

# EXAMINATION HANDBOOK

## (COMPUTER-BASED EXAMINATION)

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## **NOTE TO USERS**

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**This Handbook provides essential information for those interested in taking the Salespersons Qualifying Examination in computer-based format. Candidates should study the contents with care.**

**Estate Agents Authority  
September 2021**

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# LICENSING REQUIREMENTS AND QUALIFYING EXAMINATIONS

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## 1. The Licensing Regime

- 1.1 Since 1 January 1999, anyone carrying on estate agency work in Hong Kong must hold a valid licence, namely:
- (a) an estate agent's licence (individual) – the holder may perform estate agency work in the capacity of a sole proprietor or a partner of, or a director of a company engaging in an estate agency business, or a salesperson of another licensed estate agent; or
  - (b) a salesperson's licence – the holder may only perform estate agency work as a salesperson of a licensed estate agent.
- 1.2 The requirements for the grant of an estate agent's licence (individual) and a salesperson's licence are specified in the Estate Agents Ordinance (Cap. 511) and Estate Agents (Licensing) Regulation. Essentially, an applicant must:
- have completed a Form 5 educational level or its equivalent;
  - have attained the age of 18 years at the date of application;
  - have passed the relevant qualifying examination in the 12 months immediately prior to the application; and
  - be considered a fit and proper person to hold a licence.
- 1.3 Please refer to the aforementioned legislation or browse the Estate Agents Authority ("EAA") website ([www.eaa.org.hk](http://www.eaa.org.hk)) for details. If you have any question about licensing requirements, call the EAA Enquiry Hotline at 2111 2777.

## 2. Introduction to the Examinations

- 2.1 There are two different Qualifying Examinations:
- (a) the Estate Agents Qualifying Examination ("EAQE")
  - (b) the Salespersons Qualifying Examination ("SQE")
- 2.2 A candidate who passes the EAQE may apply for either an estate agent's licence (individual) or a salesperson's licence. A candidate who passes the SQE may apply for a salesperson's licence only. Candidates who successfully passed the relevant examinations must submit their licence applications within **12 months** of the date of issuance of the result slips; otherwise, results will be invalid for licensing purposes.
- 2.3 The EAA has appointed the Institute of Professional Education And Knowledge ("PEAK") of the Vocational Training Council ("VTC") to administer the Qualifying Examinations, which will be conducted by the PEAK Examination Centre ("PEAK Exam Centre") of the VTC. The EAQE is available in paper-based format only, whereas the SQE is available in both paper-based and computer-based formats. For details of the Qualifying Examinations in paper-based format, please refer to the

- 2.4 The examination dates and deadlines to register for the Qualifying Examinations may be found on the EAA website at [www.eaa.org.hk](http://www.eaa.org.hk).

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## PREPARATION

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### 3. Syllabus

- 3.1 The examination syllabus for the computer-based SQE is the same as that of the paper-based SQE and is set out in **Appendix 1** of this Examination Handbook.
- 3.2 To familiarise yourself with the format and the types of questions of the SQE, you may review the Sample Questions (in addition to those provided herein) for the qualifying examinations posted on the EAA website.

The EAA does not publish any study materials or organise any preparatory courses for the qualifying examinations. Some educational and training institutions, and some estate agencies, may offer various types of preparatory courses for the qualifying examinations. Anyone considering enrolling into these courses should note that the EAA does not give accreditation to any such courses nor to the providers of these courses. No representation whatsoever is therefore given by the EAA as to the quality of the courses or their providers, or as to whether the courses would enable a candidate to pass the relevant examination. Individuals should exercise due care when considering enrolling into these courses.

### 4. Format

- 4.1 Multiple-choice questions are used for both the computer-based and paper-based SQE. Candidates may choose to take the examination in either English or Chinese when they register for the examination.
- 4.2 Different versions of question papers containing questions of the same contents but in a different order will be used in each qualifying examination.
- 4.3 Both the computer-based and paper-based SQE contain two parts – Part I contains 40 standalone questions, whereas Part II contains 10 questions based on one or two land searches and/or case studies. The examination time is 2 hours 30 minutes.
- 4.4 To pass the SQE, candidates must pass both Part I and Part II. The pass mark is 60%<sup>1</sup>.

Candidates of the SQE must therefore score at least 48 marks in Part I and 12 in Part II respectively in order to pass the SQE.

If mark penalty is imposed upon a candidate who contravenes the examination regulations, mark(s) will be deducted from his/her total score in the examination.

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<sup>1</sup> Please note that the above pass mark of 60% is subject to review by the EAA from time to time. Any change to the pass mark will be announced on the EAA website. Candidates should consult the EAA website for the latest information.

Hence, in order to pass the examination, such candidate must pass both Part I and Part II of the examination and also obtain a pass mark (i.e. 60%) in the overall result after deduction of mark(s).

4.5 The following are appended for reference:

- **Appendix 2** : Sample questions and answers
- **Appendix 3** : Sample screens of the computer-based examination

Candidates should also go through the “Demonstration of Computer-Based Examination” on the website of PEAK Exam Centre at [www.vtc.edu.hk/cpdc](http://www.vtc.edu.hk/cpdc).

## 5. Restrictions on Registration for Examinations

5.1 The following persons are not allowed to register or sit for the respective qualifying examinations:

EAQE	SQE
(i) A person who has passed an EAQE within the last 12 months from the date of registration and/or the date of the examination	(i) A person who has passed an EAQE and/or SQE within the last 12 months from the date of registration and/or the date of the examination
(ii) A person who is the holder of a valid estate agent's licence (individual) on the date of registration and/or the date of the examination	(ii) A person who is the holder of a valid estate agent's licence (individual) and/or a salesperson's licence on the date of registration and/or the date of the examination
(iii) A person who was the holder of an estate agent's licence (individual) which had not ceased to have effect (whether by reason of its expiration or otherwise) for more than 24 months on the date of registration and/or the date of the examination	(iii) A person who was the holder of an estate agent's licence (individual) or a salesperson's licence which had not ceased to have effect (whether by reason of its expiration or otherwise) for more than 24 months on the date of registration and/or the date of the examination
	(iv) A person who has registered or sat for an SQE which is to be or was held in the same month (i.e. a candidate may only sit for an SQE <u>once</u> each month)

5.2 Even if such persons have registered or sat for the respective qualifying examinations, they will be disqualified, and any fees paid will not be refunded. Neither the EAA nor the PEAK Exam Centre has any obligation to verify and/or inform registrants whether they belong to the above categories. Hence, registrants must ensure that they do not

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belong to any of the aforesaid categories before registration.

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## REGISTRATION

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### 6. Essential Documents for Registration

#### 6.1 Obtaining information

6.1.1 Registration documents for computer-based examinations including Application Procedure, Instructions to Candidates and the Examination Handbook can be downloaded at [www.vtc.edu.hk/cpdc](http://www.vtc.edu.hk/cpdc).

6.1.2 Please read the “Application Procedure” carefully before registration. The document contains important information on registration.

#### 6.2 Registration for Examination

6.2.1 Registrations for computer-based examinations must be made online on the PEAK Exam Centre website ([www.vtc.edu.hk/cpdc](http://www.vtc.edu.hk/cpdc)). For the period and method of registration, see the **Application Procedure**.

6.2.2 You are advised to consider whether you have or will have met the licensing requirements before you register for the relevant examination. For details on licence application, please visit the EAA website ([www.eaa.org.hk](http://www.eaa.org.hk)).

### 7. Fees and Payment

7.1 Fees paid are not refundable or transferable save in exceptional circumstances subject to the approval of the EAA. Please refer to the Application Procedure for payment methods.

7.2 The examination fees are \$550 for both computer-based and paper-based SQE.

### 8. Special Requests

8.1 The following (and no other) requests may be entertained on the conditions specified (subject to payment of an administration fee):

Nature of request	Time restrictions	Remarks
<b>Changing the Language of the Examination Questions</b>	Candidates may change the language of the examination questions before the deadline specified in the Application Procedure. For details, contact the PEAK Exam Centre.	Subject to payment of an administration fee

- 8.2 The amount of administration fee payable and the method of payment are specified in the Application Procedure.

## 9. Admission Form

- 9.1 Candidates must produce their Admission Form for entry to the examination centre. The date, time and venue of the examination are printed on it.
- 9.2 Admission Forms will be provided to candidates before the examination date in the manner and time period as stipulated in the Registration Confirmation Section of the Application Procedure. Please notify the PEAK Exam Centre of any change of email or correspondence address.
- 9.3 The “Instructions to Candidates” (see **Appendix 4**) will be issued together with the Admission Form. The “Instructions to Candidates” stipulates candidates’ behaviour in an examination and sanctions for non-compliance (such as deduction of marks or disqualification). The PEAK Exam Centre and the EAA will strictly enforce the requirements in the “Instructions to Candidates”.
- 9.4 Candidates who have duly registered should contact the PEAK Exam Centre if:
- (a) they do not receive the Admission Form within the time period stipulated in the Application Procedure mentioned above; or
  - (b) information in the Admission Form is inaccurate.

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# EXAMINATION RESULT

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## 10. Result Slip

- 10.1 Result Slips will be mailed out by the PEAK Exam Centre to candidates on the 7th working day after the examination.
- 10.2 The PEAK Exam Centre will post the examination result (of those candidates who have not disagreed to the posting of their examination result on-line) on the PEAK Exam Centre website ([www.vtc.edu.hk/cpdc](http://www.vtc.edu.hk/cpdc)) from the 7th working day after the examination. Candidates can check their examination results on the website upon inputting their candidate numbers printed on their Admission Forms and the first four digits of their identification document numbers. Candidates are reminded to keep their candidate number safely and not to disclose it to anyone. The examination result (namely, Pass with Commendation/Pass/ Fail/Absent/Disqualified) and the marks obtained in Parts I and II of the examination paper will be shown on the PEAK Exam Centre webpage ([www.vtc.edu.hk/cpdc](http://www.vtc.edu.hk/cpdc)). For candidates who received mark penalty for breach of examination regulation, their marks will only be shown on their Result Slips. No mark will be given for “Absent” or “Disqualified” candidates. All result posted on the PEAK Exam Centre website ([www.vtc.edu.hk/cpdc](http://www.vtc.edu.hk/cpdc)) are for reference only. They are subject to the result printed on the Result Slips sent to

candidates by post. The result printed on the Result Slips is final and conclusive.

- 10.3 There is no result checking service by telephone/email/in person at the PEAK Exam Centre or the EAA.
- 10.4 **VERY IMPORTANT**: Acceptance of your registration for qualifying examination or passing of qualifying examination does not necessarily mean that you are eligible for a licence. Applicants for licence are required to provide documentary evidence to prove to the satisfaction of the EAA that they meet the following licensing requirements:
- having attained the age of 18 years at the date of application;
  - having completed a Form Five educational level or its equivalent;
  - having passed the relevant qualifying examination in the 12 months immediately prior to the application; and
  - be considered a fit and proper person to hold a licence.

