Mandatory CPD Condition for the CPD Condition Period of his/her first licence on or before the time specified in the condition attached to his/ her second licence.
- 11.3 Failure to prove that he/she has complied with the CPD Point Requirement in time before the expiration of his/her current licence or former licence (as the case may be) would cause delay in the processing of a Target Licensee’s application for renewal or grant of licence; and his/ her eligibility to renew, be granted, or continue to hold a licence could also be affected. Therefore, to ensure that a licence could be renewed in time immediately upon its expiry, Target Licensees are strongly advised to acquire sufficient CPD points to fulfil their CPD Point Requirement and submit their Statement of Compliance with Mandatory CPD Condition together with their renewal application, no more than 3 months and no less than 1 month before licence expiry for processing⁸.
- 11.4 The EAA will conduct random checks to ensure Target Licensees’ compliance with their Mandatory CPD Condition.
- 11.5 Failure to comply with the Mandatory CPD Condition attached to a licence affects a licensee’s fitness and properness to be granted, to hold or continue to hold a licence. As the primary aim of the Phase I Mandatory Scheme is to raise the professional standard of the estate agency trade through continuous learning, Target Licensees will normally be given an opportunity to make up for any outstanding CPD points in the next CPD Condition Period, before more severe penalties, such as licence suspension or revocation, or refusal of licence application, will be imposed on them.
- 11.6 At the outset and subject to review by the EAA from time to time, first-time

⁸ Sections 23(1) and 23(3) of the EAO provides that a licensee may apply in the prescribed manner to the EAA to renew the relevant licence and, pending the determination of a renewal application, the EAA shall grant a provisional licence to the applicant where the licence whose renewal is sought has expired. Section 13 of the Licensing Regulation states that an application for the renewal of a licence shall be made not more than 3 months and not less than 1 month prior to the expiration of the licence.

non-compliant Target Licensees will normally be required to make up for the outstanding CPD points with a penalty of an extra 50% of the outstanding points (“**Penalty Points**”) in the next CPD Condition Period, regardless of whether the next CPD Condition Period is a normal 12-month / 24-month period or a shorter period as described in Clauses 4.3 and 4.7 above. For example, if a Target Licensee only acquires 2 CPD points (as opposed to 4 requisite points) in a 12-month CPD Condition Period, he/ she is 2 points in arrears. Upon his/ her application for renewal or grant of a 12-month licence, the CPD Point Requirement to be attached to his/ her new licence will be 4 CPD points for the new CPD Condition Period **plus** Penalty Points of 3 points (namely, 2 outstanding points plus 50% of such outstanding points).

- 11.7 For Target Licensees who fail to comply with the Mandatory CPD Condition for the second time, other than imposition of the Penalty Points, the licences renewed or granted will normally be subject to a one-month suspension. Further breaches would result in the refusal of their licence applications and/or revocation of their licences.

12. Attendance Rules and Discipline

- 12.1 While the EAA has specified in the Assessment Procedures at **Annex B** the attendance and disciplinary requirements to be followed by Target Licensees in attending the CPD activities, CPD activity providers may also have their own house rules which Target Licensees are also required to follow. Target Licensees must therefore comply with all applicable rules, which may include producing proof of identity for registering attendance, or stipulations about absence from the venue beyond an allowed time limit. Breaches of any of the EAA’s requirements or the providers’ house rules may result in a reduction in the number of CPD points earned or disqualification from the activity concerned.
- 12.2 Other misbehaviour, such as talking on a mobile phone during class, may also lead to disqualification. Plagiarism may result in disqualification and disciplinary sanctions.

13. CPD Information and Enquiries

- 13.1 These *Guidelines* are posted on the EAA website (www.eaa.org.hk) and will be updated as and when necessary. Please refer to the EAA website from

time to time for supplements and updates, as well as for the latest CPD activities.

- 13.2 CPD information may be time-sensitive, as some may be adopted at short notice, or the information may be so lengthy that it can only be cost-effectively provided via electronic means. Target Licensees are advised to take the initiative to visit the EAA website regularly for the latest CPD news.
- 13.3 For questions on the Phase I Mandatory Scheme, please contact the EAA through its Hotline 2111 2777 (Continuing Professional Development Scheme) or by e-mail (eaatraining@caa.org.hk).

14. Participation in Voluntary CPD Scheme

- 14.1 Target Licensees under the Phase I Mandatory Scheme can also participate in the Voluntary CPD Scheme concurrently.
- 14.2 CPD points acquired from 1 October each year to 30 September of the following year for fulfilling the CPD Point Requirement under the Phase I Mandatory Scheme may also be counted towards the Voluntary CPD Scheme for that CPD period of 12 months ending 30 September, such that so long as the Target Licensee acquires no less than a total of 12 CPD points in that CPD period (subject to the limitations / rules as set out in Clause 5.2 of the Guidelines of the Voluntary Phase of the CPD Scheme), he/ she will be eligible for a Certificate of Attainment and CPD Attainment Symbol under the Voluntary CPD Scheme, regardless of whether some of these CPD points acquired may at the same time fulfil the Mandatory CPD Condition.
- 14.3 For details of the Voluntary CPD Scheme, please refer to the Voluntary CPD Scheme – Guidelines.

認可培訓機構

Endorsed Training Institutions

1. 香港浸信會聯會專業書院
Academy of the Baptist Convention of Hong Kong
2. 明愛白英奇專業學校
Caritas Bianchi College of Careers
3. 明德學院
Centennial College
4. 香港城市大學
City University of Hong Kong
5. 香港城市大學專業進修學院
School of Continuing and Professional Education, City University of Hong Kong
6. 香港三育書院
Hong Kong Adventist College
7. 香港藝術學院
Hong Kong Art School
8. 香港浸會大學
Hong Kong Baptist University
9. 香港浸會大學國際學院
College of International Education, Hong Kong Baptist University
10. 香港浸會大學持續教育學院
School of Continuing Education, Hong Kong Baptist University
11. 香港珠海學院
Hong Kong Chu Hai College
12. 香港專業進修學校
Hong Kong College of Technology
13. 香港科技專上書院
Hong Kong Institute of Technology

14. 香港都會大學
Hong Kong Metropolitan University
15. 香港都會大學李嘉誠專業進修學院
Li Ka Shing School of Professional and Continuing Education, Hong Kong Metropolitan University
16. 香港能仁專上學院
Hong Kong Nang Yan College of Higher Education
17. 香港生產力促進局
Hong Kong Productivity Council
18. 香港樹仁大學
Hong Kong Shue Yan University
19. 楷博商業及會計學校
Kaplan Business and Accountancy School
20. 嶺南大學
Lingnan University
21. 嶺南大學持續進修學院
Lingnan Institute of Further Education, Lingnan University
22. 聖方濟各大學
Saint Francis University
23. 香港中文大學
The Chinese University of Hong Kong
24. 香港中文大學專業進修學院
School of Continuing and Professional Studies, The Chinese University of Hong Kong
25. 香港教育大學
The Education University of Hong Kong
26. 香港恒生大學
The Hang Seng University of Hong Kong
27. 香港管理專業協會
The Hong Kong Management Association
28. 香港理工大學
The Hong Kong Polytechnic University

29. 香港理工大學香港專上學院
Hong Kong Community College, The Hong Kong Polytechnic University
30. 香港理工大學專業進修學院
School of Professional Education and Executive Development, The Hong Kong Polytechnic University
31. 香港科技大學
The Hong Kong University of Science and Technology
32. 香港大學
The University of Hong Kong
33. 香港大學專業進修學院
School of Professional and Continuing Education, The University of Hong Kong
34. 香港大學附屬學院
HKU SPACE Community College
35. 香港大學專業進修學院保良局何鴻燊社區書院
HKU SPACE Po Leung Kuk Stanley Ho Community College
36. 東華學院
Tung Wah College
37. 香港伍倫貢學院
UOW College Hong Kong
38. 職業訓練局
Vocational Training Council
39. 職業訓練局香港知專設計學院
Hong Kong Design Institute, Vocational Training Council
40. 職業訓練局香港專業教育學院
Hong Kong Institute of Vocational Education, Vocational Training Council
41. 職業訓練局高峰進修學院
Institute of Professional Education and Knowledge, Vocational Training Council
42. 職業訓練局匯縱專業發展中心
Integrated Vocational Development Centre, Vocational Training Council
43. 職業訓練局才晉高等教育學院
School for Higher and Professional Education, Vocational Training Council

44. 職業訓練局香港高等科技教育學院
Technological and Higher Education Institute of Hong Kong, Vocational Training Council
45. 青年會專業書院
YMCA College of Careers
46. 在政府網頁中不時刊登的具舉辦副學位課程資格的其他教育機構
Other educational institutions eligible to offer sub-degree programmes as may be from time to time be published on government websites

Assessment of CPD Activities without EAA's Deemed Prior Recognition

Assessment procedure is set out in the following pages, to which all providers of Activities without the EAA's Deemed Prior Recognition should refer. Specifically, Assessment Procedure for seminars and multi-session training activities is at **Annex B(1)**; Assessment Procedure for e-Learning or web-based activities is at **Annex B(2)** and Assessment Procedure for webinar / online training class is at **Annex B(3)** . Please visit the EAA website (<http://www.eaa.org.hk>) for the latest amendments, if any. While CPD activities approved/endorsed by the EAA will meet the minimum requirements of the EAA CPD Scheme, their relevance and suitability for individual licensees may vary. Participants are requested to make due enquiries before enrolment. The EAA accepts no responsibility for learning activities offered by activity providers.

ASSESSMENT PROCEDURE For Seminars and Multi-Session Training Activities

Last update in December 2024

1. Assessment Procedure

- 1.1
- (a) **No** application for specific endorsement by the EAA is required for CPD Activities with Deemed Prior Recognition.
 - (b) For Seminars and Multi-Session Training Activities without Deemed Prior Recognition, activity providers are required to submit applications to the EAA for applying for **prior endorsement** of their activities as a recognised CPD activity under the Phase I Mandatory Scheme.
 - (c) For post-event application for endorsement of these activities, providers should submit their applications to the EAA within **two months** after completion of the CPD activity.
 - (d) Application form (Form III at Annex D) can be downloaded from the website of the EAA (<http://www.eaa.org.hk>).
- 1.2
- Activity providers should be able to demonstrate their abilities and capacity for conducting relevant activities and should have suitable venues. To this end, activity providers are required to submit documentation which details the objectives, content, mode of learning, the number of CPD points to be applied for, contact hours, qualification and experience of instructors/ presenters and person in charge, course design, learning materials, facilities, as well as quality assurance mechanism and activity fees (if any) etc.. The EAA may request further information and meet with the responsible instructors/presenters and other personnel as required for the endorsement and assessment. An on-site visit may be conducted during the application stage.
- 1.3
- The EAA may publish a list of the duly endorsed Seminars and Multi-Session Training Activities and their respective CPD points on its website at www.eaa.org.hk.
- 1.4
- Provided that all relevant information is submitted, activity providers will normally receive a formal notification of the results of their applications, successful or otherwise, approximately **four weeks** after the date of application.

