



地 產 代 理 監 管 局  
ESTATE AGENTS AUTHORITY

## **Continuing Professional Development Scheme (Voluntary Phase)**

### **Guidelines**

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March 2021

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# CONTINUING PROFESSIONAL DEVELOPMENT SCHEME

## Guidelines

### 1. Introduction

- 1.1 The Continuing Professional Development (“CPD”) Scheme was launched in May 2005, on a *voluntary* basis. Under the CPD Scheme, licensees (including estate agents and salespersons) are encouraged to earn a certain number of CPD points every year in the spirit of life-long learning.
- 1.2 The Estate Agents Authority (“EAA”) reviews the Scheme from time to time, with a view to determining whether the Scheme should be made mandatory, and, if so, how and when this should be implemented.
- 1.3 The EAA provides certain learning activities for licensees, including, for example, seminars and on-line learning activities. Activities may also be offered by approved providers, including training institutions, trade associations, estate agencies, etc.

### 2. Aims

- 2.1 To further the competence of licensees and keep their professional knowledge up to date in order to enhance the trade’s continuing contribution to Hong Kong’s economic development.
- 2.2 To strengthen public confidence and consumer protection through building a culture of professionalism and encouraging adherence to ‘best practice’ among licensees.
- 2.3 To assist licensees in their quest for continuous learning, personal satisfaction and career development.

### 3. CPD Points

- 3.1 CPD points would be assigned to CPD activities based on the nature of the activity and the input required from the learner. Generally, one CPD point will be awarded for each hour of activity undertaken.

### 4. CPD Categories and Subjects

- 4.1 Generally speaking, areas related to law, compliance or supervisory issues are Compliance and Effective Management subjects. Those conducive to all-round development and quality enhancement of licensees are All-round Advancement subjects.

- 4.2 The following is a broad classification:

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

		<ul style="list-style-type: none"> <li>Information Technology and Data Analysis</li> <li>Human Resources Management and Administration</li> </ul>
	Other Knowledge Conducive to Raising Competence or Enabling Personal Accomplishment of Licensees	<ul style="list-style-type: none"> <li>Environmental Protection</li> <li>Occupational Safety and Health</li> <li>Behavioural Aspects</li> </ul>

## 5. Learning Modes

5.1 CPD points can be earned through various modes of learning. To foster balanced development and to facilitate interaction between trainers and fellow learners, licensees are encouraged to diversify the learning activities they undertake. Certain modes may therefore be **capped** in terms of the number of CPD points that can be earned over a 12-month CPD period (see Section 7). The main learning modes are as follows:

Activity Mode	Details	CPD Points	Compliance and Effective Management / All-round Advancement	Points Cap
Webinar / Online Training Class	Real-time online seminar (i.e. webinar) / Real-time online training class	1 per contact hour	Case by case	Nil*
Seminar / Lecture	Seminar/ lecture.	1 per contact hour	Case by case	Nil
EAA e-Quiz	A case study on a topical issue conducted online by the EAA. ( <b>Annex A</b> )	1 per e-Quiz	Case by case	4
Web-based Distance Learning	Self-paced Internet learning packages.	1 per contact hour	Case by case	Nil*
Multi-session Training Activity	Generally refers to a structured series of training sessions with a total duration longer than 10 hours.	1 per contact hour	Case by case	Nil
Award-bearing Course	A structured series of classroom sessions that would culminate in the academic award of a certificate, diploma, sub-degree or degree.	1 per contact hour	Case by case	Nil

Teaching or Conducting Recognised CPD Activity	Involvement in the activity should last for at least 1 hour. EAA clearance required.	2 per session	Case by case	6
Pro bono Work	Activities conducive to raising the standard or status of the profession such as: • EAA committee work • Attendance at public education/promotion programmes. Involvement in the activity should last for at least 1 hour. EAA clearance required.	2 per session	Case by case	6
Luncheon Talk and Presentation	Talks or presentation (with or without catering) conducive to raising standard of licensees. EAA clearance required.	1 per contact hour	Case by case	Nil
Tour, Delegation Visit or Professional Exchange Activity	Tours, visits or professional exchange activities conducive to raising standard of licensees. Involvement in the activity should last for at least 1 hour. EAA clearance required.	2 per session	Case by case	6
Delivering and Receiving Coaching / Mentoring and Knowledge Sharing Session	One-to-one or group coaching / mentoring and knowledge sharing sessions conducive to raising standard of licensees. Involvement in the activity should last for at least 1 hour. EAA clearance required.	2 per session	Case by case	6
Publication	The published works should be solely that of the author and serve to advance professional knowledge. EAA clearance required.	2 per publication	Case by case	6
*until further review				

5.2 For the Certificate of Attainment award (see Section 9), the following limitations apply in calculating CPD points:

- a. To encourage licensees to diversify their mode of learning, certain modes may be capped. For example, the cap for the EAA e-Quiz is four CPD points per 12-month CPD period. Therefore, even if a licensee completes more than four e-Quizzes (one CPD point each)

during a 12-month CPD period, only four CPD points can be earned. For the capped value of different modes of learning, please refer to the table in Clause 5.1 above.

- b. An activity repeated within a CPD period will not be counted the second time.
- c. Where “EAA clearance required” is specified for a particular activity mode, no CPD points can be earned without written approval from the EAA.
- d. In calculating the CPD attainment target for each CPD period, the points earned in compliance with conditions attached to licences will be excluded.

5.3 Since life-long learning is a worthy goal in itself, licensees are encouraged to undertake CPD activities beyond the CPD Attainment Target stipulated.

## 6. Endorsement of CPD Activities

### (a) Application for Recognition of CPD Activities

6.1 The following is the ways of handling application for recognition of CPD activities:

<b>Prior recognition granted</b> ♦ Activity providers and individual licensees can submit attendance records or proofs of completion of the following activities to the EAA to claim CPD points	<b>Application for endorsement of recognition required</b> ♦ Activity providers should submit details of the following activities to the EAA for applying endorsement
CPD activities solely or jointly conducted by the EAA	All other activities the Professional Development Committee of the EAA (“the Committee”) considers worth incorporating into the CPD Scheme e.g. activities conducted by estate agency firms or trade associations
Activities solely or jointly conducted by the Endorsed Training Institutions ( <b>Annex B</b> )	
Activities offered or accredited by the widely recognised professional associations of those professions or areas where the expertise of such fields are complementary to that of estate agency or beneficial to licensees	
Activities solely or jointly conducted by the government or statutory bodies	

Reimbursable courses under the Continuing Education Fund	
Activities recognised under the Qualifications Framework	

**(b) Claiming of CPD Points or Endorsement of Recognition**

6.2 The following applies to the claiming of CPD Points or endorsement of recognition :

- a. Subjects and learning modes of the activities must fall within the subjects as provided in Clause 4.2 and learning modes as provided in Clause 5.1; and
- b. Activities are subject to spot check by the EAA; and
- c. Claiming of CPD points or endorsement of recognition should be made within two months after completion of the activity; and
- d. Individual licensees should complete **Form B** when claiming CPD points; and providers of those activities for which prior recognition is granted should complete **Form C**.

6.3 Except those activities for which prior recognition is granted as mentioned in Clause 6.1 above, in order to be recognised as CPD activities (Application Form see **Form D**), endorsement of recognition should be assessed by the Committee. All activity providers must observe the requirements set out under the *Assessment Procedures* in **Annex C** (see **Annex C(1)** for assessment details for seminars or multi-session training activities and **Annex C(2)** for e-Learning or other web-based activities and **Annex C(3)** for Webinar / Online Training Class) and submit an application to the EAA for endorsement. All CPD activities endorsed by the Committee (“recognised CPD activities”) will be posted on the EAA website. The details to be provided include:

- a. Title of the activity
- b. CPD point(s)
- c. Mode of learning
- d. Subject
- e. Duration
- f. Fee



- 6.4 Activity providers may submit application to the EAA for endorsement of activity to be recognised under the CPD Scheme **after** the activity is held, subject to the following conditions:
- a. Activity providers should submit application to the EAA for endorsement and provide supporting materials which are relevant and available, such as course outlines, training materials or handouts, credentials of instructors and activity-end feedback forms collected from participants, **within two months** after the completion of the activity (Application Form see **Form D**);
  - b. During the promotion of the activity, activity provider should state clearly that the CPD points for the activity are under application or would be applied for; and
  - c. Upon receipt of the notice of recognition of the activity, activity providers should submit the attendance records of the participants to the EAA **within seven working days**. They are required to submit computer-readable attendance records to the EAA.
- 6.5 If the EAA considers that a recognised activity (and/or activity provider) no longer meets the requirements of the CPD Scheme, the EAA reserves the right to withdraw the relevant endorsement by giving reasonable notice to the activity provider concerned.

## **7. CPD Period and CPD Attainment Target**

### **(a) CPD Period**

- 7.1 Although the CPD Scheme is being implemented on a voluntary basis initially, the CPD period has been defined to facilitate implementation of a mandatory scheme in the long run.
- 7.2 The CPD period for all licensees ends on a fixed date. Each CPD period shall be a 12-month period commencing on 1 October each year and ending on 30 September the following year, irrespective of the length and expiry dates of the licences. The CPD attainment target for a CPD period is 12 CPD points. If a licensee does not hold a valid licence throughout the whole 12-month CPD period (e.g. new licensee or licensee who renews his licence sometime after its expiry), his CPD attainment target for that CPD period will be adjusted on a pro-rata basis (see **Annex D**).

- 7.3 For an activity straddling two CPD periods, CPD points will only be earned on the day of completion, except for award-bearing courses as described in Clause 7.10 below.
- (b) Carrying Forward of Excess CPD Points from One CPD Period to the Next**
- 7.4 To afford licensees flexibility in planning their time on work and study, starting from the CPD period commencing 1 October 2013 and ending 30 September 2014, the CPD points accumulated in excess of the CPD attainment target in one CPD period could be carried forward to the next immediately succeeding CPD period (“next CPD period”), up to a certain limit as specified in Clauses 7.5 to 7.7 below.
- 7.5 The maximum number of CPD points that could be carried over to the next CPD period is half of the CPD attainment target for that next period. That is, a **maximum of six CPD points** accumulated in excess of the attainment target in one CPD period could be carried forward to the next immediately succeeding normal 12-month CPD period. CPD points in excess of the “carry-forward” limit of the next CPD period will not be counted.
- 7.6 If a licensee does not hold a valid licence throughout the whole 12-month of the next CPD period, his CPD attainment target for that next CPD period will be adjusted on a pro-rata basis. The maximum number of excess CPD points allowed to be carried over to the next CPD period will be half of the prorated CPD attainment target for that next period.
- 7.7 In the calculation of CPD points attained, only the CPD points earned in excess of the CPD attainment target for a CPD period, free from the limitations set out in Clause 5.2 above, could be carried over to the next CPD period.
- 7.8 In the calculation of the CPD attainment for the next CPD period, the CPD points carried forward from the previous CPD period will be counted **first**. After the deduction of the carried forward points, should the CPD points earned in that next CPD period exceed the remaining CPD points required to achieve the CPD attainment target of that period, the CPD points in excess could then be carried forward to the immediately succeeding CPD period, in accordance with Clauses 7.5 to 7.7 above.

7.9 Illustrations are set out at **Annex E**.

**(c) CPD Points Earned by Undertaking Award-bearing Courses**

7.10 Award-bearing courses are often of longer duration. To truly reflect the time spent throughout the entire period of the programmes, CPD points earned through award-bearing courses would be counted based on the number of classroom learning hours attended in **each** CPD period when the course is **undertaken**, rather than when the whole course is **completed**, subject to licensees' compliance of the attendance requirements set by the relevant institutions and provisions of evidence of attendance to the EAA.

7.11 Acceptable evidence of attendance includes a certificate of attendance issued by the relevant institution, a confirmation letter stating the number of learning hours issued by the relevant institution or any similar formal written confirmation.

## **8. Record-Keeping**

8.1 CPD-related matters will be posted on the EAA website for ease of access and greater accuracy. Hyperlinks will be available on the website for accessing related sites.

8.2 Licensees should visit the EAA website regularly to keep informed of the latest developments. Licensees may also obtain the information from the EAA Office.

8.3 As CPD points can be earned in a variety of ways and from different activity providers (the EAA being just one of them), the responsibility lies with *licensees* to keep accurate records of all CPD activities undertaken e.g. original certificate of attendance. It is recommended that all CPD records be retained for at least **five** years.

8.4 After successful completion, attendance at recognised CPD activities would be acknowledged by a **certificate of attendance** shown in **Annex I of C(1)** or **certificate of completion** shown in **Annex I of C(2)**. Licensees should keep the original certificates themselves. Receipt of payment cannot by itself be proof of completion of an activity, as absence, lateness or other factors may render the activity invalid for CPD purposes.

## **9. Certificate of Attainment, CPD Attainment Symbol, CPD Mark for Estate Agencies and Premium CPD Attainment Symbols**

9.1 To foster learning and help estate agency management encourage greater participation in the CPD Scheme, the EAA grants a number of awards.

### **(a) Certificate of Attainment and CPD Attainment Symbol**

9.2 Licensees who have achieved the CPD attainment target for a CPD period will be presented with a Certificate of Attainment and a CPD Attainment Symbol in recognition of their self-enrichment efforts and support for the CPD Scheme. If necessary (such as loss of the Certificate of Attainment), licensees may submit a ***Voluntary Declaration of CPD Attainment (Form E)*** to the EAA for the EAA's endorsement of points earned.

9.3 The CPD Attainment Symbol will be printed on the estate agent card issued by the EAA upon licence renewal. Awardees will also be entitled to print the CPD Attainment Symbol on their business cards. The general conditions on the use of the CPD Attainment Symbol are in **Annex F**.

### **(b) Premium CPD Attainment Symbols**

9.4 To recognise licensees' continuous effort in enhancing their knowledge through participation in CPD activities, with effect from the CPD period commencing 1 October 2013 and ending 30 September 2014, premium CPD Symbols are to be presented to those licensees who have respectively achieved the CPD attainment target for three consecutive CPD periods and five consecutive CPD periods. These premium Symbols, namely Silver Symbol for three consecutive CPD periods and Gold Symbol for five consecutive CPD periods, would be different from the standard Symbol for one CPD period.

9.5 For example, licensees achieving the CPD attainment target in CPD periods ending 30 September 2014, 2015 and 2016 will be presented with a Silver Symbol. Those Silver Symbol awardees when further achieving the CPD attainment target in two subsequent CPD periods ending 30 September 2017 and 2018 will be presented with a Gold Symbol.

9.6 The EAA will award licensees with certificate and small badge of the Silver Symbols and Gold Symbols upon their achievement of the CPD attainment target for three consecutive CPD periods and five consecutive periods

respectively. Premium CPD Attainment Symbol will be printed on the estate agent card issued by the EAA upon licence renewal. Awardees will also be entitled to print the Premium CPD Attainment Symbol on their business cards. The general conditions on the use of Premium CPD Attainment Symbol are in **Annex G**. Awardees should note that no replacement for the certificate will be arranged once issued. However, if necessary (such as loss or damage of the small badge), awardees may apply to the EAA for replacement of the small badge (see **Form G**).