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## PERSONAL DATA

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### 11. Purpose, Enquiries and Retention

- 11.1 Personal Data provided by candidates may be used by the PEAK Exam Centre and/or the EAA for:
- (i) administering qualifying examinations and other directly related purposes including but not limited to the release of examination results whether via the electronic media, the EAA/PEAK Exam Centre websites, the newspaper media or otherwise. Candidates are required to supply the data to the PEAK Exam Centre. If candidates do not provide all necessary data, it may affect the administration of the examinations, the processing and/or delivery of the examination results and/or the verification of identities of candidates;
  - (ii) issuing licences under the Estate Agents Ordinance Cap. 511;
  - (iii) conducting training or research; or
  - (iv) other lawful purposes directly related to the above.
- 11.2 The PEAK Exam Centre may transfer personal data of candidates to the EAA. All personal data will be handled in strict compliance with the Personal Data (Privacy) Ordinance (Cap. 486).
- 11.3 Generally, the EAA will retain candidates' personal data (including examination results) for two years from the date of the relevant Result Slip. Candidates should keep their result slip in safe custody. After expiry of the two-year period, data will either be destroyed or anonymised for statistical analysis purpose.
- 11.4 Personal data access and correction request should be addressed to the PEAK Exam Centre Officer of the PEAK Examination Centre, VTC by email or by post (Email:



[cpdc@vtc.edu.hk](mailto:cpdc@vtc.edu.hk); Postal address: M/F, VTC Tower, 27 Wood Road, Wanchai, Hong Kong).

Estate Agents Authority  
April 2019

# Appendix 1

## SALESPERSONS QUALIFYING EXAMINATION SYLLABUS

### Preamble

Which Part of the Syllabus	Knowledge expected
Part 1	To be aware of the background of the real estate agency trade
Part 2	To have a basic knowledge of the Estate Agents Ordinance (Cap. 511) (“EAO”) and the Estate Agents Authority (“EAA”); and To be able to handle typical cases in line with EAA’s prescribed practice
Part 3	To be aware of the basic terminology and concepts of laws governing practice and the need to comply with the requirements of the law
Part 4	To be aware of how prescribed property information is gathered, the terminology involved and be able to interpret the information for clients
Part 5	To be aware of the basic classification of and terminology for buildings and that different aspects of buildings are regulated by law
Part 6	To have a basic knowledge of the basic terminology and concepts of tenancy and the need to comply with the requirements of the law

### Levels of Expectation

The following are indications which may assist candidates to understand the depth of knowledge that candidates are expected to acquire in each section of the syllabus.

Level 1 – Awareness

Level 2 – Basic knowledge

Level 3 – Basic knowledge plus ability to make use of the knowledge in practice

Level 4 – Understanding (i.e. able to relate to the context of the industry) plus ability to make use of the knowledge in practice

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## Part 1

# Introduction to the real estate agency industry in Hong Kong

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Salespersons are expected to be aware of the background of the trade.

Which Section of the Syllabus	Level of Expectation
The whole of Part 1	Level 1 – Awareness

- 1.1 Development of the real estate sector in Hong Kong: the different stages, and its relation to overall socio- economic development
- 1.2 Development of real estate practice in Hong Kong, including the growth from individually-based to company-based operations and the development of large chain enterprises; the relationship between the real estate agency trade and other professions and sectors: government departments, legal, banking, developers, building and construction, property management
- 1.3 Housing and land policy
  - 1.3.1 Housing and land policy and other major factors (political, economic restructuring, immigration) affecting property prices and their fluctuation cycles
  - 1.3.2 Technical factors affecting property prices: interest rates, economic indices, seasonal variations, mortgage policy
- 1.4 Property market supply and demand annual statistics
- 1.5 The role and functions of real estate agents in the property market: promoter and distributor
- 1.6 Rationale behind the introduction of EAO
- 1.7 Public expectations of the trade’s professionalism
  - 1.7.1 Consumers’ perspective of the trade in relation to their rights
  - 1.7.2 Professionalism in the context of real estate practice

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## Part 2

### Estate Agents Ordinance and estate agency practice

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Salespersons are required to have a basic knowledge of the EAO and EAA, to be conversant with EAA's prescribed practice for property sales and to be able to deal with typical cases.

Which Section of the Syllabus	Level of Expectation
The whole of Part 2	Level 3 – Basic knowledge plus ability to make use of the knowledge in practice

- 2.1 The trade's regulatory and statutory body
  - 2.1.1 Principal functions and general powers of EAA
  - 2.1.2 Organisational structure of EAA
    - 2.1.2.1 Composition of EAA and its standing committees
    - 2.1.2.2 Organisational structure of EAA
    - 2.1.2.3 Role of the Chief Executive Officer ("CEO") in handling complaints and conducting investigations
    - 2.1.2.4 Inquiries by the Disciplinary Committee
- 2.2 Compliance with EAA's licensing requirements
  - 2.2.1 Obtaining a licence before practice
  - 2.2.2 Licensing requirements
- 2.3 Statutory duties of Salespersons and the EAO
  - 2.3.1 Definition of Salespersons
  - 2.3.2 The register
  - 2.3.3 Registered address
  - 2.3.4 Application for licence
  - 2.3.5 Renewal of licence
  - 2.3.6 Conditions attached to licence
  - 2.3.7 Suspension or revocation of licence
  - 2.3.8 Duties: information regarding properties and transactions, Section 40(1) notice, liability for monies received, advertising
  - 2.3.9 Standard forms: requirements for making agreements, contents of agreements, duty to supply unexecuted/executed agreement, Estate Agency Agreement for vendor/landlord, Estate Agency Agreement for purchaser/tenant, Property Information Form/Leasing Information Form, Vendor's Statement in the Property Information Form
  - 2.3.10 Investigation, Complaint and Discipline
    - 2.3.10.1 Exercise of disciplinary power

- 2.3.10.2 Publication of decision
- 2.3.11 Appeal
  - 2.3.11.1 Categories of appeal
  - 2.3.11.2 Appeal panel and tribunals
  - 2.3.11.3 Appeal tribunal proceedings
- 2.3.12 Offences by Salespersons (Section 55)
- 2.4 Code of Ethics
  - 2.4.1 Compliance with the law
  - 2.4.2 Good understanding of related legislation and requirements
  - 2.4.3 Professional knowledge and competence required
  - 2.4.4 Ethical and moral standards during practice and responsibilities towards clients
  - 2.4.5 Exercising due diligence
  - 2.4.6 Minimising any conflict-of-interest situations
  - 2.4.7 Relationship between agents and ethical standards to be observed in conducting business
- 2.5 Practice Regulation
  - 2.5.1 General duties of Salespersons
  - 2.5.2 Listing and seeking instructions
  - 2.5.3 Use of Estate Agency Agreement
  - 2.5.4 Advertising
  - 2.5.5 Provision of property information and exercise of due diligence
  - 2.5.6 Property inspection and viewing
  - 2.5.7 Conduct of negotiations
  - 2.5.8 Handling of clients' money and keeping of accounts and records
  - 2.5.9 Preliminary agreement for sale and purchase
  - 2.5.10 Commission
  - 2.5.11 Post-transaction services
- 2.6 Compliance with guidelines relevant to the trade
  - 2.6.1 Practice Circulars issued by the EAA

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## **Part 3**

### **Laws governing estate agency practice and conveyancing procedures**

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Salespersons are expected to be aware of the basic terminology and concepts of the laws and the need to comply with the requirements of the law. Awareness of conveyancing procedures, mortgages and taxation is also expected.

Which Section of the Syllabus	Level of Expectation
The whole of Part 3	Level 1 – Awareness

- 3.1 Basic concept of common law
  - 3.1.1 Definition of common law
  - 3.1.2 System of judicial precedent
- 3.2 Basic concept of equity
- 3.3 Statute law
- 3.4 Principles of the law of agency
  - 3.4.1 Mode of creation
    - 3.4.1.1 Express
    - 3.4.1.2 Implied
    - 3.4.1.3 Estoppel
    - 3.4.1.4 Ratification
  - 3.4.2 Duties of agent
    - 3.4.2.1 Obey lawful instructions
    - 3.4.2.2 Due care and diligence
    - 3.4.2.3 Disclose material information
    - 3.4.2.4 Avoid conflict of interest
    - 3.4.2.5 Keep secret confidential information
    - 3.4.2.6 Not to delegate duties
    - 3.4.2.7 Not to make secret profit
    - 3.4.2.8 No misrepresentation
  - 3.4.3 Termination of agency
    - 3.4.3.1 By mutual agreement
    - 3.4.3.2 Revocation by principal
    - 3.4.3.3 Renunciation by agent
    - 3.4.3.4 Supervening illegality
    - 3.4.3.5 Expiration
    - 3.4.3.6 Full fulfilment of terms
    - 3.4.3.7 Incapacity of principal or agent
    - 3.4.3.8 Destruction of subject matter
    - 3.4.3.9 Enemy status
- 3.5 Principles of the law of contract
  - 3.5.1 Definition of contract
  - 3.5.2 Formation of contract
    - 3.5.2.1 Offer

- 3.5.2.2 Acceptance
    - 3.5.2.3 Consideration
    - 3.5.2.4 Intention to be legally binding
  - 3.5.3 Contract for real property
    - 3.5.3.1 General ingredients
    - 3.5.3.2 Special requirements-in writing: parties, Property, price, particular terms, signature
  - 3.5.4 Interpretation of contract
  - 3.5.5 Breach of contract and remedies
    - 3.5.5.1 Breach of contract
    - 3.5.5.2 Remedies: common law remedies, equitable remedies
  - 3.5.6 Misrepresentation
    - 3.5.6.1 Definition of misrepresentation
    - 3.5.6.2 Remedies for misrepresentation
  - 3.5.7 Breach of contractual duties by agents and liabilities
- 3.6 Negligence
  - 3.6.1 Definition of negligence
  - 3.6.2 Ingredients of negligence
    - 3.6.2.1 Duty of care
    - 3.6.2.2 Breach of duty
    - 3.6.2.3 Injury or damages
  - 3.6.3 Negligent statement
    - 3.6.3.1 Ingredients of negligent statement: negligent statement, reliance by plaintiff, defendant knows reliance, reliance is reasonable, plaintiff suffers injuries or damages
    - 3.6.3.2 Restriction on liability
  - 3.6.4 Breach of duty of care by agent and liabilities
- 3.7 Other Ordinances relating to estate agency practice
  - 3.7.1 Conveyancing and Property Ordinance (Cap. 219)
    - 3.7.1.1 Land contracts to be in writing (Section 3)
    - 3.7.1.2 Certain instruments to be in writing (Section 5)
    - 3.7.1.3 Creation of interest in land by parol (Section 6)
  - 3.7.2 Land Registration Ordinance (Cap. 128)
    - 3.7.2.1 Registrable instruments
  - 3.7.3 Housing Ordinance (Cap. 283)
    - 3.7.3.1 Sale of land by Housing Authority (Section 17A)
    - 3.7.3.2 Particular conditions of sale (Section 17AA)
    - 3.7.3.3 Void alienations (Section 17B)
    - 3.7.3.4 Unlawful alienations (Section 27A)
    - 3.7.3.5 Alienation restrictions (Schedule)

