



地 產 代 理 監 管 局  
ESTATE AGENTS AUTHORITY

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

**Guidelines**

---

August 2009

# CONTENTS

<u>Section</u>	<u>Page</u>
1. Introduction	1
2. Aims	1
3. CPD Points	2
4. Core and Non-core Subjects	2
5. Learning Modes	3
6. Endorsement of CPD Activities	5
7. CPD Period and CPD Attainment Target	7
8. Record-Keeping	8
9. Certificate of Attainment, CPD Attainment Symbol and CPD Mark for Estate Agencies	9
10. Attendance Requirements	11
11. CPD Information and Enquiries	11
 <u>t of Annexes:</u>	
A. e-Quiz – Purpose and Terms	13
B. Skills Upgrading Scheme Plus	16
C. Endorsed Training Institutions	17
D. Recognised Self-accrediting Institutions	18
E. Assessment of CPD Learning Activities	19
E(1) - Assessment Procedure for Seminars and Multi-session Training Activities	20
E(2) - Assessment Procedure for E-learning/ Web-based Activities	32
F. Application Form – Endorsement of a CPD Activity	43
G. Application Form – Reimbursement of Assessment Fee for CPD Activity approved by the HKCAAVQ	45
H. Pro-rata CPD Attainment Targets in a Fixed CPD Period	46
I. Voluntary Declaration of CPD Attainment	47
J. General Conditions on Use of the CPD Attainment Symbol	48
K. Voluntary Declaration Form for CPD Mark for Estate Agencies	50
L. Rules and Conditions for CPD Mark for Estate Agencies Award Scheme	51
M. Explanatory Notes on display or use of the CPD Mark decal and CPD Mark	55

# 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, practitioners (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 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 Estate Agents Authority (EAA) provides certain learning activities for practitioners, including, for example, seminars, e-Quizzes and workshops. 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 practitioners 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 practitioners.
- 2.3 To assist practitioners in their quest for continuous learning, personal satisfaction and career development.

### 3. CPD Points

3.1 All CPD activities are assigned CPD points 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 formal classroom learning. For activities requiring significant interaction between the trainer and the learner, a higher number of points per hour may be awarded than is shown on the published list. Self-paced activities, such as web-based distance learning, may earn a lower number of points per hour.

### 4. Core and Non-core Subjects

4.1 Generally speaking, areas related to estate agency law and practice, compliance or supervisory issues are core subjects. Those conducive to raising the general standard of practitioners are non-core subjects.

4.2 The following is a broad classification:

<b>Core (C) Subjects</b>	<b>Non-core (N) Subjects</b>
(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

## 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, practitioners 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. The main learning modes are as follows:

Activity Mode	Details	CPD Points	Core / Non-core	Points Cap
Seminar / Lecture	Conventional classroom 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. Advance registration required. ( <b>Annex A</b> )	1 per e-Quiz	Core	4
Web-based Distance Learning	Self-paced Internet learning packages.	1 per 3 contact hours	Case by case	6
Course leading to an Award or Multi-session training activities	A structured series of classroom sessions (e.g. Skills Upgrading Scheme Plus courses) that may culminate in the award of a certificate, diploma or other academic qualification.	1 per 2 contact hours	Case by case	Nil
Teaching approved CPD course/ Conducting approved CPD activity	EAA clearance required.	2 per session	Case by case	6
<i>Pro bono</i> Work	Activities conducive to raising the standard or status of the profession such as: <ul style="list-style-type: none"> <li>• EAA committee work</li> <li>• Attendance at public education/ promotion programmes.</li> </ul> EAA clearance required.	2 per session	Case by case	6
Publication	The published work should be solely that of the author and serve to advance professional knowledge. EAA clearance required.	2 per publication	Case by case	6

- 5.2 While Skills Upgrading Scheme Plus courses (**Annex B**) for the estate agency trade are automatically recognised under the CPD Scheme, all other courses leading to an award (e.g. Continuing Education Fund courses approved by the HKSAR Government <http://www.sfaa.gov.hk/cef/>) need **prior written** approval from the EAA for CPD points to be earned.
- 5.3 For the Certificate of Attainment award (see Section 9 below), the following limitations apply in calculating CPD points:
- a. To encourage practitioners 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 participant 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 section 5.1 above.
  - b. An activity repeated within a CPD Period will not count 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 disciplinary sanctions will be excluded first.
- 5.4 Since life-long learning is a worthy goal in itself, licensees are encouraged to undertake CPD activities beyond the minimum stipulated.