**(c) CPD Mark for Estate Agencies**

- 9.7 As at the 1st day of October of each year, agency shops with 80% or more of their licensed employees (amongst them must be the branch manager\*) having attained the CPD attainment target for their previous CPD period (80% criterion), will be presented with the CPD Mark for Estate Agencies (CPD Mark).

*\*The manager appointed for the purpose of s. 38 of the Estate Agents Ordinance.*

- 9.8 The CPD Mark will be valid for one year, from 1 January to 31 December of the following year (the validity year). The agency shops issued with the CPD Mark may, during the validity year, display the CPD Mark decal at their respective business addresses and print the CPD Mark on their pamphlets, brochures and documents, as well as on the business cards of their employees.
- 9.9 Agency shops fulfilling the 80% criterion may apply for the CPD Mark award through the submission of a ***Voluntary Declaration Form for CPD Mark for Estate Agencies (Form F)*** to the EAA between 1 October and 1 November each year. For details of the CPD Mark for Estate Agencies award scheme, please refer to the “***Rules and Conditions for CPD Mark for Estate Agencies Award Scheme***” (see **Annex H**). The general conditions on the display or other use of CPD Mark decal and CPD Mark are in **Annex I**.
- 9.10 The EAA may carry out random inspection of licensees’ records to ascertain the accuracy of the information given in the declaration (including the ***Voluntary Declaration of CPD Attainment*** and the ***Voluntary Declaration Form for CPD Mark for Estate Agencies***). False declarations may result in disciplinary action.
- 9.11 To encourage wider participation in the CPD Scheme, the EAA provides

various kinds of incentives or subsidies to both licensees and activity providers from time to time, for example, venue rental subsidy.

## **10. Attendance Requirements**

- 10.1 While the EAA has specified the procedure to be followed by participants in its approved activities (**Annex C**), other institutions/activity providers may have different house rules. Licensees must comply with all applicable rules, which may include producing proof of identity for registering attendance, or stipulations about absence from the venue beyond an allowed time limit. Breaches may result in a reduction in the number of CPD points earned or disqualification from the activity concerned.
- 10.2 Other misbehaviour, such as talking on a mobile phone during class, may also lead to disqualification. Plagiarism may result in disqualification and disciplinary sanctions.

## **11. CPD Information and Enquiries**

- 11.1 These *Guidelines* are posted on the EAA website ([www.eaa.org.hk](http://www.eaa.org.hk)) and updated regularly. Please refer to the EAA website from time to time for supplements and updates, as well as for the latest CPD activities.
- 11.2 CPD information may be time-sensitive, as some may be adopted at short notice, or the information may be so lengthy that it can only be cost-effectively provided via electronic means. Licensees are advised to take the initiative to visit the EAA website regularly for the latest CPD news.
- 11.3 For questions on the CPD Scheme, please contact the EAA through its Hotline 2111 2777 (Continuing Professional Development Scheme) or by e-mail ([eaatraining@eaa.org.hk](mailto:eaatraining@eaa.org.hk)).

**List of Annexes:**

Annex A	e-Quiz – Purpose and Terms
Annex B	Endorsed Training Institutions
Annex C	Assessment of CPD Activities C(1) – Assessment Procedure for Seminars and Multi-session Training Activities C(2) – Assessment Procedure for e-Learning or Web-based Activities C(3) – Assessment Procedure for Webinar / Online Training Class
Annex D	Pro-rata CPD Attainment Targets in a CPD Period
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Annex F	General Conditions on Use of the CPD Attainment Symbol
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Annex H	Rules and Conditions for CPD Mark for Estate Agencies Award Scheme
Annex I	Explanatory Notes on Display or Use of the CPD Mark Decal and CPD Mark

**Forms:**

Form A	Request for Manual Marking of e-Quiz
Form B	Award of CPD Points (Applicable to Individual Licensees)
Form C	Award of CPD Points (Applicable to Activity Providers) (Prior Recognition Granted)
Form D	Application for Endorsement of CPD Activity (Applicable to Activity Providers)
Form E	Voluntary Declaration of CPD Attainment
Form F	Voluntary Declaration Form for CPD Mark for Estate Agencies
Form G	Application for Replacement of Small Badge of Premium CPD Attainment Symbol

## **e-Quiz – Purpose and Terms**

### **What is e-Quiz?**

e-Quiz is an on-line Continuing Professional Development (CPD) activity offered by the Estate Agents Authority (EAA) free of charge. It takes the form of a simulated property transaction, resembling a situation that a licensee may come across in everyday practice, and may cover matters outside the introductory scope of the qualifying examination syllabi.

After reading the case study and supporting materials, participants are asked to answer a quiz comprising 10-20 questions. One CPD point will be awarded to licensees who attain the pass mark specified for that particular e-Quiz. The pass mark may vary, depending on the case study's level of difficulty.

### **Frequency of e-Quiz**

There will be one e-Quiz every two months. The e-Quiz is scheduled for release on the second Tuesday of the issuing month.

### **Registration for Participants Requiring Manual Marking**

Licensees who require their answers to be marked manually need not register in advance. e-Quiz materials will be supplied by request via the fax-on-demand service provided by calling the EAA at 2111 2777 around the scheduled release date. Those who wish to take part after receiving the materials can submit their answers according to the instructions given on the Request for Manual Marking of e-Quiz form (see Form A). Participants will have to produce (or provide a copy of) their Estate Agent Card for identification.

### **Non-licensee Participants**

Non-licensees (including licensees whose licence has expired) need prior approval from the EAA before taking an e-Quiz and can only participate in the manual mode. Please seek written consent from the EAA before submitting answers.

### **Dual Registration**

Where a licensee who has registered to participate online at the same time asks the EAA to have answers marked manually, the online answers will be disregarded. Only the answers marked manually will count.

### **Submission of Answers**

Answers must be submitted before the deadline specified, usually within two weeks of the e-Quiz being issued. Please pay special attention to the deadline for each release. Answers given must be solely worked out by the participant.

### **Results**

Results will be released to each valid participant immediately after finishing the e-Quiz. The decision of the EAA is final and no request for review will be entertained.

A participant must be a valid licence holder on the day the e-Quiz is released, or have obtained prior written consent from the EAA, otherwise answers may be disregarded.

### **E-Quiz Archive**

The latest e-Quiz and answers will be archived on the EAA website after the release of a new e-Quiz. Information in the archive is open to all.

### **Enquiries**

EAA Hotline: 2111 2777 (Continuing Professional Development Scheme) Fax: 2152 3600

Email: [eaatraining@eaa.org.hk](mailto:eaatraining@eaa.org.hk) Website [www.eaa.org.hk](http://www.eaa.org.hk)



**認可培訓機構****Endorsed Training Institutions**

1. 香港中文大學  
The Chinese University of Hong Kong
2. 香港中文大學專業進修學院  
School of Continuing and Professional Studies, The Chinese University of Hong Kong
3. 香港城市大學  
City University of Hong Kong
4. 香港城市大學專業進修學院  
School of Continuing and Professional Education, City University of Hong Kong
5. 香港城市大學專上學院  
Community College of City University
6. 香港浸會大學  
Hong Kong Baptist University
7. 香港浸會大學持續教育學院  
School of Continuing Education, Hong Kong Baptist University
8. 香港浸會大學國際學院  
College of International Education, Hong Kong Baptist University
9. 香港教育大學  
The Education University of Hong Kong
10. 香港理工大學  
The Hong Kong Polytechnic University
11. 香港理工大學專業進修學院  
School of Professional Education and Executive Development, The Hong Kong Polytechnic University
12. 香港理工大學香港專上學院  
Hong Kong Community College, The Hong Kong Polytechnic University
13. 香港科技大學  
The Hong Kong University of Science and Technology
14. 嶺南大學  
Lingnan University
15. 嶺南大學持續進修學院  
Lingnan Institute of Further Education, Lingnan University
16. 嶺南大學社區學院  
The Community College at Lingnan University

17. 香港公開大學  
The Open University of Hong Kong
18. 香港公開大學李嘉誠專業進修學院  
Li Ka Shing Institute of Professional and Continuing Education, The Open University of Hong Kong
19. 香港大學  
The University of Hong Kong
20. 香港大學專業進修學院  
School of Professional and Continuing Education, The University of Hong Kong
21. 香港大學專業進修學院保良局社區書院  
HKU SPACE Po Leung Kuk Community College
22. 香港大學附屬學院  
HKU SPACE Community College
23. 明愛社區及高等教育服務  
Caritas Community and Higher Education Service
24. 明愛白英奇專業學校  
Caritas Bianchi College of Careers
25. 明愛專上學院  
Caritas Institute of Higher Education
26. 香港管理專業協會  
The Hong Kong Management Association
27. 香港生產力促進局  
Hong Kong Productivity Council
28. 職業訓練局  
Vocational Training Council
29. 職業訓練局香港專業教育學院  
Hong Kong Institute of Vocational Education, Vocational Training Council
30. 職業訓練局高峰進修學院  
Institute of Professional Education and Knowledge, Vocational Training Council
31. 職業訓練局匯縱專業發展中心  
Integrated Vocational Development Centre, Vocational Training Council
32. 職業訓練局香港高等科技教育學院  
Technological and Higher Education Institute of Hong Kong, Vocational Training Council
33. 職業訓練局才晉高等教育學院  
School for Higher and Professional Education, Vocational Training Council
34. 職業訓練局香港知專設計學院

Hong Kong Design Institute, Vocational Training Council

35. 明德學院  
Centennial College
36. 珠海學院  
Chu Hai College of Higher Education
37. 恆生管理學院  
Hang Seng Management College
38. 香港三育書院  
Hong Kong Adventist College
39. 香港藝術學院  
Hong Kong Art School
40. 香港能仁書院  
Hong Kong Buddhist College
41. 香港專業進修學校  
Hong Kong College of Technology
42. 香港科技專上書院  
Hong Kong Institute of Technology
43. 香港樹仁大學  
Hong Kong Shue Yan University
44. 楷博商業及會計學校  
Kaplan Business and Accountancy School
45. 培正專業書院  
Pui Ching Academy
46. 薩凡納藝術設計(香港)大學有限公司  
SCAD Foundation (Hong Kong) Limited/ Savannah College of Art and Design, Inc.
47. 東華學院  
Tung Wah College

48. 耀中社區書院

Yew Chung Community College

49. 青年會專業書院

YMCA College of Careers

50. 在政府網頁中不時刊登的具舉辦副學位課程資格的其他教育機構

Other educational institutions eligible to offer sub-degree programmes as may be from time to time be published on government websites

### **Assessment of CPD Activities**

Assessment procedure is set out in the following pages, to which all activity providers should refer. Assessment Procedure for seminars and multi-session training activities is at **Annex C(1)**; Assessment Procedure for e-Learning or web-based activities is at **Annex C(2)** and Assessment Procedure for webinar / online training class is at **Annex C(3)** . Please visit the EAA website (<http://www.eaa.org.hk>) for the latest amendments, if any. While CPD activities approved by the EAA will meet the minimum requirements of the EAA CPD Scheme, their relevance and suitability for individual licensees may vary. Participants are requested to make due enquiries before enrolment. The EAA accepts no responsibility for learning activities offered by activity providers.

## ASSESSMENT PROCEDURE For Seminars and Multi-Session Training Activities

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Last update in October 2017

### 1. Assessment Procedure

- 1.1** (a) Activity providers should submit applications to the EAA within **two months** after completion of CPD activity.

(b) Application form can be downloaded from the website of the EAA (<http://www.eaa.org.hk>).
- 1.2** Activity providers should be able to demonstrate their abilities and capacity for conducting relevant activities and should have suitable venues. To this end, activity providers are required to submit documentation which details the objectives, content, the number and type of CPD points to be applied for, contact hours, admission and assessment requirements (if any), instructor/presenter CVs, facilities, quality assurance mechanisms and activity fees. The EAA may request further information and meet with the responsible instructors/presenters and other personnel as required for the endorsement and assessment. An on-site visit may be conducted during the application stage.
- 1.3** The EAA may publish a list of the recognised CPD activities and their respective CPD points on its website at [www.eaa.org.hk](http://www.eaa.org.hk).
- 1.4** Provided that all relevant information is submitted, activity providers will normally receive a formal notification of the results of their applications, successful or otherwise, approximately **four weeks** after the date of application.

## 2. Assessment Criteria

### 2.1 Content

2.1.1 As specified in the CPD Scheme Guidelines, activities that bear a close relationship with law, compliance or supervisory issues are under the **Compliance and Effective Management** category. Other types of activities that may help to raise the standard of licensees are under the **All-round Advancement** category. Activities should be designed to focus on either the Compliance and Effective Management or All-round Advancement category.

2.1.2 The following is a broad classification:

Categories	Subjects	Examples ( <i>not exhaustive and to be updated from time to time</i> )
<b>Compliance and Effective Management</b>	Regulatory and Legal Compliance	<ul style="list-style-type: none"> <li>• Estate Agents Ordinance and its Subsidiary Legislation, Code of Ethics and Practice Circulars</li> <li>• Land Search</li> <li>• Standard Forms</li> <li>• Conveyancing and Tenancy</li> <li>• First Sale of Residential Properties</li> <li>• Professional Ethics and Integrity</li> <li>• Laws Other than the Estate Agents Ordinance</li> </ul>
	Effective Management and Operations	<ul style="list-style-type: none"> <li>• Effective Management of Estate Agency Business</li> <li>• Corporate Governance</li> <li>• Risk Management</li> <li>• Cyber Security</li> </ul>
<b>All-round Advancement</b>	Industry Knowledge and Market Update	<ul style="list-style-type: none"> <li>• Surveying, Property / Facilities Management and Town Planning</li> <li>• Building, Architecture and Interior Design</li> <li>• Estate Agency Practice in Other Jurisdictions</li> </ul>
	Communication and Interpersonal Skills	<ul style="list-style-type: none"> <li>• Language Skills</li> <li>• Sales and Marketing Skills</li> <li>• Customer Service Skills</li> <li>• Emotional Intelligence</li> <li>• Leadership Skills</li> </ul>
	Business and Commercial Knowledge	<ul style="list-style-type: none"> <li>• Accounting, Economics and Finance</li> <li>• Information Technology and Data Analysis</li> <li>• Human Resources Management and Administration</li> </ul>
	Other Knowledge Conducive to Raising Competence or Enabling Personal Accomplishment of Licensees	<ul style="list-style-type: none"> <li>• Environmental Protection</li> <li>• Occupational Safety and Health</li> <li>• Behavioural Aspects</li> </ul>

- 2.1.3 CPD points may be granted to those activities which aim at enhancing the general performance of the licensees and are highly relevant to the estate agency industry.
- 2.1.4 Activity titles should be reflective of the activity content. The attendance requirement for CPD activity is set out in paragraph 5.1.4.