- 3.7.4 Personal Data (Privacy) Ordinance (Cap. 486)
  - 3.7.4.1 Definition of personal data (Section 2)
  - 3.7.4.2 Data protection principles: purpose and manner of collection of personal data, accuracy and duration of retention of personal data, use of personal data, security of personal data, information to be generally available, access to personal data (Schedule 1)
  - 3.7.4.3 Direct marketing (Sections 35A to 35M)
- 3.7.5 Unconscionable Contracts Ordinance (Cap. 458) (Section 6)
- 3.7.6 Prevention of Bribery Ordinance (Cap. 201) (Sections 5 and 9)
- 3.7.7 Misrepresentation Ordinance (Cap. 284) (Section 3)
- 3.7.8 Residential Properties (First-hand Sales) Ordinance (Cap. 621)
  - 3.7.8.1 Saleable area (Section 8(1))
  - 3.7.8.2 Application (Section 10)
  - 3.7.8.3 Sales brochure (Sections 15, 16, 20(2), 22, 24(1), 24(5) and 25)
  - 3.7.8.4 Price list, general expression of intent and specific expression of intent etc. (Sections 29, 31, 32, 34, 35(1) and 35(3))
  - 3.7.8.5 Measurements to be taken in show flat (Section 42)
  - 3.7.8.6 Sales arrangements and other information (Sections 47 and 49)
  - 3.7.8.7 Preliminary agreement and agreement (Sections 52(1) and 53)
  - 3.7.8.8 Register of transactions (Sections 58, 60 and 61)
  - 3.7.8.9 Advertisement (Sections 70, 71, 73(7) and 74)
  - 3.7.8.10 Penalties for misrepresentation and dissemination of false or misleading information (Sections 75, 76 and 78)
  - 3.7.8.11 Electronic database on first-hand residential properties (Section 89)
- 3.8 Conveyancing practice and procedures: from preliminary agreement for sale and purchase to completion
- 3.9 Mortgages
  - 3.9.1 Different forms of mortgage
  - 3.9.2 Essential terms of mortgage and their common variations
  - 3.9.3 Floating and fixed-rate mortgages
  - 3.9.4 Application procedures and usual considerations in approving mortgages
- 3.10 The basics of property-related taxation
  - 3.10.1 Stamp duty
  - 3.10.2 Property tax
  - 3.10.3 Government rent
  - 3.10.4 Rates
  - 3.10.5 Profits tax



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## Part 4

# Introduction to land registration, land search and property- related information systems

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Salespersons are expected to be aware of how information is derived to conduct typical searches, the terminology involved, and to be able to interpret the information for clients.

Which Section of the Syllabus	Level of Expectation
Part 4.1, 4.4 and 4.5	Level 1 – Awareness
Part 4.2 and 4.3	Level 3 – Basic knowledge plus ability to make use of the knowledge in practice

### 4.1 Technical terms and salient features of a land search

- 4.1.1 Property particulars: lot number and address of the property, details of the government lease under which the lot is held (the annual government rent payable, the lease term, the commencement date of the term and whether the term is renewable or not) etc.
- 4.1.2 Owner particulars: name of registered owner(s), types of ownership (sole owner, joint tenants/tenants in common, trustee etc.), assignment, deed of gift, letters of administration, probate etc.
- 4.1.3 Incumbrances: occupation permit, deed of mutual covenant (“DMC”), certificate of compliance, agreement for sale and purchase, nomination, order, mortgage or legal charge, release etc.
- 4.1.4 Other information: memorial number, date of instrument, date of registration, nature of instruments, parties involved, consideration, deed pending registration etc.

### 4.2 Land search

- 4.2.1 Historical versus current land search
- 4.2.2 Various methods of conducting land search: Integrated Registration Information System (“IRIS”), via third parties, government charges

### 4.3 How to analyse a search document

- 4.3.1 Most common complications spotted in a search: any subsisting encumbrances in a land search and their effect etc.
- 4.3.2 When a historical and current land search/company search/online search of the Rating and Valuation Department etc. is necessary and items to be checked
- 4.3.3 When to resort to legal consultation

### 4.4 Publicly available statistical information

- 4.4.1 Basic statistics related to the real estate trade: population, age, number of households, wage/earnings, expenditure on housing

#### 4.4.2 Housing information

4.4.2.1 Land population, land domestic household, house size (Housing Department)

4.4.2.2 Government lease (Lands Department)

4.4.2.3 Housing supply and demand (Housing Department, Rating and Valuation Department): stock of permanent residential flats: private; public: Home Ownership Scheme, Private Sector Participation Scheme, Housing Society subsidised sale flat, Housing Authority rental flats, Housing Society rental flats; production of permanent residential flats: by nature and by location, future production, redevelopment and clearance programme, total vacant private residential stock, housing demand projection; housing prices: prices of permanent residential flats

#### 4.4.3 Transaction information (Land Registry)

4.4.3.1 Sale and purchase agreements for building units and land

4.4.3.2 Floor plan

4.4.3.3 Rental information

#### 4.5 Access to other land/property information systems

4.5.1 Commercial property information providers

4.5.2 Internet: government department web pages, publicly available estate agency web pages

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## Part 5

### Introduction to building-related knowledge, property classification and property management

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Salespersons are expected to be aware of the basic classification and terminology of buildings and that different aspects of buildings are regulated by law.

Which Section of the Syllabus	Level of Expectation
The whole of Part 5	Level 1 – Awareness

#### 5.1 Government Lease conditions

5.1.1 Particulars of the lot

5.1.2 General conditions

5.1.3 Special conditions

5.1.4 Special categories

#### 5.2 Buildings Ordinance (Cap. 123)

5.2.1 Definition

5.2.2 Parties involved and their duties

- 5.3 Issues affecting existing buildings
  - 5.3.1 Essential information
  - 5.3.2 Alterations and additions
  - 5.3.3 Change in use
- 5.4 Property management
  - 5.4.1 DMC
  - 5.4.2 Essential elements of property management
  - 5.4.3 Building Management Ordinance (Cap. 344)

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## Part 6

### Leasing and tenancy matters

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Salespersons are expected to have a basic knowledge of the terminology and concepts involved and the need to comply with the requirements of the law (specifically the Landlord and Tenant (Consolidation) Ordinance (Cap. 7)).

Which Section of the Syllabus	Level of Expectation
The whole of Part 6	Level 3 – Basic knowledge plus ability to make use of the knowledge in practice

- 6.1 Types of tenancy
  - 6.1.1 Domestic
  - 6.1.2 Commercial
- 6.2 Stamp duty on tenancy agreement
- 6.3 Rights of tenant
  - 6.3.1 Exclusive possession
  - 6.3.2 Quiet enjoyment
- 6.4 Obligations of tenant
  - 6.4.1 Payment of rent
  - 6.4.2 Delivery of possession on termination of tenancy
- 6.5 Rights of landlord
  - 6.5.1 Receipt of rent
  - 6.5.2 Re-possession on tenant's default or statutory grounds
- 6.6 Obligations of landlord
  - 6.6.1 Structural and exterior repairs

- 6.7 Determination of tenancy
  - 6.7.1 By effluxion of time
  - 6.7.2 By mutual agreement
  - 6.7.3 The break clause
  - 6.7.4 Other means
- 6.8 Tenancy renewal procedures
  - 6.8.1 Renewal by agreement
  - 6.8.2 Other means
- 6.9 CR forms
  - 6.9.1 CR 109

# Appendix 2

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## SAMPLE QUESTIONS AND ANSWERS

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### Notes :

**1. All references to:**

- (a) “Hong Kong” shall mean the Hong Kong Special Administrative Region (“HKSAR”).
- (b) “Government” shall mean The Government of the HKSAR.
- (c) the “Code of Ethics” shall mean the Code of Ethics issued by the Estate Agents Authority.
- (d) the “Practice Circular” shall mean the practice circulars issued by the Estate Agents Authority.
- (e) the “Licensing Regulation” shall mean the Estate Agents (Licensing) Regulation.
- (f) the “Practice Regulation” shall mean the Estate Agents Practice (General Duties and Hong Kong Residential Properties) Regulation.
- (g) a gender shall include the opposite and the neuter gender.
- (h) the singular shall include the plural and vice versa.

**2. Unless otherwise stated:**

- (a) the Estate Agents Ordinance and its subsidiary legislation shall apply to all questions.
- (b) “estate agent”, “licensee” and “salesperson” shall mean a person holding a relevant licence under the Estate Agents Ordinance.
- (c) a “land search” refers to the land register of a property in the Land Registry.
- (d) “Property Information Form (Form 1)” and “Leasing Information Form (Form 2)” refer to the corresponding forms prescribed in the Practice Regulation.
- (d) “Estate Agency Agreement (Form 3)”, “Estate Agency Agreement (Form 4)”, “Estate Agency Agreement (Form 5)” and “Estate Agency Agreement (Form 6)” refer to the corresponding agreements prescribed in the Practice Regulation.

### 3. Table of Stamp Duty Rates:

Where the stamp duty calculated includes a fraction of \$1, round-up the duty to the nearest \$1.

#### Sale or Transfer of Immovable Property

##### A. Ad Valorem Stamp Duty (AVD)

###### Scale 1 AVD Rates

Part 1 of Scale 1:

A flat rate of 15% of the consideration or value of the property (whichever is the higher)

###### Scale 2 AVD Rates

Consideration or value of the property (whichever is the higher)	Rates at Scale 2
Up to \$2,000,000	\$100
\$2,000,001 to \$2,351,760	\$100 + 10% of the excess over \$2,000,000
\$2,351,761 to \$3,000,000	1.50%
\$3,000,001 to \$3,290,320	\$45,000 + 10% of the excess over \$3,000,000
\$3,290,321 to \$4,000,000	2.25%
\$4,000,001 to \$4,428,570	\$90,000 + 10% of the excess over \$4,000,000
\$4,428,571 to \$6,000,000	3.00%
\$6,000,001 to \$6,720,000	\$180,000 + 10% of the excess over \$6,000,000
\$6,720,001 to \$20,000,000	3.75%
\$20,000,001 to \$21,739,120	\$750,000 + 10% of the excess over \$20,000,000
\$21,739,121 and above	4.25%

Note: The exact consideration or value is used to compute AVD for property transfers and rounding-up to the nearest \$100 is not required.

##### B. Special Stamp Duty (SSD)

With effect from 20 November 2010, unless specifically exempted or otherwise provided, any residential property acquired on or after 20 November 2010, either by an individual or a company (regardless of where it is incorporated), and resold within 24 months (the property was acquired on or after 20 November 2010 and before 27 October 2012) or 36 months (the property was acquired on or after 27 October 2012), will be subject to SSD. SSD is calculated by reference to the stated consideration or the market value of the property (whichever is the higher), at the following rates for different holding periods of the property by the seller or transferor before disposal:-

Holding period	The property was acquired on or after 20 November 2010 and before 27 October 2012	The property was acquired on or after 27 October 2012
6 months or less	15%	20%
More than 6 months but for 12 months or less	10%	15%
More than 12 months but for 24 months or less	5%	10%
More than 24 months but for 36 months or less	-	10%

**C. Buyer's Stamp Duty (BSD)**

With effect from 27 October 2012, unless specifically exempted or otherwise provided, BSD is payable on an agreement for sale or a conveyance on sale executed for the acquisition of any residential property. BSD is charged at 15% on the stated consideration or the market value of the property (whichever is the higher).