## 6. Endorsement of CPD Activities

6.1 All activities need the endorsement of the EAA's Professional Development Committee in order to be recognised under the CPD Scheme. The activities listed below, where provided by the institutions specified, already have the standing endorsement of the Committee:

- a. All activities by EAA;
- b. Seminars and multi-session training activities by educational institutions authorised to conduct specified training courses and which have two years' experience conducting CPD activities for other professions as set out in **Annex C** and other recognised self-accrediting institutions as set out in **Annex D**;
- c. Seminars by activity providers (other than (b)) who have over five years' experience conducting CPD activities for other professions;
- d. All activities (except seminars and multi-session training activities in (b) and (c)) approved by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ) – see **Annex E(1)** for assessment details for seminars and multi-session training activities and **Annex E(2)** for e-learning or other web-based activities;
- e. Skills Upgrading Scheme Plus courses for the estate agency trade by the Employees Retraining Board (see **Annex B**);
- f. Any other activity the Professional Development Committee considers worth incorporating into the CPD Scheme from time to time;
- g. Professional ethics seminars by the Independent Commission Against Corruption (ICAC); and
- h. Protection of personal data seminars by the Office of the Privacy Commissioner for Personal Data, Hong Kong.

6.2 Recognised CPD activities will be posted on the EAA website. The details provided include:

- a. Title of learning activity
- b. CPD point(s)
- c. Learning mode
- d. Whether core or non-core subjects
- e. Fee

A fax version of the same information will be available via the EAA Professional Development Hotline.

6.3 Notwithstanding the standing endorsement of Professional Development Committee mentioned in Section 6.1, all activity providers must observe the requirements set out under the HKCAAVQ's *Assessment Procedures* in **Annex E**. For activities that do not require the HKCAAVQ's assessment, the provider may make the necessary adjustments to these requirements but must submit an application to the Professional Development Committee at least four weeks before an activity begins for endorsement (Application Form see **Annex F**). The EAA will then assign activity codes to the endorsed activities and update the EAA website accordingly.

6.4 If the EAA considers that an activity (and/or activity provider) is not meeting the requirements of the CPD Scheme, the Authority reserves the right to withdraw the relevant endorsement by giving reasonable notice to the activity provider concerned.

6.5 The EAA will reimburse \$2,500 of the assessment fee (or the actual assessment fee, whichever is lower) to the activity provider for each successfully approved CPD activity. The subsidy applies to the first 100 CPD activities successfully approved by the HKCAAVQ since the start of the CPD Scheme. Each activity provider is eligible to be reimbursed for a maximum of 10 CPD activities (Application Form see **Annex G**).

## 7. CPD Period and CPD Attainment Target

- 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 term.
- 7.2 Effective from 1 October 2009, the CPD Period for all licensees will be standardised to end on a fixed date (Fixed CPD Period). Each Fixed 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 first Fixed CPD Period will commence on 1 October 2009 and end on 30 September 2010. The CPD attainment target for a Fixed CPD Period is 12 CPD points, with at least six points from core subjects. If a licensee does not hold a valid licence throughout the whole 12-month Fixed CPD Period (e.g. new licensee or licensee who renews his licence sometime after its expiry), his CPD attainment target for that Fixed CPD Period will be adjusted on a pro-rata basis (see **Annex H**).
- 7.3 This paragraph is omitted as its content has ceased to have effect.
- 7.4 The objective of the CPD Scheme is to keep practitioners abreast of the latest developments, so CPD points may not be carried over from one CPD Period to another.
- 7.5 For an activity straddling two CPD periods, CPD points will only be earned on the day of completion, not before.

## 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 Practitioners should visit the EAA website regularly to keep informed of the latest developments. Practitioners may obtain the information from the EAA Resource Centre or via the *fax-on-demand* service provided by the Professional Development Hotline.
- 8.3 As CPD points can be earned in a variety of ways and from different activity providers (the EAA being only one of them), the responsibility lies with *practitioners* 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 **three years**.
- 8.4 After successful completion, all EAA-recognised CPD activities will be acknowledged by a **certificate of attendance** shown in **Annex E(1)** or **certificate of completion** shown in **Annex E(2)** (or a similar document from activity providers not requiring assessment from the Hong Kong Council for Accreditation of Academic and Vocational Qualifications). Practitioners should keep the original certificate 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 and CPD Mark for Estate Agencies**

9.1 To encourage 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 Practitioners who have acquired the CPD attainment target for a CPD Period may submit a *Voluntary Declaration of CPD Attainment (Annex I)* to the EAA at the end of the CPD Period concerned. Subject to the EAA's endorsement of points earned, the practitioners 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.