## **2.2 Learning Modes and CPD Points**

- 2.2.1 CPD points can be earned through a variety of activity modes, namely
1. Multi-session training activities  
As a general guideline multi-session training activities refer to a series of activities with a total duration longer than 10 hours, often with a curriculum and leading to an award like certificate or diploma.
  2. Seminars or lectures  
These refer to seminars / lectures of a few hours in duration.
- 2.2.2 **Upon approval of the CPD activity, a copy of the finalized schedule/timetable (including venue information) of the CPD activity should be delivered to the EAA seven days in advance by fax (2152-3600) or by email (eaatraining@eaa.org.hk). Written notice of any subsequent changes in time schedules, activity venues or cancellation of classes should be given to the EAA as soon as possible, as there may be unannounced class visits to the activity venue.**

## **2.3 Instructors or Presenters**

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



## **2.4     Quality Assurance**

- 2.4.1     For all activities, there must be a person-in-charge who is responsible for the overall management and quality of the activity. The person should possess relevant training or experience in managing similar activities.
- 2.4.2     Activity providers should have in place a comprehensive mechanism for assuring and monitoring the quality of the activity to ensure that the activity is delivered up to standard.
- 2.4.3     The processes for quality assurance should be well documented and clearly understood by all personnel involved. The EAA reserves the right to inspect these documents.
- 2.4.4     **Participant evaluations should be carried out at the end of CPD activities.**
- 2.4.5     **Significant change proposed in the activities during the approval period, e.g. changes to contact hours, content, instructors/presenters, assessment requirements, nature of the activity, etc., must have prior approval from the EAA by submitting a change request in writing.** Upon re-assessment and where necessary, the EAA may suspend or revoke the approval status of the activities, or specify conditions to be met.
- 2.4.6     **Activity providers should agree to allow members or representatives of the EAA to attend any of the activities free of charge for quality assurance purposes.** The EAA reserve the right to obtain independent feedback from activity participants during or after the activities.

## **2.5     Other Requirements**

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

### **3. Assessment Outcome**

- 3.1 One contact hour in approved activities will generally be awarded one CPD point.**
- 3.2** Activity provider will receive a letter of assessment outcome, which can be one of the following:-
- (a) The CPD activity is unconditionally approved as presented; OR
  - (b) The CPD activity is approved subject to conditions (In such cases, the EAA will monitor the fulfillment of conditions at the appropriate time.); OR
  - (c) The CPD activity is not approved.
- 3.3** Activity providers may use the following statement in their marketing/advertising/promotional materials/literature of approved CPD activities: “x CPD points approved by the EAA for the EAA CPD Scheme”.
- 3.4** The EAA will monitor the progress of the activities and may request activity providers to follow conditions or directions to maintain the activity within the assessment criteria and framework.
- 3.5** A proposed CPD activity may not be approved if in the opinion of the EAA it does not contribute to the professional development of the participants, or is of sub-standard quality.
- 3.6** In the event of a formal non-approval, activity providers may re-submit as a new application after appropriate improvements and modifications have been made.

### **4. Approval Period**

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

## 5. Responsibilities of Activity Providers

### 5.1 General Responsibilities

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

### 5.2 To the EAA

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

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

### **5.3 To the Participants**

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

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

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

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

**ESTATE AGENTS AUTHORITY  
Continuing Professional Development Scheme**

**CERTIFICATE OF ATTENDANCE**

**IMPORTANT: PRINT or TYPE all information in BLACK INK**

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

**PARTICIPANT INFORMATION**

English Name : \_\_\_\_\_  
Chinese Name : \_\_\_\_\_  
Licence No. : \_\_\_\_\_

**CPD ACTIVITY PROVIDER**

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

**ACTIVITY INFORMATION**

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

\_\_\_\_\_  
**Signature of Authorized Representative**

\_\_\_\_\_  
**Name (in block letters)  
for and on behalf of  
(please stamp)**

\_\_\_\_\_  
**Date**

## **Bad Weather Arrangement for CPD Activities**

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

### ***For CPD activities that have not yet started:***

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

*For CPD programmes that have already started:*

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

## ASSESSMENT PROCEDURE For e-Learning/Web-based Activities

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Last update in October 2017

### 1. General Assessment Procedure

- 1.1 (a) Activity providers should submit applications to the EAA within two months after completion of CPD activity.
- (b) Application form can be downloaded from the website of the EAA (<http://www.eaa.org.hk>).
- 1.2 The EAA will assess the activity based on the activity content, objective, admission requirements, course design, learning materials, course delivery, learning support, participant tracking mechanism, overall quality assurance mechanism, assessment, as well as provider experience.
- 1.3 The EAA may publish a list of the recognised CPD activities and their respective CPD points on its website at <http://www.eaa.org.hk>.
- 1.4 Provided that all relevant information is submitted, activity providers will normally receive a formal notification of the results of their applications, successful or otherwise, approximately **four weeks** after the date of application.



## 2. Assessment Criteria

### 2.1 Content

2.1.1 As specified in the CPD Scheme Guidelines, activities that bear a close relationship with law, compliance or supervisory issues are under the **Compliance and Effective Management** category. Other types of activities that may help to raise the standard of licensees are under the **All-round Advancement** category. Activities should be designed to focus on either the Compliance and Effective Management or All-round Advancement category.

2.1.2 The following is a broad classification:

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

		<ul style="list-style-type: none"> <li>● Information Technology and Data Analysis</li> <li>● Human Resources Management and Administration</li> </ul>
	Other Knowledge Conducive to Raising Competence or Enabling Personal Accomplishment of Licensees	<ul style="list-style-type: none"> <li>● Environmental Protection</li> <li>● Occupational Safety and Health</li> <li>● Behavioural Aspects</li> </ul>

2.1.3 CPD points may be granted to those activities which aim at enhancing the general performance of the licensees and are highly relevant to the estate agency industry.

## **2.2 Objective**

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

2.2.2 The learning outcomes must be specific and attainable through electronic delivery.

## **2.3 Admission**

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

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

## **2.4 Course Design**

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

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

2.4.3 The course design should aim at producing a learning environment that can support both independent and interactive modes of learning.

- 2.4.4 The course design should aim at providing flexible learning tailored to a variety of target participants and variations in learning pace.

## **2.5 Learning Materials**

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

## **2.6 Course Delivery and Learning Support**

- 2.6.1 Activity providers should have adequate infra-structure for electronic delivery of the activity.
- 2.6.2 Participants should be given detailed instructions for the activity, and guided to all relevant learning resources on-line. Effective on-line support should be available including prompt and thorough response to enquiries, provision of guidance to individual learners upon request, and provision of information on activity requirements.
- 2.6.3 Some optional face-to-face components may be used to augment the web-based distance learning mode of study.

## **2.7 Participant Tracking Mechanism**

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

## **2.8 Overall Quality Assurance**

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

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

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

## **2.9 Course Assessment**

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

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

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

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

## **2.10 Experience of Activity Provider and Person in charge**

2.10.1 The activity provider / designer should be qualified and experienced in e-learning including its design, delivery and the administration of assessment.

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

### **3. Assessment Outcome**

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

### **4. Approval Period**

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

## **5. Responsibilities of Activity Providers**

### **5.1 General Responsibilities**

- 5.1.1 Log-on and tracking systems should be in place to verify participant identity and keep track of the participant's log-on time, idle-time and activities undertaken during the entire time activity.
- 5.1.2 **Activity providers should submit copies of log-on records to the EAA within seven working days of the completion of the CPD activities, and keep these records for at least 3 years. They may also be required to submit computer readable records in a format specified by the EAA. A sample log-on record should be submitted to the EAA at the time of application.**
- 5.1.3 CPD points will be awarded to the participant who attains the pass mark specified for the assessment of that web-based activity. Providers can impose additional requirements, e.g. the total active log-on time should not be less than 80% of the time recommended by the provider for the participant to complete the learning activity.

### **5.2 To the EAA**

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

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

### **5.3 To the Learners**

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

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

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



**ESTATE AGENTS AUTHORITY  
Continuing Professional Development Scheme**

**CERTIFICATE OF COMPLETION**

**IMPORTANT: PRINT or TYPE all information in BLACK INK**

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

**PARTICIPANT INFORMATION**

English Name : \_\_\_\_\_  
Chinese Name : \_\_\_\_\_  
Licence No. : \_\_\_\_\_

**CPD ACTIVITY PROVIDER**

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

**ACTIVITY INFORMATION**

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

\_\_\_\_\_  
**Signature of Authorized Representative**

\_\_\_\_\_  
**Name (in block letters)  
for and on behalf of  
(please stamp)**

\_\_\_\_\_  
**Date**

## ASSESSMENT PROCEDURE For Webinar / Online Training Class

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Last update in March 2021

### 1. General Assessment Procedure

- 1.1** (a) Activity providers should submit applications to the EAA within two months after completion of CPD activity.
- (b) Application form can be downloaded from the website of the EAA (<http://www.eaa.org.hk>).
- 1.2** Activity providers should be able to demonstrate their abilities and capacity for conducting relevant activities and should have suitable and sufficient online training facilities. To this end, activity providers are required to submit documentation which details the objectives, content, admission, experience of activity provider, person in charge and instructors or presenters, course design, learning materials, course delivery, learning support, participant tracking mechanism as well as overall quality assurance. The EAA may request further information and meet with the responsible instructors/presenters and other personnel as required for the endorsement and assessment.
- 1.3** The EAA may publish a list of the recognised CPD activities and their respective CPD points on its website at <http://www.eaa.org.hk>.
- 1.4** Provided that all relevant information is submitted, activity providers will normally receive a formal notification of the results of their applications, successful or otherwise, approximately **four weeks** after the date of application.

## 2. Assessment Criteria

### 2.1 Objective

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

2.1.2 The learning outcomes must be specific and attainable through Webinar / Online Training Class.

### 2.2 Content

2.2.1 As specified in the CPD Scheme Guidelines, activities that bear a close relationship with law, compliance or supervisory issues are under the **Compliance and Effective Management** category. Other types of activities that may help to raise the standard of licensees are under the **All-round Advancement** category. Activities should be designed to focus on either the Compliance and Effective Management or All-round Advancement category.

2.2.2 The following is a broad classification:

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

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

2.2.3 CPD points may be granted to those activities which aim at enhancing the general performance of the licensees and are highly relevant to the estate agency industry.

2.2.4 Activity titles should be reflective of the activity content. The attendance requirement for CPD activity is set out in paragraph 5.1.3.

### **2.3 Admission**

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

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

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

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

2.4.2 The activity providers should be qualified and experienced in Webinar

/ Online Training Class including its design, delivery and the administration.

2.4.3 The person in charge should preferably have experience in the delivery of webinar and online training class

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

## **2.5 Course Design**

2.5.1 The activity should be specifically designed for delivery through the Webinar / Online Training Class learning mode of study.

2.5.2 The Webinar/ Online Training Class courseware should make appropriate use of tools, such as text, graphics, sound, video as well as asynchronous and synchronous communication technologies.

2.5.3 The course design should aim at producing a learning environment that can support both independent and interactive modes of learning.

2.5.4 The course design should aim at providing flexible learning tailored to a variety of target participants and variations in learning pace.

## **2.6 Learning Materials**

2.6.1 All materials must be ready and available on-line for the EAA's inspection, supplemented by additional notes and documents.

2.6.2 The language of learning materials should be keyed to the reading competence of participants (in either Chinese or English).

2.6.3 Links to other websites might be provided for additional learning materials and reference. Permission and copyright of all links and learning materials must be properly addressed.

2.6.4 There must be adequate materials on-line to warrant the minimum number of recommended learning hours for CPD points that would be awarded upon completion of the learning activity.

## **2.7 Course Delivery and Learning Support**

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

## **2.8 Participant Tracking Mechanism**

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

## **2.9 Overall Quality Assurance**

- 2.9.1 For all activities, there must be a person-in-charge who is responsible for the overall management and quality of the activity. The person should possess relevant training or experience in managing similar activities.
- 2.9.2 **Activity providers should have in place a comprehensive mechanism for assuring and monitoring the quality of the activity to ensure that the activity is delivered up to standard. The EAA will**

**impose as strict requirements on Webinar / Online Training Class as those on face-to-face mode.**

- 2.9.3 The processes for quality assurance should be well documented and clearly understood by all personnel involved. The EAA reserves the right to inspect these documents.
- 2.9.4 **Participant evaluations should be carried out at the end of online CPD activities.** The EAA reserve the right to obtain independent feedback from activity participants after the activities.
- 2.9.5 **Significant change proposed in the activities during the approval period, e.g. changes to learning hours content and instructor/presenters must have prior approval from the EAA by submitting a change request in writing.** Upon re-assessment and where necessary, the EAA may suspend or revoke the approval status of the activities, or specify conditions to be met.
- 2.9.6 **Activity providers should provide training links to the EAA and allow members or representatives of the EAA to attend any of the online activities free of charge for quality assurance purposes.**

### **3. Assessment Outcome**

- 3.1 One contact hour on approved activities will generally be awarded one CPD point.**
- 3.2** Activity provider will receive a letter of outcome, which can be one of the following:
  - (a) The CPD activity is unconditionally approved as presented; OR
  - (b) The CPD activity is approved subject to conditions (In such cases, the EAA will monitor the fulfillment of conditions at the appropriate time.); OR
  - (c) The CPD activity is not approved.
- 3.3** Activity providers may use the following statement in their marketing/advertising/promotional materials/literature of approved CPD activities: “x CPD points approved by the EAA for the EAA CPD Scheme”.

- 3.4** Upon approval of the CPD activity, a copy of the finalized schedule/timetable (including the activity link) of the online CPD activity should be delivered to the EAA seven days in advance by fax (2152-3600) or by email (eaatraining@eaa.org.hk). Written notice of any subsequent changes in time schedules, activity link or cancellation of classes should be given to the EAA as soon as possible.
- 3.5** The EAA will monitor the progress of the activities and may request activity providers to follow conditions or directions to maintain the activity within the assessment criteria and framework.
- 3.6** A proposed CPD activity may not be approved if in the opinion of the EAA it does not contribute to the professional development of the participants, or which is found to be of sub-standard quality.
- 3.7** In the event of a formal non-approval, activity providers may re-submit a new application after appropriate improvements and modifications have been made.

#### **4. Approval Period**

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

#### **5. Responsibilities of Activity Providers**

##### **5.1 General Responsibilities**

- 5.1.1** Log-on and tracking systems should be in place to verify participant identity and keep track of the participant's log-on time, idle-time and activities undertaken during the entire time activity.
- 5.1.2** Activity providers should submit copies of log-on records to the EAA within seven working days of the completion of the CPD activities, and keep these records for at least 3 years. They may



**also be required to submit computer readable records in a format specified by the EAA. A sample log-on record should be submitted to the EAA at the time of application.**

- 5.1.3 If a participant has not attended a webinar/online training class in full, the CPD points awarded shall be reduced. For example, if a webinar carries 3 CPD points, one CPD point will be deducted where a participant is absent for any reason from the activity for 15 minutes or more cumulatively and no CPD point will be awarded if so absent for over 1 hour.
- 5.1.4 Time spent on breaks/recesses, test or examination cannot be regarded as contact hours and is excluded from the calculation of CPD points.