**Lease**

For lease of immovable property in Hong Kong, stamp duty is calculated at rates which vary with the term of the lease as follows:-

Term		Rate
Not defined or is uncertain		0.25% of the yearly or average yearly rent (see Note)
Exceeds	Does not exceed	
	1 year	0.25% of the total rent payable over the term of the lease (see Note)
1 year	3 years	0.5% of the yearly or average yearly rent (see Note)
3 years		1% of the yearly or average yearly rent (see Note)
Key money, construction fee etc. mentioned in the lease		4.25% of the consideration if rent is also payable under the lease. Otherwise, same duty as for a sale of immovable property

Note: The yearly rent/average yearly rent/total rent has to be rounded-up to the nearest \$100.

**PLEASE CHOOSE THE BEST ANSWER**

**\* Indicates the correct answer**

1. Which of the following type(s) of information may be found in the Government Gazette?
  - (i) names of candidates passing the Estate Agents Qualifying Examinations
  - (ii) names of licensees who have had specified conditions attached to their licence by the Disciplinary Committee
  - (iii) names of licensees whose licence has been suspended by the Disciplinary Committee
  - A. (ii) only
  - B. (iii) only
  - C. (i) and (ii) only
  - D. (i) and (iii) only
  - \* E. (ii) and (iii) only
  
2. A purchaser intends to buy a flat for \$3 million. The land search shows that the vendor bought the flat in 2009 for \$6 million and mortgaged it to Money Bank under an “all monies” mortgage. In the circumstances, which of the following advice from the purchaser’s estate agent would best protect the purchaser’s interests?
  - A. To pay the deposit by way of post-dated cheque
  - B. To lower the offer to \$2.7 million
  - C. To pay as little deposit as possible so as to minimise the purchaser’s loss in the event that the vendor is unable to complete the sale
  - \* D. To have the deposit stakeheld by the vendor’s solicitors until the balance of the purchase price payable on completion is found sufficient to discharge the existing mortgage
  - E. To pay the deposit direct to Money Bank so that the bank cannot foreclose on the property
  
3. Raymond is an estate agent who often refers clients to ABC Bank for mortgages. In order to secure favourable valuations, he gives the mortgage clerk of the bank \$2,000 per month. Which of the following Ordinance(s)/Code has/have Raymond breached?
  - (i) Prevention of Bribery Ordinance
  - (ii) Conveyancing and Property Ordinance
  - (iii) Code of Ethics
  - A. (i) only
  - B. (ii) only
  - C. (iii) only
  - \* D. (i) and (iii) only
  - E. (ii) and (iii) only
  
4. Under the Estate Agents Ordinance, which of the following are among the factors that the Estate Agents Authority must consider in determining whether a person is “a fit and proper person” to hold an estate agent’s licence (individual) or a salesperson’s licence?
  - (i) The person is an undischarged bankrupt.
  - (ii) The person is a mentally disordered person within the meaning of the Mental Health Ordinance.
  - (iii) The person has relevant work experience.
  - (iv) The person was convicted of the offence of theft by a court in Hong Kong.
  - A. (i) and (ii) only
  - \* B. (i), (ii) and (iv) only
  - C. (i), (iii) and (iv) only
  - D. (ii), (iii) and (iv) only
  - E. (i), (ii), (iii) and (iv)



5. Under the Practice Regulation, the vendor's estate agent shall have in his possession which of the following information relating to his client's property?
- (i) current ownership and subsisting encumbrances
  - (ii) saleable area
  - (iii) user of property
- A. (i) only
  - B. (i) and (ii) only
  - C. (i) and (iii) only
  - D. (ii) and (iii) only
  - \* E. (i), (ii) and (iii)
6. It is common for a married couple to own a property as joint tenants because:
- (i) any one of them can sign the provisional agreement on behalf of the other by virtue of his capacity as a joint tenant when selling the property
  - (ii) if one of them assigns his interest in the property to a third person by way of gift with the other co-owner's consent, no stamp duty is payable on the assignment
  - (iii) if one of them passes away, the survivor has an automatic right of succession to the deceased's interest in the property
- \* A. (iii) only
  - B. (i) and (ii) only
  - C. (i) and (iii) only
  - D. (ii) and (iii) only
  - E. (i), (ii) and (iii)
7. Despite the vendor client's insistence that she will not list or sell her property for anything less than \$5.2 million, a dual agent takes the initiative to advertise the property for a "may try" price of \$4.8 million and persuades a purchaser client to view the property, suggesting that it is a good buy. The agent may have breached the provisions of which of the following?
- (i) Practice Regulation – for advertising the property at a price other than that instructed by his vendor client
  - (ii) Code of Ethics – (in his capacity as the purchaser's agent) for knowingly showing his purchaser client a property with a fictitious list price
  - (iii) the general conditions of his licence
- A. (i) only
  - B. (ii) only
  - \* C. (i) and (ii) only
  - D. (i) and (iii) only
  - E. (ii) and (iii) only
8. Which of the following statements is **NOT** included as a Data Protection Principle under the Personal Data (Privacy) Ordinance?
- \* A. Personal data may be used for any purpose that benefits the data subject provided that he is informed of such purpose as soon as possible after such use
  - B. Personal data shall not be kept longer than is necessary for the fulfilment of the purpose of collection
  - C. Personal data shall be collected for a lawful purpose
  - D. A data user shall take all practicable steps to prevent any accidental access to the personal data it holds
  - E. A data subject shall have access to his personal data held by a data user

9. Which of the following statements in respect of a Deed of Gift of a property is **NOT CORRECT**?
- \* A. It is not registrable in the Land Registry
  - B. It is a document of title
  - C. It may be invalidated by the bankruptcy of the donor
  - D. It may be made in favour of more than one donee
  - E. It is charged for stamp duty at the full market value of the property
10. Which of the following persons/bodies are normally parties to the Deed of Mutual Covenant of a building?
- (i) the developer
  - (ii) the Transport and Housing Bureau
  - (iii) the first purchaser buying from the developer
  - (iv) the management company
- A. (i) and (iii) only
  - B. (i) and (iv) only
  - C. (ii) and (iii) only
  - \* D. (i), (iii) and (iv) only
  - E. (i), (ii), (iii) and (iv)
11. Under common law, which of the following is **NOT** an essential element of a contract?
- A. Offer
  - B. Acceptance
  - C. Consideration
  - \* D. Remedies for breach
  - E. Intention to contract
12. Tim's estate agent's licence was recently revoked by the Estate Agents Authority. Under the Estate Agents Ordinance and the Licensing Regulation, Tim is **NOT** entitled to make an application for a licence without the consent of the Estate Agents Authority within what period of the revocation date?
- A. 6 months
  - B. 9 months
  - \* C. 12 months
  - D. 18 months
  - E. 24 months
13. A recruitment advertisement reads: "Estate agents required. Single female without children preferred." This advertisement may be in breach of which of the following anti-discrimination laws in Hong Kong?
- (i) Sex Discrimination Ordinance
  - (ii) Disability Discrimination Ordinance
  - (iii) Family Status Discrimination Ordinance
- A. (i) only
  - B. (ii) only
  - C. (iii) only
  - D. (i) and (ii) only
  - \* E. (i) and (iii) only
14. A tenancy agreement signed in April 2009 has the following terms:
- 1. Duration : 24 months
  - 2. Monthly Rent :  
\$10,000 for the first 12 months  
\$15,000 for the last 12 months
  - 3. Rent-free period: the first 3 months
- Inclusive of a counterpart tenancy agreement, what is the total stamp duty payable?
- A. \$600

- B. \$625
- \* C. \$680
- D. \$750
- E. \$900

**Note:**

**The following is a sample of the case study of the Qualifying Examinations. The complexity of the Case Study in an actual examination may be different from what is shown, or there may be two short cases instead of a long one. Only 8 questions are shown here for illustration purpose.**

**Part II**

**CASE STUDY**

**Leasing of Property A**

1. Teddy is the tenant of Flat A, 12<sup>th</sup> Floor, Fragrant Garden, 25 Sunflower Road, Hong Kong ("Property A"), and for years has been sharing it with his brother, Sales. The current 2-year tenancy agreement has a few more months to run. Sales graduated last month and now works as a salesperson for XYZ Estate Agency ("XYZ") which is located very near Property A.
2. Teddy has just found a new job in Macau and so will soon move over there. Knowing that with no proof of stable income the landlord will probably be reluctant to transfer the tenancy to Sales, Teddy agrees to continue to deal with the landlord as if he were to remain the tenant, so long as Sales continues to pay the rent and also a small amount of "tea money" to Teddy for all the trouble every month.

**Listing of Property A**

3. One day in April 2010, Mr. Au Tsz Bun ("Au") walked into XYZ and enquired with Sales the procedures for arranging the sale of his property with a sitting tenant. Sales immediately realised that Au is his landlord when Au gave him the

address of Property A. Sales however did not tell Au he lives there. Sales suggested that if Au appointed XYZ as an exclusive agent for 6 months, XYZ will advertise Property A on the front page of *Property Post*, a popular weekly property magazine, for the whole period.

4. Au asked if the exclusive agency can be for a shorter period, and Sales told him that it has been XYZ's policy to require six months minimum for exclusive agency services. After some negotiation, Au agreed to appoint XYZ as exclusive agent for Property A for four months and as non-exclusive agent for the following two months. Sales started completing Form 1 and Form 3.
5. Au agreed to list Property A for \$3 million, which was recorded in Form 3. Sales phoned Banker Q who gave a verbal valuation of \$2.5 million only. Au said he would not sell Property A for anything less than \$2.8 million. XYZ's computer record showed that in the past month two nearby comparable properties fetched \$2.45 million and \$2.5 million respectively, and Sales considered it a waste of valuable marketing resources to advertise Property A for \$3 million.
6. Sales believed that for the best interest of Au it would be vital marketing strategy to get prospective purchasers to enquire of and take a look at Property A, and so he decided to advertise Property A with a "try price" of \$2.4 million alongside a list price of \$3 million in *Property Post*. The day after Property A was advertised Sales received an offer of \$2.45 million from Client A. The following day Client B offered \$2.5 million, and at the same time Client C informed Sales that he might make a higher offer the next day after checking valuation, and requested Sales not to present Au with offers from any clients until Client C made an offer.

**Ownership of Property A**

7. Au told Sales that though Property A has been in the joint names of himself and his wife, he is in fact the sole beneficial owner because all deposits and mortgage payments have been paid by him. Au also

told Sales that his wife has agreed to sell Property A in exchange for him agreeing to a divorce; that she now lives somewhere in Mainland China and Au is doubtful if he can locate her to sign any documents to sell Property A.

8. As proof that all mortgage payments have been made by him, Au showed Sales his bank pass book and some recent mortgage repayment receipts. Au also produced a signed Declaration of Authority (**Annex A**) stating that Au would bear full responsibility for any problem that might arise from his wife, Chan Ngar Man (“Chan”) not signing the *estate agency agreement* and provisional agreement. Au assured Sales that the Declaration is a valid authorisation.
9. **Annex B** is a land search of Property A. Au told Sales there is no need to worry about the court order as his wife has no legal interest in Property A. Au showed Sales a letter from his solicitors to prove that he is the sole beneficial owner of Property A (**Annex C**).

