

培訓及考試

TRAINING AND EXAMINATIONS

本年度，培訓及考試組投入了大量人力物力，為仍未符合領取正式牌照資格的持牌人提供更多培訓和考試機會。此外，該組亦舉辦不同的培訓活動，提高從業員的專業水平；同時亦出版了多種培訓教材。

During the year under review, the Training and Examinations Section devoted much of its time and effort to the provision of training and examination opportunities for licensees who had not yet met the examination/training conditions attached to their licences. Apart from such efforts, the Section also introduced various training programmes aimed at enhancing professional standards among practitioners, and an extensive range of publications were produced to supplement these activities.

培訓 TRAINING

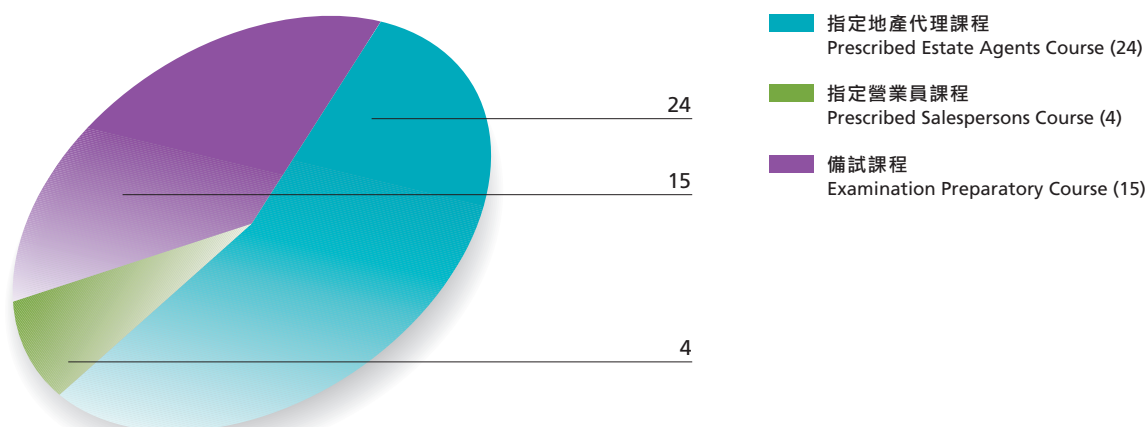
為仍未符合過渡條件持牌人提供的服務 SERVICES FOR UNSUBSTANTIATED LICENSEES

培訓課程 TRAINING COURSES

為讓資深從業員可盡快修畢指定課程，以符合過渡條件，監管局特與各主辦課程的大專院校及培訓機構磋商，希望開辦多些學額較多的課程，從而可大幅減低學費。經過監管局一番努力協調，各培訓機構同意將學費削減53%至57%，並使授課安排得更靈活，以適應學員的實際情況。去年度這樣的課程共舉辦了28個，共有1,267名持牌人受惠。此外，監管局亦推動各培訓機構舉辦一些備試課程。年內共舉辦了15個備試課程，其中部份課程的學員考試及格率甚至超逾85%。

During the year under review, the EAA extensively sought the cooperation of various tertiary/vocational training institutions in the provision, at much reduced cost and greater frequency, of training courses the attendance of which would enable senior practitioners to fulfil the training condition attached to their licences. It was confirmed early with the institutions that there would be no pre-set limit on the number of courses and that there would be sufficient facilities to meet licensees' needs. During the year 28 such courses were held, benefitting 1,267 licensees. Through the EAA's efforts in negotiating with individual training providers, the cost of such courses was substantially reduced by 53% - 57%, class sizes were much expanded, and there was greater flexibility in class scheduling for the convenience of the participants. In addition, there was also a facilitative scheme to help course providers offer examination preparatory courses. There were 15 such courses, of which some reported a pass rate of 85%.

課程數目 Number of Courses



監管局亦在資源中心設立了一個專責小組，為持牌人提供一站式的課程登記服務，並提供有關開辦課程及考試的最新消息，更為有需要的持牌人提供備試輔導服務。

In order to bring information on the expanded opportunities for training and examination to the licensees, an integrated advisory course information and registration service was set up at the EAA Resource Centre to furnish enquirers with up-to-date information on training courses offered by various institutions, to provide one-stop registration service for these courses, and also to advise on matters related to preparation for qualifying examinations.

外展服務 OUTREACH SERVICES TO LICENSEES

培訓及考試組更主動聯繫仍未符合過渡條件的持牌人，年內曾 11 次向該等持牌人及他們的僱主寄發郵件，提醒他們必須完成培訓或考試要求始能在過渡期後繼續執業的規定，並向他們提供有關課程開辦及考試安排等訊息。另外，透過電話、傳真或親身面見，與未符合過渡條件的持牌人接觸了近萬人次。

Proactive contacts with unsubstantiated licensees formed an important aspect of the work of the Training and Examinations Section during the year under review. Notices drawing the attention of licensees and their employers to the statutory requirement for training/examination conditions to be met, information on courses available and examination schedules were sent 11 times in bulk mailing to these licensees during the year. About 10,000 outreach contacts with unsubstantiated licensees were made by telephone, by fax and through personal interviews, successfully reaching all such licensees on the database.