## **5.2 To the EAA**

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

### 5.3 **To the Learners**

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

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

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

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

**ESTATE AGENTS AUTHORITY  
Continuing Professional Development Scheme**

**CERTIFICATE OF COMPLETION**

**IMPORTANT: PRINT or TYPE all information in BLACK INK**

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

**PARTICIPANT INFORMATION**

English Name : \_\_\_\_\_  
Chinese Name : \_\_\_\_\_  
Licence No. : \_\_\_\_\_

**CPD ACTIVITY PROVIDER**

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

**ACTIVITY INFORMATION**

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

\_\_\_\_\_  
**Signature of Authorized Representative**

\_\_\_\_\_  
**Name (in block letters)  
for and on behalf of  
(please stamp)**

\_\_\_\_\_  
**Date**

## **Bad Weather Arrangement for CPD Activities**

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

### ***For CPD activities that have not yet started:***

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

*For CPD programmes that have already started:*

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

### **Pro-rata CPD Attainment Targets in a CPD Period**

Total number of days holding a valid licence in a CPD period	CPD attainment targets	Maximum no. of CPD points that can be carried forward from the CPD period immediately before the current CPD period
1-30 days	0 <sup>1</sup>	0
31-60 days	2	1
61-90 days	3	1.5
91-120 days	4	2
121-150 days	5	2.5
151-180 days	6	3
181-210 days	7	3.5
211-240 days	8	4
241-270 days	9	4.5
271-300 days	10	5
301-330 days	11	5.5
331-366 days	12	6

<sup>1</sup> For the purpose of the award of CPD Mark for Estate Agencies and CPD Attainment Symbol, a licensee should at least earn 1 CPD point to be recognised as fulfilling the CPD attainment requirement. For the purpose of calculation for the award of CPD Mark for Estate Agencies, those licensed employees whose CPD attainment target is “0” and the licensee’s CPD attainment is also “0” would be excluded.

### Illustrations - Carry Forward CPD Points Accumulated in Excess from One CPD Period to the Next

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

	CPD Period	Attainment Target	Total points accumulated <sup>1</sup>	CPD points to fulfill the attainment target	CPD points in excess
1 <sup>st</sup> CPD Period	1 Oct 13 - 30 Sep 14 (12-month period)	12 points	20 points	12 points	8 points
	CPD Period	Attainment Target	Max. no. of points to be carried forward from previous CPD Period (50% attainment target of this period)	CPD points that can be carried forward from previous CPD Period	Remaining points required to achieve attainment target <sup>2</sup>
Next immediate CPD Period	1 Oct 14 - 30 Sep 15 (12-month period)	12 points	6 points	6 points	6 points

***Example 2 (Next immediate CPD period is not a standard 12-month period)***

	CPD Period	Attainment Target	Total points accumulated <sup>1</sup>	CPD points to fulfill the attainment target	CPD points in excess
1 <sup>st</sup> CPD Period	1 Oct 13 - 30 Sep 14 (12-month period)	12 points	21 points	12 points	9
	CPD Period	Attainment Target	Max. no. of points to be carried forward from previous CPD Period (50% attainment target of this period)	CPD points that can be carried forward from previous CPD Period	Remaining points required to achieve attainment target <sup>2</sup>
Next immediate CPD Period	1 Jan 15 - 30 Sep 15 (273 days)	10 points	5 points	5 points	5

<sup>1</sup> CPD points earned free from the restrictions set out in Clause 5.2 of the CPD Scheme Guidelines.

<sup>2</sup> In the calculation of the CPD attainment for the next CPD period, the CPD points carried forward from the previous CPD period will be counted **first**. After the deduction of the carried forward points, should the CPD points earned in that next CPD period exceed the remaining CPD points required to achieve the CPD attainment target of that period, the CPD points in excess could then be carried forward to the immediately succeeding CPD period, in accordance with Clauses 7.5 to 7.8 of the CPD Scheme Guidelines.



### **General Conditions on Use of CPD Attainment Symbol**

The holder of the Certificate of Attainment in Continuing Professional Development may print the CPD Attainment Symbol (the “Symbol”), displayed on the Certificate of Attainment, on his/her business cards in strict compliance with the following conditions:

(1) Format

- (a) the Symbol (comprising logo and words) may be reduced or enlarged proportionately for printing on business cards, but no change to the design, layout, fonts and words is permitted;
- (b) the Symbol must be printed in its original colour or in black; and
- (c) the CPD period covered by the certificate awarded must be indicated by printing the year in which the CPD period ends below the words on the Symbol. The years in which all previous CPD periods end and for which CPD Certificates of Attainment have been awarded may also be printed in chronological order below the words on the Symbol.

(2) There is no restriction on which part of the business card the Symbol is printed.

(3) The holder of the Certificate of Attainment shall, upon request in writing from the Estate Agents Authority, cease to use any business card which bears the Symbol.

(4) Any Licensee who knowingly or without reasonable explanation makes any false or misleading statement to the public or furnishes any false or misleading information to the Estate Agents Authority in connection with his/her CPD points attainment may be subject to disciplinary sanction by the Estate Agents Authority.

(5) Copyright of the Symbol belongs to the Estate Agents Authority.

(6) The Estate Agents Authority reserves the right to vary these General Conditions.

(7) Enquiries: 2111 2777 (Continuing Professional Development Scheme).





### Explanatory Notes on Use of CPD Attainment Symbol

Subject to the General Conditions as stipulated in the CPD Certificate of Attainment, holder of the said certificate may print the CPD Attainment Symbol on his/her business cards in the following format:

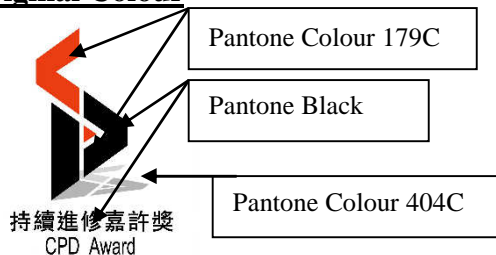
- (a) The Symbol (comprising logo and words) may be reduced or enlarged proportionately for printing on business cards, but no change to the design, layout, fonts and words is permitted.

#### Examples:

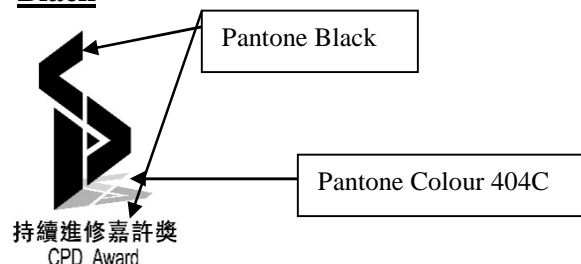


- (b) The Symbol must be printed in its original colour or in black.

#### Original Colour



#### Black



Holder of the CPD Certificate of Attainment may download the Symbol (in JPEG or AI format) in “Download Area” of the EAA’s website.

- (c) The CPD period covered by the certificate awarded must be indicated by printing the year in which the CPD period ends below the words on the Symbol. The years in which all subsequent CPD periods end and for which CPD Certificates of Attainment have been awarded may also be printed in chronological order below the words on the Symbol.

#### Examples

##### For CPD period ended in 2006



##### For CPD periods ended in, say, 2006, 2007 and 2008



or



#### Enquiries

2111 2777 (Continuing Professional Development Scheme)



### **General Conditions on Use of Premium CPD Attainment Symbol**

The awardees of the Premium CPD Attainment Symbol (“the Premium Symbol”), no matter it is the Silver Symbol (achievement of CPD Attainment Target for three consecutive CPD periods) or Gold Symbol (achievement of CPD Attainment Target for five consecutive CPD periods), may print the Premium Symbol on their business cards in strict compliance with the following conditions:

#### **(1) Format**

- (a) The Premium Symbol (comprising logo and words) may be reduced or enlarged proportionately for printing on business cards, but no change to the design, layout, fonts and words is permitted;
  - (b) The Premium Symbol must be printed in its original colour or in black;
  - (c) The CPD periods covered must be indicated by printing below the Symbol the CPD periods in which the CPD attainment target is achieved. The years, in which the previous CPD periods end when the CPD attainment target have been achieved, may also be printed in chronological order below the Symbol; and
  - (d) Each CPD period may only be assigned to one Premium Symbol and thus be printed below one Premium Symbol. Should a Gold Symbol be awarded, the Gold Symbol would replace the Silver Symbol to which the same CPD periods are assigned.
- (2) There is no restriction on which part of the business card the Premium Symbol is printed.
  - (3) The awardee of the Premium Symbol shall, upon request in writing from the Estate Agents Authority, cease to use any business card which bears the Premium Symbol.
  - (4) Any licensee who knowingly or without reasonable explanation makes any false or misleading statement to the public or furnishes any false or misleading information to the Estate Agents Authority in connection with his/her CPD points attainment may be subject to disciplinary sanction by the Estate Agents Authority.
  - (5) Copyright of the Premium Symbol belongs to the Estate Agents Authority.
  - (6) The Estate Agents Authority reserves the right to vary these General Conditions.
  - (7) Enquiries: 2111 2777 (Continuing Professional Development Scheme).



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### Explanatory Notes on Use of Premium CPD Attainment Symbol

Subject to the General Conditions as stipulated in the CPD Guidelines, awardees of the Premium CPD Attainment Symbol (“the Premium Symbol”) may print the Premium Symbol on their business cards in the following format:

- (a) The Premium Symbol (comprising logo and words) may be reduced or enlarged proportionately for printing on business cards, but no change to the design, layout, fonts and words is permitted.
- (b) The Symbol must be printed in its original colour or in black. Awardees may download the Premium Symbol (in JPEG or AI format) in “Download Area” of the EAA website.
- (c) The CPD periods covered by the Premium Symbol in which the CPD periods end must be indicated by printing below the Premium Symbol. The years in which all subsequent CPD periods end may also be printed in chronological order below the Premium Symbols.
- (d) Each CPD period may only be assigned to one Premium Symbol. Should a Gold Symbol be awarded, the Gold Symbol would replace the Silver Symbol to which the same CPD periods are assigned.

#### Examples:

For attainments of CPD target ended in CPD periods 2014, 2015 and 2016 – a Silver Symbol



or



2014 - 2016

2014  
2015  
2016



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For attainments of CPD target ended in CPD periods 2014, 2015, 2016, 2017 and 2018 – a Gold Symbol



or



2014 - 2018

2014  
2015  
2016  
2017  
2018

For attainments of CPD target ended in CPD periods 2014, 2015, 2016, 2017, 2018, 2019, 2020 and 2021 – a Gold Symbol and a Silver Symbol



2014 - 2018



2019 - 2021

Or



2014  
2015  
2016  
2017  
2018



2019  
2020  
2021



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For attainments of CPD target ended in CPD periods 2014, 2015, 2016, 2018, 2019 and 2020 – two Silver Symbols



2014 - 2016 2018 - 2020
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Or



2014 2015 2016 2018 2019 2020
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Enquiries: 2111 2777 (Continuing Professional Development Scheme).



**Rules and Conditions for**  
**CPD Mark for Estate Agencies Award Scheme**  
**(Last updated: December 2012)**

**Introduction**

1. Estate Agents Authority (“EAA”) launched its Continuing Professional Development (CPD) Scheme on a voluntary basis in May 2005 to enhance the competence of estate agency licensees and to keep their professional knowledge up to date.
2. To encourage the participation of the CPD Scheme by individual licensees, the EAA will present a Certificate of Attainment and a CPD Attainment Symbol to individual licensees who have acquired the point requirement in a CPD period in recognition of their self-enrichment efforts and support for the CPD Scheme.
3. In addition, the EAA will award a CPD Mark for Estate Agencies (地產代理商舖專業進修嘉許獎章) to encourage participation of the CPD Scheme by agency firms.

**Objectives**

4. The aim of the award of the CPD Mark for Estate Agencies (“CPD Mark”) is to strengthen public confidence and the protection of consumers through building professionalism and encouraging best practice among licensees.

**Rules and Conditions for the award of CPD Mark**

5. Holders of Statement of Particulars of Business (SPOB) with 80% or more of their employed licensees (amongst which there must be the branch manager<sup>1</sup>) (“80% criterion”) as at the 1<sup>st</sup> day of October of each year, having been awarded the CPD Attainment Certificate for the CPD periods immediately preceding their current individual CPD periods may apply for the award of a CPD Mark through the submission of a Voluntary Declaration Form for CPD Mark for Estate Agencies.
6. The CPD Mark will be valid for one year, from 1 January to 31 December of the following year (“the validity year”). To ensure that their application for the CPD Mark would be processed before 1 January the following year, holders of SPOB should submit a Voluntary Declaration Form for CPD Mark for Estate Agencies to the EAA between 1 October and 1 November each year.
7. For the purpose of the declaration, each licensee can only claim to be an employee of one SPOB as of the declaration date in each year.

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<sup>1</sup> i.e. the manager appointed for the purpose of s. 38 of EAO



8. The declaration is voluntary.
9. The holders of SPOB will be issued with a CPD Mark decal in recognition of their self-enrichment efforts and staunch support for the CPD Scheme. The SPOB holders issued with the CPD Mark (“CPD Mark holders”) may, during the validity year, display the CPD Mark decal at their respective business addresses and print the CPD Mark on their pamphlets, brochures, and other documents and materials issued by them. The CPD Mark holders will also be entitled to print the CPD Mark on the business cards of their employees issued by them.
10. CPD Mark holders and their individual licensed employees must comply with the rules and conditions set out herein. Non-compliance of the rules and conditions set out herein or incorrect or false declaration made to the EAA by any SPOB holder or its licensed employees would lead to suspension or termination of the use of CPD Mark, in addition to any disciplinary action the EAA may take against the SPOB holder or its licensed employees.
11. The EAA may carry out random inspection of estate agencies’ records to ascertain the accuracy of the information given in the declaration forms e.g. Certificate of CPD Attainment of the licensed employees, employment records, etc.

### **Suspension and Termination of the use of CPD Mark**

12. Notwithstanding anything herein mentioned, the EAA may, at its sole and absolute discretion and without assigning any reason therefor, terminate or suspend the right to use the CPD Mark by any CPD Mark holder. In such an event, the CPD Mark holder concerned must immediately and unconditionally cease using the CPD Mark and shall forthwith: -
  - (a) remove the CPD Mark decal from their business addresses and cease using and procuring their employees to cease using any pamphlets, brochures, documents, materials, or business cards which bear the CPD Mark;
  - (b) cease to hold out to the public in any way that they are holders of the CPD Mark; and
  - (c) return to the EAA all CPD Mark decals.

### **Display or use of CPD Mark decal and CPD Mark**

#### *Display of CPD Mark decal*

13. CPD Mark holders may, within the validity period of the CPD Mark, display the CPD Mark decal at their business address. No amendments or modifications to the design and layout are permitted.





