

Hong Kong Council for Accreditation of Academic and Vocational Qualifications

ASSESSMENT PROCEDURE For E-learning/Web-based Activities under the Estate Agents Authority Continuing Professional Development Scheme

Last update on 1 October 2007

This latest version (1 October 2007) replaces all previous versions of this document.

1. General Assessment Procedure

- 1.1 Continuing Professional Development (CPD) activity providers should submit applications at least **one month** before the intended commencement of CPD activities. Application form can be downloaded from the website of the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (<http://www.hkcaavq.edu.hk>).
- 1.2 The HKCAAVQ 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 cost of assessment will be borne by CPD activity providers concerned according to the fee schedule as specified in paragraph 5 promulgated by the HKCAAVQ and paid to the HKCAAVQ at the time of application. The Estate Agents Authority (EAA) will publish a list of the approved 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, CPD activity providers will normally receive from the HKCAAVQ 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 According to the Estate Agents Authority (EAA), 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 be conducive to raising the standard of practitioners are eligible for non-core CPD points. CPD activities should preferably 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) Law relating to estate agency work	(N1) Marketing skills and techniques
(C2) Compliance matters	(N2) Business management*
(C3) Practice related knowledge and issues	(N3) Financial services
(C4) Professional ethics	(N4) Property management
(C5) Management and supervisory skills*	(N5) Property valuation
(C6) Language skills for estate agency work	(N6) Estate agency practice in other jurisdictions
	(N7) Information technology
	(N8) Macro socio-economic issues

**C5 will have a focus on the Estate Agents Ordinance, in particular the responsibilities of the manager under s. 38, while N2 refers to general management.*

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.

2.2 Objective

2.2.1 The activity objectives should be clearly defined and comprehensible to 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 e-learning mode of CPD.

2.4 Course Design

- 2.4.1 The nature and content of the activity should be amenable to the use of e-learning. The activity should be specifically designed for delivery through the e-learning mode of study.
- 2.4.2 The e-learning courseware should make appropriate pedagogical use of tools, such as text, graphics, sound, video as well as asynchronous and synchronous communication technologies, where appropriate.
- 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 HKCAAVQ's inspection, possibly 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 (i.e. sequencing of materials) and time duration (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 and/or enquiries 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 in order that CPD points can be awarded upon completion of the learning activity.

2.6 Course Delivery and Learning Support

2.6.1 Activity providers should have adequate technological 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 e-learning mode of study. This contributes significantly to verifying learning outcomes and establishing the true identity of the learner as well.

2.7 Participant Tracking Mechanism

2.7.1 CPD activity providers must be able to demonstrate the capability of maintaining 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 **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. The HKCAAVQ will adopt the “as good as” principle and impose as strict requirements on web-based or e-learning activities as we do on face-to-face mode. There should not be a misconception that web-based or e-learning activities are easier to implement with looser control on their quality delivery.**
- 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 activity 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 HKCAAVQ reserves the right to inspect these documents.
- 2.8.6 **Learner evaluations should be carried out at the end of CPD activities, and there should be a statement in the evaluation forms saying ‘Dissatisfied participants can approach the HKCAAVQ if they have a complaint to make.’** (Fax: 2845-9910; email: info@hkcaavq.edu.hk). Evaluation results must be maintained and submitted to the HKCAAVQ at the time of re-assessment.

2.8.7 Should any significant change in the activities be introduced during the approval period, e.g. changes to learning hours, content, and assessment requirements etc., CPD activity providers are required to obtain prior approval of the HKCAAVQ. The HKCAAVQ reserves the right to re-assess the activities. Upon re-assessment and where necessary, the HKCAAVQ may suspend or revoke the approval status of the activities, or specify conditions to be met. If the re-assessment is substantial, the HKCAAVQ may impose an additional fee.

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 (quiz or test) should be valid and reliable in measuring participants' attainment of activity objectives.

2.9.3 Assessment (quiz or test) 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 and/or person in charge should preferably have the experience or track record in the delivery of e-learning or similar activities.