**List of Annexes:**

- A: Declaration of Authority
- B: Land Search Record
- C: Letter from Tai Dai Wai & Co.

**DECLARATION OF AUTHORITY**

To: (estate agent/purchaser) \_\_\_\_\_

I declare and confirm that I have obtained the authority of Chan Ngar Man (joint owner of Flat A, 12<sup>th</sup> Floor, Fragrant Garden, 25 Sunflower Road, Hong Kong ) to sign any [estate agency/provisional sale and purchase] agreement in respect of the above property on her behalf.

I warrant that I shall perform the terms of the agreement so signed and shall indemnify you against all damages and costs for anything arising from my signing the agreement on her behalf.

Signature : Au Tsz Bun

Name/HKID of representative : Au Tsz Bun / D123456(7)

Address : Room 123, Fat Fat Building, No.123 Treetop Road, Hong Kong.

Date: 30th December 2009

**土地註冊處 THE LAND REGISTRY**  
**土地登記冊 LAND REGISTER**

印製於 PRINTED AT: INTERNET SEARCH (DOWNLOAD)  
 查冊日期及時間 SEARCH DATE AND TIME: 15/04/2010 10:39  
 查冊者姓名 NAME OF SEARCHER: X  
 查冊種類 SEARCH TYPE: HISTORICAL AND CURRENT

本登記冊列明有關物業截至 15/04/2010 08:30 之資料  
 THE INFORMATION SET OUT BELOW CONTAINS PARTICULARS OF THE PROPERTY UP TO 08:30 ON 15/04/2010.

備存土地紀錄以供市民查閱旨在防止秘密及有欺詐成分的物業轉易，以及提供容易追溯和確定土地財產及不動產業權的方法。土地紀錄內載的資料不得用於與土地紀錄的宗旨無關之目的，使用所提供的資料須符合《個人資料（私隱）條例》的規定。

The land records are kept and made available to members of the public to prevent secret and fraudulent conveyances, and to provide means whereby the titles to real and immovable property may be easily traced and ascertained. The information contained in the land records shall not be used for purposes that are not related to the purposes of the land records. The use of information provided is subject to the provisions in the Personal Data (Privacy) Ordinance.

**物業資料**

**PROPERTY PARTICULARS**

物業參考編號

PROPERTY REFERENCE NUMBER (PRN) :

地段編號

LOT NO. : INLAND LOT NO.1021

批約 HELD UNDER : GOVERNMENT LEASE

年期 LEASE TERM : 75 YEARS RENEWABLE FOR 75 YEARS

開始日期 COMMENCEMENT OF LEASE TERM : 07/ 09/ 1898

每年地稅 RENT PER ANNUM : \$2.00

所佔地段份數

SHARE OF THE LOT : 7/1213

物業地址

ADDRESS : FLAT A ON 12<sup>th</sup> FLOOR  
 FRAGRANT GARDEN  
 25 SUNFLOWER ROAD  
 HONG KONG

物業備註 REMARKS :

**業主資料**

**OWNER PARTICULARS**

業主姓名 NAME OF OWNER	身分 (如非唯一擁有人) CAPACITY (IF NOT SOLE OWNER)	註冊摘要編號 MEMORIAL NO.	文件日期 DATE OF INSTRUMENT	註冊日期 DATE OF REGISTRATION	代價 CONSIDERATION
FRAGRANT COMPANY LIMITED		UB704717 REMARKS: ASSIGNMENT OF IL1021	11/ 08/ 1976	08/ 09/ 1976	\$800,000.00
CHEUNG SIU HENG		UB903534 REMARKS : ASSIGNMENT WITH PLAN	-	-	-
AU TSZ BUN CHAN NGAR MAN	JOINT TENANT JOINT TENANT	UB1973047	07/ 11/ 1986	16/ 11/ 1986	\$380,000.00

**物業涉及的轉轉**  
**INCUMBRANCES**

<u>註冊摘要編號</u> <u>MEMORIAL NO.</u>	<u>文件日期</u> <u>DATE OF INSTRUMENT</u>	<u>註冊日期</u> <u>DATE OF REGISTRATION</u>	<u>文件性質</u> <u>NATURE</u>	<u>受惠各方</u> <u>IN FAVOUR OF</u>	<u>代價</u> <u>CONSIDERATION</u>
UB749889	20/ 04/ 1977	19/ 05/ 1977	BUILDING MORTGAGE	BIG BANK	
UB843764	03/ 01/ 1979	23/ 01/ 1979	DISCHARGE BY RECEIPT		
UB900629	12/ 10/ 1979	03/ 11/ 1979	DEED OF MUTUAL COVENANT		--
UB1942701	21/ 08/ 1986	12/ 09/ 1986	AGREEMENT FOR SALE AND PURCHASE	AU TSZ BUN CHAN NGAR MAN (JOINT TENANTS) REMARKS: SEE ASSIGNMENT MEMORIAL NO.UB1973047	\$380,000.00
UB1973048	07/ 11/ 1986	16/ 11/ 1986	MORTGAGE TO SECURE GENERAL BANKING FACILITIES	SMALL BANK	
09121546435763	20/ 11/ 2009	15/ 12/ 2009	CERTIFIED TRUE COPY NOTICE OF AN APPLICATION FOR ANCILLARY RELIEF	AU CHAN NGAR MAN "PETITIONER" AU TSZ BUN "RESPONDENT" REMARKS: IN F.C.M.C.NO.4604 OF 2009	

**等待註冊的契約**  
**DEEDS PENDING REGISTRATION**

無 NIL

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登記冊末端 END OF REGISTER

**TAI DAI WAI & Co.  
Solicitors and Notaries**

Your Ref.: CCW/SC/B00-55/SC  
Our Ref.: BBC/135

22 January 2010

Messrs. But Siu Ming & Co.  
Solicitors, Suite 123, 1/F.,  
Ho Ho Building,  
7 Queen's Road Central,  
Hong Kong.

Dear Sirs,

**Re: F.C.M.C.No. 4604 of 2009**

We are in receipt of your letter of 20 January 2010, the assertions therein are denied absolutely. We are instructed that your client, Chan Ngar Man, has agreed not to ask for any maintenance costs should our client, Mr. Au Tsz Bun, expedite the divorce proceedings, which condition our client has indeed complied with.

Though your client has been named a joint owner of the property at Flat A, 12<sup>th</sup> Floor, Fragrant Garden, 25 Sunflower Road, Hong Kong, we are instructed our client is its sole beneficial owner as the deposit for the property purchase and all monthly mortgage repayments are paid by our client (see copies of payment receipts enclosed). Your client is therefore holding her share of the property, if any (which is denied), in trust for our client only.

We hereby demand you to cause the registration of the Notice of Application for Ancillary Relief to be vacated within 14 days of this letter. All our client's rights are hereby reserved.

Yours faithfully,

*[signed]*  
Tai Dai Wai & Co.

Encl.(omitted in case study)



1. For the purpose of completing the *Property Information Form* (Form 1), which of the following is/are current and subsisting encumbrances on Property A according to the land search?
  - (i) Building Mortgage Memorial No.UB749889
  - (ii) Mortgage Memorial No.UB1973048
  - (iii) Certified True Copy Notice of An Application for Ancillary Relief Memorial No.09121546435763
  - A. (iii) only
  - B. (i) and (ii) only
  - C. (i) and (iii) only
  - \* D. (ii) and (iii) only
  - E. (i), (ii) and (iii)
  
2. Which of the following statements is/are correct?
  - (i) Cheung Siu Heng was the vendor in Agreement Memorial No.UB1942701
  - (ii) the purchase of Property A by Au and Chan was financed by a mortgage loan under Mortgage Memorial No.UB1973048
  - (iii) Certified True Copy Notice of An Application for Ancillary Relief Memorial No.09121546435763 shows that Chan has legally become the sole owner of Property A
  - A. (ii) only
  - \* B. (i) and (ii) only
  - C. (i) and (iii) only
  - D. (ii) and (iii) only
  - E. (i), (ii) and (iii)
  
3. For the purposes of completing the *Property Information Form* (Form 1) in April 2010, what is the unexpired term of the Government lease inclusive of the renewable term (a period exceeding six months shall be counted as one year)?
  - A. 32 years
  - \* B. 38 years
  - C. 50 years
  - D. 75 years
  - E. 150 years
  
4. Which of the following statements about Sales' disclosure of interests under Clause 9 of the Estate Agency Agreement (Form 3) is/are correct?
  - (i) there is nothing for him to disclose
  - (ii) he should disclose that he resides in Property A of which his brother is the tenant
  - (iii) he should disclose that his brother is the tenant of Property A
  - (iv) he should disclose the selling price of comparable properties
  - A. (i) only
  - B. (iii) only
  - \* C. (ii) and (iii) only
  - D. (ii) and (iv) only
  - E. (iii) and (iv) only