### **Use of CPD Mark**

14. The CPD Mark may be reduced or enlarged proportionately for printing on pamphlets, brochures, documents, materials and business cards of the employees of CPD Mark holders, but no change to the design and layout is permitted.
15. The CPD Mark must be printed in its original colour or in black.
16. There is no validity period for printing the CPD Mark on pamphlets, brochures, documents, materials and business cards of the employees of CPD Mark holders provided that the year in which the CPD Mark is obtained (i.e. the year of declaration) must be indicated below the CPD Mark on these prints. All subsequent years in which a CPD Mark is obtained may also be printed in chronological order below the CPD Mark. Any year in which the use of the CPD Mark has been suspended or terminated for whatever reason cannot be printed.
17. There is no restriction on which part of the business cards, pamphlets, brochures, documents or materials is printed.
18. Subject to the permission herein granted, copyright of the CPD Mark and ownership of the CPD Mark decal belongs to the EAA.

### **Indemnity**

19. CPD Mark holders shall indemnify and keep the EAA and its agents fully and effectually indemnified against any loss, damage, claim or liability of whatever nature or kind whether or not resulting from the negligence of the EAA or its agents which they or any one or more of them may incur or suffer directly or indirectly arising from, in connection with or as a result of any default or negligence by CPD Mark holders in complying with these rules and conditions; or as a result of any dispute between the CPD Mark holder and its customers; or any claim or complaint made by its customers, or otherwise as a result of the holder of SPOB being a CPD Mark holder; or any of the representations, warranties or declarations made by the CPD Mark holders being untrue, inaccurate, incomplete or misleading. This provision shall survive suspension and termination of the right to use the CPD Mark.

### **Non-liability and waiver**

20. The EAA shall accept no responsibility or liability whatsoever in relation to any dealings between CPD Mark holder, its licensed employees and customers, or otherwise arising as a result of the holders of SPOB being CPD Mark holders or their suspension or cessation to be CPD Mark holders. This provision shall survive suspension or termination of the right to use the CPD Mark.





21. By applying for the CPD Mark award voluntarily, holders of SPOB and their individual licensed employees are deemed to have agreed to expressly, unconditionally and absolutely waive all their rights and claims against the EAA and its agents, in relation to the CPD Mark award.

### **Handling of information**

22. Holders of SPOB are obliged to supply information pertaining to their shops' information and individual licensed employees' personal data as required in the declaration form. It shall be the absolute obligation of the holders of SPOB to procure and obtain the consent of their licensed employees to participate in the CPD Mark for Estate Agencies Award Scheme and to the supply of their personal data by the holders of SPOB on the declaration forms. The EAA will use the personal data provided in the declarations for the following purposes –

- (a) processing the application;
- (b) enforcing or complying with the Estate Agents Ordinance (Chapter 511); and
- (c) in research and statistics.

23. The personal data provided by holders of SPOB and individual licensed employees in the declaration forms will be handled in accordance with the provisions contained in the Personal Data (Privacy) Ordinance (Chapter 486). Individual employees have the right to access and correct any personal data provided by writing to the Data Protection Officer of the EAA.

### **Application Procedure**

24. “Voluntary Declaration Form for CPD Mark for Estate Agencies” and “Rules and Conditions for the CPD Mark for Estate Agencies Award Scheme” are available at the EAA office and on the EAA website.

25. Holders of SPOB are required to submit the original of the completed and signed declaration form to the EAA's Professional Development Section (Room 4801, 48/F, Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong) in person or by post.

### **Enquiry**

Tel: 2111 2777 (Continuing Professional Development Scheme)

Fax: 2152 3600

Website: <http://www.eaa.org.hk/>



地產代理監管局  
ESTATE AGENTS AUTHORITY

## CPD Mark for Estate Agencies Award Scheme

### Explanatory Notes on Display or Use of CPD Mark Decal and CPD Mark

Subject to the rules and conditions as stipulated in the Rules and Conditions for CPD Mark for Estate Agencies Award Scheme, holders of Statement of Particulars of Business issued with the CPD Mark (“CPD Mark holders”) may display the CPD Mark decal at their respective business addresses and print the CPD Mark on their pamphlets, brochures, documents, materials and business cards of their employees issued by them according to the following requirements and format:

#### Display of CPD Mark Decal

CPD Mark holders may, within the validity period (i.e. 1 January to 31 December of the year after the declaration year) of the CPD Mark, display the CPD Mark decal at their business address. No amendments or modifications to the design and layout are permitted.

#### Use of CPD Mark

- (a) The CPD Mark (comprising logo and words) may be reduced or enlarged proportionately for printing on pamphlets, brochures, documents, materials and business cards of the employees of CPD Mark holders, but no change to the design and layout is permitted.

Examples:



- (b) The CPD Mark must be printed in its original color or in black.

#### Original Color



#### Black



- (c) CPD Mark holders may print the CPD Mark on pamphlets, brochures, documents, materials and business cards of the employees of CPD Mark holders at any time as long as the year in which the CPD Mark is obtained (i.e. the year of declaration) is clearly indicated below the CPD Mark on their prints. All subsequent years in which a CPD Mark is obtained may also be printed in chronological order below the CPD Mark. Any year in which the use of the CPD Mark has been suspended or terminated for whatever reason cannot be printed.

Examples:

#### Awarded the CPD Mark in 2010



#### Awarded the CPD Mark for four consecutive years, say, from 2008 to 2011



or



**Enquiry:** 2111 2777 (Continuing Professional Development Scheme)



**以人手批閱網上個案研習答案的申請表**  
**Request for Manual Marking of e-Quiz**

致：地產代理監管局(專業發展部)

To: The Professional Development Section of the Estate Agents Authority (EAA)

本人明白持續專業進修計劃指引有關網上個案研習的條款，並要求地產代理監管局以人手批閱本人提供的答案。本人同意網上個案研習的答案以監管局的答案為準。如本人同時遞交是次網上個案研習的網上答案，該網上答案無效。I understand the terms of the e-Quiz set out in the *CPD Scheme Guidelines* and wish to have my answers marked by the EAA manually. I agree that the EAA's result is final and any online answers submitted by me for the same e-Quiz will be invalid.

本人現附上 I enclose herewith:

- (a) 本人的答題紙 my answer sheet
- (b) 本人之地產代理證副本（如可出示正本則無須提供副本） a copy of my Estate Agent Card  
(no photocopy is required if the original is produced)

**注意 Note:**

- 任何於截止限期過後才收到的登記將不獲處理 *an entry received after the deadline will not be processed*
- 答案及答題指引將以你所參與的網上個案研習的語言提供 *results and the answer guide will be provided in the same language in which the e-Quiz you took.*

本人同意提供以下個人資料予監管局作處理人手批閱網上個案研習答案及編製合格證書之用，及舉辦持續專業進修計劃活動、核實持續專業進修計劃活動參加者的出席紀錄、其他直接相關的目的或用於執行及遵從《地產代理條例》(第511章)的規例。I agree that the personal data collected below may be used for the purpose of administering the e-Quiz, producing the e-Quiz completion certificate, conducting and verifying attendance at Continuing Professional Development Scheme activities, other directly related purpose or for enforcing and complying with the provisions of the Estate Agents Ordinance (Cap. 511).

本人明白本人可以書面向監管局要求資料使用者更改本人的個人資料。  
I understand that I can ask data users to correct my personal data by writing to the EAA.

申請人姓名	牌照號碼
Name of Applicant	Licence No.
通訊地址 Address	
電話號碼 Telephone No.	
簽名 Signature	日期 Date

**查詢 Enquiries**

地產代理監管局熱線 EAA Hotline : 2111 2777 (持續專業進修計劃 Continuing Professional Development Scheme)

傳真 Fax : 2152 3600 電郵 Email : [eaatraining@eaa.org.hk](mailto:eaatraining@eaa.org.hk) 網址 Website: [www.eaa.org.hk](http://www.eaa.org.hk)



持續專業進修計劃

**CONTINUING PROFESSIONAL DEVELOPMENT (CPD) SCHEME**

**申請表 APPLICATION FORM**

申請獲取持續專業進修計劃活動學分 - 適用於個人持牌人  
Award of CPD Points - Applicable to Individual Licensees

**FOR OFFICE USE ONLY**

Date Received: \_\_\_\_\_

Application No.: \_\_\_\_\_

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

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

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

<input type="checkbox"/> (a) 出席網絡研討會/網上培訓課程 /講座 / 研討會 / 多節組成的培訓活動 (一系列總時數超過 10 小時的活動) / 可獲頒學術資格的課程 (完成一系列課堂後可獲頒證書、文憑、副學位或學位學術資格的課程) / 網上遙距學習 Attending Webinar/Online Training Class / Seminar / Lecture / Multi-session Training Activity (a series of activities with a total duration longer than 10 hours) / Award-bearing Course (a structured series of classroom sessions that would culminate in the academic award of a certificate, diploma, sub-degree or degree) / Web-based Distance Learning	填寫第三部份：表格(i) Fill in Part III: Form (i)
<input type="checkbox"/> (b) 教授或舉辦獲承認的持續專業進修活動 <sup>(2)(3)</sup> Teaching or Conducting Recognised CPD Activity <sup>(2)(3)</sup>	
<input type="checkbox"/> (c) 擔任義務工作 <sup>(3)</sup> Participating in Pro bono Work <sup>(3)</sup>	
<input type="checkbox"/> (d) 參加午餐講座及演講 <sup>(3)</sup> Participating in Luncheon Talk and Presentation <sup>(3)</sup>	
<input type="checkbox"/> (e) 參加遊學團、代表團探訪或專業交流活動 <sup>(3)</sup> Participating in Tour, Delegation Visit or Professional Exchange Activity <sup>(3)</sup>	
<input type="checkbox"/> (f) 作出指導 / 輔導及知識分享活動 <sup>(3)(4)</sup> Delivering Coaching / Mentoring and Knowledge Sharing Session <sup>(3)(4)</sup>	
<input type="checkbox"/> (g) 接受指導 / 輔導及知識分享活動 <sup>(3)(4)</sup> Receiving Coaching / Mentoring and Knowledge Sharing Session <sup>(3)(4)</sup>	
<input type="checkbox"/> (h) 出版著作 Publication	→ 填寫第三部份：表格(ii) Fill in Part III: Form (ii)

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

表格 Form (i)

活動名稱 Name of Activity			
活動主辦機構名稱 Name of Activity Provider			
機構類別 Type of Provider (請於適當方格內加上“✓” 號 Please “✓” where appropriate)	<input type="checkbox"/> (i) 由監管局舉辦或合辦的持續專業進修活動 CPD activities solely or jointly conducted by the EAA <input type="checkbox"/> (ii) 由認可培訓機構 <sup>(5)</sup> 單獨舉辦或合辦的活動 Activities solely or jointly conducted by the Endorsed Training Institutions <sup>(5)</sup> <input type="checkbox"/> (iii) 由廣泛認受的專業協會提供或認可的活動，而這些專業和知識領域，須對地產代理行業和持牌人有幫助或裨益 Activities offered or accredited by the widely recognised professional associations of those professions or areas where the expertise of such fields are complementary to that of estate agency or beneficial to licensees <input type="checkbox"/> (iv) 政府或法定機構單獨舉辦或合辦的活動 Activities solely or jointly conducted by the government or statutory bodies <input type="checkbox"/> (v) 持續專業進修基金計劃下可獲發還款項的課程 Reimbursable courses under the Continuing Education Fund <input type="checkbox"/> (vi) 獲承認為資歷架構下的活動 Activities recognised under the Qualifications Framework <input type="checkbox"/> (vii) 其他監管局專業發展委員會認為適合納入持續專業進修計劃的活動，例如地產代理公司或商會舉辦的活動 Other activities the Professional Development Committee of the EAA considers worth incorporating into the CPD Scheme e.g. activities conducted by estate agency firms or trade associations		
活動主辦或認證機構及活動編號 Organizer / Accreditor of the Activity and Activity Code	(如適用) (If applicable)		
導師資料 Information of Instructor	適用於活動模式(f)至(g) Applicable for Activity Mode (f) to (g)		
活動日期及時間 / 課程開始日期 <sup>(6)(7)(8)</sup> Date and Time of the Activity / Activity Start Date <sup>(6)(7)(8)</sup>		活動完結日期 / 預計修畢日期 / 修畢日期(如適用) <sup>(6)(7)(8)</sup> Expected Completion Date/Completion Date (If applicable) <sup>(6)(7)(8)</sup>	
持續專業進修時段 <sup>(6)(7)(8)</sup> CPD Period <sup>(6)(7)(8)</sup>	01/10/ ____ 至 30/09/ ____ to	活動時數 <sup>(9)</sup> Duration of Activity <sup>(9)</sup>	



<p>科目<sup>(10)</sup> Subject<sup>(10)</sup></p> <p>(請於適當方格內加上“✓”號 Please “✓” where appropriate)</p>	<p align="center"><b>合規及有效管理 Compliance and Effective Management</b></p>	
	<p><input type="checkbox"/> CE1 守法合規 Regulatory and Legal Compliance</p> <p><input type="checkbox"/> CE2 有效管理及營運 Effective Management and Operations</p>	<p><input type="checkbox"/> 地產代理條例、其附屬法例、操守守則及執業通告<sup>(11)</sup> Estate Agents Ordinance and its Subsidiary Legislation, Code of Ethics and Practice Circulars<sup>(11)</sup></p> <p><input type="checkbox"/> 土地查冊<sup>(11)</sup> Land Search<sup>(11)</sup></p> <p><input type="checkbox"/> 標準文件<sup>(11)</sup> Standard Forms<sup>(11)</sup></p> <p><input type="checkbox"/> 物業轉易及租賃<sup>(11)</sup> Conveyancing and Tenancy<sup>(11)</sup></p> <p><input type="checkbox"/> 一手住宅物業銷售<sup>(11)</sup> First Sale of Residential Properties<sup>(11)</sup></p> <p><input type="checkbox"/> 專業操守及誠信<sup>(11)</sup> Professional Ethics and Integrity<sup>(11)</sup></p> <p><input type="checkbox"/> 地產代理條例以外的其他法律<sup>(11)</sup> Laws Other than the Estate Agents Ordinance<sup>(11)</sup></p> <p><input type="checkbox"/> 有效管理地產代理業務<sup>(11)</sup> Effective Management of Estate Agency Business<sup>(11)</sup></p> <p><input type="checkbox"/> 企業管治<sup>(11)</sup> Corporate Governance<sup>(11)</sup></p> <p><input type="checkbox"/> 風險管理<sup>(11)</sup> Risk Management<sup>(11)</sup></p> <p><input type="checkbox"/> 網絡安全<sup>(11)</sup> Cyber Security<sup>(11)</sup></p>
<p align="center"><b>全面提升發展 All-round Advancement</b></p>		
<p><input type="checkbox"/> AA1 行業知識及市場資訊 Industry Knowledge and Market Update</p> <p><input type="checkbox"/> AA2 溝通及人際關係技巧 Communication and Interpersonal Skills</p> <p><input type="checkbox"/> AA3 營商及商業知識 Business and Commercial Knowledge</p> <p><input type="checkbox"/> AA4 其他有助提升持牌人之能力或個人成就的知識 Other Knowledge Conducive to Raising Competence or Enabling Personal Accomplishment of Licensees</p>	<p><input type="checkbox"/> 測量、物業/設施管理及城市規劃<sup>(11)</sup> Surveying, Property / Facilities Management and Town Planning<sup>(11)</sup></p> <p><input type="checkbox"/> 建造、建築及室內設計 Building, Architecture and Interior Design</p> <p><input type="checkbox"/> 其他司法管轄區地產代理業實務 Estate Agency Practice in Other Jurisdictions</p> <p><input type="checkbox"/> 語言能力 Language Skills</p> <p><input type="checkbox"/> 營銷及市場推廣技巧 Sales and Marketing Skills</p> <p><input type="checkbox"/> 客戶服務技巧 Customer Service Skills</p> <p><input type="checkbox"/> 情緒智商 Emotional Intelligence</p> <p><input type="checkbox"/> 領導技巧 Leadership Skills</p> <p><input type="checkbox"/> 會計、經濟及財務知識 Accounting, Economics and Finance</p> <p><input type="checkbox"/> 資訊科技及數據分析 Information Technology and Data Analysis</p> <p><input type="checkbox"/> 人力資源管理及行政 Human Resources Management and Administration</p> <p><input type="checkbox"/> 環境保護 Environmental Protection</p> <p><input type="checkbox"/> 職業安全及健康 Occupational Safety and Health</p> <p><input type="checkbox"/> 行為心理 Behavioural Aspects</p>	