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

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. But unlike face-to-face activities where learning is supervised and more intensive such that time spent can be directly translated into CPD points on a one-to-one basis, time spent on e-learning activities has to be “discounted” or to be calculated on a **three-to-one** basis, i.e. **three on-line hours will be awarded one CPD point. CPD points will be rounded down to the nearest whole numbers (e.g An eleven on-line-hour activity will be awarded three CPD points).**

- 3.2** The CPD 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 HKCAAVQ 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 HKCAAVQ for the EAA CPD Scheme”.
- 3.4** The HKCAAVQ shall monitor the progress of the activities and may, if necessary, request CPD activity providers to follow certain conditions or directions relating to the operation of the activities which are aimed at maintaining the activity within the assessment criteria and framework.
- 3.5** A proposed CPD activity may not be approved if in the opinion of the HKCAAVQ it is not conducive in any way to the professional development of the participants, or which is found to be of sub-standard quality.
- 3.6** In the event of non-approval, CPD activity providers may re-submit the proposal after appropriate changes have been made. Fees will be charged when the additional assessment work is substantial.

4. Re-assessment

- 4.1 For the purpose of calculating the cost of assessment charged by the HKCAAVQ, approved CPD activities are subject to re-assessment on an**

annual basis. The annual re-assessment form will be available from the HKCAAVQ web site (<http://www.hkcaavq.edu.hk>).

- 4.2** An annual re-assessment exercise will be instituted about 12 months after approval. This exercise is to ascertain whether the CPD points of the CPD activities should remain the same. Only approved activities conducted within the approval period specified in the respective letters of assessment outcome shall be entitled to claim CPD points. Providers shall not claim their CPD activities as HKCAAVQ approved activities after the approval period expires.
- 4.3** For the purpose of calculating the cost of assessment chargeable by HKCAAVQ, approved activities not submitted for re-assessment within three months of expiry will be treated as new cases for assessment if submitted thereafter. Fees will then be charged according to the assessment fee schedule instead of the re-assessment fee schedule.

5. Fee Schedule

- 5.1** A non-refundable fee at the rates shown in the table below is charged for the assessment work based on the number of CPD points of the activity approved.

Assessment of one CPD activity

Minimum charge (a CPD activity with no more than 3 CPD points) **\$3,500**

Total number of CPD points applying for (Three on-line hours will be awarded one CPD point)	Fee (HK\$)
1-3	\$3,500
4-6	\$5,300
7-10	\$7,000

Notes 1: The fees are charged for the assessment work irrespective of the assessment outcome. Fees are payable in advance.

2: Cheques should be made payable to 'Hong Kong Council for Accreditation of Academic and Vocational Qualifications'.

3: \$2,000 will be charged to each additional 3 CPD points.

4: Bulk discount by **10%** is available from the fifth application onwards.

Annual re-assessment of one CPD activity

Minimum charge (a CPD activity with no more than 3 CPD) **\$2,700**

points)

Total number of CPD points applying for (Three on-line hours will be awarded one CPD point)	Fee (HK\$)
1-3	\$2,700
4-6	\$3,600
7-10	\$4,500

Note 1: \$1,000 will be charged to each additional 3 CPD points.

6. Responsibilities of CPD Activity Providers

6.1 General Responsibilities

6.1.1 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.

6.1.2 CPD 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 Estate Agents Authority. A sample log-on record should be submitted to the HKCAAVQ at the time of application.

6.1.3 CPD points will be awarded to the participant who attains the pass mark specified for the assessment (quiz or test) of that web-based activity. Providers can impose additional requirement, 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.

6.2 To the HKCAAVQ

6.2.1 To facilitate the work of the HKCAAVQ, CPD activity providers should liaise closely with the HKCAAVQ.

6.2.2 CPD activity providers applying for assessment shall be responsible

for providing all necessary and required information to the HKCAAVQ. The HKCAAVQ 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 CPD activity providers may not withdraw from the assessment once the application and fees have been received by the HKCAAVQ. The fee is payable to the ‘Hong Kong Council for Accreditation of Academic and Vocational Qualifications’ irrespective of the outcome of the assessment or re-assessment. The HKCAAVQ 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 HKCAAVQ, or the guidelines as stated in this document, the HKCAAVQ may suspend or revoke the assessment status of the CPD activities after a reasonable period of notification.
- 6.2.5 In any event the HKCAAVQ 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 Learners

- 6.3.1 **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.)

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 : _____ **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