2. Assessment Criteria

2.1 Objective

2.1.1 The activity objectives should be clearly defined for the target participants.

2.1.2 The learning outcomes must be specific and attainable through Seminar / Multi-Session Training Activities.

2.2 Content

2.2.1 CPD points will only be granted to activities which aim at enhancing the general performance of licensees and are highly relevant to the estate agency industry.

2.2.2 As specified in the Phase I Mandatory CPD Scheme Guidelines, activities that relate to law, compliance or supervisory issues are classified under **Compliance and Effective Management** category. Other types of activities conducive to all-round development and quality enhancement of licensees are classified under **All-round Advancement** category. Contents of CPD activities shall be designed to focus on either of these two categories.

2.2.3 The following is a broad classification:

Categories	Subjects	Examples <i>(not exhaustive and to be updated from time to time)</i>
Compliance and Effective Management	Regulatory and Legal Compliance	<ul style="list-style-type: none"> ● Estate Agents Ordinance and its Subsidiary Legislation, Code of Ethics and Practice Circulars ● Land Search ● Standard Forms ● Conveyancing and Tenancy ● First Sale of Residential Properties ● Professional Ethics and Integrity ● Laws Other than the Estate Agents Ordinance
	Effective Management and Operations	<ul style="list-style-type: none"> ● Effective Management of Estate Agency Business ● Corporate Governance ● Risk Management ● Cyber Security
All-round Advancement	Industry Knowledge and Market Update	<ul style="list-style-type: none"> ● Surveying, Property / Facilities Management and Town Planning ● Building, Architecture and Interior Design ● Estate Agency Practice in Other Jurisdictions
	Communication and Interpersonal Skills	<ul style="list-style-type: none"> ● Language Skills ● Sales and Marketing Skills ● Customer Service Skills

		<ul style="list-style-type: none"> ● Emotional Intelligence ● Leadership Skills
	Business and Commercial Knowledge	<ul style="list-style-type: none"> ● Accounting, Economics and Finance ● Information Technology and Data Analysis ● Human Resources Management and Administration
	Other Knowledge Conducive to Raising Competence or Enabling Personal Accomplishment of Licensees	<ul style="list-style-type: none"> ● Environmental Protection ● Occupational Safety and Health ● Behavioural Aspects

2.2.4 Activity titles should be reflective of the activity content.

2.3 Experience of Activity Provider/ Person in charge and Qualification of Instructors or Presenters

2.3.1 Activity providers should recruit an adequate number of appropriately qualified and experienced instructors or presenters.

2.3.2 Activity providers should be qualified and experienced in organising Seminar / Multi-Session Training Activity including its design, delivery and the administration.

2.3.3 For all activities, there must be a person-in-charge who is responsible for the overall management and quality of the activity. The person-in-charge should possess relevant training or experience in managing similar activities and preferably have experience in the delivery of Seminar / Multi-Session Training Activity.

2.3.4 **The instructors or presenters should have relevant academic and/or professional qualifications, and will have normally undertaken appropriate level of teaching and/or industry experience.** In the application form, activity providers should clearly state their appointment criteria including required academic qualifications, professional qualifications and training/industry experience. Activity providers must provide detailed information, including the names of the instructors/presenters, their academic qualifications and awarding institutions, professional qualifications and awarding institutions, and relevant experience.

2.4 Overall Quality Assurance

2.4.1 Activity providers should have in place a comprehensive mechanism for assuring and monitoring the quality of the activity to ensure that the activity is delivered up to standard.

2.4.2 The processes for quality assurance should be well documented and clearly understood by all personnel involved. The EAA reserves the right to inspect these documents.

- 2.4.3 **Participant evaluations should be carried out at the end of CPD activities.**
- 2.4.4 **Significant change proposed in the activities during the approval period, e.g. changes to contact hours, content, instructors/presenters, assessment requirements, nature of the activity, etc., must have prior approval from the EAA by submitting a change request in writing.** Upon re-assessment and where necessary, the EAA may suspend or revoke the approval status of the activities, or specify conditions to be met.
- 2.4.5 Activity providers should agree to allow members or representatives of the EAA to attend any of the activities free of charge for quality assurance purposes. The EAA reserves the right to obtain independent feedback from activity participants during or after the activities.

2.5 Other Requirements

- 2.5.1 Activity providers should cooperate with the EAA.
- 2.5.2 The EAA may conduct inspection of CPD activities without prior notice.

3. Assessment Outcome

- 3.1 One contact hour in approved activities will generally be awarded one CPD point.**
- 3.2** Activity providers will receive a letter of assessment outcome, which can be one of the following:
- (a) The CPD activity is unconditionally approved as presented; OR
 - (b) The CPD activity is approved subject to conditions (In such cases, the EAA will monitor the fulfillment of conditions at the appropriate time.); OR
 - (c) The CPD activity is not approved.
- 3.3** Activity providers may use the following statement in their marketing/advertising/promotional materials/literature of approved CPD activities: “x CPD points approved by the EAA for the EAA CPD Scheme”.
- 3.4** **Upon approval of the CPD activity, a copy of the finalized schedule/timetable (including venue information) of the CPD activity should be delivered to the EAA seven working days in advance by fax (2152-3600) or by email (eaatraining@eaa.org.hk). Written notice of any subsequent changes in time schedules, activity venues or cancellation of classes should be given to the EAA as soon as possible, EAA may inspect the CPD activities without prior notice.**
- 3.5** The EAA will monitor the progress of the activities and may request activity providers to follow conditions or directions to maintain the activity within the assessment criteria and framework.
- 3.6** A proposed CPD activity may not be approved if in the opinion of the EAA it does not contribute to the professional development of the participants, or is of sub-standard quality.
- 3.7** In the event of a formal non-approval, activity providers may re-submit as a new application after appropriate improvements and modifications have been made.

4. Approval Period

- 4.1** Only activities recognized by the EAA that are conducted within the approval period specified in the letters of assessment outcome shall entitle the participants to claim CPD points. Providers shall not claim their CPD activities as the EAA recognised activities after the approval period expires.

5. Responsibilities of Activity Providers

5.1 General Responsibilities

- 5.1.1 Activity providers should ensure that participants shall observe classroom discipline and do not cause disturbance to others such as talking on the mobile phone, etc.
- 5.1.2 Activity providers should implement a secure system to register a participant's entry to and departure from the activity venue, such as by asking him/her to sign in and out and/or by electronic means.
- 5.1.3 **Activity providers should submit copies of attendance records to the EAA within seven working days of the CPD completion of the CPD activities for the EAA's verification, and keep these records for at least three years.** They are required to submit to the EAA computer readable attendance records.
- 5.1.4 If a participant has not attended a CPD activity/CPD activity scheduled by modules in full, the CPD points awarded shall be reduced. For a CPD activity/CPD activity scheduled by modules delivered in seminar/lecture approved with 1-10 CPD points, one CPD point will be deducted where a participant is absent for any reason from the activity for 15 minutes or more cumulatively and no CPD point will be awarded if so absent for over 1 hour.
- 5.1.5 For multi-session training activities with 11 contact hours or more, the maximum non-attendance allowable is 20% of the total contact hours, no CPD points should be awarded if participants are absent for more than 20% of the activity. Providers can exercise stricter attendance requirement depending on the nature and objective of the CPD activities.
- 5.1.6 Time spent on breaks/recesses, test or examination cannot be regarded as contact hours and is excluded from the calculation of CPD points.

5.2 To the EAA

- 5.2.1 To facilitate the work of the EAA, activity providers should liaise closely with the EAA.
- 5.2.2 Activity providers applying for assessment shall be responsible for providing all necessary and required information to the EAA, and access to facilities and personnel as required. The EAA shall bear no responsibility for its inability to proceed with any part of the assessment or any delays to the process if any such required information or access is not provided.
- 5.2.3 The EAA reserves the right not to accept any request for assessment of all or any part of the activities proposed.

- 5.2.4 If at any time during the approval period, activity providers fail to, or are unable or unwilling to comply with any direction or condition stipulated by the EAA, or the guidelines as stated in this document, the EAA may suspend or revoke the approval status of the CPD activities after a reasonable period of notification.
- 5.2.5 The EAA shall not be held responsible for any consequences arising from the assessment process including any delays to the validation process or any cessation of the process.

5.3 To the Participants

5.3.1 **A certificate of attendance should be provided to all participants on successful completion of a CPD activity.** The certificate should bear the signature and name of a responsible person (e.g. the head of organization), as well as the stamp of the organization, and shall include the following information:

- Name of the organization
- Title of the activity
- CPD activity code
- Date and time of the activity
- CPD points approved
- CPD points earned by the participant

(A sample certificate of attendance is available at the Appendix I of Annex B(1).)

5.3.2 Reasonable notice should be given where an activity is changed or postponed. The typhoon/rainstorm guidelines (Appendix II of Annex B(1)) should be observed whenever possible.

ESTATE AGENTS AUTHORITY
Continuing Professional Development Scheme

CERTIFICATE OF ATTENDANCE

IMPORTANT: PRINT or TYPE all information in BLACK INK

An authorized representative of the CPD activity provider must sign this certificate. The participant must retain this certificate for a period specified by the Estate Agents Authority.

PARTICIPANT INFORMATION

English Name : _____
Chinese Name : _____
Licence No. : _____

CPD ACTIVITY PROVIDER

English Name : _____
Chinese Name : _____
Phone Number : (for verification if required) _____

ACTIVITY INFORMATION

Title : _____
Reference Code : _____
Date : _____
Time : From _____ am/pm to _____ am/pm
CPD Points approved : _____ points
CPD Points earned by participant : _____ points
Remarks : _____

Signature of Authorized Representative

Name (in block letters)
for and on behalf of (Name of Provider)
(please affix stamp)

Date

Bad Weather Arrangement for CPD Activities

Whenever possible, if a CPD activity has to be postponed/cancelled due to Typhoon Signal No.8 or above or Black Rainstorm Warning, a telephone number should be provided to which enquiries can be made. The CPD activity provider will advise participants of the alternative date of the activity concerned in due course.