提供予監管局參考的資料(例如活動內容(請提供活動內容大綱及其時間分佈, 並附上教材或講義 (如有的話)及出席證明等) <sup>(12)</sup> Documentary Proof Attached for the EAA's Reference (e.g. Contents of Activity (Please provide the course outline with hourly breakdown and teaching materials / handouts, if any) and Evidence of Attendance.) <sup>(12)</sup>	(如有需要可另紙書寫或夾附有關證明文件 If necessary, please provide the information in a separate attachment)
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## 表格 Form (ii)

著作名稱* Name of Publication*	
發表媒體 Publisher	
發表 / 出版日期 <sup>(6) (7) (13)</sup> Publication Date <sup>(6) (7) (13)</sup>	
科目 <sup>(10)</sup> Subject <sup>(10)</sup>  (請於適當方格內加上“✓”號 Please “✓” where appropriate)	<p style="text-align: center;"><b>合規及有效管理 Compliance and Effective Management</b></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> CE1 守法合規 Regulatory and Legal Compliance </div> <div style="width: 48%;"> <input type="checkbox"/> 地產代理條例、其附屬法例、操守守則及執業通告<sup>(11)</sup> Estate Agents Ordinance and its Subsidiary Legislation, Code of Ethics and Practice Circulars<sup>(11)</sup>  <input type="checkbox"/> 土地查冊<sup>(11)</sup> Land Search<sup>(11)</sup>  <input type="checkbox"/> 標準文件<sup>(11)</sup> Standard Forms<sup>(11)</sup>  <input type="checkbox"/> 物業轉易及租賃<sup>(11)</sup> Conveyancing and Tenancy  <input type="checkbox"/> 一手住宅物業銷售<sup>(11)</sup> First Sale of Residential Properties<sup>(11)</sup>  <input type="checkbox"/> 專業操守及誠信<sup>(11)</sup> Professional Ethics and Integrity<sup>(11)</sup>  <input type="checkbox"/> 地產代理條例以外的其他法律<sup>(11)</sup> Laws Other than the Estate Agents Ordinance<sup>(11)</sup> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 48%;"> <input type="checkbox"/> CE2 有效管理及營運 Effective Management and Operations </div> <div style="width: 48%;"> <input type="checkbox"/> 有效管理地產代理業務<sup>(11)</sup> Effective Management of Estate Agency Business<sup>(11)</sup>  <input type="checkbox"/> 企業管治<sup>(11)</sup> Corporate Governance<sup>(11)</sup>  <input type="checkbox"/> 風險管理<sup>(11)</sup> Risk Management<sup>(11)</sup>  <input type="checkbox"/> 網絡安全<sup>(11)</sup> Cyber Security<sup>(11)</sup> </div> </div> <p style="text-align: center; margin-top: 10px;"><b>全面提升發展 All-round Advancement</b></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> AA1 行業知識及市場資訊 Industry Knowledge and Market Update </div> <div style="width: 48%;"> <input type="checkbox"/> 測量、物業/設施管理及城市規劃<sup>(11)</sup> Surveying, Property / Facilities Management and Town Planning<sup>(11)</sup>  <input type="checkbox"/> 建造、建築及室內設計 Building, Architecture and Interior Design  <input type="checkbox"/> 其他司法管轄區地產代理業實務 Estate Agency Practice in Other Jurisdictions </div> </div>

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

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

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

簽署 Signature : \_\_\_\_\_ 日期 Date : \_\_\_\_\_

- (1) 詳情請參閱《持續專業進修計劃指引》第 5.1 段。 Please refer to Clause 5.1 of the CPD Scheme Guidelines for details.
- (2) 已獲認可持續專業進修活動的導師。 Instructor of a Recognised CPD Activity.
- (3) 申請人在是項活動的參與程度最少為 1 小時。 The applicant's involvement in the activity should last for at least 1 hour.
- (4) 導師(包括主講者 / 演講者 / 協調人員 / 指導人員 / 輔導人員)的資歷將為申請認可為持續進修計劃活動的考慮因素。從事業界的指導人員 / 輔導人員須持有地產代理牌照及屬經理或以上職級及擁有三年相關工作經驗。 The qualifications of the instructors including presenters / speakers / facilitators / coaches / mentors will be considered as and when recognition of activities under the CPD Scheme are applied for by the activity providers. Where the coaches or mentors are practitioners of the trade, they are to be holders of estate agent's licence at the rank of manager or above, with at least three years' relevant working experience.
- (5) 詳情請參閱《持續專業進修計劃指引》附件 B。 Please refer to Annex B of the CPD Scheme Guidelines for details.
- (6) 除《持續專業進修計劃指引》第 7.10 段所描述的獲頒學術資格課程外，如某一活動橫跨兩個進修時段，學分只會算進活動完成日所在的進修時段。詳情請參閱《持續專業進修計劃指引》第 7.3 段。 For an activity straddling two CPD periods, CPD points will only be earned on the day of completion, except for award-bearing courses as described in Clause 7.10 of the CPD Scheme Guidelines. Please refer to Clause 7.3 of the CPD Scheme Guidelines for details.
- (7) 申請人須於有關活動完成後兩個月內，向監管局提出有關獲取持續專業進修計劃活動學分申請，否則將不能獲得任何持續專業進修學分。 Application for award of CPD points has to be made within two months after completion of the activity; otherwise, no CPD points can be earned.
- (8) 申請人在參加活動時為地產代理或營業員牌照持有人。 The applicant is a holder of a valid licence (Estate Agent's Licence (Individual) or Salesperson's Licence) at the time of participating in the activity.
- (9) 休息及成績評核的時間不能用作計算學分。 Time spent on breaks/recesses, test or examination is excluded from the calculation of CPD points.
- (10) 詳情請參閱《持續專業進修計劃指引》第 4 章。 Please refer to Section 4 of the CPD Scheme Guidelines for details.
- (11) 持續專業進修活動已於 2017 年 10 月 1 日起，取消「核心」和「非核心」科目的分類。如持牌人的牌照被附加條件要求持牌人在某指定時段內(而該指定時段尚未屆滿)在監管局持續專業進修計劃中取得某數目的「核心」科目的學分，及如該條件尚待被履行，該等持牌人則請留意：如該等持牌人取得此項活動的學分，即被當作取得該條件所要求的「核心」科目的學分。 CPD activities are no longer classified into core or non-core subjects as from 1 October 2017. Licensees whose licences have been attached with a condition requiring them to acquire a certain number of CPD points from core subjects under the CPD Scheme of the EAA within a certain period of time which has yet to expire and who have yet to fulfill the relevant





condition are requested to note that by acquiring CPD points from this CPD activity, such licensees shall be deemed to have acquired CPD points from core subjects for fulfilling the relevant condition.

- (12) 可獲接納的出席證明包括由有關活動主辦機構發出的出席證書；由有關活動主辦機構發出列明學習時數的確認書，或其他類似的正式書面確認。 Acceptable evidence of attendance includes a certificate of attendance issued by the relevant activity providers, a confirmation letter stating the number of learning hours issued by the relevant activity providers or any similar formal written confirmation.
- (13) 申請人在發表著作 / 著作出版時為地產代理或營業員牌照持有人。著作須為印刷訂裝書或電子書。由僱用機構或院校指派為工作一部份的著作不在此列。The applicant is a holder of a valid licence (Estate Agent's Licence (Individual) or Salesperson's Licence) at the time of publishing the publication. The publication has to be a printed and binded book or an e-book. Publications required by employing agencies or institutes as part of job duties is excluded.

#### 收集個人資料聲明 Personal Information Collection Statement

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

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

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

持續專業進修計劃

**CONTINUING PROFESSIONAL DEVELOPMENT (CPD) SCHEME**

**申請表 APPLICATION FORM**

申請獲取持續專業進修計劃活動學分 - 適用於活動主辦機構  
(已獲預先承認的活動適用)

**Award of CPD Points - Applicable to Activity Providers  
(Prior Recognition Granted)**

**FOR OFFICE USE ONLY**

Date Received: \_\_\_\_\_

Application No.: \_\_\_\_\_

**第一部份：主辦機構 Part I: Activity Provider**

機構名稱 Name of Provider	
機構類別 Type of Provider (請於適當方格內加上“✓”號 Please “✓” where appropriate)	<input type="checkbox"/> 由認可培訓機構 <sup>(1)</sup> 單獨舉辦或合辦的活動 Activities solely or jointly conducted by the Endorsed Training Institutions <sup>(1)</sup> <input type="checkbox"/> 由廣泛認受的专业協會提供或認可的活動，而這些專業和知識領域，須對地產代理行業和持牌人有幫助或裨益 Activities offered or accredited by the widely recognised professional associations of those professions or areas where the expertise of such fields are complementary to that of estate agency or beneficial to licensees <input type="checkbox"/> 政府或法定機構單獨舉辦或合辦的活動 Activities solely or jointly conducted by the government or statutory bodies <input type="checkbox"/> 持續專業進修基金計劃下可獲發還款項的課程 Reimbursable courses under the Continuing Education Fund <input type="checkbox"/> 獲承認為資歷架構下的活動 Activities recognised under the Qualifications Framework
活動名稱 Name of Activity	
活動編號 Activity Code	(如適用) (If applicable)

**第二部份：學習模式<sup>(2)</sup> Part II: Mode of Learning<sup>(2)</sup> (請於適當方格內加上“✓”號 Please “✓” where appropriate)**

- ☐ 網絡研討會/網上培訓課程 Webinar / Online Training Class
- ☐ 講座 / 研討會 Seminar / Lecture
- ☐ 多節組成的培訓活動 (一系列總時數超過 10 小時的活動) Multi-session Training Activity (a series of activities with a total duration longer than 10 hours)
- ☐ 可獲頒學術資格的課程 (完成一系列課堂後可獲頒證書、文憑、副學位或學位學術資格的課程) Award-bearing Course (a structured series of classroom sessions that would culminate in the academic award of a certificate, diploma, sub-degree or degree)
- ☐ 午餐講座及演講 Luncheon Talk and Presentation
- ☐ 遊學團、代表團探訪或專業交流活動 Tour, Delegation Visit or Professional Exchange Activity
- ☐ 網上遙距學習 (自我調節學習速度的網上學習課程) Web-based Distance Learning (self-paced Internet learning packages)

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

課程開始日期 Activity Start Date		預計修畢日期 / 修畢日期 <sup>(3)(4)(5)</sup> Expected Completion Date/Completion Date <sup>(3)(4)(5)</sup>	
持續專業進修時段 <sup>(3)(4)(5)</sup> CPD Period <sup>(3)(4)(5)</sup>	01/10/ ____ 至 30/09/ ____ to	活動時數 <sup>(6)</sup> Duration of Activity <sup>(6)</sup>	
科目 <sup>(7)</sup> Subject <sup>(7)</sup>  (請於適當方格內加上“✓”號 Please “✓” where appropriate)	<p align="center"><b>合規及有效管理 Compliance and Effective Management</b></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p><input type="checkbox"/> CE1 守法合規 Regulatory and Legal Compliance</p> <p><input type="checkbox"/> CE2 有效管理及營運 Effective Management and Operations</p> </div> <div style="width: 48%;"> <p><input type="checkbox"/> 地產代理條例、其附屬法例、操守守則及執業通告<sup>(8)</sup> Estate Agents Ordinance and its Subsidiary Legislation, Code of Ethics and Practice Circulars<sup>(8)</sup></p> <p><input type="checkbox"/> 土地查冊<sup>(8)</sup> Land Search<sup>(8)</sup></p> <p><input type="checkbox"/> 標準文件<sup>(8)</sup> Standard Forms<sup>(8)</sup></p> <p><input type="checkbox"/> 物業轉易及租賃<sup>(8)</sup> Conveyancing and Tenancy</p> <p><input type="checkbox"/> 一手住宅物業銷售<sup>(8)</sup> First Sale of Residential Properties<sup>(8)</sup></p> <p><input type="checkbox"/> 專業操守及誠信<sup>(8)</sup> Professional Ethics and Integrity<sup>(8)</sup></p> <p><input type="checkbox"/> 地產代理條例以外的其他法律<sup>(8)</sup> Laws Other than the Estate Agents Ordinance<sup>(8)</sup></p> <p><input type="checkbox"/> 有效管理地產代理業務<sup>(8)</sup> Effective Management of Estate Agency Business<sup>(8)</sup></p> <p><input type="checkbox"/> 企業管治<sup>(8)</sup> Corporate Governance<sup>(8)</sup></p> <p><input type="checkbox"/> 風險管理<sup>(8)</sup> Risk Management<sup>(8)</sup></p> <p><input type="checkbox"/> 網絡安全<sup>(8)</sup> Cyber Security<sup>(8)</sup></p> </div> </div>		
	<p align="center"><b>全面提升發展 All-round Advancement</b></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p><input type="checkbox"/> AA1 行業知識及市場資訊 Industry Knowledge and Market Update</p> <p><input type="checkbox"/> AA2 溝通及人際關係技巧 Communication and Interpersonal Skills</p> <p><input type="checkbox"/> AA3 營商及商業知識 Business and Commercial Knowledge</p> </div> <div style="width: 48%;"> <p><input type="checkbox"/> 測量、物業/設施管理及城市規劃<sup>(8)</sup> Surveying, Property / Facilities Management and Town Planning<sup>(8)</sup></p> <p><input type="checkbox"/> 建造、建築及室內設計 Building, Architecture and Interior Design</p> <p><input type="checkbox"/> 其他司法管轄區地產代理業實務 Estate Agency Practice in Other Jurisdictions</p> <p><input type="checkbox"/> 語言能力 Language Skills</p> <p><input type="checkbox"/> 營銷及市場推廣技巧 Sales and Marketing Skills</p> <p><input type="checkbox"/> 客戶服務技巧 Customer Service Skills</p> <p><input type="checkbox"/> 情緒智商 Emotional Intelligence</p> <p><input type="checkbox"/> 領導技巧 Leadership Skills</p> <p><input type="checkbox"/> 會計、經濟及財務知識 Accounting, Economics and Finance</p> <p><input type="checkbox"/> 資訊科技及數據分析 Information Technology and Data Analysis</p> <p><input type="checkbox"/> 人力資源管理及行政 Human Resources Management and Administration</p> </div> </div>		



<input type="checkbox"/> AA4 其他有助提升持牌人之能力或個人成就的知識 Other Knowledge Conducive to Raising Competence or Enabling Personal Accomplishment of Licensees		<input type="checkbox"/> 環境保護 Environmental Protection <input type="checkbox"/> 職業安全及健康 Occupational Safety and Health <input type="checkbox"/> 行為心理 Behavioural Aspects	
提供予監管局參考的資料 <sup>(9)</sup> Documentary Proof Attached for the EAA's Reference <sup>(9)</sup>			
學員姓名 Name of the Participant		(中文) (Chinese)	(英文) (English)
牌照號碼 Licence No.			