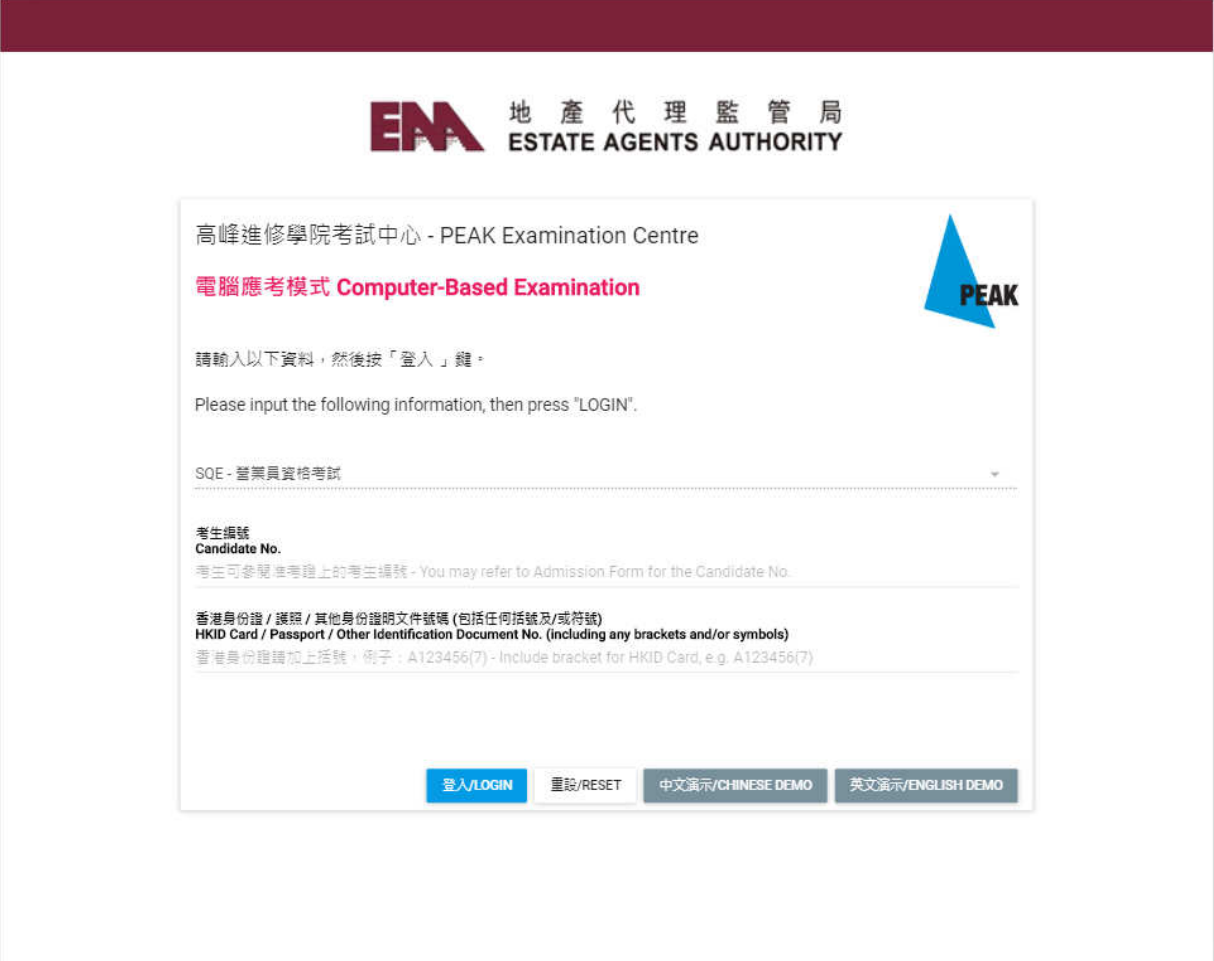
5. In respect of the offers from Client A and Client B and the potential offer from Client C, Sales should:
- balance of purchase price is sufficient to discharge all mortgages and charges
- A. not inform Au of offers below \$2.8 million (iii) Not to be released until a land search is available
- B. inform Au of Client B's offer only A. (i) only
- \* C. inform Au of the offers received from Clients A and B in the order he received them B. (ii) only
- D. inform Au of Client B's offer and then Client A's offer C. (iii) only
- E. wait for Client C's offer and then inform Au of all the three offers received in the order he received them \* D. (i) and (ii) only
- E. (i) and (iii) only
6. To comply with the Practice Regulation and the Practice Circular, Sales may advertise Property A at which of the following price(s) if there are no further written instructions?
- (i) \$3 million
- (ii) \$2.5 million
- (iii) \$2.4 million
- \* A. (i) only
- B. (i) and (ii) only
- C. (i) and (iii) only
- D. (ii) and (iii) only
- E. (i), (ii) and (iii)
7. Sales is a dual agent also serving the client who agreed to buy Property A. As it was a Sunday, the purchaser could not reach his lawyer for advice about the various matters shown on the land search. Au was adamant that unless the agreement was signed on that day he would not sell to the purchaser. To resolve the deadlock, Sales suggested that all deposits should be stakeheld by Au's solicitors as he thought this would best protect both clients' interests. Both parties agreed and Sales proceeded to complete the provisional agreement. To protect his clients' interests, how should the deposits be stakeheld?
- (i) Not to be released until the purchaser accepts the title
- (ii) Not to be released until there is evidence to prove that the
8. For Au to validly execute on behalf of Chan all agreements and assignments for the sale of Property A, which of the following steps need be taken?
- (i) Au executes the Declaration of Authority as a deed under seal
- (ii) Chan writes Au an authorisation letter showing her signature consenting to the sale of Property A
- (iii) Chan executes a power of attorney by deed appointing Au to execute documents relating to the sale of Property A on her behalf
- A. (i) only
- \* B. (iii) only
- C. (i) or (ii) only
- D. (i) or (iii) only
- E. (ii) or (iii) only

## Appendix 3

### SAMPLES SCREENS OF THE COMPUTER-BASED EXAMINATION

#### 1. LOGIN

Candidates are required to input their Candidate Number and Identification Document Number (including any characters and/or brackets) to login:



The screenshot shows the login interface for the EAA Computer-Based Examination. At the top, the EAA logo and the text '地產代理監管局 ESTATE AGENTS AUTHORITY' are displayed. Below this, the title '高峰進修學院考試中心 - PEAK Examination Centre' is shown. The main heading is '電腦應考模式 Computer-Based Examination', accompanied by a blue triangle logo with the word 'PEAK'. Instructions in both Chinese and English ask the user to input their information and press 'LOGIN'. There are two input fields: one for the 'Candidate No.' (考生編號) and another for the 'HKID Card / Passport / Other Identification Document No.' (香港身份證 / 護照 / 其他身份證明文件號碼). The second field includes a note about including brackets for HKID cards. At the bottom, there are four buttons: '登入/LOGIN' (blue), '重設/RESET' (white), '中文演示/CHINESE DEMO' (grey), and '英文演示/ENGLISH DEMO' (grey).

地產代理監管局  
ESTATE AGENTS AUTHORITY

高峰進修學院考試中心 - PEAK Examination Centre

電腦應考模式 **Computer-Based Examination**

請輸入以下資料，然後按「登入」鍵。  
Please input the following information, then press "LOGIN".

SQE - 營業員資格考試

考生編號  
Candidate No.  
考生可參閱准考證上的考生編號 - You may refer to Admission Form for the Candidate No.

香港身份證 / 護照 / 其他身份證明文件號碼 (包括任何括號及/或符號)  
HKID Card / Passport / Other Identification Document No. (including any brackets and/or symbols)  
香港身份證請加上括號，例子：A123456(7) - Include bracket for HKID Card, e.g. A123456(7)

登入/LOGIN 重設/RESET 中文演示/CHINESE DEMO 英文演示/ENGLISH DEMO

## 2. GUIDELINES TO CANDIDATES

Candidates should read the Guidelines to Candidates after login and before the start of the examination.

### Salespersons Qualifying Examination Guidelines to Candidates

1. This is a Computer-based Examination. All questions are given on computer screen. You are required to attempt all questions and choose the best answer for each question on the screen.
2. Part I (Question 1 to Question 40) carries 80 marks, and Part II (Question 41 to Question 50) carries 20 marks.
3. You may **choose only ONE answer for each question**.
4. Each candidate is given one Supplementary Information Book. If you have more than one Supplementary Information Book, please raise your hand and inform an invigilator.
5. The Supplementary Information Book shall **NOT** be taken away from this examination venue.
6. **DO NOT** use the Admission Form or unauthorized papers/materials as rough work sheets. **Rough work can only be done on the Supplementary Information Book. DO NOT** remove or tear off any sheets from the Supplementary Information Book.
7. All mobile phones, other communication devices and any devices which produce sound **MUST** be switched off and put under your chair.
8. You may **NOT** leave during the first 90 minutes of the examination or within 30 minutes before the end of the examination.
9. You should inform the invigilators before you submit the answers.
10. Prior approval from the invigilators should be obtained before leaving the examination venue.

I confirm that I have read and  
agree to the guidelines above

START

### 3. NOTES AND TABLE OF STAMP DUTY RATES

Candidates can click the buttons at the top of the screen to view the Notes and Table of Stamp Duty Rates during the examination.

Candidates will also be provided with a Supplementary Information Book containing the Guidelines to Candidates, Notes, Table of Stamp Duty Rates and Annexes (if any).

SQE - Salespersons Qualifying ExaminationTime left : 02:16:13EAA002411036Question List

Supplementary Information

GUIDELINES TO CANDIDATESNOTESTABLE OF STAMP DUTY RATES

**SALESPERSONS QUALIFYING EXAMINATION**

Notes :  
1. All references to:  
(a) "Hong Kong" shall mean The Hong Kong Special Administrative Region ("HKSAR").  
(b) "Government" shall mean The Government of the HKSAR.

Question 2

Raymond is an estate agent and the sole proprietor of XYZ Estate Agency. From time to time, he receives moneys for, or on account of clients in the course of his estate agency business. With regard to the receipt of such moneys, which of the following are among the requirements that Raymond is required to comply with under the Estate Agents Ordinance and the Practice Regulation?  
  
(i) To deposit the moneys into a trust account maintained at an authorized institution for the benefit of the client.  
  
(ii) To use the moneys to pay the client concerned.  
  
(iii) To use the moneys for making a payment in accordance with, and pursuant to, the client's prior written authority.

Part I

1 A	2 A	3	4	5
6	7	8	9	10
11	12	13	14	15
16	17	18	19	20
21	22	23	24	25
26	27	28	29	30
31	32	33	34	35
36	37	38	39	40

Part II

41	42	43	44	45
46	47	48	49	50

## Supplementary Information

GUIDELINES TO CANDIDATES

NOTES

TABLE OF STAMP DUTY RATES

## Table of Stamp Duty Rates:

[Where the stamp duty calculated includes a fraction of \$1, round-up the duty to the nearest dollar.]

**Sale or Transfer of Immovable Property****A. Ad Valorem Stamp Duty (AVD)**

Scale 1 AVD Rates

## Part I

1 A	2 A	3	4	5
6	7	8	9	10
11	12	13	14	15
16	17	18	19	20
21	22	23	24	25
26	27	28	29	30
31	32	33	34	35
36	37	38	39	40

## Part II

41	42	43	44	45
46	47	48	49	50

## Question 2

Raymond is an estate agent and the sole proprietor of XYZ Estate Agency. From time to time, he receives moneys for, or on account of clients in the course of his estate agency business. With regard to the receipt of such moneys, which of the following are among the requirements that Raymond is required to comply with under the Estate Agents Ordinance and the Practice Regulation?

- (i) To deposit the moneys into a trust account maintained at an authorized institution for the benefit of the client.
- (ii) To use the moneys to pay the client concerned.
- (iii) To use the moneys for making a payment in accordance with, and pursuant to, the client's prior written instructions.

## 4. QUESTIONS

- Candidates should click the radio button to select an answer for each question.
- Candidates may click on the text of an option to cross out an option, but this is for rough work only and will NOT be counted as an answer.
- Candidates can also mark a question for review later.
- A summary of answers and questions marked for review will be displayed on the Question List on the right side of the screen.

SQE - Salespersons Qualifying Examination

Time left : 02:15:25 EAA002411036

Question List

Supplementary Information

GUIDELINES TO CANDIDATES

NOTES

TABLE OF STAMP DUTY RATES

Question 17

Mike holds a salesperson's licence and has entered the estate agency trade for three years. He is now 22 years old. He has recently applied for the post of manager offered by Excellence Estate Agency Limited ("Excellence Estate Agency") which needs to appoint a manager for the effective and separate control of the business of its branch office in compliance with the Estate Agents Ordinance. Excellence Estate Agency informed Mike subsequently that according to the Estate Agents Ordinance, he was not qualified for the post. Which of the following is probably the reason?

☒ A: Mike is not a university graduate.

☐ B: Mike has less than five years' experience in the trade.

☐ C: ~~Mike has not reached the age of 25.~~

☐ D: Mike is not a partner of Excellence Estate Agency.