For CPD activities that have not yet started:

Conditions	CPD Activities
The Typhoon Signal No. 8 or above or Black Rainstorm Warning is still issued / likely to be issued as announced by the Hong Kong Observatory at / after 6:30 a.m.	Cancel for the morning activities
The Typhoon Signal No. 8 or above or Black Rainstorm Warning is still issued / likely to be issued as announced by the Hong Kong Observatory at / after 12:00 noon.	Cancel for the afternoon activities
The Typhoon Signal No. 8 or above or Black Rainstorm Warning is still issued / likely to be issued as announced by the Hong Kong Observatory at / after 3:00 p.m.	Cancel for the evening activities
The Typhoon Signal No. 8 or above or Black Rainstorm Warning is cancelled before / at 6:30 a.m.	Continue for the morning, afternoon & evening activities
The Typhoon Signal No. 8 or above or Black Rainstorm Warning is cancelled before / at 12:00 noon.	Continue for the afternoon & evening activities
The Typhoon Signal No. 8 or above or Black Rainstorm Warning is cancelled before / at 3:00 p.m.	Continue for the evening activities

For CPD programmes that have already started:

Conditions	CPD Programmes
The Typhoon Signal No. 8 or above is issued or likely to be issued as announced by the Hong Kong Observatory.	Immediately suspend for all activities
The Black Rainstorm warning is issued.	Continue for all activities

ASSESSMENT PROCEDURE For e-Learning/Web-based Activities

Last update in December 2024

1. Assessment Procedure

- 1.1
 - (a) **No** application for specific endorsement by the EAA is required for CPD Activities with Deemed Prior Recognition.
 - (b) For e-Learning/ Web-based Activities without Deemed Prior Recognition, activity providers are required to submit applications to the EAA for applying for **prior endorsement** of their activities as a recognised CPD activity under the Phase I Mandatory Scheme.
 - (c) For post-event application of these activities, providers should submit their applications to the EAA within two months after completion of CPD activity.
 - (d) Application form (Form III at Annex D) can be downloaded from the website of the EAA (<http://www.eaa.org.hk>).
- 1.2 The EAA will assess the activity based on the activity content, objective, the number of CPD points to be applied for, admission requirements, course design, learning materials, course delivery, learning support, participant tracking mechanism, overall quality assurance mechanism, assessment, as well as provider experience, etc.
- 1.3 The EAA may publish a list of the duly endorsed e-Learning/ Web-based Activities and their respective CPD points on its website at <http://www.eaa.org.hk>.
- 1.4 Provided that all relevant information is submitted, activity providers will normally receive a formal notification of the results of their applications, successful or otherwise, approximately **four weeks** after the date of application.

2. Assessment Criteria

2.1 Objective

- 2.1.1 The activity objectives should be clearly defined for the target participants.
- 2.1.2 The learning outcomes must be specific and attainable through electronic delivery.

2.2 Content

- 2.2.1 CPD points will only be granted to activities which aim at enhancing the general performance of licensees and are highly relevant to the estate agency industry.
- 2.2.2 As specified in the Phase I Mandatory CPD Scheme Guidelines, activities that related to law, compliance or supervisory issues are classified under **Compliance and Effective Management** category. Other types of activities conducive to all-round development and quality enhancement of licensees are classified under **All-round Advancement** category. Contents of CPD activities shall be designed to focus on either of these two categories.
- 2.2.3 The following is a broad classification:

Categories	Subjects	Examples <i>(not exhaustive and to be updated from time to time)</i>
Compliance and Effective Management	Regulatory and Legal Compliance	<ul style="list-style-type: none"> ● Estate Agents Ordinance and its Subsidiary Legislation, Code of Ethics and Practice Circulars ● Land Search ● Standard Forms ● Conveyancing and Tenancy ● First Sale of Residential Properties ● Professional Ethics and Integrity ● Laws Other than the Estate Agents Ordinance
	Effective Management and Operations	<ul style="list-style-type: none"> ● Effective Management of Estate Agency Business ● Corporate Governance ● Risk Management ● Cyber Security
All-round Advancement	Industry Knowledge and Market Update	<ul style="list-style-type: none"> ● Surveying, Property / Facilities Management and

		<ul style="list-style-type: none"> ● Town Planning ● Building, Architecture and Interior Design ● Estate Agency Practice in Other Jurisdictions
	Communication and Interpersonal Skills	<ul style="list-style-type: none"> ● Language Skills ● Sales and Marketing Skills ● Customer Service Skills ● Emotional Intelligence ● Leadership Skills
	Business and Commercial Knowledge	<ul style="list-style-type: none"> ● Accounting, Economics and Finance ● Information Technology and Data Analysis ● Human Resources Management and Administration
	Other Knowledge Conducive to Raising Competence or Enabling Personal Accomplishment of Licensees	<ul style="list-style-type: none"> ● Environmental Protection ● Occupational Safety and Health ● Behavioural Aspects

2.2.4 Activity titles should be reflective of the activity content.

2.3 Admission

2.3.1 Prospective learners should be advised of the IT competence, equipment and learning resources (e.g. hardware and software) required prior to commencement of the activity.

2.3.2 Entry requirements, if any, should be appropriate to the level and nature of the web-based distance learning mode of CPD.

2.4 Course Design

2.4.1 Activity providers should be experienced in developing and organising e-Learning / web-based activities including their content, design, delivery and the administration.

2.4.2 The activity should be specifically designed for delivery through the web-based distance learning mode of study.

2.4.3 The e-Learning courseware should make appropriate use of tools, such as text, graphics, sound, video as well as asynchronous and synchronous communication technologies.

- 2.4.4 The course design should aim at producing a learning environment that can support both independent and interactive modes of learning.
- 2.4.5 The course design should aim at providing flexible learning tailored to a variety of target participants and variations in learning pace.

2.5 Learning Materials

- 2.5.1 All materials must be ready and available on-line for the EAA's inspection, supplemented by additional notes and documents. Clear instructions must be available to guide the participants through the materials on-line, in terms of the recommended order of activity and number of hours to be spent on different components. Participants must be able to go through the learning process on their own with the instructions provided. On-line help should also be available.
- 2.5.2 The language of learning materials should be keyed to the reading competence of participants (in either Chinese or English).
- 2.5.3 Links to other websites might be provided for additional learning materials and reference. Permission and copyright of all links and learning materials must be properly addressed.
- 2.5.4 There must be adequate materials on-line to warrant the minimum number of recommended learning hours for CPD points that would be awarded upon completion of the learning activity.

2.6 Course Delivery and Learning Support

- 2.6.1 Activity providers should have adequate infra-structure for electronic delivery of the activity.
- 2.6.2 Participants should be given detailed instructions for the activity, and guided to all relevant learning resources on-line. Effective on-line support should be available including prompt and thorough response to enquiries, provision of guidance to individual learners upon request, and provision of information on activity requirements.

- 2.6.3 Some optional face-to-face components may be used to augment the web-based distance learning mode of study.

2.7 Participant Tracking Mechanism

- 2.7.1 Activity providers must be able to maintain the integrity of student-record keeping through, for example, a front-end log-on and identity-checking system. Identity of participants must be verified. Continual verification is also required. Examples include measures such as the regular prompt for entry and re-entry of participants' personal information.
- 2.7.2 A tracking system should also be in place to keep track of the participant's log-on time, idle-time and activities undertaken during the entire time logged on. An audit report should be generated and maintained for audit purpose.
- 2.7.3 Activity providers must ensure that all personal data are kept strictly confidential and protected. They are not to be released to any other parties for any other usage.

2.8 Overall Quality Assurance

- 2.8.1 For all activities, there must be a person-in-charge who is responsible for the overall management and quality of the activity. The person should possess relevant training or experience in managing similar activities.
- 2.8.2 **Activity providers should have in place a comprehensive mechanism for assuring and monitoring the quality of the activity. The EAA will impose as strict requirements on e-Learning/ Web-based Activities as those on face-to-face mode.**
- 2.8.3 There should be a system of regular review of course content and materials to ensure their quality and currency.
- 2.8.4 Activity providers must maintain back-up and recovery systems for web-based activities in case of system failure and problems.
- 2.8.5 The processes for quality assurance should be well documented and clearly understood by all personnel involved. The EAA reserves the right

to inspect these documents.

2.8.6 **Learner evaluations should be carried out at the end of CPD activities.** Evaluation results must be maintained and submitted to the EAA upon request.

2.8.7 **Significant change proposed in the activities during the approval period, e.g. changes to learning hours, content, and assessment requirements etc., must have prior approval from the EAA by submitting a change request in writing.** Upon re-assessment and where necessary, the EAA may suspend or revoke the approval status of the activities, or specify conditions to be met.

2.8.8 Activity providers should provide links to the EAA and allow members or representatives of the EAA to attend any of the e-Learning/Web-based activities free of charge for quality assurance purposes.

2.9 Course Assessment

2.9.1 It is recommended that assessment component (quiz or test), either an on-line assessment or a face-to-face assessment, be implemented to ensure that the participant accomplishes the learning outcome.

2.9.2 Assessment should be valid and reliable in measuring participants' attainment of activity objectives.

2.9.3 Assessment must be submitted together with the application for approval.

2.9.4 Prior to admission to the activity, participants should be informed of any mandatory assessments.

2.10 Experience of Activity Provider and Person-in-charge

2.10.1 Activity provider / Designer should be qualified and experienced in developing and organizing e-Learning/ Web-based Activities including their design, delivery and the administration of assessment.

2.10.2 The person-in-charge should preferably have experience in the delivery of e-Learning or similar activities.

3. Assessment Outcome

- 3.1** Given that participants are free to spend as long (or as short) a time as they want or need on the activity, providers must specify the minimum number of hours that the participant is expected to spend on the activity in order to master all the materials provided so as to meet the activity objectives. Generally, one hour of participation in e-Learning activities will be awarded one CPD point.
- 3.2** Activity providers of e-Learning/ Web-based Activities will receive a letter of outcome, which can be one of the following:
- (a) The CPD activity is unconditionally approved as presented; OR
 - (b) The CPD activity is approved subject to conditions (In such cases, the EAA will monitor the fulfillment of conditions at the appropriate time.); OR
 - (c) The CPD activity is not approved.
- 3.3** Activity providers may use the following statement in their marketing/advertising/promotional materials/literature of approved CPD activities: “x CPD points approved by the EAA for the EAA CPD Scheme”.
- 3.4** The EAA will monitor the progress of the activities and may request activity providers to follow conditions or directions to maintain the activity within the assessment criteria and framework.
- 3.5** A proposed CPD activity may not be approved if in the opinion of the EAA it does not contribute to the professional development of the participants, or which is found to be of sub-standard quality.
- 3.6** In the event of a formal non-approval, activity providers of e-Learning/ Web-based Activities may re-submit a new application after appropriate improvements and modifications have been made.

4. Approval Period

- 4.1** Only activities recognized by the EAA and conducted within the approval period specified in the letters of assessment outcome shall be entitled to claim CPD

points. Providers shall not claim their CPD activities as the EAA approved activities after the approval period expires.

5. Responsibilities of Activity Providers

5.1 General Responsibilities

5.1.1 Log-on and tracking systems should be in place to verify participant's identity and keep track of the participant's log-on time, idle-time and activities undertaken during the entire time of the activity.

5.1.2 Activity providers of e-Learning/ Web-based Activities should submit copies of log-on records to the EAA within seven working days of the completion of the CPD activities for the EAA's verification, and keep these records for at least 3 years. They may also be required to submit computer readable records in a format specified by the EAA. A sample log-on record should be submitted to the EAA at the time of application.

5.1.3 CPD points will be awarded to the participant who attains the pass mark specified for the assessment of that web-based activity. Providers can impose additional requirements, e.g. the total active log-on time should not be less than 80% of the time recommended by the provider for the participant to complete the learning activity.

5.2 To the EAA

5.2.1 Activity providers should liaise closely with the EAA.

5.2.2 Activity providers applying for assessment are responsible for providing all necessary and required information to the EAA. The EAA shall bear no responsibility for any delays to the process if any required information or access is not provided.