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

#### 第四部份：主辦機構簽署 Part IV : Signature of Activity Provider

Name of Activity Provider 主辦機構名稱 _____	
Signature 簽署** _____	Date 日期 _____
Name of Person Signing 簽署人姓名 _____	Position 職位 _____

\*\* Please affix company chop 請蓋公司印章

- (1) 詳情請參閱《持續專業進修計劃指引》附件 B。 Please refer to Annex B of the CPD Scheme Guidelines for details.
- (2) 詳情請參閱《持續專業進修計劃指引》第 5.1 段。 Please refer to Clause 5.1 of the CPD Scheme Guidelines for details.
- (3) 除《持續專業進修計劃指引》第 7.10 段所描述的獲頒學術資格課程外，如某一活動橫跨兩個進修時段，學分只會算進活動完成日所在的進修時段。詳情請參閱《持續專業進修計劃指引》第 7.3 段。 For an activity straddling two CPD periods, CPD points will only be earned on the day of completion, except for award-bearing courses as described in Clause 7.10 of the CPD Scheme Guidelines. Please refer to Clause 7.3 of the CPD Scheme Guidelines for details.
- (4) 詳情請參閱《持續專業進修計劃指引》附件 C。 Please refer to Annex C of the CPD Scheme Guidelines for details.
- (5) 申請學分的學員在參加活動時為地產代理或營業員牌照持有人。 The participant who applies for CPD point(s) is a holder of a valid licence (Estate Agent's Licence (Individual) or Salesperson's Licence) at the time of participating in the activities
- (6) 休息及成績評核的時間不能用作計算學分。 Time spent on breaks/recesses, test or examination is excluded from the calculation of CPD points.
- (7) 詳情請參閱《持續專業進修計劃指引》第 4 章。 Please refer to Section 4 of the CPD Scheme Guidelines for details.
- (8) 持續專業進修活動已於 2017 年 10 月 1 日起，取消「核心」和「非核心」科目的分類。如持牌人的牌照被附加條件要求持牌人在某指定時段內（而該指定時段尚未屆滿）在監管局持續專業進修計劃中取得某數目的「核心」科目的學分，及如該條件尚待被履行，該等持牌人則請留意：如該等持牌人取得此項活動的學分，即被當作取得該條件所要求的「核心」科目的學分。CPD activities are no longer classified into core or non-core subjects as from 1 October 2017. Licensees whose licences have been attached with a condition requiring them to acquire a certain number of CPD points from core subjects under the CPD Scheme of the EAA within a certain period of time which has yet to expire and who have yet to fulfill the relevant condition are requested to note that by acquiring CPD points from this CPD activity, such licensees shall be deemed to have acquired CPD points from core subjects for fulfilling the relevant condition.
- (9) 請提供活動內容大綱及其時間分佈，並附上教材或講義（如有的話）。 Please provide the course outline with hourly breakdown and teaching materials / handouts (if any).

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



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

申請表 APPLICATION FORM

申請成為認可持續專業進修活動 - 適用於活動主辦機構  
Application for Endorsement of CPD Activity -  
Applicable to Activity Providers

**FOR OFFICE USE ONLY**

Date Received: \_\_\_\_\_

Application No.: \_\_\_\_\_

第一部份：主辦機構 Part I: Activity Provider

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

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

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



<p><b>(g) 學習模式<sup>(1)</sup> Mode of Learning<sup>(1)</sup></b> (請於適當方格內加上“✓”號 Please “✓” where appropriate)</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> 網絡研討會/網上培訓課程<sup>(2)</sup> Webinar / Online Training Class<sup>(2)</sup></li> <li><input type="checkbox"/> 講座 / 研討會<sup>(2)</sup> Seminar / Lecture <sup>(2)</sup></li> <li><input type="checkbox"/> 多節組成的培訓活動 (一系列總時數超過 10 小時的活動)<sup>(2)</sup> Multi-session Training Activity (a series of activities with a total duration longer than 10 hours)<sup>(2)</sup></li> <li><input type="checkbox"/> 可獲頒學術資格的課程 (完成一系列課堂後可獲頒證書、文憑、副學位或學位學術資格的課程)<sup>(2)</sup> Award-bearing Course (a structured series of classroom sessions that would culminate in the academic award of a certificate, diploma, sub-degree or degree)<sup>(2)</sup></li> <li><input type="checkbox"/> 午餐講座及演講<sup>(2)</sup> Luncheon Talk and Presentation<sup>(2)</sup></li> <li><input type="checkbox"/> 遊學團、代表團探訪或專業交流活<sup>(2)</sup> Tour, Delegation Visit or Professional Exchange Activity<sup>(2)</sup></li> <li><input type="checkbox"/> 作出指導 / 輔導及知識分享活動<sup>(3)</sup> Delivering Coaching / Mentoring and Knowledge Sharing Session<sup>(3)</sup></li> <li><input type="checkbox"/> 接受指導 / 輔導及知識分享活動<sup>(3)</sup> Receiving Coaching / Mentoring and Knowledge Sharing Session<sup>(3)</sup></li> <li><input type="checkbox"/> 網上遙距學習 (自我調節學習速度的網上學習課程)<sup>(2)</sup> Web-based Distance Learning (self-paced Internet learning packages)<sup>(2)</sup></li> </ul>								
<p><b>(h) 科目<sup>(4)</sup> Subject<sup>(4)</sup></b> (請於適當方格內加上“✓”號 Please “✓” where appropriate))</p>	<p style="text-align: center;"><b>合規及有效管理 Compliance and Effective Management</b></p> <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <input type="checkbox"/> CE1 守法合規 Regulatory and Legal Compliance             </td> <td style="vertical-align: top; width: 50%;"> <input type="checkbox"/> 地產代理條例、其附屬法例、操守守則及執業通告<sup>(5)</sup> Estate Agents Ordinance and its Subsidiary Legislation, Code of Ethics and Practice Circulars<sup>(5)</sup>  <input type="checkbox"/> 土地查冊<sup>(5)</sup> Land Search<sup>(5)</sup>  <input type="checkbox"/> 標準文件<sup>(5)</sup> Standard Forms<sup>(5)</sup>  <input type="checkbox"/> 物業轉易及租賃<sup>(5)</sup> Conveyancing and Tenancy  <input type="checkbox"/> 一手住宅物業銷售<sup>(5)</sup> First Sale of Residential Properties<sup>(5)</sup>  <input type="checkbox"/> 專業操守及誠信<sup>(5)</sup> Professional Ethics and Integrity<sup>(5)</sup>  <input type="checkbox"/> 地產代理條例以外的其他法律<sup>(5)</sup> Laws Other than the Estate Agents Ordinance<sup>(5)</sup> </td> </tr> <tr> <td style="vertical-align: top;"> <input type="checkbox"/> CE2 有效管理及營運 Effective Management and Operations             </td> <td style="vertical-align: top;"> <input type="checkbox"/> 有效管理地產代理業務<sup>(5)</sup> Effective Management of Estate Agency Business<sup>(5)</sup>  <input type="checkbox"/> 企業管治<sup>(5)</sup> Corporate Governance<sup>(5)</sup>  <input type="checkbox"/> 風險管理<sup>(5)</sup> Risk Management<sup>(5)</sup>  <input type="checkbox"/> 網絡安全<sup>(5)</sup> Cyber Security<sup>(5)</sup> </td> </tr> </table> <p style="text-align: center;"><b>全面提升發展 All-round Advancement</b></p> <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <input type="checkbox"/> AA1 行業知識及市場資訊 Industry Knowledge and Market Update             </td> <td style="vertical-align: top; width: 50%;"> <input type="checkbox"/> 測量、物業/設施管理及城市規劃<sup>(5)</sup> Surveying, Property / Facilities Management and Town Planning<sup>(5)</sup>  <input type="checkbox"/> 建造、建築及室內設計 Building, Architecture and Interior Design  <input type="checkbox"/> 其他司法管轄區地產代理業實務 Estate Agency Practice in Other Jurisdictions             </td> </tr> <tr> <td style="vertical-align: top;"> <input type="checkbox"/> AA2 溝通及人際關係技巧 Communication and Interpersonal Skills             </td> <td style="vertical-align: top;"> <input type="checkbox"/> 語言能力 Language Skills  <input type="checkbox"/> 營銷及市場推廣技巧 Sales and Marketing Skills  <input type="checkbox"/> 客戶服務技巧 Customer Service Skills  <input type="checkbox"/> 情緒智商 Emotional Intelligence             </td> </tr> </table>	<input type="checkbox"/> CE1 守法合規 Regulatory and Legal Compliance	<input type="checkbox"/> 地產代理條例、其附屬法例、操守守則及執業通告 <sup>(5)</sup> Estate Agents Ordinance and its Subsidiary Legislation, Code of Ethics and Practice Circulars <sup>(5)</sup> <input type="checkbox"/> 土地查冊 <sup>(5)</sup> Land Search <sup>(5)</sup> <input type="checkbox"/> 標準文件 <sup>(5)</sup> Standard Forms <sup>(5)</sup> <input type="checkbox"/> 物業轉易及租賃 <sup>(5)</sup> Conveyancing and Tenancy <input type="checkbox"/> 一手住宅物業銷售 <sup>(5)</sup> First Sale of Residential Properties <sup>(5)</sup> <input type="checkbox"/> 專業操守及誠信 <sup>(5)</sup> Professional Ethics and Integrity <sup>(5)</sup> <input type="checkbox"/> 地產代理條例以外的其他法律 <sup>(5)</sup> Laws Other than the Estate Agents Ordinance <sup>(5)</sup>	<input type="checkbox"/> CE2 有效管理及營運 Effective Management and Operations	<input type="checkbox"/> 有效管理地產代理業務 <sup>(5)</sup> Effective Management of Estate Agency Business <sup>(5)</sup> <input type="checkbox"/> 企業管治 <sup>(5)</sup> Corporate Governance <sup>(5)</sup> <input type="checkbox"/> 風險管理 <sup>(5)</sup> Risk Management <sup>(5)</sup> <input type="checkbox"/> 網絡安全 <sup>(5)</sup> Cyber Security <sup>(5)</sup>	<input type="checkbox"/> AA1 行業知識及市場資訊 Industry Knowledge and Market Update	<input type="checkbox"/> 測量、物業/設施管理及城市規劃 <sup>(5)</sup> Surveying, Property / Facilities Management and Town Planning <sup>(5)</sup> <input type="checkbox"/> 建造、建築及室內設計 Building, Architecture and Interior Design <input type="checkbox"/> 其他司法管轄區地產代理業實務 Estate Agency Practice in Other Jurisdictions	<input type="checkbox"/> AA2 溝通及人際關係技巧 Communication and Interpersonal Skills	<input type="checkbox"/> 語言能力 Language Skills <input type="checkbox"/> 營銷及市場推廣技巧 Sales and Marketing Skills <input type="checkbox"/> 客戶服務技巧 Customer Service Skills <input type="checkbox"/> 情緒智商 Emotional Intelligence
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	<input type="checkbox"/> AA3 營商及商業知識 Business and Commercial Knowledge  <input type="checkbox"/> AA4 其他有助提升持牌人之能力或個人成就的知識 Other Knowledge Conducive to Raising Competence or Enabling Personal Accomplishment of Licensees	<input type="checkbox"/> 領導技巧 Leadership Skills  <input type="checkbox"/> 會計、經濟及財務知識 Accounting, Economics and Finance <input type="checkbox"/> 資訊科技及數據分析 Information Technology and Data Analysis <input type="checkbox"/> 人力資源管理及行政 Human Resources Management and Administration  <input type="checkbox"/> 環境保護 Environmental Protection <input type="checkbox"/> 職業安全及健康 Occupational Safety and Health <input type="checkbox"/> 行為心理 Behavioural Aspects
(i) 活動時數 Duration of Activity	_____ 小時 Hour(s)	
(j) 出席要求 Attendance Requirement (請提供計算出席率及扣除缺席時間等的詳情 Please provide details of the calculation of attendance rate and deduction of absence, etc.)	(如有需要可另紙書寫或夾附有關證明文件 If necessary, please provide the information in a separate attachment)	
(k) 申請的持續專業進修學分 CPD Points Applied For	_____ 分 point(s)	
(l) 活動內容 Contents of Activity (請提供活動內容大綱及其時間分佈，並附上教材或講義 (如有的話) Please provide the course outline with hourly breakdown and teaching materials / handouts, if any)	(如有需要可另紙書寫或夾附有關證明文件 If necessary, please provide the information in a separate attachment)	
(m) 預計學習成效 Expected Learning Outcome	(如有需要可另紙書寫或夾附有關證明文件 If necessary, please provide the information in a separate attachment)	
(n) 授課語言 Medium of Instruction (請於適當方格內加上“✓”號 Please “✓” where appropriate)	<input type="checkbox"/> 英語 English <input type="checkbox"/> 中文 Chinese ( <input type="checkbox"/> 廣東話 Cantonese <input type="checkbox"/> 普通話 Putonghua )	
(o) 預計參加人數 Expected Number of Participants / 出席人數 Number of Participants		
(p) 建議首次舉辦日期 Proposed Date of First Delivery / 舉辦日期 Date of Event		

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

### 第三部份：有關網上遙距學習的資料

#### Part III: Information Related to Web-based Distance Learning

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

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



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

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

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

#### 第五部份：質素保證 Part V: Quality Assurance

##### 質素保證機制 Quality Assurance Mechanism

☐ 有 Yes ☐ 沒有 No

如“有”，請提供質素保證機制的詳情（包括機制的相關程序及評審準則）。

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

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

## 第六部份：活動負責人 Part VI: Person-in-charge

活動負責人 Person-in-charge	(中文) (Chinese)	(英文) (English)
職位 / 名銜 Position / Title		
聯絡電話 Telephone No.		傳真號碼 Fax No.
電郵地址 E-mail Address		
地址 Address		

## 第七部份：備註 Part VII: Remarks

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

- (1) 詳情請參閱《持續專業進修計劃指引》第 5.1 段。 Please refer to Clause 5.1 of the CPD Scheme Guidelines for details.
- (2) 主辦機構必須遵守《持續專業進修計劃指引》**附件 C** 之《評核程序》列明的要求。(請瀏覽地產代理監管局的網頁 <http://www.eaa.org.hk> 以取得最新的《持續專業進修計劃指引》及評核程序版本)。 Activity provider shall observe the requirements set out at the “Assessment Procedure” at **Annex C** the CPD Scheme Guidelines (Please visit the latest version at the EAA website <http://www.eaa.org.hk>).

