

ASSESSMENT PROCEDURE

For Seminars and Multi-Session Training Activities

Last update on 1 November 2015

1. Assessment Procedure

- 1.1**
- (a) CPD activity providers as specified in Clause 6.1 of the CPD Scheme Guidelines should submit applications to the EAA at least **one month** before the intended commencement of CPD activities.
 - (b) Other CPD activity providers should submit applications to the EAA at least **two months** before the intended commencement of CPD activities.
 - (c) Application form can be downloaded from the website of the EAA (<http://www.eaa.org.hk>).
- 1.2** CPD activity providers should be able to demonstrate their abilities and capacity for conducting relevant activities and should have suitable venues. To this end, CPD 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 will publish a list of the approved CPD activities and their respective CPD points on its website at www.eaa.org.hk.
- 1.4**
- (a) Provided that all relevant information is submitted, CPD activity providers mentioned in the above paragraph 1.1 (a) will normally receive a formal notification of the results of their applications, successful or otherwise, approximately **four weeks** after the date of application.
 - (b) Provided that all relevant information is submitted, CPD activity providers mentioned in the above paragraph 1.1 (b) will normally receive a formal notification of the results of their applications, successful or otherwise, approximately **eight weeks** after the date of application.

2. Assessment Criteria

2.1 Content

2.1.1 As specified in the CPD Guidelines, CPD activities that bear a close relationship with estate agency law and practice, compliance or supervisory issues are eligible for **core** CPD points. Other types of activities that may help to raise the standard of practitioners are eligible for **non-core** CPD points. CPD activities should be designed to focus on either the core or non-core category.

2.1.2 The following is a broad classification:

Core Subjects	Non-core Subjects
(C1) Estate Agents Ordinance and EAA guidelines	(N1) Marketing skills and techniques
(C2) Other legal and practical knowledge relating to estate agency work*	(N2) Business management in general
(C3) Professional ethics	(N3) Finance and accounting knowledge
(C4) Management, supervision, governance and due diligence of estate agency business	(N4) Estate agency practice in other jurisdictions
(C5) Surveying, property / facilities management and town planning	(N5) Information technology
	(N6) Socio-economic issues
	(N7) Language skills
	(N8) Other knowledge conducive to raising standards of estate agency practitioners**
<i>*such as conveyancing, tenancy, land search, discrimination legislation, labour legislation, Buildings Ordinance, Residential Properties (First-hand Sales) Ordinance and Personal Data (Privacy) Ordinance</i>	
<i>**such as environmental protection, sustainable development, interior design, occupational safety, behavioural aspects, statistics and data analysis</i>	

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

2.1.4 Activity titles should be reflective of the activity content. Providers can schedule their CPD activities by modules, if the modules share a common theme and learning objective. The attendance requirement for CPD activity/CPD activity scheduled by modules is set out in paragraph 6.1.4. Any CPD activity/CPD activity scheduled by modules can only be published or promoted as **one activity, with one course title.**

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 generally refer to a series of activities with a total time of 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 conventional classroom seminars / lectures of a few hours in duration.

2.2.2 Upon approval of the CPD activity, a copy of the finalised 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 CPD 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, CPD activity providers should clearly state their appointment criteria including required academic qualifications, professional qualifications and training/industry experience. CPD 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 CPD 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 **CPD 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 CPD 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 The CPD 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 CPD activity providers may use the following statement in their marketing/advertising/promotional materials/literature of approved CPD activities: “x core and/or y non-core 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 CPD 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, CPD activity providers may re-submit as a new application after appropriate improvements and modifications have been made.

4. Approval Period

4.1 [This paragraph is deleted]

4.2 Only approved 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 approved activities after the approval period expires.

4.3 [This paragraph is deleted]

5. [This paragraph is deleted]

6. Responsibilities of CPD Activity Providers

6.1 General Responsibilities

6.1.1 CPD 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.

6.1.2 CPD 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.

6.1.3 CPD 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 EAA computer readable attendance records in a format specified by EAA.

6.1.4 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.

- 6.1.5 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.
- 6.1.6 Time spent on breaks/recesses, test or examination cannot be regarded as contact hours and is excluded from the calculation of CPD points.

6.2 To the EAA

- 6.2.1 To facilitate the work of the EAA, CPD activity providers should liaise closely with the EAA.
- 6.2.2 CPD 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.
- 6.2.3 The EAA reserves the right not to accept any request for assessment of all or any part of the activities proposed.
- 6.2.4 If at any time during the approval period, CPD 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.
- 6.2.5 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.

6.3 To the Participants

- 6.3.1 **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.)

- 6.3.2 Reasonable notice should be given where an activity is changed or postponed. The typhoon/rainstorm guidelines (Annex II) 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 : _____ Core CPD points or _____ Non-Core CPD points
CPD Points earned by participant : _____
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:

Conditions	CPD Activities
The Typhoon Signal No. 8 or above or Black Rainstorm Warning is still issued / likely to be issued as announced by the Hong Kong Observatory at / after 6:30 a.m.	Cancel for the morning activities
The Typhoon Signal No. 8 or above or Black Rainstorm Warning is still issued / likely to be issued as announced by the Hong Kong Observatory at / after 12:00 noon.	Cancel for the afternoon activities
The Typhoon Signal No. 8 or above or Black Rainstorm Warning is still issued / likely to be issued as announced by the Hong Kong Observatory at / after 4:00 p.m.	Cancel for the evening activities
The Typhoon Signal No. 8 or above or Black Rainstorm Warning is cancelled before / at 6:30 a.m.	Continue for the morning, afternoon & evening activities
The Typhoon Signal No. 8 or above or Black Rainstorm Warning is cancelled before / at 12:00 noon.	Continue for the afternoon & evening activities
The Typhoon Signal No. 8 or above or Black Rainstorm Warning is cancelled before / at 4:00 p.m.	Continue for the evening activities

For CPD programmes that have already been started:

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