5.2.3 The EAA reserves the right not to accept any request for assessment of all or any part of the activities proposed.

5.2.4 If at any time during the approval period, activity providers fail to, or are unable or unwilling to comply with any direction or condition stipulated by the EAA, or the guidelines as stated in this document, the

EAA may suspend or revoke the assessment status of the CPD activities after a reasonable period of notification.

5.2.5 The EAA shall not be held responsible for any consequences arising from the assessment process including any delays to the validation process or any cessation of the process.

5.3 To the Learners

5.3.1 **A certificate of completion should be provided to all learners on successful completion of a CPD activity.** The certificate should bear the signature and name of a responsible person (e.g. the head of organization), as well as the stamp of the organization, and shall include the following information:

- Name of the organization
- Title of the activity
- CPD activity code
- CPD points approved
- CPD points earned by the participant

(A sample certificate of completion is available at the Appendix I of Annex B(2).)

ESTATE AGENTS AUTHORITY
Continuing Professional Development Scheme

CERTIFICATE OF COMPLETION

IMPORTANT: PRINT or TYPE all information in BLACK INK

An authorized representative of the CPD activity provider must sign this certificate. The participant must retain this certificate for a period specified by the Estate Agents Authority.

PARTICIPANT INFORMATION

English Name : _____
Chinese Name : _____
Licence No. : _____

CPD ACTIVITY PROVIDER

English Name : _____
Chinese Name : _____
Phone Number : (for verification if required) _____

ACTIVITY INFORMATION

Title : _____
Reference Code : _____
CPD Points approved : _____ points
CPD Points earned by participant : _____ points
Remarks : _____

Signature of Authorized Representative

Name (in block letters)
for and on behalf of (Name of Provider)
(please affix stamp)

Date

ASSESSMENT PROCEDURE For Webinar / Online Training Class

Last update in December 2024

1. Assessment Procedure

- 1.1 (a) **No** application for specific endorsement by the EAA is required for CPD Activities with Deemed Prior Recognition.
- (b) For Webinar / Online Training Class, activity providers are required to submit applications to the EAA for applying for **prior endorsement** of their activities as a recognised CPD activity under the Phase I Mandatory Scheme.
- (c) For Post-event application for endorsement of these activities, providers should submit their applications to the EAA within two months after completion of the CPD activity.
- (d) Application form (Form III at Annex D) can be downloaded from the website of the EAA (<http://www.eaa.org.hk>).
- 1.2 Activity providers should be able to demonstrate their abilities and capacity for conducting relevant activities and should have suitable and sufficient online training facilities. To this end, activity providers are required to submit documentation which details the objectives, content, the number of CPD points to be applied for, contact hours, admission, experience of activity providers, instructors/ presenters and person in charge, course design, learning materials, course delivery, learning support, participant tracking mechanism as well as quality assurance mechanism, etc. The EAA may request further information and meet with the responsible instructors/presenters and other personnel as required for the endorsement and assessment.
- 1.3 The EAA may publish a list of the duly endorsed Webinars / Online Training Classes and their respective CPD points on its website at <http://www.eaa.org.hk>.
- 1.4 Provided that all relevant information is submitted, activity providers will normally receive a formal notification of the results of their applications, successful or otherwise, approximately **four weeks** after the date of application.

2. Assessment Criteria

2.1 Objective

- 2.1.1 The activity objectives should be clearly defined for the target participants.
- 2.1.2 The learning outcomes must be specific and attainable through Webinar / Online Training Class.

2.2 Content

- 2.2.1 CPD points will only be granted to activities which aim at enhancing the general performance of licensees and are highly relevant to the estate agency industry.
- 2.2.2 As specified in the Phase I Mandatory CPD Scheme Guidelines, activities that relate to law, compliance or supervisory issues are classified under **Compliance and Effective Management** category. Other types of activities conducive to all-round development and quality enhancement of licensees are classified under **All-round Advancement** category. Contents of CPD activities shall be designed to focus on either of these two categories.
- 2.2.3 The following is a broad classification:

Categories	Subjects	Examples <i>(not exhaustive and to be updated from time to time)</i>
Compliance and Effective Management	Regulatory and Legal Compliance	<ul style="list-style-type: none">● Estate Agents Ordinance and its Subsidiary Legislation, Code of Ethics and Practice Circulars● Land Search● Standard Forms● Conveyancing and Tenancy● First Sale of Residential Properties● Professional Ethics and Integrity● Laws Other than the Estate Agents Ordinance
	Effective Management and Operations	<ul style="list-style-type: none">● Effective Management of Estate Agency Business● Corporate Governance● Risk Management● Cyber Security

All-round Advancement	Industry Knowledge and Market Update	<ul style="list-style-type: none"> ● Surveying, Property / Facilities Management and Town Planning ● Building, Architecture and Interior Design ● Estate Agency Practice in Other Jurisdictions
	Communication and Interpersonal Skills	<ul style="list-style-type: none"> ● Language Skills ● Sales and Marketing Skills ● Customer Service Skills ● Emotional Intelligence ● Leadership Skills
	Business and Commercial Knowledge	<ul style="list-style-type: none"> ● Accounting, Economics and Finance ● Information Technology and Data Analysis ● Human Resources Management and Administration
	Other Knowledge Conducive to Raising Competence or Enabling Personal Accomplishment of Licensees	<ul style="list-style-type: none"> ● Environmental Protection ● Occupational Safety and Health ● Behavioural Aspects

2.2.4 Activity titles should be reflective of the activity content.

2.3 Admission

2.3.1 Prospective learners should be advised of the IT competence, equipment and learning resources (e.g. hardware and software) required prior to commencement of the activity.

2.3.2 Entry requirements, if any, should be appropriate to the level and nature of the Webinar / Online Training Class learning mode of CPD.

2.4 Experience of Activity Provider/ Person-in-charge and Qualification of Instructors or Presenters

2.4.1 Activity providers should recruit an adequate number of appropriately qualified and experienced instructors or presenters.

2.4.2 The activity providers should be qualified and experienced in developing and organizing Webinars/ Online Training Classes including their design, delivery and the administration.

2.4.3 For all activities, there must be a person-in-charge who is responsible for the overall management and quality of the activity. The person-in-charge should possess relevant training or experience in managing similar activities and preferably have experience in the delivery of

webinars and online training classes.

- 2.4.4 **The instructors or presenters should have relevant academic and/or professional qualifications, and will have normally undertaken appropriate level of teaching and/or industry experience.** In the application form, activity providers should clearly state their appointment criteria including required academic qualifications, professional qualifications and training/industry experience. Activity providers must provide detailed information, including the names of the instructors/presenters, their academic qualifications and awarding institutions, professional qualifications and awarding institutions, and relevant experience.

2.5 Course Design

- 2.5.1 The activity should be specifically designed for delivery through the Webinar / Online Training Class learning mode of study.
- 2.5.2 The Webinar/ Online Training Class courseware should make appropriate use of tools, such as text, graphics, sound, video as well as asynchronous and synchronous communication technologies.
- 2.5.3 The course design should aim at producing a learning environment that can support both independent and interactive modes of learning.
- 2.5.4 The course design should aim at providing flexible learning tailored to a variety of target participants and variations in learning pace.

2.6 Learning Materials

- 2.6.1 All materials must be ready and available on-line for the EAA's inspection, supplemented by additional notes and documents.
- 2.6.2 The language of learning materials should be keyed to the reading competence of participants (in either Chinese or English).
- 2.6.3 Links to other websites might be provided for additional learning materials and reference. Permission and copyright of all links and learning materials must be properly addressed.
- 2.6.4 There must be adequate materials on-line to warrant the minimum number of recommended learning hours for CPD points that would be awarded upon completion of the learning activity.

2.7 Course Delivery and Learning Support

- 2.7.1 Activity providers should have adequate infra-structure for Webinar / Online Training Class.

- 2.7.2 Participants should be given detailed instructions for the activity, and guided to all relevant learning resources on-line. Effective on-line support should be available including prompt and thorough response to enquiries, provision of guidance to individual learners upon request, and provision of information on activity requirements.

2.8 Participant Tracking Mechanism

- 2.8.1 Activity providers must be able to maintain the integrity of student-record keeping through, for example, a front-end log-on and identity-checking system. Identity of participants must be verified. Regular checking on class attending is also required.
- 2.8.2 A tracking mechanism should also be in place to keep track of the attendance of participants.
- 2.8.3 Activity providers must ensure that all personal data are kept strictly confidential and protected. They are not to be released to any other parties for any other usage.

2.9 Overall Quality Assurance

- 2.9.1 **Activity providers should have in place a comprehensive mechanism for assuring and monitoring the quality of the activity to ensure that the activity is delivered up to standard. The EAA will impose as strict requirements on Webinar / Online Training Class as those on face-to-face mode.**
- 2.9.2 The processes for quality assurance should be well documented and clearly understood by all personnel involved. The EAA reserves the right to inspect these documents.
- 2.9.3 **Participant evaluations should be carried out at the end of online CPD activities.** The EAA reserve the right to obtain independent feedback from activity participants after the activities.
- 2.9.4 **Significant change proposed in the activities during the approval period, e.g. changes to learning hours, content and instructor/presenters must have prior approval from the EAA by submitting a change request in writing.** Upon re-assessment and where

necessary, the EAA may suspend or revoke the approval status of the activities, or specify conditions to be met.

2.9.5 Activity providers should provide links to the EAA and allow members or representatives of the EAA to attend any of the online activities free of charge for quality assurance purposes.

3. Assessment Outcome

3.1 One contact hour on approved activities will generally be awarded one CPD point.

3.2 Activity provider will receive a letter of outcome, which can be one of the following:

- (a) The CPD activity is unconditionally approved as presented; OR
- (b) The CPD activity is approved subject to conditions (In such cases, the EAA will monitor the fulfillment of conditions at the appropriate time.); OR
- (c) The CPD activity is not approved.

3.3 Activity providers may use the following statement in their marketing/advertising/promotional materials/literature of approved CPD activities: “x CPD points approved by the EAA for the EAA CPD Scheme”.

3.4 Upon approval of the CPD activity, a copy of the finalized schedule/timetable (including the meeting link) of the online CPD activity should be delivered to the EAA seven working days in advance by fax (2152-3600) or by email (eaatraining@eaa.org.hk). Written notice of any subsequent changes in time schedules or cancellation of classes should be given to the EAA as soon as possible.

3.5 The EAA will monitor the progress of the activities and may request activity providers to follow conditions or directions to maintain the activity within the assessment criteria and framework.

3.6 A proposed CPD activity may not be approved if in the opinion of the EAA it does not contribute to the professional development of the participants, or which is found to be of sub-standard quality.

- 3.7 In the event of a formal non-approval, activity providers may re-submit a new application after appropriate improvements and modifications have been made.

4. Approval Period

- 4.1 Only activities duly recognized by the EAA and conducted within the approval period specified in the letters of assessment outcome shall be entitled to claim CPD points. Providers shall not claim their CPD activities as the EAA recognised activities after the approval period expires.