9.3 The CPD Attainment Symbol will be printed on the estate agent card issued by 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 J**. (To download the CPD Attainment Symbol, please click [here](#)).

### **(b) CPD Mark for Estate Agencies**

9.4 As at the 1<sup>st</sup> day of October of each year, agency shops with 50% or more of their licensed employees (amongst them must be the branch manager\*) having attained the CPD points target for their previous CPD period (50% 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.

- 9.5 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.
- 9.6 Agency shops fulfilling the 50% criterion may apply for the CPD Mark award through the submission of a ***Voluntary Declaration Form for CPD Mark for Estate Agencies*** (Annex K) 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 L). The general conditions on the display or other use of CPD Mark decal and CPD Mark are in Annex M (To download the CPD Mark, please click [here](#)).
- 9.7 For CPD Mark applications in 2011 and thereafter, the criterion for the award of the CPD Mark will be raised from 50% to **80%** of licensed employees (including the branch manager) attaining the CPD points target in their previous CPD period. That means, at least 80% of licensed employees (including the branch manager) must have attained the CPD attainment target in the CPD Period of 1 October 2010 to 30 September 2011 before the shop can qualify for the 2011 CPD Mark.
- 9.8 The EAA may carry out random inspection of practitioners’ 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.
- 9.9 To encourage wider participation in the CPD Scheme, the EAA provides various kinds of incentives or subsidies to both practitioners and activity providers from time to time, for example, the CPD training subsidy, reimbursement of assessment fee and venue rental subsidy, etc.

## 10. Attendance Requirements

- 10.1 While the Hong Kong Council for Accreditation of Academic and Vocational Qualifications has specified the procedure to be followed by participants in activities assessed by the Council (**Annex E**), other institutions/activity providers may have different house rules. Practitioners 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 them from time to time for supplements and updates, as well as for the latest CPD activities.
- 11.2 CPD activities 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. Practitioners are advised to take the initiative to visit the EAA website or call upon the Professional Development Hotline regularly for the latest CPD news.
- 11.3 For questions on the CPD Scheme, please contact the EAA through the EAA Hotline 2111 2777 (Continuing Professional Development Scheme) or by e-mail ([eaatraining@eaa.org.hk](mailto:eaatraining@eaa.org.hk)).

**List of Annexes:**

- A. e-Quiz – Purpose and Terms
- B. Skills Upgrading Scheme Plus
- C. Endorsed Training Institutions
- D. Recognised Self-accrediting Institutions
- E. Assessment of CPD Learning Activities
  - E(1) - Assessment Procedure for Seminars and Multi-session Training Activities
  - E(2) – Assessment Procedure for E-learning/ Web-based Activities
- F. Application Form – Endorsement of a CPD Activity
- G. Application Form – Reimbursement of Assessment Fee for CPD Activity approved by the HKCAAVQ
- H. Pro-rata CPD Attainment Targets in a Fixed CPD Period
- I. Voluntary Declaration of CPD Attainment
- J. General Conditions on Use of the CPD Attainment Symbol
- K. Voluntary Declaration Form for CPD Mark for Estate Agencies
- L. Rules and Conditions for CPD Mark for Estate Agencies Award Scheme
- M. Explanatory Notes on display or use of the CPD Mark decal and CPD Mark

**List of Tables:**

- Table 1 - Illustrations of CPD Period and CPD Attainment Target – 12-month Licence
- Table 2 - Illustrations of CPD Period and CPD Attainment Target – 24-month Licence

## **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 (core subject) 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 Participation**

Licensees must register online with the e-Quiz webpage [www.e-quiz.eaa.org.hk](http://www.e-quiz.eaa.org.hk) in advance. Thereafter, automatic notification of subsequent e-Quizzes will be sent to participants' registered e-mail address.

### **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 2111 2777 to contact EAA 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 accompanying Request for Manual Marking of e-Quiz form. 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 EAA before taking an e-Quiz and can only participate in the manual mode. Please seek written consent from the EAA before submitting answers to the EAA.