增加考試機會 INCREASED EXAMINATION OPPORTUNITIES

為給予仍未通過資格考試的持牌人更多考試機會，監管局特安排增加考試次數。除在 3 月、7 月和 11 月舉行資格筆試外，特在 2001 年 12 月增辦一次，另每次筆試名額均不設上限。

In order that licensees who had not yet fulfilled the licensing conditions might have more opportunities to do so through examinations, special arrangements were made to increase the number of examinations. In addition to the conventional paper-based qualifying examinations normally held in March, July and November, an extra round of examinations was held in December 2001. There was no ceiling on the number of candidates at any of these examinations.

電腦化營業員考試由 2001 年 3 月底開始舉辦，其後陸續增加至每週舉辦十場（每場名額 12 名）。截至過渡期完結，電腦化營業員考試共舉辦了 257 場。此外，又增加了與電腦化營業員考試同步舉行的筆試，每週舉行一次。為讓不及格考生盡快有重考機會，監管局將重考限期由 30 天縮短至 14 天。

Since its first introduction in late March 2001, the frequency of the computer-based qualifying examinations for salespersons with immediately available results was increased to ten sittings per week (the examination centre accommodated 12 candidates per sitting). Up to the end of the transition period 257 sessions were held. In addition, a paper-based salesperson examination in tandem with the computer-based qualifying examination was held once a week, and the moratorium on the re-taking of examinations was reduced from 30 to 14 days to provide more testing opportunities.

提升專業水平的培訓活動 TRAINING ACTIVITIES TO ENHANCE PROFESSIONAL STANDARDS

專題講座及研討會 SEMINARS AND TALKS ON TOPICS OF PROFESSIONAL INTEREST

在 2001/02 年度，監管局共舉辦了 29 場講座及研討會，就地產代理業務各不同範疇為業內人士提供知識。講座主題可參閱下表。該等講座研討會的錄影帶，亦定期在資源中心重播，供從業員及市民觀看。此外，為協助從業員熟習執業規例下標準表格的應用，監管局舉辦了多次工作坊，亦為擬參加電腦化營業員考試的人士舉辦特別講座，介紹該種考試的新模式。

During the year under review, 29 seminars and talks featuring professionals in various disciplines related to estate agency as speakers were organised for the benefit of members of the trade, and a list of the topics covered is given below. Video recordings of these sessions were regularly played back at the Resource Centre as reference materials for both practitioners and members of the public. In addition, there were scheduled workshops on how to complete the standard forms prescribed under the Practice Regulation and, to complement the introduction of the computer-based salesperson qualifying examination, special briefing sessions for candidates on the format of this new mode of testing.

講座及工作坊題目 TOPICS COVERED BY SEMINARS AND WORKSHOPS



法 律 Law

- 物業轉易程序 Conveyancing
- 產權負擔 Encumbrances
- 合約法、疏忽與失實陳述
Law of Contract, Negligence and Misrepresentation
- 地產代理條例 Estate Agents Ordinance
- 地產代理常規規例常見問題
Practice Regulation - Most Frequently Asked Questions

執 業 實 務 Compliance and Practice

- 執業指南及有關事項 Compliance Guide and Related Matters
- 物業資料查冊 Property Information Searches
- 查冊示範工作坊 Land Search Demonstration Workshop
- 工商物業租賃及買賣
Leasing, Sale and Purchase of Commercial and Industrial Properties
- 村屋買賣常識 Sale and Purchase of Small Houses