5. Responsibilities of Activity Providers

5.1 General Responsibilities

- 5.1.1 Log-on and tracking systems should be in place to verify participant's identity and keep track of the participant's log-on time, idle-time and activities undertaken during the entire time of the activity.
- 5.1.2 **Activity providers should submit copies of log-on records to the EAA within seven working days of the completion of the CPD activities for the EAA's verification, and keep these records for at least 3 years. They may also be required to submit computer readable records in a format specified by the EAA. A sample log-on record should be submitted to the EAA at the time of application.**
- 5.1.3 If a participant has not attended a Webinar/ Online Training Class in full, the CPD points awarded shall be reduced. For example, if a webinar carries 3 CPD points, one CPD point will be deducted where a participant is absent for any reason from the activity for 15 minutes or more cumulatively and no CPD point will be awarded if so absent for over 1 hour.
- 5.1.4 Time spent on breaks/recesses, test or examination cannot be regarded as contact hours and is excluded from the calculation of CPD points.

5.2 To the EAA

- 5.2.1 To facilitate the work of the EAA, activity providers should cooperate and liaise closely with the EAA.
- 5.2.2 Activity providers applying for assessment are responsible for providing all necessary and required information to the EAA. The EAA shall bear no responsibility for any delays to the process if any required information or access is not provided.
- 5.2.3 The EAA reserves the right not to accept any request for assessment of all or any part of the activities proposed.
- 5.2.4 If at any time during the approval period, activity providers fail to, or are unable or unwilling to comply with any direction or condition stipulated by the EAA, or the guidelines as stated in this document, the EAA may suspend or revoke the assessment status of the CPD activities after a reasonable period of notification.
- 5.2.5 The EAA shall not be held responsible for any consequences arising from the assessment process including any delays to the validation process or any cessation of the process.

5.3 To the Learners

- 5.3.1 **A certificate of completion should be provided to all learners on successful completion of a CPD activity.** The certificate should bear the signature and name of a responsible person (e.g. the head of organization), as well as the stamp of the organization, and shall include the following information:
- Name of the organization
 - Title of the activity
 - CPD activity code
 - CPD points approved
 - CPD points earned by the participant

(A sample certificate of completion is available at the Appendix I of Annex B(3).)

- 5.3.2 Reasonable notice should be given where an activity is changed or postponed. The typhoon/rainstorm guidelines (Appendix II of Annex B(3)) should be observed whenever possible.

**ESTATE AGENTS AUTHORITY
Continuing Professional Development Scheme**

CERTIFICATE OF COMPLETION

IMPORTANT: PRINT or TYPE all information in BLACK INK

An authorized representative of the CPD activity provider must sign this certificate. The participant must retain this certificate for a period specified by the Estate Agents Authority.

PARTICIPANT INFORMATION

English Name : _____
Chinese Name : _____
Licence No. : _____

CPD ACTIVITY PROVIDER

English Name : _____
Chinese Name : _____
Phone Number : (for verification if required) _____

ACTIVITY INFORMATION

Title : _____
Reference Code : _____
CPD Points approved : _____ points
CPD Points earned by participant : _____ points
Remarks : _____

Signature of Authorized Representative

**Name (in block letters)
for and on behalf of (Name of Provider)
(please affix stamp)**

Date

Bad Weather Arrangement for CPD Activities

Whenever possible, if a CPD activity has to be postponed/cancelled due to Typhoon Signal No.8 or above or Black Rainstorm Warning, a telephone number should be provided to which enquiries can be made. The CPD activity provider will advise participants of the alternative date of the activity concerned in due course.

For CPD activities that have not yet started:

Conditions	CPD Activities
The Typhoon Signal No. 8 or above or Black Rainstorm Warning is still issued / likely to be issued as announced by the Hong Kong Observatory at / after 6:30 a.m.	Cancel for the morning activities
The Typhoon Signal No. 8 or above or Black Rainstorm Warning is still issued / likely to be issued as announced by the Hong Kong Observatory at / after 12:00 noon.	Cancel for the afternoon activities
The Typhoon Signal No. 8 or above or Black Rainstorm Warning is still issued / likely to be issued as announced by the Hong Kong Observatory at / after 3:00 p.m.	Cancel for the evening activities
The Typhoon Signal No. 8 or above or Black Rainstorm Warning is cancelled before / at 6:30 a.m.	Continue for the morning, afternoon & evening activities
The Typhoon Signal No. 8 or above or Black Rainstorm Warning is cancelled before / at 12:00 noon.	Continue for the afternoon & evening activities
The Typhoon Signal No. 8 or above or Black Rainstorm Warning is cancelled before / at 3:00 p.m.	Continue for the evening activities

For CPD programmes that have already started:

Conditions	CPD Programmes
The Typhoon Signal No. 8 or above is issued or likely to be issued as announced by the Hong Kong Observatory.	Immediately suspend for all activities
The Black Rainstorm warning is issued.	Continue for all activities



Illustrations - Carry Forward CPD Points from One CPD Condition Period to the Next under the Phase I Mandatory Scheme

Example 1 (Next immediate CPD Condition Period is a standard 12-month period)

	CPD Condition Period	CPD Points Requirement	Total points accumulated	CPD points in excess
1 st CPD Condition Period	1 Jan 25 – 31 Dec 25 (12-month period)	4 points	10 points	6 points

	CPD Condition Period	CPD Points Requirement	CPD points allowed to be carried forward from 1 st CPD Condition Period (50% of CPD Points Requirement of this period)	CPD points carried forward from 1 st CPD Condition Period	Remaining CPD points required to meet the CPD Points Requirement ¹
Next immediate CPD Condition Period	1 Jan 26 – 31 Dec 26 (12-month period)	4 points	2 points	2 points	2 points

Example 2 (Next immediate CPD Condition Period is a 24-month period)

	CPD Condition Period	CPD Points Requirement	Total points accumulated	CPD points in excess
1 st CPD Condition Period	1 Jan 25 – 31 Dec 25 (12-month period)	4 points	20 points	16 points

	CPD Condition Period	CPD Points Requirement	CPD points allowed carrying forward from 1 st CPD Condition Period (50% of CPD Points Requirement of this period)	CPD points carried forward from 1 st CPD Condition Period	Remaining CPD points required to meet the CPD Points Requirement ¹
Next immediate CPD Condition Period	1 Jan 26 – 31 Dec 27 (24-month period)	8 points	4 points	4 points	4 points

¹ In the calculation of the CPD points for the next CPD Condition Period, the CPD points carried forward from the previous CPD Condition Period will be counted **first**. After the deduction of the carried forward points, should the CPD points earned in that next CPD Condition Period exceed the remaining CPD points required to meet the CPD Points Requirement of that CPD Condition Period, the CPD points in excess could then be carried forward to the immediately succeeding CPD Condition Period in accordance with Clauses 8.1(c) of the Guidelines

持續專業進修計劃

CONTINUING PROFESSIONAL DEVELOPMENT (CPD) SCHEME

申請表 APPLICATION FORM

申請獲取持續專業進修計劃活動學分 - 由個人持牌人提出
(適用於被視為已獲監管局事先認可或須獲監管局許可的
持續專業進修活動)

**Application for CPD Points - By Individual Licensees (Suitable for CPD Activities with the
EAA's Deemed Prior Recognition or those requiring EAA clearance)**

FOR OFFICE USE ONLY

Date Received: _____

Application No.: _____

Approved/ Disapproved: _____

第一部份：申請人資料 Part I: Information of Applicant

申請人姓名 Name of the Applicant	(中文) (Chinese)	(英文) (English)	
牌照號碼 Licence No.		電話號碼 Tel Number	
公司名稱 Name of the Company	(如適用) (If applicable)		

第二部份：活動模式⁽¹⁾ Part II: Activity Mode⁽¹⁾ (請於適當方格內加上“✓”號 Please “✓” where appropriate)

- (a) 出席網絡研討會/網上培訓課程 /講座 / 研討會 / 多節組成的培訓活動 (一系列總時數超過 10 小時的活動) / 可獲頒學術資格的課程 (完成一系列課堂後可獲頒證書、文憑、副學位或學位學術資格的課程) / 網上遙距學習
Attending Webinar/Online Training Class / Seminar / Lecture / Multi-session Training Activity (a series of activities with a total duration longer than 10 hours) / Award-bearing Course (a structured series of classroom sessions that would culminate in the academic award of a certificate, diploma, sub-degree or degree) / Web-based Distance Learning
- (b) 教授或舉辦獲承認的持續專業進修活動⁽²⁾⁽³⁾
Teaching or Conducting Recognised CPD Activity⁽²⁾⁽³⁾
- (c) 擔任義務工作⁽³⁾
Participating in Pro bono Work⁽³⁾
- (d) 參加午餐講座及演講⁽³⁾
Participating in Luncheon Talk and Presentation⁽³⁾
- (e) 參加遊學團、代表團探訪或專業交流活動⁽³⁾
Participating in Tour, Delegation Visit or Professional Exchange Activity⁽³⁾
- (f) 作出指導 / 輔導及知識分享活動⁽³⁾⁽⁴⁾
Delivering Coaching / Mentoring and Knowledge Sharing Session⁽³⁾⁽⁴⁾
- (g) 接受指導 / 輔導及知識分享活動⁽³⁾⁽⁴⁾
Receiving Coaching / Mentoring and Knowledge Sharing Session⁽³⁾⁽⁴⁾

填寫第三部份：表格(i)
Fill in Part III: Form (i)

- (h) 出版著作
Publication

→ 填寫第三部份：表格(ii)
Fill in Part III: Form (ii)

第三部份：申請獲取學分詳情 Part III: Details for application of awarding CPD points

表格 Form (i)

活動名稱 Name of Activity			
活動主辦機構名稱 ⁽¹¹⁾ Name of Activity Provider ⁽¹¹⁾			
機構類別 Type of Provider (請於適當方格內加上“✓” 號 Please “✓” where appropriate)	<input type="checkbox"/> (i) 由監管局舉辦或合辦的持續專業進修活動 CPD activities solely or jointly conducted by the EAA <input type="checkbox"/> (ii) 由認可培訓機構 ⁽⁵⁾ 單獨舉辦或合辦的活動 Activities solely or jointly conducted by the Endorsed Training Institutions ⁽⁵⁾ <input type="checkbox"/> (iii) 由廣泛認受的專業協會提供或認可的活動，而這些專業和知識領域，須對地產代理行業和持牌人有幫助或裨益 Activities offered or accredited by the widely recognised professional associations of those professions or areas where the expertise of such fields are complementary to that of estate agency or beneficial to licensees <input type="checkbox"/> (iv) 政府或法定機構單獨舉辦或合辦的活動 Activities solely or jointly conducted by the government or statutory bodies <input type="checkbox"/> (v) 持續專業進修基金計劃下可獲發還款項的課程 Reimbursable courses under the Continuing Education Fund <input type="checkbox"/> (vi) 獲承認為資歷架構下的活動 Activities recognised under the Qualifications Framework <input type="checkbox"/> (vii) 其他監管局專業發展委員會認為適合納入持續專業進修計劃的活動，例如地產代理公司或商會舉辦的活動 Other activities the Professional Development Committee of the EAA considers worth incorporating into the CPD Scheme e.g. activities conducted by estate agency firms or trade associations		
活動主辦或認證機構及活動編號 Organizer / Accreditor of the Activity and Activity Code	(如適用) (If applicable)		
導師資料 Information of Instructor	適用於活動模式(f)至(g) Applicable for Activity Mode (f) to (g)		
活動日期及時間 / 課程開始日期 ⁽⁶⁾⁽⁷⁾⁽⁸⁾ Date and Time of the Activity / Activity Start Date ⁽⁶⁾⁽⁷⁾⁽⁸⁾		活動完結日期 / 預計修畢日期 / 修畢日期(如適用) ⁽⁶⁾⁽⁷⁾⁽⁸⁾ Expected Completion Date/Completion Date (If applicable) ⁽⁶⁾⁽⁷⁾⁽⁸⁾	