### **Dual Registration**

Where a licensee who has registered to participate online also 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 the sole work of the participant.

### **Results**

Results and an answer guide will be released to each valid participant two weeks after the e-Quiz deadline. The decision of 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)

## Request for Manual Marking of e-Quiz

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

I understand the terms of the e-Quiz set out in the *CPD Guidelines* and wish to have my answers marked by the EAA manually. I agree that EAA's result is final and any online answers submitted by me for the same e-Quiz will be invalid.

I enclose herewith:

- (a) my answer sheet
- (b) a copy of my Estate Agent Card (no photocopy is required if the original is produced)

*Note:*

- an entry received after the deadline will not be processed
- results and the answer guide will be in English

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).

I understand that I can ask data users to correct my personal data by writing to the EAA.

Name of Applicant : \_\_\_\_\_ Licence No. : \_\_\_\_\_

Address : \_\_\_\_\_

Telephone No. : \_\_\_\_\_

Signature : \_\_\_\_\_ Date : \_\_\_\_\_

### Enquiries

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

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

## Skills Upgrading Scheme Plus

Some courses for the estate agency trade under Skills Upgrading Scheme Plus (“SUS Plus”) are recognised under the EAA CPD Scheme. The following is a brief introduction of the Scheme:

### **A. Objective**

SUS Plus courses are half-day / evening courses with the aim of enhancing industry-specific professional knowledge and skills of workplace trainees.

### **B. Fee Waiver**

To ensure effective use of resources, trainees taking SUS Plus courses are required to pay a reasonable course fee, according to the level of their monthly income. For the applicants with nil income or monthly income of \$7,000 or below, they are eligible to apply for course fee waiver; for those with monthly income between \$7,001 and \$15,000, they are eligible to apply for payment of “Highly Subsidised Fee”; for those with monthly income \$15,001 or above, they have to pay “Normal Subsidised Fee”. For details, please contact ERB.

### **C. Half day/evening courses**

To accommodate the working hours of applicants in different industries, SUS Plus courses are offered in modular basis during daytime or evening.

### **D. Award of Certificate**

Trainees will be awarded certificates after having attained the attendance requirement and with an overall pass in the course assessments.

### **E. Application**

- (a) Eligible employees of HKSAR (i.e. those with no restrictions of stay including permanent residents of HKSAR and new arrivals); and
- (b) aged 15 or above; and
- (c) education attainment of sub-degree or below; and
- (d) any other admission requirement specified for individual courses, including job specific requirements stipulated by law or for licensing purposes.

### **F. How to Apply**

Applicants can visit the ERB website <http://course.erb.org/> for online registration or download the course application form. Completed application form should be submitted to the training bodies, together with the required supporting documents. For details, please contact ERB.

### **G. Enquiries**

- (1) Employees Retraining Board (ERB)  
Hotline: 182 182 Fax: 2369 8322  
Email: [erbhk@erb.org](mailto:erbhk@erb.org) Website: <http://course.erb.org>
- (2) Recognised SUS Plus courses for the estate agency trade - Website: [www.eaa.org.hk](http://www.eaa.org.hk)
- (3) Exact course schedule is subject to the arrangement of individual training body. For details, please contact the relevant training bodies offering the courses.

## 認可培訓機構

### **Endorsed Training Institutions**

以下機構如擁有最少兩年為其他專業舉辦持續進修活動經驗，可以主辦地產代理監管局持續專業進修計劃的講座及多次性培訓活動：

The following institutions may organise EAA CPD seminars and multi-session training activities if they have at least two years' experience conducting CPD for other professions:

1. 明愛成人及高等教育服務  
Caritas Adult & Higher Education Service
2. 香港中文大學專業進修學院  
The Chinese University of Hong Kong (School of Continuing & Professional Studies)
3. 香港城市大學專業進修學院  
City University of Hong Kong (School of Continuing & Professional Education)
4. 香港管理專業協會  
The Hong Kong Management Association
5. 香港理工大學專業進修學院  
The Hong Kong Polytechnic University  
(School of Professional Education & Executive Development)
6. 香港生產力促進局  
Hong Kong Productivity Council
7. 香港公開大學  
The Open University of Hong Kong
8. 香港大學專業進修學院  
The University of Hong Kong (School of Professional & Continuing Education)
9. 職業訓練局高峰進修學院  
Institute of Professional Education and Knowledge of Vocational Training  
Council (Formerly known as Continuing Professional Development Centre)

以上院校舉辦的講座及多次性培訓活動，如果符合地產代理監管局持續專業進修計劃的要求，都會登載在監管局的網頁。從業員也可撥專業發展熱線取得這些資料。

Please visit the EAA website for seminars and multi-session training activities organised by these institutions and recognised by the EAA CPD Scheme.

