
INSTRUCTIONS TO CANDIDATES

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 language version, corresponds with that in the *Entry Form*. If you discover a discrepancy, make a written request to the International and Professional Examinations Division of the Hong Kong Examinations and Assessment Authority (“HKEAA”) for amendment **at least seven days 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 centre.

Note: **Fees paid are not refundable nor 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 centre. You may contact the HKEAA by telephoning 3628 8787/3628 8731 to enquire about the location of the examination centre. You are requested not to call the school office of the examination centre. You must take the examination at the examination centre specified on your *Admission Form*. Candidates who take an examination at an examination centre other than the one stated on the *Admission Form* will have **5 marks deducted**.
2. Arrive at the examination centre **10-15 minutes** before the commencement of the examination. The examination begins at **6:00 p.m.**
3. Bring the original copy of your *Admission Form* and your Hong Kong Identity Card/Passport (“identification document”) to the examination centre. The centre supervisor may refuse to admit a candidate who cannot show his/her *Admission Form* or his/her identification document. Do not write anything on the *Admission Form*.
4. You will not be provided with writing instruments. Bring:
 • H.B. pencils, a soft rubber and a pencil sharpener
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 centre, occupy the seat assigned to you in accordance with the seat number stated on your *Admission Form*.
8. (a) If you arrive late but not later than 6:45 p.m., you will be admitted to the examination centre but no extra time will be given to you.
(b) **You will not be admitted to the examination centre after 6:45 p.m.**, unless the centre supervisor determines otherwise.
(c) Even if you are admitted to the examination centre after 6:45 p.m., 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 centre during the first 90 minutes or during the last 30 minutes of the examination.** If you wish to leave the examination centre during the permitted time, tie up your question book and answer sheet, making sure that you have completed all the necessary details on your answer sheet and question book cover. Then raise your hand to summon an invigilator. You may leave the examination centre only when the invigilator has given you permission.

9. Handling of Personal Belongings/Unauthorised Articles

You must put all your personal belongings in a bag. The bag must be properly closed and small enough to be placed under the chair or in an area assigned by the centre supervisor/invigilators before the examination begins. However, the HKEAA 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 centre, you must place the contents on your desk and put the empty box under the chair.

10. 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.
11. You are not allowed to take photographs, audio-recording or video-recording inside the examination centre. Any photographs or recordings taken must be surrendered to the centre supervisor for immediate disposal or deletion.

12. About Examination Centre Environment

- (a) If there are any undesirable conditions at the examination centre, 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 centre 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 centres – You should not expect complete silence in the examination centre 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 centre 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 HKEAA may not be able to adjust the examination centre temperature to suit each and every individual's requirements.
 - (iii) Change of seat – If the reported undesirable condition at the examination centre may be rectified or improved by a seat change, the centre supervisor may, upon

your request, arrange a seat change if the need is genuine and a spare seat is available at the centre. In any case, no extra examination time will be given with regard to any change of seat.

13. 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 returning to your seats 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 centre, and your examination fees will not be refunded.

14. Smoking or eating is not allowed in the examination centre. Candidates who smoke or eat during an examination may be **asked to leave the examination centre immediately**.

15. You are advised to bring a watch to time the examination as not all examination centres have a clock. Watches with functions/applications other than those of timekeeping are not permitted.

16. Parking facilities will not be available in the examination centre.

C. DURING THE EXAMINATION

1. Place your *Admission Form* and your identification document on the top right-hand corner of your desk and leave them 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 centre supervisor for the verification of his/her identity. The HKEAA 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 given on the question book and the multiple-choice answer sheet. Do not write your name on the question book or answer sheet.

3. When you receive your question book, check that you have been given the correct paper and language version. However, do not turn over the pages of the question book or start working until you are instructed to do so. You will only be provided with the question book in the language opted by you in the *Entry Form*.

4. A table of stamp duty rates will be provided in the question book.

5. Answer sheets will be marked by an optical mark reader. When filling in the boxes on the answer sheet, aim to fill in the box completely with a dark line by a blunt HB pencil. Fill one box for each question. **No marks will be given** if two or more boxes are filled for the same question. Rub out completely any boxes you wish to change by using a good quality soft rubber and not the one on the end of your pencil. Answers written in the question book will **not be marked**.