持續專業進修時段 ⁽⁶⁾⁽⁷⁾⁽⁸⁾ CPD Period ⁽⁶⁾⁽⁷⁾⁽⁸⁾	至 to	活動時數 ⁽⁹⁾ Duration of Activity ⁽⁹⁾	
科目 ⁽¹⁰⁾ Subject ⁽¹⁰⁾ (請於適當方格內加上“✓”號 Please “✓” where appropriate)	合規及有效管理 Compliance and Effective Management		
	<input type="checkbox"/> CE1 守法合規 Regulatory and Legal Compliance <input type="checkbox"/> CE2 有效管理及營運 Effective Management and Operations		<input type="checkbox"/> 地產代理條例、其附屬法例、操守守則及執業通告 Estate Agents Ordinance and its Subsidiary Legislation, Code of Ethics and Practice Circulars <input type="checkbox"/> 土地查冊 Land Search <input type="checkbox"/> 標準文件 Standard Forms <input type="checkbox"/> 物業轉易及租賃 Conveyancing and Tenancy <input type="checkbox"/> 一手住宅物業銷售 First Sale of Residential Properties <input type="checkbox"/> 專業操守及誠信 Professional Ethics and Integrity <input type="checkbox"/> 地產代理條例以外的其他法律 Laws Other than the Estate Agents Ordinance <input type="checkbox"/> 有效管理地產代理業務 Effective Management of Estate Agency Business <input type="checkbox"/> 企業管治 Corporate Governance <input type="checkbox"/> 風險管理 Risk Management <input type="checkbox"/> 網絡安全 Cyber Security
全面提升發展 All-round Advancement			
<input type="checkbox"/> AA1 行業知識及市場資訊 Industry Knowledge and Market Update <input type="checkbox"/> AA2 溝通及人際關係技巧 Communication and Interpersonal Skills <input type="checkbox"/> AA3 營商及商業知識 Business and Commercial Knowledge <input type="checkbox"/> AA4 其他有助提升持牌人之能力		<input type="checkbox"/> 測量、物業/設施管理及城市規劃 Surveying, Property / Facilities Management and Town Planning <input type="checkbox"/> 建造、建築及室內設計 Building, Architecture and Interior Design <input type="checkbox"/> 其他司法管轄區地產代理業實務 Estate Agency Practice in Other Jurisdictions <input type="checkbox"/> 語言能力 Language Skills <input type="checkbox"/> 營銷及市場推廣技巧 Sales and Marketing Skills <input type="checkbox"/> 客戶服務技巧 Customer Service Skills <input type="checkbox"/> 情緒智商 Emotional Intelligence <input type="checkbox"/> 領導技巧 Leadership Skills <input type="checkbox"/> 會計、經濟及財務知識 Accounting, Economics and Finance <input type="checkbox"/> 資訊科技及數據分析 Information Technology and Data Analysis <input type="checkbox"/> 人力資源管理及行政 Human Resources Management and Administration <input type="checkbox"/> 環境保護 Environmental Protection	



	或個人成就的知識 Other Knowledge Conducive to Raising Competence or Enabling Personal Accomplishment of Licensees	<input type="checkbox"/> 職業安全及健康 Occupational Safety and Health <input type="checkbox"/> 行為心理 Behavioural Aspects
提供予監管局參考的資料(例如活動內容(請提供活動內容大綱及其時間分佈, 並附上教材或講義(如有的話)及出席證明等) ⁽¹²⁾ Documentary Proof Attached for the EAA's Reference (e.g. Contents of Activity (Please provide the course outline with hourly breakdown and teaching materials / handouts, if any) and Evidence of Attendance.) ⁽¹²⁾		

表格 Form (ii)

著作名稱* Name of Publication*		
發表媒體 Publisher		
發表 / 出版日期 ^{(6) (7) (13)} Publication Date ^{(6) (7) (13)}		
科目 ⁽¹⁰⁾ Subject ⁽¹⁰⁾ (請於適當方格內加上“√”號 Please “√” where appropriate)	<p style="text-align: center;">合規及有效管理 Compliance and Effective Management</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> CE1 守法合規 Regulatory and Legal Compliance </div> <div style="width: 45%;"> <input type="checkbox"/> 地產代理條例、其附屬法例、操守守則及執業通告 Estate Agents Ordinance and its Subsidiary Legislation, Code of Ethics and Practice Circulars <input type="checkbox"/> 土地查冊 Land Search <input type="checkbox"/> 標準文件 Standard Forms <input type="checkbox"/> 物業轉易及租賃 Conveyancing and Tenancy <input type="checkbox"/> 一手住宅物業銷售 First Sale of Residential Properties <input type="checkbox"/> 專業操守及誠信 Professional Ethics and Integrity <input type="checkbox"/> 地產代理條例以外的其他法律 Laws Other than the Estate Agents Ordinance </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> <input type="checkbox"/> CE2 有效管理及營運 Effective Management and Operations </div> <div style="width: 45%;"> <input type="checkbox"/> 有效管理地產代理業務 Effective Management of Estate Agency Business <input type="checkbox"/> 企業管治⁽¹¹⁾ Corporate Governance <input type="checkbox"/> 風險管理⁽¹¹⁾ Risk Management <input type="checkbox"/> 網絡安全⁽¹¹⁾ Cyber Security </div> </div> <p style="text-align: center; margin-top: 10px;">全面提升發展 All-round Advancement</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> AA1 行業知識及市場資訊 Industry Knowledge and Market Update </div> <div style="width: 45%;"> <input type="checkbox"/> 測量、物業/設施管理及城市規劃 Surveying, Property / Facilities Management and Town Planning </div> </div>	

		<input type="checkbox"/> 建造、建築及室內設計 Building, Architecture and Interior Design <input type="checkbox"/> 其他司法管轄區地產代理業實務 Estate Agency Practice in Other Jurisdictions
<input type="checkbox"/> AA2	溝通及人際關係技巧 Communication and Interpersonal Skills	<input type="checkbox"/> 語言能力 Language Skills <input type="checkbox"/> 營銷及市場推廣技巧 Sales and Marketing Skills <input type="checkbox"/> 客戶服務技巧 Customer Service Skills <input type="checkbox"/> 情緒智商 Emotional Intelligence <input type="checkbox"/> 領導技巧 Leadership Skills
<input type="checkbox"/> AA3	營商及商業知識 Business and Commercial Knowledge	<input type="checkbox"/> 會計、經濟及財務知識 Accounting, Economics and Finance <input type="checkbox"/> 資訊科技及數據分析 Information Technology and Data Analysis <input type="checkbox"/> 人力資源管理及行政 Human Resources Management and Administration
<input type="checkbox"/> AA4	其他有助提升持牌人之能力或個人成就的知識 Other Knowledge Conducive to Raising Competence or Enabling Personal Accomplishment of Licensees	<input type="checkbox"/> 環境保護 Environmental Protection <input type="checkbox"/> 職業安全及健康 Occupational Safety and Health <input type="checkbox"/> 行為心理 Behavioural Aspects

* 請以附件形式提供著作樣本 Please provide copy of publication as attachment

第四部份：申請人簽署 Part IV: Signature of applicant

簽署 Signature : _____ 日期 Date : _____

- (1) 詳情請參閱《強制性持續專業進修計劃指引》第 6.1 段。 Please refer to Clause 6.1 of the Mandatory CPD Scheme Guidelines for details.
- (2) 已獲認可持續專業進修活動的導師。 Instructor of a Recognised CPD Activity.
- (3) 申請人在是項活動的參與程度最少為 1 小時。 The applicant's involvement in the activity should last for at least 1 hour.
- (4) 主辦機構、負責人及導師(包括主講者 / 演講者 / 協調人員 / 指導人員 / 輔導人員)的資歷及課程內容將為申請認可為持續進修計劃活動的考慮因素。從事業界的指導人員 / 輔導人員須持有地產代理牌照及屬經理或以上職級及擁有三年相關工作經驗。 The experience and qualifications of the activity provider, person in charge and instructors including presenters / speakers / facilitators / coaches / mentors as well as the course content will be considered as and when recognition of activities under the CPD Scheme are applied for by the activity providers. Where the coaches or mentors are practitioners of the trade, they are to be holders of estate agent's licence at the rank of manager or above, with at least three years' relevant working experience.
- (5) 詳情請參閱《強制性持續專業進修計劃指引》附件 B。 Please refer to Annex B of the Mandatory CPD Scheme Guidelines for details.
- (6) 除《強制性持續專業進修計劃指引》第 8.1(b)段所描述的獲頒學術資格課程外，如某一活動橫跨兩個進修時段，學分只會算進活動完成日所在的進修時段。 For an activity straddling two CPD periods, CPD points will only be earned on the day of completion, except for award-bearing courses as described in Clause 8.1(b) of the Mandatory CPD Scheme Guidelines.
- (7) 為了滿足持續專業進修學分要求的目的，目標持牌人出席被監管局預先認可之持續專業進修課程後，須儘快向監管局申請獲取持續專業進修學分。 For the purpose of fulfilling a CPD Point Requirement, Target Licensees attending CPD Activities with Deemed Prior Recognition must make an application to the EAA to claim their CPD points as soon as possible after completion of an activity.
- (8) 申請人在參加活動時為地產代理或營業員牌照持有人。 The applicant is a holder of a valid licence (Estate Agent's Licence (Individual) or Salesperson's Licence) at the time of participating in the activity.
- (9) 休息及成績評核的時間不能用作計算學分。 Time spent on breaks/recesses, test or examination is excluded from the calculation of CPD points.