擁有「自我評審」資格的院校  
**Recognised Self-accrediting Institutions**

1. 香港城市大學  
City University of Hong Kong
2. 香港浸會大學  
Hong Kong Baptist University
3. 嶺南大學  
Lingnan University
4. 香港中文大學  
The Chinese University of Hong Kong
5. 香港理工大學  
The Hong Kong Polytechnic University
6. 香港科技大學  
The Hong Kong University of Science and Technology
7. 香港大學  
The University of Hong Kong
8. 香港公開大學  
The Open University of Hong Kong

\* 香港教育學院只限教師培訓課程  
Institute of Education provides teacher education programmes only.

### **Assessment of CPD Learning Activities**

In recognition of experience and standing of the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ), EAA has appointed it to assess proposed CPD activities, except those with the standing endorsement of the Professional Development Committee. All activities approved by HKCAAVQ will be posted on [the](#) EAA website. Activities with open enrolment will also be posted on the EAA website and Professional Development Hotline.

HKCAAVQ's 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 E(1)** and Assessment Procedure for e-learning / web-based activities is at **Annex E(2)**. Please consult the HKCAAVQ website (<http://www.hkcaavq.edu.hk>) for the latest amendments, if any. While CPD activities approved by HKCAAVQ will meet the minimum requirements of the EAA CPD Scheme, their relevance and suitability for individual practitioners may vary. Participants are requested to make due enquiries before enrolment. EAA accepts no responsibility for learning activities offered by activity providers.

# Hong Kong Council for Accreditation of Academic and Vocational Qualifications

## ASSESSMENT PROCEDURE For Seminars and Multi-Session Training 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. 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 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 HKCAAVQ may request further information and meet with the responsible instructors/presenters and other personnel as required for the assessment. On-site visit may be conducted during the application stage.
- 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 [www.eaa.org.hk](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:.

<b>Core Subjects</b>	<b>Non-core Subjects</b>
(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.

2.1.4 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 in respect of the different activity modes, 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 HKCAAVQ seven days in advance by fax (2845-9910) or by email (info@hkcaavq.edu.hk). Written notice of any subsequent changes in time schedules, activity venues or cancellation of classes should be given to the HKCAAVQ 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 must possess the relevant academic and/or professional qualifications, or relevant teaching and/or working experience. In this connection, CPD activity providers should 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 HKCAAVQ reserves the right to inspect these documents.
- 2.4.4 **Participant 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)
- 2.4.5 **Should any significant change in the activities be introduced during the approval period, e.g. changes to contact hours, content, instructors/presenters, assessment requirements, nature of the activity, 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.
- 2.4.6 **CPD activity providers should agree to allow members or representatives of the HKCAAVQ and EAA to attend any of the activities free of charge for quality assurance purposes.** The HKCAAVQ and 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 HKCAAVQ and the EAA.

2.5.2 The HKCAAVQ and/or the EAA may conduct inspection of CPD activities without prior notice.

## **3. Assessment Outcome**

**3.1 For seminars or lectures, one contact hour in approved activities will generally be awarded one CPD point. For multi-session training activities, one CPD point will be awarded for every two contact hours.** CPD points will be rounded down to the nearest whole number.

**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 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 Approved CPD activities are subject to re-assessment on an annual basis.** The annual re-assessment form is available at the HKCAAVQ website (<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 entitle the participants 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 the 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 contact hours of the activity. Please note that for the activity mode of multi-session training activities, fees will be charged on the number of contact hours, rather than number of CPD points awarded.

##### Assessment of one CPD activity

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

	Total number of contact hours	Assessment Fee (HK\$)
Seminar/ Lecture	1-3	\$3,500
	4-6	\$5,300
	7-10	\$7,000

Multi-session Training Activity (For Multi-session training activity, one CPD point will be awarded for every two contact hours and fees will be charged on the total number of contact hours)	11-15	\$10,000
	16-20 #	\$13,000

- 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: Bulk discount by **10%** is available from the fifth application onwards.
- #: \$3,000 will be charged to each additional 5 contact hours.