☐ E: ~~Mike is not a holder of an estate agent's licence (individual).~~

< PREVIOUS

> NEXT

CANCEL REVIEW

Please inform the invigilator before you submit all answers

Part I

1 A	2 A	3	4	5
6	7	8	9	10
11	12	13	14	15
16	17 A	18	19	20
21	22	23	24	25
26	27	28	29	30
31	32	33	34	35
36	37	38	39	40

Part II

41	42	43	44	45
46	47	48	49	50

## 5. ANNEXES

Some questions may require candidates to refer to annex(es). In answering such questions, candidates may click on the relevant button to display an annex. Hard copy of the annex(es) will also be found in the Supplementary Information Book provided.

**SQE - Salespersons Qualifying Examination**
Time left : 02:15:01 EAA002411036
Question List

Supplementary Information

GUIDELINES TO CANDIDATES
NOTES
TABLE OF STAMP DUTY RATES

Question 50

ANNEX

土地註冊處 THE LAND REGISTRY  
土地登記冊 LAND REGISTER

印製於 PRINTED AT: INTERNET SEARCH (DOWNLOAD)  
 查冊日期及時間 SEARCH DATE AND TIME: 20/01/2013 12:28  
 查冊者姓名 NAME OF SEARCHER: Smart Agency  
 查冊種類 SEARCH TYPE: HISTORICAL AND CURRENT

For the purpose of completing the Property Information Form (Form 1), which of the following are the current and subsisting encumbrances of the Property as found in the land search in the Annex?

- (i) Mortgage Memorial No. UB6551093
- (ii) Sealed Copy Order Imposing Charge on Land: Notice to Show Cause Memorial No. UB6634446
- (iii) Sealed Copy of Charging Order Absolute Memorial No. UB6665515
- (iv) Legal Charge Memorial No. 07101300960099

Part I

1	2	3	4	5
6	7	8	9	10
11	12	13	14	15
16	17	18	19	20
21	22	23	24	25
26	27	28	29	30
31	32	33	34	35
36	37	38	39	40

Part II

41	42	43	44	45
46	47	48	49	50



## 6. END OF EXAMINATION

Candidates who have finished the examination should move to the last question to click on the button to submit their answers.

They should inform an invigilator before they confirm submission of their answers.

The provisional result will be shown after submission, and the invigilator will request candidates to indicate their acceptance of the provisional result by signing. The provisional result is for reference only and is subject to the result printed on the Result Slip sent to candidates by post. The result printed on the Result Slip is final and conclusive.

The screenshot displays the SQE - Salespersons Qualifying Examination interface. At the top, the header shows 'SQE - Salespersons Qualifying Examination', 'Time left : 02:07:35', and 'EAA002411036'. A 'Question List' tab is visible on the right. The main content area shows 'Supplementary Information' with tabs for 'GUIDELINES TO CANDIDATES', 'NOTES', and 'TABLE OF STAMP DUTY RATES'. Below this, 'Question 50' is displayed with an 'ANNEX' icon. The question text reads: 'For the purpose of completing current and subsisting mortgages, a mortgagee must provide a sealed copy of the mortgage deed to the lender. Which of the following is/are required?' The options are: (i) Mortgage Memorial Note, (ii) Sealed Copy Order Imprimatur, (iii) Sealed Copy of Charge, (iv) Legal Charge Memorandum, and (v) Memorandum Memorandum. The selected option is B: (i), (ii) and (iii) only. A confirmation dialog box is overlaid on the screen, asking 'Do you confirm to complete and submit your answers?'. It states 'You are not allowed to change your answers afterward.' and shows 'No. of Completed Questions: 50' and 'No. of Remaining Questions: 0'. The dialog box contains a grid of 50 questions with their respective answers: 1: A, 2: A, 3: C, 4: E, 5: B, 6: A, 7: D, 8: D, 9: C, 10: E, 11: B, 12: C, 13: E, 14: C, 15: E, 16: C, 17: A, 18: E, 19: C, 20: D, 21: D, 22: C, 23: D, 24: E, 25: B, 26: A, 27: C, 28: D, 29: E, 30: C, 31: D, 32: B, 33: D, 34: B, 35: E, 36: A, 37: D, 38: E, 39: D, 40: B, 41: E, 42: E, 43: C, 44: D, 45: D, 46: D, 47: E, 48: E, 49: E, 50: B. The dialog box has two buttons: 'YES I CONFIRM' and 'NO BACK TO EXAMINATION'. At the bottom of the interface, there are navigation buttons: 'PREVIOUS', 'NEXT', 'MARK AS REVIEW', and 'COMPLETE AND SUBMIT'. A red warning message at the bottom reads: 'Please inform the invigilator before you submit all answers'.

**SQE - Salespersons Qualifying Examination** Time left : 02:07:35 EAA002411036

**Supplementary Information**

GUIDELINES TO CANDIDATES NOTES TABLE OF STAMP DUTY RATES

**Question 50**

**ANNEX**

For the purpose of completing current and subsisting mortgages, a mortgagee must provide a sealed copy of the mortgage deed to the lender. Which of the following is/are required?

(i) Mortgage Memorial Note  
(ii) Sealed Copy Order Imprimatur  
(iii) Sealed Copy of Charge  
(iv) Legal Charge Memorandum  
(v) Memorandum Memorandum

☐ A: (iv) and (v) only  
☒ B: (i), (ii) and (iii) only  
☐ C: (i), (iv) and (v) only  
☐ D: (iii), (iv) and (v) only  
☐ E: (i), (ii), (iii), (iv) and (v)

**Please inform the Invigilators**

Do you confirm to complete and submit your answers?

You are not allowed to change your answers afterward.

No. of Completed Questions: 50  
No. of Remaining Questions: 0

1: A 2: A 3: C 4: E 5: B 6: A 7: D 8: D 9: C 10: E  
11: B 12: C 13: E 14: C 15: E 16: C 17: A 18: E 19: C 20: D  
21: D 22: C 23: D 24: E 25: B 26: A 27: C 28: D 29: E 30: C  
31: D 32: B 33: D 34: B 35: E 36: A 37: D 38: E 39: D 40: B  
41: E 42: E 43: C 44: D 45: D 46: D 47: E 48: E 49: E 50: B

**YES**  
**I CONFIRM**

**NO**  
**BACK TO EXAMINATION**

**Question List**

**Part I**

1 A	2 A	3 C	4 E	5 B
6 A	7 D	8 D	9 C	10 E
11 B	12 C	13 E	14 C	15 E
16 C	17 A	18 E	19 C	20 D
21 D	22 C	23 D	24 E	25 B
26 A	27 C	28 D	29 E	30 C
31 D	32 B	33 D	34 B	35 E
36 A	37 D	38 E	39 D	40 B

**Part II**

41 E	42 E	43 C	44 D	45 D
46 D	47 E	48 E	49 E	50 B

**Navigation:** < PREVIOUS > NEXT MARK AS REVIEW COMPLETE AND SUBMIT

**Please inform the invigilator before you submit all answers**

## Appendix 4

### INSTRUCTIONS TO CANDIDATES (COMPUTER-BASED EXAMINATION)

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

#### A. Check your Admission Form

1. Check carefully that the information printed on your Admission Form, i.e. name (English and Chinese), Hong Kong Identity Card number/Passport number and question language, corresponds with that in the Entry Form. If you discover a discrepancy, make a written request to the PEAK Examination Centre, Vocational Training Council (“PEAK Exam Centre”) for amendment at least 1 week before the examination.
2. Take note of all details provided in your Admission Form before the examination to avoid missing the examination, or attending on the wrong date, at the wrong time, or at the wrong examination venue.

Note: **Fees paid are not refundable or transferable** save in exceptional circumstances and subject to the approval of the Estate Agents Authority (“EAA”).

#### B. General Instructions

1. Before the examination, ensure that you know the location of the examination venue. You may contact the PEAK Exam Centre (Tel. No.: 2919 1467/2919 1468/2919 1478) to enquire about the location of the examination venue. You must take the examination at the examination venue specified on your Admission Form. Candidates who go to the examination venue other than the one stated on the Admission Form may not be allowed to take the examination. Even if you are admitted to take the examination, **5 marks will be deducted**.
2. Arrive at the examination venue **15 minutes** before the commencement of the examination. The examination time is specified on your Admission Form. The PEAK Exam Centre or EAA will not be responsible for any delay arisen due to operational reasons, including system failure.
3. Bring your original and valid Hong Kong Identity Card/Passport (“identification document”) to the examination venue. Candidates should print their Admission Forms on a blank A4-sized white paper and bring it to the examination. The chief invigilator may refuse to admit a candidate who cannot show his/her Admission Form and his/her identification document.
4. No writing instruments will be provided in the examination venue. Candidates can bring pencils or pens for doing rough work during the examination.
5. You are not allowed to use any dictionary (including the “Glossary of Terms for the Estate Agency Industry” issued by the EAA) during the examination.
6. Do not place any kind of bag on your desk.
7. When you are admitted to the examination venue, occupy the seat assigned to you.
8. (a) If you arrive late but not more than 45 minutes after the designated start time of the examination as stated in the Admission Form, you will be admitted to the examination venue but no extra time will be given to you.  
(b) **You will not be admitted to the examination venue 45 minutes after the designated start time of the examination**, unless the chief invigilator determines otherwise.  
(c) Even if you are admitted to the examination venue 45 minutes after the designated start time of the examination, you will be **disqualified** from the examination and no mark for the examination will be given to you unless you satisfy the EAA that there are very exceptional circumstances justifying your lateness.  
(d) **You may not leave the examination venue during the first 90 minutes or during the last**

**30 minutes of the examination.** If you wish to leave the examination venue during the permitted time, you should raise your hand to summon an invigilator. You may leave the examination venue with the approval of the invigilator.

9. Candidates are forbidden from switching on the monitor or any computer facilitates until they are instructed to do so by the chief invigilator.

10. Handling of Personal Belongings/Unauthorised Articles

You must put all your personal belongings in a bag. The bag must be properly closed and small enough to be placed under the chair or in an area assigned by the chief invigilator/invigilators before the examination begins. However, the PEAK Exam Centre will not be responsible for safekeeping your belongings. You will not be allowed to take out any materials from your bag during the examination. If unauthorised articles such as books, dictionaries, notes, papers or any kinds of electronic devices (e.g. calculators, tablets, PDA, mobile phones, Bluetooth headphones/headsets, pagers, MP3 players, camera devices/equipment, electronic dictionaries, scanner pens, databank watches, smart watches with mobile applications installed or wireless technologies supported and other electronic devices which can store and/or display texts) are found on/in your desk, on your body or in your pockets during the examination, you may be **disqualified** from the examination. If you bring a pencil box into the examination venue, you must place the contents on your desk and put the empty box under the chair.

11. Switch off all mobile phones, Bluetooth headphones/headsets, pagers, watches with alarms, and other electronic devices, and ensure that no sound is emitted from these devices during the examination. Deactivate the alarm function before switching off the phone.

12. You are not allowed to take photographs, audio-recording or video-recording inside the examination venue. Any photographs or recordings taken and their associated equipment would be taken away for further inspection and the photographs and/or recordings would be erased by the chief invigilator.