- (10) 詳情請參閱《強制性持續專業進修計劃指引》第 5 章。 Please refer to Section 5 of the Mandatory CPD Scheme Guidelines for details.
- (11) 目標持牌人在參與事後認可的活動時須極度謹慎，由於這些活動於第一階段強制性計劃的認可申請及/或學分獲取是於活動完成後才提出，而相關的認可程序需要時間（不少於 1 個月），監管局沒有義務就目標持牌人在牌照到期之前或在任何情況下提出的活動申請或學分申請批出認可。如果發生以上情況，相關的牌照續期申請有機會因他們無法證明在現有牌照有效期完結前滿足持續專業進修學分要求，而導致延誤及/或甚至被拒。 Target Licensees should be extremely cautious when participating in post-event activities where application for endorsement of an activity to be recognised under the Phase I Mandatory Scheme and/ or the CPD points to be awarded are made after the completion of the activity, as relevant endorsement or recognition takes time (not less than one month) and the EAA is not obliged to grant any endorsement or recognition or the CPD points applied for before expiry of a Target Licensee's licence or at all. Should this happen, their licence applications may be delayed or even refused due to the licensees' failure to prove that they have complied with the CPD Point Requirement within their CPD Condition Period.
- (12) 可獲接納的出席證明包括由有關活動主辦機構發出的出席證書；由有關活動主辦機構發出列明學習時數的確認書，或其他類似的正式書面確認。 Acceptable evidence of attendance includes a certificate of attendance issued by the relevant activity providers, a confirmation letter stating the number of learning hours issued by the relevant activity providers or any similar formal written confirmation.
- (13) 申請人在發表著作 / 著作出版時為地產代理或營業員牌照持有人。著作須為印刷訂裝書或電子書。由僱用機構或院校指派為工作一部份的著作不在此列。 The applicant is a holder of a valid licence (Estate Agent's Licence (Individual) or Salesperson's Licence) at the time of publishing the publication. The publication has to be a printed and bound book or an e-book. Publications required by employing agencies or institutes as part of job duties is excluded.

收集個人資料聲明 Personal Information Collection Statement

地產代理監管局（“監管局”）從此申請表所收集或處理所得的個人資料將作下列用途：(a) 處理有關的申請獲取持續專業進修計劃活動學分的申請；(b) 執行和遵從地產代理條例(第 511 章)的規定；及 (c) 研究及統計。在此申請表提供個人資料純屬自願性質。如果持牌人未能提供申請表所需之資料，可能會影響監管局處理其申請。收集所得的個人資料將只會轉交負責執行上述用途之人士。有關查閱及改正個人資料要求，請聯絡地產代理監管局保障資料主任。 The personal data collected or generated from this Application Form will be used by the EAA for the following purposes: (a) processing the application for award of CPD points; (b) enforcing compliance with the Estate Agents Ordinance (Chapter 511); and (c) researches and statistics. The provision of the information in this Application Form is voluntary. Licensee who could not provide all necessary data may affect the processing by the EAA of his/her application. Personal data collected will only be transferred to such persons who are responsible for carrying out the above purposes. Personal data access and correction request should be addressed to the Data Protection Officer of the EAA.

備註： 持牌人如參與註明「須獲監管局同意計算學分」的活動，除非獲得監管局書面批准，否則將不能獲得任何持續專業進修學分。

Remarks: Where “EAA clearance required” is specified for a particular activity mode, no CPD points can be earned without written approval from the EAA.

持續專業進修計劃

CONTINUING PROFESSIONAL DEVELOPMENT (CPD) SCHEME

強制性持續專業進修合規聲明 – 由所有個人持牌人提出
**Statement of Compliance with Mandatory CPD Condition -
By All Individual Licensees**

FOR OFFICE USE ONLY

Date Received: _____

Application No.: _____

Approved/Disapproved: _____

第一部份：持牌人資料 Part I: Licensee Information

持牌人姓名

Name of Licensee : _____

牌照號碼

Licence No : _____

強制性持續專業進修時段⁽¹⁾

CPD Condition Period⁽¹⁾ : _____ 至 _____

to _____

第二部份：活動資料 Part II: Activity Information ⁽²⁾

活動完成日期 (日/月/年) Activity Completion Date (Day/ Month/Year)	主辦機構 Name of Provider	活動名稱 Title of the Activity	獲取學分 CPD point(s)

第三部份：聲明及申請人簽署 Part III: Declaration & Signature of applicant

本人謹此聲明並確認於本《強制性持續專業進修合規聲明》內提交的所有資料均屬完整、真實及準確。

I hereby declare and confirm that all the information provided in this Statement of Compliance with Mandatory CPD Condition is complete, true and correct.

簽署 Signature : _____

日期 Date : _____

(1) 有關強制性持續專業進修時段的定義及學分要求，請參閱《強制性持續專業進修計劃指引》第 4 章。 Please refer to Section 4 of the Mandatory CPD Scheme Guidelines for the definition of CPD Condition Period and CPD points requirement.

(2) 提供可獲接納的出席證明包括由有關活動主辦機構發出的出席證書副本；由有關活動主辦機構發出列明學習時數的確認書，或其他類似的正式書面確認。 Provide a copy of acceptable evidence of attendance such as certificate of attendance issued by the relevant activity providers, confirmation letter stating the number of learning hours issued by the relevant activity providers, or any similar formal written confirmation.

收集個人資料聲明 Personal Information Collection Statement

地產代理監管局(“監管局”) 從此聲明書所收集或處理所得的個人資料將作下列用途: (a) 處理有關的牌照的申請; (b) 執行和遵從地產代理條例(第 511 章)的規定; 及 (c) 研究及統計。在此申報書提供個人資料純屬自願性質。如果持牌人未能提供申報書所需之資料，可能會影響監管局處理其申請。收集所得的個人資料將只會轉交負責執行上述用途之人士。有關查閱及改正個人資料要求，請聯絡地產代理監管局保障資料主任。 The personal data collected or generated from this Statement will be used by the EAA for the following purposes: (a) processing the application for licence renewal; (b) enforcing compliance with the Estate Agents Ordinance (Chapter 511); and (c) researches and statistics. The provision of the information in this Declaration Form is voluntary. Licensee who could not provide all necessary data may affect the processing by the EAA of his/her application. Personal data collected will only be transferred to such persons who are responsible for carrying out the above purposes. Personal data access and correction request should be addressed to the Data Protection Officer of the EAA.

持續專業進修計劃
CONTINUING PROFESSIONAL DEVELOPMENT (CPD) SCHEME

申請表 APPLICATION FORM

申請成為監管局的持續專業進修計劃下獲認可的持續專業進修活動及獲取持續專業進修學分 - 由主辦機構提出
(適用於未有被視為已獲監管局事先認可的活動)

Application for Endorsement of CPD Activity to be

recognized under the EAA's CPD scheme and award of CPD points - (Application by Providers)

(Suitable for CPD Activities without the EAA's Deemed Prior Recognition)

FOR OFFICE USE ONLY

Date Received: _____

Application No.: _____

Approved/

Disapproved: _____

第一部份：主辦機構 Part I: Activity Provider

(a) 機構名稱 Name of Provider	
(b) 機構類別 Type of Provider (請於適當方格內加上“✓”號 Please “✓” where appropriate)	<input type="checkbox"/> 地產代理公司 (請提供機構的詳細背景資料) Estate agency firms (Please provide detailed background information of the provider) <input type="checkbox"/> 地產代理商會 (請提供機構的詳細背景資料) Estate agency trade associations (Please provide detailed background information of the provider) <input type="checkbox"/> 其他 (請提供機構的詳細背景資料) Others (Please provide detailed background information of the provider)

第二部份：活動資料 Part II: Activity Information

(c) 認可申請 Application for Endorsement	<input type="checkbox"/> 活動前申請認可 Pre-event application <input type="checkbox"/> 活動後申請認可 Post-event application
(d) 活動名稱 Title of the Activity (活動名稱須適切地反映活動內容 Activity titles should be reflective of the activity content)	
(e) 宗旨及目的 Aims and Objectives	
(f) 活動對象 Target Participants (請於適當方格內加上“✓”號，可選多項 Please	<input type="checkbox"/> 持牌地產代理 / 營業員 Licensed Estate Agents / Salespersons <input type="checkbox"/> 公眾人士 General Public <input type="checkbox"/> 內部員工 In-house

<p>“✓” where appropriate. Allow multiple selections)</p>	<p><input type="checkbox"/> 其他 Others (請註明 Please specify: _____)</p>
<p>(g) 學習模式⁽¹⁾ Mode of Learning⁽¹⁾ (請於適當方格內加上“✓”號 Please “✓” where appropriate)</p>	<p><input type="checkbox"/> 網絡研討會/網上培訓課程⁽²⁾ Webinar / Online Training Class⁽²⁾</p> <p><input type="checkbox"/> 講座 / 研討會⁽²⁾ Seminar / Lecture⁽²⁾</p> <p><input type="checkbox"/> 多節組成的培訓活動 (一系列總時數超過 10 小時的活動)⁽²⁾ Multi-session Training Activity (a series of activities with a total duration longer than 10 hours)⁽²⁾</p> <p><input type="checkbox"/> 可獲頒學術資格的課程 (完成一系列課堂後可獲頒證書、文憑、副學位或學位學術資格的課程)⁽²⁾ Award-bearing Course (a structured series of classroom sessions that would culminate in the academic award of a certificate, diploma, sub-degree or degree)⁽²⁾</p> <p><input type="checkbox"/> 午餐講座及演講⁽²⁾ Luncheon Talk and Presentation⁽²⁾</p> <p><input type="checkbox"/> 遊學團、代表團探訪或專業交流活⁽²⁾ Tour, Delegation Visit or Professional Exchange Activity⁽²⁾</p> <p><input type="checkbox"/> 作出指導 / 輔導及知識分享活動⁽³⁾ Delivering Coaching / Mentoring and Knowledge Sharing Session⁽³⁾</p> <p><input type="checkbox"/> 接受指導 / 輔導及知識分享活動⁽³⁾ Receiving Coaching / Mentoring and Knowledge Sharing Session⁽³⁾</p> <p><input type="checkbox"/> 網上遙距學習 (自我調節學習速度的網上學習課程)⁽²⁾ Web-based Distance Learning (self-paced Internet learning packages)⁽²⁾</p>
<p>(h) 科目⁽⁴⁾ Subject⁽⁴⁾ (請於適當方格內加上“✓”號 Please “✓” where appropriate)</p>	<p style="text-align: center;">合規及有效管理 Compliance and Effective Management</p> <p><input type="checkbox"/> CE1 守法合規 Regulatory and Legal Compliance</p> <p><input type="checkbox"/> CE2 有效管理及營運 Effective Management and Operations</p> <p style="text-align: center;">全面提升發展 All-round Advancement</p> <p><input type="checkbox"/> AA1 行業知識及市場資訊 Industry Knowledge and Market Update</p> <p><input type="checkbox"/> AA2 溝通及人際關係技巧 Communication and</p> <p><input type="checkbox"/> 地產代理條例、其附屬法例、操守守則及執業通告 Estate Agents Ordinance and its Subsidiary Legislation, Code of Ethics and Practice Circulars</p> <p><input type="checkbox"/> 土地查冊 Land Search</p> <p><input type="checkbox"/> 標準文件 Standard Forms</p> <p><input type="checkbox"/> 物業轉易及租賃 Conveyancing and Tenancy</p> <p><input type="checkbox"/> 一手住宅物業銷售 First Sale of Residential Properties</p> <p><input type="checkbox"/> 專業操守及誠信 Professional Ethics and Integrity</p> <p><input type="checkbox"/> 地產代理條例以外的其他法律 Laws Other than the Estate Agents Ordinance</p> <p><input type="checkbox"/> 有效管理地產代理業務 Effective Management of Estate Agency Business</p> <p><input type="checkbox"/> 企業管治 Corporate Governance</p> <p><input type="checkbox"/> 風險管理 Risk Management</p> <p><input type="checkbox"/> 網絡安全 Cyber Security</p> <p><input type="checkbox"/> 測量、物業/設施管理及城市規劃 Surveying, Property / Facilities Management and Town Planning</p> <p><input type="checkbox"/> 建造、建築及室內設計 Building, Architecture and Interior Design</p> <p><input type="checkbox"/> 其他司法管轄區地產代理業實務 Estate Agency Practice in Other Jurisdictions</p> <p><input type="checkbox"/> 語言能力 Language Skills</p> <p><input type="checkbox"/> 營銷及市場推廣技巧 Sales and Marketing Skills</p> <p><input type="checkbox"/> 客戶服務技巧 Customer Service Skills</p>