### **Annual re-assessment of one CPD activity**

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

	Total number of Contact hours	Assessment Fee (HK\$)
Seminar/ Lecture	1-3	\$2,700
	4-6	\$3,600
	7-10	\$4,500
Multi-session Training Activity (For Multi-session training activity, one CPD point will be awarded for every two contact hours and fees will be charged on the total number of contact hours)	11-15	\$7,000
	16-20 #	\$9,000

#: \$2,000 will be charged to each additional 5 contact hours.

## **6. Responsibilities of CPD Activity Providers**

### **6.1 General Responsibilities**

6.1.1 CPD activity providers should maintain discipline throughout the activity such that, for instance, 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 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 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 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, and access to facilities and personnel as required. 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 approval 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 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:***

<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 4:00 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 4:00 p.m.	<b>Continue</b> for the evening activities

*For CPD programmes that have already been 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

# 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 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>).
- .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.
- .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 [www.eaa.org.hk](http://www.eaa.org.hk).
- .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:

<b>Core Subjects</b>	<b>Non-core Subjects</b>
(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](mailto: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 points) **\$2,700**

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**



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計劃活動  
Application for Endorsement of a CPD Activity

**FOR OFFICE USE ONLY**

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

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

**第一部份：活動資料 Part I: Activity Information**

活動主辦機構 Activity provider			
活動名稱 Title of the activity			
導師/講者 Instructors / Speakers	(請提供導師/講者的履歷供參考) (Please provide instructors/ speakers CVs for reference)		
活動模式 Mode of activity		性質 Nature	核心/非核心* Core / Non-Core*
申請的持續專業進修學分 CPD points applied for		授課語言 Language	
活動對象 Target audience		費用 Fee	
活動類別 Study area		時數 Duration	
地點 Venue			
建議首次舉辦日期 Proposed date of first delivery		舉辦次數 Frequency of activity	
活動的宗旨及目的 Aims and objectives of the activity			

\* 請劃去不適合者 \* Please delete where appropriate



活動內容 Content of the activity

提供予監管局參考的資料 Reference materials attached for EAA's reference

**備註：** 向監管局申請成為認可持續專業進修計劃活動是免費的。所有持續專業進修計劃活動的主辦機構必須遵守《持續專業進修計劃指引》附件E 之《香港學術及職業資歷評審局評核程序》列明的要求。(請瀏覽香港學術及職業資歷評審局的網頁 <http://www.hkcaavq.edu.hk>以取得最新的評核程序版本)。

**Remarks:** Endorsement of CPD activities by EAA is free of charge. All CPD activity providers are requested to observe the requirements set out at the “Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ) Assessment Procedure” at Annex E of the *CPD Guidelines* (Please consult the latest version at the HKCAAVQ website <http://www.hkcaavq.edu.hk>).

## 第二部份：活動主辦機構簽署 Part II: Signature of the 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



持續專業進修計劃

**Continuing Professional Development (CPD) Scheme**

**APPLICATION FORM 申請表**

**Reimbursement of Assessment Fee  
for CPD Activity Approved by the HKCAAVQ**

申請資助持續專業進修活動評核費用

(適用於經香港學術及職業資歷評審局評核的持續專業進修計劃活動)

**FOR OFFICE USE ONLY**

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

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

**Part I: Activity Information 第一部份: 活動資料**

Title of Activity 活動名稱	
Activity Code 活動編號	
Date of Approval* 評核日期*	
Approval Period 批准期限	
Assessment Fees* 評核費用*	

\* Please provide relevant documentary proof 請提供相關文件證明

**Part II: Activity Provider Information 第二部份: 活動主辦機構資料**

Name of Activity Provider 活動主辦機構名稱	(Block Letters 正楷)		
Responsible or Contact Person 負責人 / 聯絡人	Telephone No. 聯絡電話		
Cheque Refund Payee Name 評核費用退款支票受益人姓名	(Block Letters 正楷)		
Address 地址	(Block Letters 正楷)		