6. Before the commencement of the examination, you will be instructed to complete the following on the answer sheet:

Box 1 : Examination Name	Box 4 : Candidate Number*	Box 7 : Examination Code*
Box 2 : Signature of Candidate	Box 5 : Seat Number*	Box 8 : Language Version*
Box 3 : Date of Examination	Box 6 : Centre Number*	Box 9 : Question Book Version*

You may copy the relevant information from your *Admission Form* and the question book cover.

*Fill the boxes in 4, 5, 6, 7, 8 and 9 with an HB pencil. Write your candidate number and seat number in the spaces provided on the question book cover.

7. The answer sheet and question book must be given up at the end of the examination. No examination stationery of any description may be removed from the examination centre by a candidate.
8. If you need to go to the toilet, raise your hand, tie up your papers and give them to the invigilator. Wait for the invigilator to escort you to the toilet. No extra time will be given to make up for the time lost. If you take any material out of the examination centre or bring any material back with you, you may be **disqualified**.
9. 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 centre.
10. Keep quiet when leaving the examination centre early as other candidates may still be working for the examination.

D. END OF EXAMINATION

All question books and answer sheets will be collected by the invigilators. No material distributed to you can be taken out of the examination centre at any time during or after the examination.

1. When the centre supervisor announces time is up, immediately stop writing and place your pencil down. Remain seated and silent while the invigilators are collecting your materials. Wait until the centre supervisor has checked and counted all the question books and answer sheets. When all the materials have been collected, the centre supervisor will announce your dismissal.
2. You may be **disqualified** if you do not follow the instructions given by the centre supervisor.
3. You may be asked to complete and sign on a “Candidate’s note” for follow up by the HKEAA 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 centre 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 centre during the examination.
7. Operating any mobile communication device in the examination centre. 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 centre immediately and will not be allowed to continue with the examination.**
8. 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).**
9. Starting to read and/or work on the question book before being instructed to do so or continuing to work on your answer sheet including using an eraser or filling in information, etc. after being told to stop working at the end of the examination. **A minimum of 2 marks will be deducted** for such a breach.
10. Attempting to take away from the examination centre any examination stationery such as the question book or the answer sheet, refusing to return the question book and/or answer sheet or taking examination questions out of the examination centre.
11. Removing or tearing off any sheets from the question book.
12. Impersonating or attempting to impersonate or permitting such act in the examination.
13. Doing anything which causes disturbance to other candidates or disruption to the examination.
14. Failing to follow the requirements under the “Instructions to Candidates” or the instructions of the centre supervisor or an invigilator during the examination.
15. Leaving, or attempting to leave the examination centre 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 mailed out by the HKEAA to you 14 working days after the examination.
2. The EAA will post the examination result (if you have agreed to the posting of your examination result on-line) on its website (www.eaa.org.hk) 14 working days after the examination. You can check your examination result on the website upon inputting your candidate number printed on your *Admission Form* and the first four digits of your Hong Kong Identity Card/Passport number. You are reminded to keep your 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 EAA web-page. 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” and “Disqualified” candidates. **All results posted on the EAA 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 results checking service by telephone/email.

G. TYPHOON/BAD WEATHER ARRANGEMENTS

As cancellation or postponement of an examination is a very serious matter, any decision to do so by the HKEAA will be made only when it is absolutely necessary. If weather conditions are at all doubtful (such as the possible issuing of a Typhoon Signal No. 8 or above or the issue of the Red or Black Rainstorm Signal), you should pay attention to the radio or television broadcast, or view the HKEAA website for examination schedules right up to the time you leave for the examination centre. It is important that you should note the following points:

1. under normal circumstances, the HKEAA's announcement of the postponement/cancellation of an examination will be made approximately two hours before the commencement of the examination;
2. the announcement of closure of schools due to a tropical cyclone or the issue of the Red or Black Rainstorm Signal does not necessarily imply the postponement/cancellation of an examination scheduled to be held on that day;
3. unless an announcement has been made by the HKEAA that the examination on that day has been postponed/cancelled due to bad weather conditions, you must assume that the examination will be conducted as originally scheduled. However, you should consider your personal safety first and if you have genuine difficulties in reaching the examination centre, you should contact the HKEAA before the examination begins (Tel: 3628 8731/3628 8787);
4. once an examination has started, it will continue for the full allotted time unless physical conditions in the examination centre are considered dangerous by the centre supervisor.
5. if, in case of typhoon/bad weather and that the examination has to be cancelled, the HKEAA 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 HKEAA or 50% of the examination fee, whichever is the lower.

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 Hong Kong Examinations and Assessment Authority shall be the definitive version.****