	<p>Interpersonal Skills</p> <p><input type="checkbox"/> AA3 營商及商業知識 Business and Commercial Knowledge</p> <p><input type="checkbox"/> AA4 其他有助提升持牌人之能力或個人成就的知識 Other Knowledge Conducive to Raising Competence or Enabling Personal Accomplishment of Licensees</p>	<p><input type="checkbox"/> 情緒智商 Emotional Intelligence</p> <p><input type="checkbox"/> 領導技巧 Leadership Skills</p> <p><input type="checkbox"/> 會計、經濟及財務知識 Accounting, Economics and Finance</p> <p><input type="checkbox"/> 資訊科技及數據分析 Information Technology and Data Analysis</p> <p><input type="checkbox"/> 人力資源管理及行政 Human Resources Management and Administration</p> <p><input type="checkbox"/> 環境保護 Environmental Protection</p> <p><input type="checkbox"/> 職業安全及健康 Occupational Safety and Health</p> <p><input type="checkbox"/> 行為心理 Behavioural Aspects</p>
<p>(i) 活動時數 Duration of Activity</p>	<p>_____ 小時 Hour(s)</p>	
<p>(j) 出席要求 Attendance Requirement (請提供計算出席率及扣除缺席時間等的詳情 Please provide details of the calculation of attendance rate and deduction of absence, etc.)</p>	<p>(如有需要可另紙書寫或夾附有關證明文件 If necessary, please provide the information in a separate attachment)</p>	
<p>(k) 申請的持續專業進修學分 CPD Points Applied For</p>	<p>_____ 分 point(s)</p>	
<p>(l) 活動內容 Contents of Activity (請提供活動內容大綱及其時間分佈，並附上教材或講義 (如有的話) Please provide the course outline with hourly breakdown and teaching materials / handouts, if any)</p>	<p>(如有需要可另紙書寫或夾附有關證明文件 If necessary, please provide the information in a separate attachment)</p>	
<p>(m) 預計學習成效 Expected Learning Outcome</p>	<p>(如有需要可另紙書寫或夾附有關證明文件 If necessary, please provide the information in a separate attachment)</p>	
<p>(n) 授課語言 Medium of Instruction (請於適當方格內加上“✓”號 Please “✓” where appropriate)</p>	<p><input type="checkbox"/> 英語 English</p> <p><input type="checkbox"/> 中文 Chinese (<input type="checkbox"/> 廣東話 Cantonese <input type="checkbox"/> 普通話 Putonghua)</p>	
<p>(o) 預計參加人數 Expected Number of Participants / 出席人數 Number of Participants</p>		
<p>(p) 建議首次舉辦日期 Proposed Date of First Delivery / 舉辦日期 Date of Event</p>		

<p>(q) 預計每年舉辦次數 Expected Frequency of Activity per Year (只適用於活動前申請認可 Pre-event application only)</p>	
<p>(r) 活動費用 Fee (請於適當方格內加上“✓”號 Please “✓” where appropriate.)</p>	<p><input type="checkbox"/> 免費 Free of charge</p> <p><input type="checkbox"/> 參加者須繳交學費 Fee payable by participants: \$ _____</p>
<p>(s) 擬定地點 Prospective Venue / 地點 Venue (只供面授活動填寫 To be completed for face-to-face activity)</p>	<p>名稱 Name _____</p> <p>地址 Address _____</p>
<p>(t) 考核方法 Assessment Methodologies (例如課後練習或測驗 For example course-end exercise or test)</p>	<p>(如有需要可另紙書寫或夾附有關證明文件 If necessary, please provide the information in a separate attachment)</p>
<p>(u) 提供予監管局參考的額外資 Additional Materials for the EAA’s Reference</p>	<p>(如有需要可另紙書寫或夾附有關證明文件 If necessary, please provide the information in a separate attachment)</p>

第三部份：有關網上遙距學習的資料

Part III: Information Related to Web-based Distance Learning

(只供網上遙距學習活動填寫 To be completed for web-based distance learning activity)

<p>(v) 網上遙距學習活動 Web-based Distance Learning Activity</p>	<p><input type="checkbox"/> 新擬定 Newly developed</p> <p><input type="checkbox"/> 基於已認可的面授活動擬定 Based on recognised face-to-face activities</p>
<p>(w) 提供予監管局以取得網上遙距學習教材的網址 / 示範帳戶的資料及指示 Website / Demo Account Information and Instructions for the EAA’s Access to Web-based Distance Learning Materials</p>	<p>(如有需要可另紙書寫或夾附有關證明文件 If necessary, please provide the information in a separate attachment)</p>
<p>(x) 登入及紀錄的機制 Log-on and Tracking Mechanism</p>	<p>(如有需要可另紙書寫或夾附有關證明文件 If necessary, please provide the information in a separate attachment)</p>

第四部份：導師資料 Part IV: Profile of Instructor(s)

(如有需要可另紙書寫或夾附有關證明文件 *If necessary, please provide the information in a separate attachment*)

	導師 Instructor (1)	導師 Instructor (2)
姓名 Name		
職位 / 名銜 Position / Title		
最高學歷及頒授院校 Highest Academic Qualifications and Awarding Institution		
專業資格及頒授組織 Professional Qualifications and Awarding Body		
與活動科目相關的工作經驗 Relevant Working Experience to the Subject of the Activity		
舉辦類似活動的經驗 Experience in Conducting Similar Activities		

第五部份：質素保證 Part V: Quality Assurance

質素保證機制 Quality Assurance Mechanism

有 Yes 沒有 No

如“有”，請提供質素保證機制的詳情（包括機制的相關程序及評審準則）。

If “Yes”, please provide details of the quality assurance mechanism (including procedures and assessment criteria)

(如有需要可另紙書寫或夾附有關證明文件 *If necessary, please provide the information in a separate attachment*)

第六部份：活動負責人 Part VI: Person-in-charge

活動負責人 Person-in-charge	(中文) (Chinese)	(英文) (English)
職位 / 名銜 Position / Title		
Experience in training, delivery of and/or managing CPD activities		
聯絡電話 Telephone No.		傳真號碼 Fax No.
電郵地址 E-mail Address		
地址 Address		

第七部份：備註 Part VII: Remarks

主辦機構必須遵守《強制性持續專業進修計劃指引》及下述註解。 Activity provider shall comply with the Mandatory CPD Scheme Guidelines and the below explanatory notes.

- (1) 詳情請參閱《強制性持續專業進修計劃指引》第 6.1 段。 Please refer to Clause 6.1 of the Mandatory Phase I Mandatory CPD Scheme Guidelines for details.
- (2) 主辦機構必須遵守《強制性持續專業進修計劃指引》附件 B 之《評核程序》列明的要求。(請瀏覽地產代理監管局的網頁 <http://www.eaa.org.hk> 以取得最新的《強制性持續專業進修計劃指引》及評核程序版本)。 Activity provider shall observe the requirements set out at the “Assessment Procedure” at Annex B of the Mandatory Phase I Mandatory CPD Scheme Guidelines (Please visit the latest version at the EAA website <http://www.eaa.org.hk>).

主辦機構須確保載於其教材內的資料均為最新及準確的。不論是項活動是否獲監管局認可為獲承認的持續專業進修活動，及/或主辦機構有否於此申請附上任何教材，監管局不會對載於主辦機構的教材內的資料的準確性及完整性作任何保證。對任何人因主辦機構的任何教材內所載之不準確或不完整的資料所引致的任何損失或損害，監管局概不承擔任何責任或後果。 Activity provider shall ensure that the information contained in the training materials is accurate and up-to-date. The EAA makes no warranty as to the accuracy or completeness of the information contained in any of the training materials of the activity provider, irrespective of whether the subject activity is endorsed by the EAA as a recognised CPD activity or not, and/or any training materials are attached to this application or otherwise. The EAA will not accept any liability or responsibility whatsoever for any loss or damage caused to any person howsoever arising from any inaccuracy or incompleteness of any information contained in the training materials of the activity provider.

監管局可將成功申請成為認可持續專業進修計劃活動的資料上載至監管局網頁的「持續專業進修計劃活動一覽表」。 The EAA may upload details of the endorsed CPD activities onto the “List of all upcoming CPD activities” of the EAA website.

- (3) 主辦機構、負責人及導師(包括主講者 / 演講者 / 協調人員 / 指導人員 / 輔導人員)的資歷及課程內容將為申請認可為持續進修計劃活動的考慮因素。從事業界的指導人員 / 輔導人員須持有地產代理牌照及屬經理或以上職級及擁有三年相關工作經驗。 The experience and qualifications of the activity provider, person in charge and instructor, including presenters / speakers / facilitators / coaches / mentors, as well as the course content will be considered as and when recognition of activities under the CPD Scheme are applied for by the activity providers. Where the coaches or mentors are licensees of the trade, they are to be holders of estate agent’s licence at the rank of manager or above, with at least three years’ relevant working experience.

申請認可為獲承認持續專業進修活動 / 獲取持續專業進修計劃學分可於活動前兩個月及活動完成後兩個月內提交。 Application for endorsement as a recognised CPD activity / claiming CPD points can be made prior- and post-event



within two months after completion of the activity.

除非獲得監管局書面批准，否則將不能獲得任何持續專業進修學分。No CPD points can be earned without **written** approval from the EAA.

主辦機構須於獲認可為獲承認活動完成後或獲得監管局書面批准後七個工作天內向監管局提交出席記錄。Activity provider shall submit copies of attendance records to the EAA within seven days of the completion of the recognised activity or written approval from the EAA.

- (4) 詳情請參閱《強制性持續專業進修計劃指引》第 5 章。 Please refer to Section 5 of the Mandatory CPD Scheme Guidelines for details.

第八部份：主辦機構簽署 Part VIII : Signature of Activity Provider

Name of Activity Provider

主辦機構名稱 _____

Signature 簽署** _____

Date 日期 _____

Name of Person Signing

簽署人姓名 _____

Position

職位 _____

** Please affix company chop 請蓋公司印章