**Signature of the Applicant 申請人簽署**

Name of Activity Provider \_\_\_\_\_

活動主辦機構名稱

Name of Person Signing \_\_\_\_\_ Position \_\_\_\_\_

簽署人姓名

職位

Signature 簽署\*\* \_\_\_\_\_ Date 日期 \_\_\_\_\_

\*\*Please affix company chop 請蓋公司印章

**Pro-rata CPD attainment targets in a Fixed CPD Period**

Total number of days holding a valid licence in a Fixed CPD Period	CPD attainment targets		
	Core points	Core or Non-core points	Total points
1-30 days	0	0	0
31-60 days	1	1	2
61-90 days	2	1	3
91-120 days	2	2	4
121-150 days	3	2	5
151-180 days	3	3	6
181-210 days	4	3	7
211-240 days	4	4	8
241-270 days	5	4	9
271-300 days	5	5	10
301-330 days	6	5	11
331-366 days	6	6	12

致：地產代理監管局  
To: Estate Agents Authority

**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 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:

核心科目持續專業進修學分 CPD points for core-subjects \_\_\_\_\_

非核心科目持續專業進修學分 CPD points for non-core 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 Tel 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 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 EAA’s endorsement of the points, the CPD Certificate of Attainment will be sent by ordinary post to the registered address of the practitioner. If practitioners 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:



### **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:

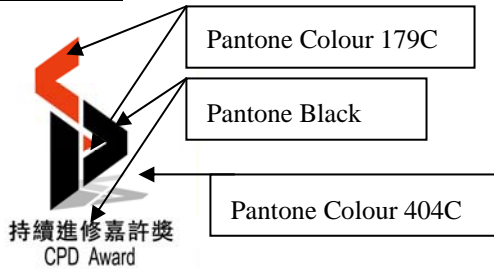
- (a) The Symbol (comprising logo and words) may be reduced or enlarged proportionately for printing on business cards, but no change to the design, layout, fonts and words is permitted.

### Examples:

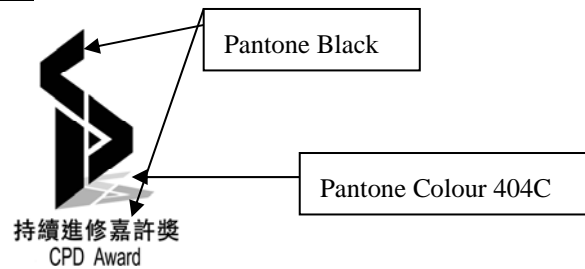


- (b) The Symbol must be printed in its original colour or in black.

### 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).

## Voluntary Declaration Form for CPD Mark for Estate Agencies (2011)



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

### Part I: Particulars of SPOB

SPOB No.		Total No. of licensed employees*	
Business address shown in the SPOB		District (e.g. Wan Chai)	
Name of SPOB holder		Contact person and telephone number	

### Part II: Particulars of licensed employees\*

	Name	Licence Number	Awarded the CPD Certificate of Attainment for the CPD period ended on 30 September 2011 ***	
1.	(Branch Manager**)		Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.			Yes <input type="checkbox"/>	No <input type="checkbox"/>
3.			Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.			Yes <input type="checkbox"/>	No <input type="checkbox"/>
5.			Yes <input type="checkbox"/>	No <input type="checkbox"/>
6.			Yes <input type="checkbox"/>	No <input type="checkbox"/>
7.			Yes <input type="checkbox"/>	No <input type="checkbox"/>
8.			Yes <input type="checkbox"/>	No <input type="checkbox"/>
9.			Yes <input type="checkbox"/>	No <input type="checkbox"/>
10.			Yes <input type="checkbox"/>	No <input type="checkbox"/>
Continue on additional sheets, if necessary		<b>Total</b>		
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				

\* Include all licensed employees of the holder of this SPOB as at 1<sup>st</sup> October 2011, regardless of whether they have been awarded the Certificate of Attainment for the CPD period ended on 30 September 2011.

\*\* The manager appointed for the purpose of s. 38 of EAO.

\*\*\* Please refer to Section 7 and Annex H of the CPD Guidelines on the meaning of CPD period and CPD attainment target.

### Part III: Declaration

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.

\_\_\_\_\_

Date                      Name of Representative/ Sole Proprietor/ Partner #                      Estate Agent's Licence (Individual) No. of Representative/ Sole Proprietor / Partner#                      Authorized Signature and Company Chop

# Delete as appropriate.

#### IMPORTANT NOTICE

##### **Personal Information Collection Statement**

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 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 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.

##### **Announcement of Results**

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.