13. About examination venue environment

- (a) If there are any undesirable conditions at the examination venue, you should inform an invigilator of the same immediately. Since it is difficult to collect circumstantial evidence after the examination, no consideration will be given to candidates who do not report unsatisfactory conditions at the venue in writing.

- (b) In general, no consideration will be given to candidates' claims of performance being affected by any of the following factors:

(i) Normal background noise at examination venues – You should not expect complete silence in the examination venue as there may be normal background noise coming from outside vehicles, normal school activities, school bells, coughing and sniffing of neighbouring candidates, candidates entering and leaving the examination venue etc. during an examination.

(ii) Unsuitable room temperature – Examinations take place at various times throughout the year, and room temperatures of various examination venues may differ and the PEAK Exam Centre may not be able to adjust the examination venue temperature to suit each and every individual's requirements.

(iii) Change of seat – If the reported undesirable condition at the examination venue may be rectified or improved by a seat change, the chief invigilator may, upon your request, arrange a seat change if the need is genuine and a spare seat is available at the venue. In any case, no extra examination time will be given with regard to any change of seat.

(iv) Computer or system breakdown – If there is a technical breakdown caused by whatever reason during the examination, the PEAK Exam Centre will try to fix the problems but delay may inevitably arise. If the technical problems cannot be fixed within reasonable

time, the PEAK Exam Centre will arrange the candidates concerned to take a rescheduled examination as soon as possible. Candidates cannot object to the arrangements and any requests for cancellation and/or refunds will not be entertained. The PEAK Exam Centre will not be liable for the candidates' losses resulting from the system breakdowns.

14. Checking for electronic devices

You may be required to be scanned by electronic detection scanning devices (for example, hand-held metal detectors/wands) at such time and place, and in particular before/after going to the toilet, as may be decided by an invigilator. Failure to comply with such requirement will result in dismissal from the examination venue, and your examination fees will not be refunded.

15. Smoking or eating is not allowed in the examination venue. Candidates who smoke or eat during an examination may be **asked to leave the examination venue immediately**.
16. You are advised to bring a watch to time the examination as not all examination venues have a clock. Watches with functions/applications other than those of timekeeping are not permitted. The examination time is accordance with the time announced by the chief invigilator.
17. Parking facilities will not be available in the examination venue.

**C. During the Examination**

1. Place your identification document on the top right-hand corner of your desk and leave it there throughout the examination to facilitate verification of your identity by the invigilator. The identification document presented must be consistent with the identification document stated in the Entry Form. Candidates must be clearly identifiable from their identification document. Where the invigilator is of the view that the photograph on the identification document does not resemble the candidate or has doubts about the validity or authenticity of the documentation, the candidate in question will be required to provide further information and assistance to the invigilator and/or chief invigilator for the verification of his/her identity. The PEAK Exam Centre and/or the EAA have the right to conduct an investigation against the candidate(s) involved and withhold releasing his/her score or cancel his/her score (if already released) pending completion of the investigation. Candidates should be cooperative. The EAA has the right to **disqualify** the candidate if he/she is not cooperative in the investigation. If you do not have your Admission Form, report to an invigilator immediately. Keep the Admission Form after the examination for record purposes.
2. Read carefully and carry out the instructions displayed on the screen.
3. You should follow the instructions from the chief invigilator and input the required information for logging in the examination system by yourself. The chief invigilator will announce the start of the examination after the login is completed (normally within one minute). Invigilators will not input the information for candidates.
4. You can browse the Table of Stamp Duty Rates and Appendices to Part II of examination questions on screen. A printout of the Table of Stamp Duty Rates and Appendices to Part II of examination questions ("Supplementary Information Book") is also distributed to you at the same time.
5. When you receive your Supplementary Information Book, check that you have been given the correct paper and language version of the Supplementary Information Book. However, do not turn over the pages of the Supplementary Information Book or start working until you are instructed to do so. You will only be provided with the Supplementary Information Book in the language opted by you in the Entry Form.
6. You should do rough work on Supplementary Information Book only. Do not write anything on the Admission Form. If you write anything on the materials other than Supplementary

Information Book, it will be considered as copying or retaining any information relating to examination questions and/or answers.

7. Select your answers on the screen by using the mouse. After you have completed the examination, raise your hand and inform the invigilator before submitting your answers. The invigilator will instruct you on how to submit your answers. Provisional results will then be shown on the screen. For candidates who received mark penalty for breach of examination regulation, their marks will not be shown on the screen.
8. Invigilators will record your provisional result for your confirmation and signature. All results shown on screen are for reference only. They are subject to the result printed on the result slip sent to candidates by post. The result printed on the result slip is final and conclusive.
9. You are advised to familiarize with the examination format and operations. A “System Demonstration – Online Tutorial” is available on the website of the PEAK Exam Centre at [www.vtc.edu.hk/cpdc](http://www.vtc.edu.hk/cpdc). The PEAK Exam Centre will not be responsible for any disputes and consequences resulting from the commands incorrectly inputted by the candidates.
10. The Supplementary Information Book must be given up at the end of the examination. No examination stationery of any description may be removed from the examination venue by a candidate.
11. If you need to go to the toilet, raise your hand. Wait for the invigilator to escort you to the toilet. Your IN/OUT time will be recorded. No extra time will be given to make up for the time lost. If you take any material out of the examination venue or bring any material back with you, you may be **disqualified**.
12. You should raise your hand to seek the invigilator’s assistance if you encounter any problems during the examination.
13. If you have any queries about the contents of an examination question or you believe that there is an error in an examination question, you may at the end of the examination ask the invigilator to give you a “Candidate’s Note”. You may write your query down in the note and hand it to the invigilator before you leave the examination venue.
14. Keep quiet when leaving the examination venue early as other candidates may still be working for the examination.

#### **D. End of Examination**

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

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

#### **E. Breach of Examination Regulations**

**You are warned that any of the following acts may lead to prosecution and/or refusal of permission to sit for examination for a period reasonably determined by the EAA and/or**



**disqualification from the examination and/or deduction of marks:**

1. Obtaining knowledge of contents of question books prior to the examination.
2. Cheating or attempting to cheat or conducting yourself in such a manner which can reasonably be construed as cheating or attempting to cheat.
3. Copying from notes, books, electronic devices or any other thing brought into the examination venue or from the work of other candidates.
4. Possession of unauthorised material on/in the examination desk, on your body or in your pockets. Any such acts will be considered sufficient grounds for a charge of attempting to cheat and will lead to disqualification.
5. Copying or retaining any information relating to examination questions and/or answers.
6. Communicating or attempting to communicate in any form with persons inside or outside the examination venue during the examination.
7. Operating any mobile communication device in the examination venue. If you speak or communicate on or use any mobile communication device or electronic device during an examination, you **may be asked to leave the examination venue immediately and will not be allowed to continue with the examination.**
8. Taking photographs, audio-recording or video-recording inside the examination venue.
9. Allowing mobile phones, pagers, watches or other devices to emit sound during an examination. **Two marks will be deducted for an initial breach. Heavier sanction(s) will be imposed for further breach(es).**
10. Starting to read and/or work on the questions before being instructed to do so or continuing to write or work, including using a mouse, after being told to stop working at the end of the examination. **A minimum of 2 marks will be deducted** for such a breach.
11. Attempting to take away from the examination venue any examination stationery such as the Supplementary Information Book, refusing to return the Supplementary Information Book or taking examination questions out of the examination venue.
12. Removing or tearing off any sheets from the Supplementary Information Book.
13. Impersonating or attempting to impersonate or permitting such act in the examination.
14. Doing anything which causes disturbance to other candidates or disruption to the examination.
15. Failing to follow the requirements under the “Instructions to Candidates” or the instructions of the chief invigilator or an invigilator during the examination.
16. Leaving, or attempting to leave the examination venue without permission or during the first 90 minutes of the examination or within 30 minutes before the end of the examination.

**F. Publication of Examination Results**

1. Result Slips will be sent to you by surface post by the PEAK Exam Centre on the 7th working day after the examination.
2. You can check your examination result (if you have agreed to the posting of your examination result online) on the website ([www.vtc.edu.hk/cpdc](http://www.vtc.edu.hk/cpdc)) of the PEAK Exam Centre starting from the 7th working day after the examination. The results will be posted on the website for 1 month. The examination result (namely, Pass with Commendation/Pass/Fail/Absent/Disqualified) and the marks obtained in Parts I and II of the examination paper will be shown on the PEAK Exam Centre website. For candidates who received mark penalty for breach of examination regulation, their marks will only be shown on their Result Slips. No mark will be given for “Absent” or “Disqualified” candidates. **All results posted on the PEAK Exam Centre website are for reference only.** They are subject to the results printed on the Result Slips sent to candidates by post. **The result printed on the Result Slip is final and conclusive.**
3. There is no result checking services by telephone/email/in person at the PEAK Exam Centre or

the EAA.

**G. Bad Weather/Unexpected Event Arrangements**

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

**WARNING: IMPERSONATION AT AN EXAMINATION MAY LEAD TO DISQUALIFICATION FROM THE EXAMINATION AND/OR PROSECUTION FOR CRIMINAL OFFENCE(S).**

**\*\* Where discrepancy occurs, the latest version of “Instructions to Candidates” published by the Estate Agents Authority shall be the definitive version.\*\***

# **ENQUIRIES**

## **LICENSING ENQUIRIES**

### **Estate Agents Authority (EAA)**

<b>Enquiry Hotline:</b>	2111 2777
<b>Fax:</b>	2119 9077
<b>Address:</b>	Room 2601, 26/F, Hopewell Centre 183 Queen's Road East Wanchai, Hong Kong
<b>Website:</b>	<a href="http://www.eaa.org.hk">www.eaa.org.hk</a>
<b>Office Hours:</b>	
<b>Mondays to Fridays:</b>	8:45 a.m. to 5:45 p.m. (open during lunch hour)
<b>Saturdays, Sundays &amp; General Holidays:</b>	Closed

## **EXAMINATION REGISTRATION**

### **Institute of Professional Education And Knowledge (PEAK) Examination Centre**

<b>Enquiry Hotline:</b>	2919 1467 / 2919 1468 / 2919 1478
<b>Address:</b>	Vocational Training Council M/F, VTC Tower 27 Wood Road Wanchai, Hong Kong
<b>Email:</b>	<a href="mailto:cpdc@vtc.edu.hk">cpdc@vtc.edu.hk</a>
<b>Website:</b>	<a href="http://www.vtc.edu.hk/cpdc">www.vtc.edu.hk/cpdc</a>
<b>Office Hours:</b>	
<b>Mondays to Fridays:</b>	9:00 a.m. to 8:00 p.m. (open during lunch hour)
<b>Saturdays:</b>	9:00 a.m. to 12:00 noon
<b>Sundays &amp; General Holidays:</b>	Closed
<b>Enquiry Hotline Hours:</b>	
<b>Mondays to Fridays:</b>	9:00 a.m. to 5:15 p.m.
<b>Saturdays:</b>	9:00 a.m. to 12:00 noon
<b>Sundays &amp; General Holidays:</b>	Closed

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EAA website: <http://www.eaa.org.hk>

Enquiry Hotline: 2111 2777

E-mail: [enquiry@eaa.org.hk](mailto:enquiry@eaa.org.hk)