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

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

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

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

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



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

- (4) 詳情請參閱《持續專業進修計劃指引》第4章。 Please refer to Section 4 of the CPD Scheme Guidelines for details.
- (5) 持續專業進修活動已於2017年10月1日起，取消「核心」和「非核心」科目的分類。如持牌人的牌照被附加條件要求持牌人在某指定時段內（而該指定時段尚未屆滿）在監管局持續專業進修計劃中取得某數目的「核心」科目的學分，及如該條件尚待被履行，該等持牌人則請留意：如該等持牌人取得此項活動的學分，即被當作取得該條件所要求的「核心」科目的學分。CPD activities are no longer classified into core or non-core subjects as from 1 October 2017. Licensees whose licences have been attached with a condition requiring them to acquire a certain number of CPD points from core subjects under the CPD Scheme of the EAA within a certain period of time which has yet to expire and who have yet to fulfill the relevant condition are requested to note that by acquiring CPD points from this CPD activity, such licensees shall be deemed to have acquired CPD points from core subjects for fulfilling the relevant condition.

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

Name of Activity Provider

主辦機構名稱

Signature 簽署\*\*

Date 日期

Name of Person Signing

Position

簽署人姓名

職位

\*\* Please affix company chop 請蓋公司印章



致：地產代理監管局（傳真 Fax：2152 3600）

To: Estate Agents Authority

地址：香港灣仔皇后大道東 183 號合和中心 48 樓 4801 室

Address: Room 4801, 48/F, Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong

**持續專業進修計劃 – 自願申報書**  
**Continuing Professional Development (“CPD”) Scheme**  
**Voluntary Declaration of CPD Attainment**

持牌人姓名

Name of Licensee

:

牌照號碼

Licence No

:

牌照屆滿日期

Licence Expiry Date:

:

持續專業進修時段\*

CPD Period\*

:

至

to

:

\*有關持續專業進修時段的定義及學分要求，請參閱「持續專業進修計劃指引」第 7 章。Please refer to Section 7 of the CPD Scheme Guidelines on the meaning of CPD Period and the CPD attainment target.

本人謹聲明於有關持續專業進修時段內取得學分總數如下：

I hereby declare that during the relevant CPD Period I have accumulated:

合規及有效管理科目持續專業進修學分  
CPD points for Compliance and Effective Management subjects

:

全面提升發展科目持續專業進修學分  
CPD points for All-round Advancement subjects

:

學分總數 Total CPD points

:

持牌人簽署 Licensee's Signature: 日期 Date:

日間聯絡電話 Daytime Telephone No:

**收集個人資料聲明 Personal Information Collection Statement**

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

**有關領取嘉許證書安排 Method of Receiving the Certificate of Attainment**

(請注意：同意將嘉許證書寄往從業員的登記地址者不需要填寫此欄)

Note: **NO NEED** to complete this section if you wish to receive the Certificate of Attainment by post.)

- ☐ 監管局在核實從業員所申報的學分後，將會把嘉許證書以平郵方式寄往從業員的登記地址。如從業員欲親臨監管局領取嘉許證書，請於方格內加上“✓”號。若授權代表領取，請註明該授權代表的資料：

Subject to the EAA's endorsement of the points, the CPD Certificate of Attainment will be sent by ordinary post to the registered address of the licensee. If licensees wish to collect the Certificate from our offices, please kindly put a “✓” in the box. If you would like to collect it through an authorized representative, please provide details on that representative:



地產代理商舖專業進修嘉許獎章 – 自願申報書

Voluntary Declaration Form for CPD Mark for Estate Agencies

(請將填妥及簽署的申報書的正本交予地產代理監管局專業發展部)

(Please submit the original of the completed and signed form to the EAA's Professional Development Section.)

第一部份：營業詳情說明書資料 Part I: Particulars of SPOB

營業詳情說明書號碼 SPOB No.		受僱的持牌人總數* Total No. of licensed employees*	
營業詳情說明書 所載營業地點 Business address shown in the SPOB		地區 (例如：灣仔) District (e.g. Wan Chai)	
營業詳情說明書 持有人姓名/名稱 Name of SPOB Holder		聯絡人及電話 Contact person & telephone number	

第二部份：受僱持牌人詳情\* Part II: Particulars of licensed employees\*

	姓名 Name	牌照號碼 Licence Number	於申報年份之 9 月 30 日完結的進修時段獲頒嘉許證書*** Awarded the CPD Certificate of Attainment for the CPD period ended on 30 September of the declaration year ***	
1.	(經理**Branch Manager **)		是 Yes <input type="checkbox"/>	否 No <input type="checkbox"/>
2.			是 Yes <input type="checkbox"/>	否 No <input type="checkbox"/>
3.			是 Yes <input type="checkbox"/>	否 No <input type="checkbox"/>
4.			是 Yes <input type="checkbox"/>	否 No <input type="checkbox"/>
5.			是 Yes <input type="checkbox"/>	否 No <input type="checkbox"/>
6.			是 Yes <input type="checkbox"/>	否 No <input type="checkbox"/>
7.			是 Yes <input type="checkbox"/>	否 No <input type="checkbox"/>
8.			是 Yes <input type="checkbox"/>	否 No <input type="checkbox"/>
9.			是 Yes <input type="checkbox"/>	否 No <input type="checkbox"/>
10.			是 Yes <input type="checkbox"/>	否 No <input type="checkbox"/>
(如有需要請另加紙張填寫) (Continue on additional sheets, if necessary)		總數 Total		
註：獲頒「商舖嘉許獎章」的商舖，必須有 80%或以上 受僱持牌人(包括經理**) 獲頒個人嘉許證書 Remark: To be awarded the CPD Mark, 80% of licensed employees (including the manager**) of an agency shop must have awarded the Certificate of Attainment				

\*包括所有於申報年份之 10 月 1 日當日受僱於此營業詳情說明書持有人的持牌人，不論該持牌人是否於申報年份之 9 月 30 日完結的進修時段獲頒發嘉許證書。Include all licensed employees of the holder of this SPOB as at 1st October of the declaration year, regardless of whether they have been awarded the Certificate of Attainment for the CPD period ended on 30 September of the declaration year.

\*\*根據《地產代理條例》第 38 條委任的經理。The manager appointed for the purpose of s. 38 of EAO.

\*\*\*有關持續專業進修時段及學分要求，請參閱「持續專業進修計劃指引」第 7 章及附件 E。Please refer to Section 7 and Annex F of the CPD Scheme Guidelines on the meaning of CPD period and CPD attainment target.



### 第三部份：聲明 Part III: Declaration

本人謹代表本獨資經營商號、合夥經營商號或公司(視屬何情況而定)聲明本人已細閱「地產代理商舖專業進修嘉許獎章計劃一般規則及條款」，並完全明白所有內容。本人聲明就本人所知及所信前述所提供的資料皆為全面、完整及真確，而本人授權地產代理監管局按其認為合適的方式核實前述所提供的資料。 On behalf of my sole proprietorship, partnership or company (as the case may be), I hereby declare that I have read and fully understood the “Rules and Conditions for CPD Mark for Estate Agencies Award Scheme”. I declare that the foregoing information is FULL, COMPLETE AND TRUE to the best of my knowledge and belief and I authorize the Estate Agents Authority to verify the foregoing information in any manner as it deems fit.

日期 Date

公司代表/ 獨資經營者/  
合夥人# 姓名  
Name of Representative/ Sole  
Proprietor/ Partner #

公司代表/獨資經營者/合夥人#  
地產代理(個人)牌照號碼  
Estate Agent's Licence (Individual) No. of  
Representative/ Sole Proprietor / Partner#

授權簽署及公司印章  
Authorized Signature  
and Company Chop

# 將不適用者刪去 Delete as appropriate

### 重要事項 IMPORTANT NOTICE

#### 收集個人資料聲明 Personal Information Collection Statement

地產代理監管局(“監管局”)從此申報書所收集或處理所得的個人資料將作下列用途: (a)處理有關的地產代理商舖專業進修嘉許獎章(“商舖嘉許獎章”)申請包括在監管局網頁公布獲頒發「商舖嘉許獎章」的商舖;(b)執行和遵從地產代理條例(第 511 章)的規定;及(c)研究及統計。在此申報書提供個人資料純屬自願性質。如果營業詳情說明書持有人未能提供申報書所需之資料，可能會影響監管局處理其參與計劃的申請。收集所得的個人資料將只會轉交負責執行上述用途之人士。有關查閱及改正個人資料要求，請聯絡地產代理監管局保障資料主任。The personal data collected or generated from this Declaration Form will be used by the EAA for the following purposes: (a) processing the application including announcing the awardees on the the EAA website; (b) enforcing compliance with the Estate Agents Ordinance (Chapter 511); and (c) researches and statistics. The provision of the information in this Declaration Form is voluntary. SPOB holders who could not provide all necessary data may affect the processing by the EAA of its application to participate in the Scheme. Personal data collected will only be transferred to such persons who are responsible for carrying out the above purposes. Personal data access and correction request should be addressed to the Data Protection Officer of the Estate Agents Authority.

#### 計劃結果公布 Announcement of Results

監管局按其認為合適的方式在監管局網頁上公布獲頒發「商舖嘉許獎章」的商舖，例如營業詳情說明書編號、營業名稱及營業地點。如閣下不欲貴商舖資料在監管局網頁的「商舖嘉許獎章」計劃的獲嘉許名單上公布，請將「拒絕公布」要求傳真至 2152 3600 或電郵至 [eaatraining@eaa.org.hk](mailto:eaatraining@eaa.org.hk)。The EAA will announce the list of awardees of the CPD Mark, e.g., the SPOB numbers, business names and business addresses on its website in such manner as the EAA may think fit. If you wish to be excluded from the list of awardees of the “CPD Mark for Estate Agencies Award Scheme” on the EAA website, you may fax to us at 2152 3600 or e-mail us at [eaatraining@eaa.org.hk](mailto:eaatraining@eaa.org.hk) to inform us of the request.





持續專業進修計劃

Continuing Professional Development (CPD) Scheme

補領持續專業進修計劃優越嘉許獎章小徽章申請表

Application for Replacement of Small Badge of Premium CPD Attainment Symbol

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

申請人姓名 Name of the Applicant	(中文) (Chinese)	(英文) (English)
牌照號碼 Licence No.		電話號碼 Tel Number
小徽章類別* Type of small badge*	<input type="checkbox"/> 金 Gold <input type="checkbox"/> 銀 Silver	
補領原因* Reason for Replacement*	<input type="checkbox"/> 遺失 Lost → 填寫及簽署 <u>第二部份及第三部份</u> Fill in and sign <u>Part II &amp; III</u> <input type="checkbox"/> 損壞 Damaged** → 填寫及簽署 <u>第三部份</u> Fill in and sign <u>Part III</u>	

\*請於適當的方格內加上“✓”號 Please put a “✓” in the appropriate box(es).

\*\*須交回損壞的小徽章 Must return the damaged small badge

第二部份：遺失聲明 Part II: Declaration of Loss

本人明白包括補發小徽章在內，只可同時間擁有由地產代理監管局（「監管局」）頒發予本人就每個指派的持續專業進修時段頒發的小徽章一個，如本人隨後尋回遺失的小徽章，必須歸還補發或原來的小徽章予監管局。本人謹此聲明本人的原本小徽章已遺失。

I understand that I can be in possession of only ONE small badge, including the replacement, awarded for the assigned CPD periods, and I would be required to submit the extra small badge to the Estate Agents Authority (“EAA”) if the original small badge, previously reported lost, was subsequently found. I hereby declare that my original small badge is lost.

簽署 Signature : \_\_\_\_\_ 日期 Date : \_\_\_\_\_

第三部份：申請人簽署 Part III: Signature of Applicant

本人確定表格上所列的資料正確無誤，並已細閱及同意本申請表的「重要事項」內所述的條款。

I confirm that the information given on this application form is correct and have read and agreed to the conditions set out in the “Important Notes” of this form.

簽署 Signature : \_\_\_\_\_ 日期 Date : \_\_\_\_\_



**領取小徽章時適用 To be completed during collection\***

<input type="checkbox"/> 本人已交回損壞的小徽章，並收到補發的小徽章。 I returned the damaged small badge and acknowledge receipt of the replacing small badge.	
<input type="checkbox"/> 本人已收到補發的小徽章。 I acknowledge receipt of the replacing small badge.	
簽署 Signature : _____ 日期 Date : _____	

\*請於適當的方格內加上“✓”號 Please put a “✓” in the appropriate box.

**重要事項 Important Notes**

1. 小徽章只能補領一次。  
The small badge can be replaced **once only**.
2. 補領小徽章的費用為港幣 120 元。已繳費用概不發還。  
A non-refundable fee of **HK\$120** is charged for replacement of the small badge.
3. 監管局核實申請後會發函通知申請人領取補發小徽章。申請人須於收到監管局通知函後一個月內親自到監管局辦事處以現金繳付補領費用及領取補發的小徽章，請帶同地產代理證或其他身份證明文件，例如身份證，供本處職員查核。  
The EAA will notify you in writing to collect the replacing small badge upon verification of your application. You must **pay the charge in cash** and collect the replacing small badge **in person at the EAA office** within one month after the issuance of the notification by the EAA. Please **bring with your Estate Agent Card or other identity proof**, e.g. the Hong Kong Identity Card, for checking by the EAA staff.
4. 每位獲頒優越嘉許獎章的持牌人只可同時擁有其就每個指派的持續專業進修時段獲頒的小徽章一個（包括補發的小徽章在內）。如隨後尋回遺失的小徽章，則必須歸還補發或原來的小徽章予地產代理監管局。  
An awardee of the Premium CPD Attainment Symbol should only be in possession of **ONE** small badge, including the replacement, awarded for the assigned CPD periods at any given time. In other words, if a small badge, previously reported lost, was subsequently found, the awardee concerned is required to return any extra small badge to the EAA.

**收集個人資料聲明 Personal Information Collection Statement**

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

**查詢 Enquiries**

地產代理監管局熱線 EAA Hotline: 2111 2777 (持續專業進修計劃 Continuing Professional Development)  
傳真 Fax: 2152 3600 電郵 Email: [eaatraining@eaa.org.hk](mailto:eaatraining@eaa.org.hk) 網址 Website: [www.eaa.org.hk](http://www.eaa.org.hk)