## **Rules and Conditions for CPD Mark for Estate Agencies Award Scheme**

(Last updated: August 2009)

### **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 practitioners and to keep their professional knowledge up to date.
2. To encourage the participation of the CPD Scheme by individual licensees, EAA will present a Certificate of Attainment and a CPD Attainment Symbol to individual practitioners 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, 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 practitioners.

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

5. Holders of Statement of Particulars of Business (SPOB) with 50% or more of their employed licensees (amongst which there must be the branch manager<sup>1</sup>) (“50% 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.

---

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

6. For CPD Mark applications in 2011 and thereafter, the criterion for the award of the CPD Mark will be raised from 50% to **80%** of licensed employees (including the shop or branch manager) attaining the CPD points target in their previous CPD period. That means, at least 80% of licensed employees (including the shop or branch manager) (“80% criterion”) must have attained the CPD attainment target in the CPD Period of 1 October 2010 to 30 September 2011 before the SPOB holder can qualify for the 2011 CPD Mark.
7. 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 EAA between 1 October and 1 November each year.
8. 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.
9. The declaration is voluntary.
10. 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.
11. 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 EAA may take against the SPOB holder or its licensed employees.
12. 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**

13. Notwithstanding anything herein mentioned, 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 EAA all CPD Mark decals.

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

### *Display of CPD Mark decal*

14. 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 is permitted.

### *Use of CPD Mark*

15. 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.

16. The CPD Mark must be printed in its original colour or in black.

17. 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.

18. There is no restriction on which part of the business cards, pamphlets, brochures, documents or materials is printed.

19. Subject to the permission herein granted, copyright of the CPD Mark and ownership of the CPD Mark decal belongs to EAA.

### **Indemnity**

20. CPD Mark holders shall indemnify and keep 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 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**

21. 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.

22. 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 EAA and its agents, in relation to the CPD Mark award.

### **Handling of information**

23. 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. 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.

24. 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**

25. “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 resource center of EAA and on the EAA website.

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

### **Enquiries**

Professional Development Section of Estate Agents Authority

Hotline: 2111 2777 (Continuing Professional Development Scheme)

Fax: 2152 3600

Website: [www.eaa.org.hk](http://www.eaa.org.hk)

## **Skills Upgrading Scheme Plus**

Some courses for the estate agency trade under Skills Upgrading Scheme Plus (“SUS Plus”) are recognised under the EAA CPD Scheme. The following is a brief introduction of the Scheme:

### **A. Objective**

SUS Plus courses are half-day / evening courses with the aim of enhancing industry-specific professional knowledge and skills of workplace trainees.

### **B. Fee Waiver**

To ensure effective use of resources, trainees taking SUS Plus courses are required to pay a reasonable course fee, according to the level of their monthly income. For the applicants with nil income or monthly income of \$7,000 or below, they are eligible to apply for course fee waiver; for those with monthly income between \$7,001 and \$15,000, they are eligible to apply for payment of “Highly Subsidised Fee”; for those with monthly income \$15,001 or above, they have to pay “Normal Subsidised Fee”. For details, please contact ERB.

### **C. Half day/evening courses**

To accommodate the working hours of applicants in different industries, SUS Plus courses are offered in modular basis during daytime or evening.

### **D. Award of Certificate**

Trainees will be awarded certificates after having attained the attendance requirement and with an overall pass in the course assessments.

### **E. Application**

- (e) Eligible employees of HKSAR (i.e. those with no restrictions of stay including permanent residents of HKSAR and new arrivals); and
- (f) aged 15 or above; and
- (g) education attainment of sub-degree or below; and
- (h) any other admission requirement specified for individual courses, including job specific requirements stipulated by law or for licensing purposes.

### **F. How to Apply**

Applicants can visit the ERB website <http://course.erb.org/> for online registration or download the course application form. Completed application form should be submitted to the training bodies, together with the required supporting documents. For details, please contact ERB.

### **G. Enquiries**

- (1) Employees Retraining Board (ERB)  
 Hotline: 182 182    Fax: 2369 8322  
 Email: [erbhk@erb.org](mailto:erbhk@erb.org)    Website: <http://course.erb.org>
- (2) Recognised SUS Plus courses for the estate agency trade    - Website: [www.eaa.org.hk](http://www.eaa.org.hk)
- (3) Exact course schedule is subject to the arrangement of individual training body. For details, please contact the relevant training bodies offering the courses.