操 守 Ethics

- 地產代理專業操守 Professional Ethics in Estate Agency Work

管 理 及 服 務 Management and Services

- 有效管理地產代理業務 Effective Agency Management





管理及服務 Management and Services

- 物業管理 Property Management
- 物業估價 Property Valuation
- 按揭 Mortgage

政府計劃 Government Schemes

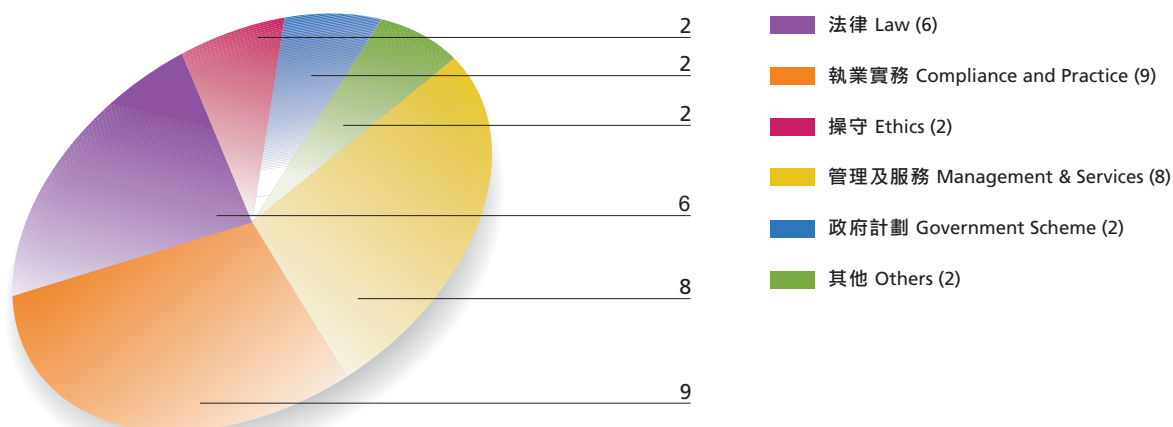
- 居者有其屋計劃
Sale and Purchase of Flats under Home Ownership Scheme
- 自置居所貸款計劃及首次置業貸款計劃
Home Purchase Loan Scheme and Home Starter Loan Scheme

其他 Others

- 內地房地產及條例
Real Estate Development and Practice Regulation in the Mainland
- 遷移服務 Relocation Services
- 電腦化營業員資格考試工作坊 (簡介及光碟示範)
Workshop on Computerised Salespersons Qualifying Examination (Briefing and CD-ROM Demonstration)
- 如何填寫標準文件工作坊
Workshop on How to Complete the Standard Forms



2001/02 年度舉辦的講座總數 Total Number of Seminars Held during the Year 2001/02



培訓課程及備試課程 TRAINING COURSES AND EXAMINATION PREPARATORY COURSES

除前述特別為未符合過渡條件的持牌人舉辦的課程外，監管局繼續統籌各大專院校及培訓機構，為從業員提供培訓課程。這些課程包括涵蓋所有監管局指定範疇的綜合課程，亦有祇針對應付資格考試的精修課程。監管局培訓組職員會不時旁聽視察這些課程，並定期與主辦的培訓機構聯繫，就如何改善課程交換意見。至於學員對課程和內容的意見，則會透過問卷收集。

In addition to the courses specially organised for unsubstantiated licensees mentioned above, the EAA also continued to play a coordinating and facilitative role in procuring other training opportunities from the tertiary/vocational institutions for members of the trade. Some of these courses covered the whole spectrum of the curriculum promulgated by the Authority, while others were condensed courses aimed at preparing candidates for the qualifying examinations. All courses facilitated by the EAA were inspected by staff members of the Training Section, who regularly liaised with the training providers for exchange of opinions on how the courses might be further improved. Student opinions as to the contents and administration of the courses were also sought through questionnaires.

推廣行業 PROMOTION OF CAREER OPPORTUNITIES IN ESTATE AGENCY

監管局仍不斷向社會大眾，特別是行將就業的大學、中學畢業生，推介地產代理行業。是年度監管局參加了勞工處和香港貿易發展局合辦的「教育及職業博覽」，以及各大專院校舉辦的職業講座及展覽。此外，亦向各學校、大學的就業輔導處寄發簡介行業的刊物。

The EAA continued to promote career opportunities in the estate agency industry to the community at large, especially early job-seekers such as fresh graduates at tertiary and secondary levels. Efforts mounted during the year included participation at the annual Education and Careers Expo organised by the Labour Department and the Hong Kong Trade Development Council, career talks and exhibitions at various campuses, as well as the distribution of relevant literature to schools, colleges and universities through their respective career guidance offices.



培訓教材 TRAINING MATERIALS

編製培訓教材亦是培訓及考試組其中一項主要工作。在本年度，監管局開始出版一系列專題論集，將地產代理的主要事務按不同範疇分類，並邀請專業人士撰稿，就有關主題提供基本的法律知識和工作程序。專題論集系列除可擴闊從業員的知識領域外，亦為有意深入研究有關範疇人士作入門之用。此外，監管局亦出版了一本《紀律研訊案例選輯》，作為監管局首本個案選輯《新鮮人》的延續。選輯收集了多個紀律研訊個案，供從業員參考。

監管局將逐步把出版的培訓教材上載於網頁內，方便更多人隨時瀏覽。由於大部份商號的規模均很小，94%的商舖屬於單一地點經營，互聯網的使用仍未普及，故仍有需要以印刷形式出版培訓教材。

The compilation of training materials was another area of emphasis for the Training and Examinations Section. During the year under review, the *EAA Monographs* series was launched to cover various areas in law and practice related to estate agency work. Written by professionals in the respective areas, the monographs were intended to serve as aids to broaden the general knowledge of licensees in the fields being covered while at the same time providing a starting point for practitioners to pursue more in-depth studies. In addition, the *Inquiry Hearing Cases - A Selection* appeared as a sequel to *The Freshman*, the first EAA casebook. A collection of disciplinary cases heard by the Disciplinary Committee of the EAA rewritten in fictionalised form, this volume is expected to provide good reference materials for members of the industry as did its predecessor.

The EAA is in the process of gradually uploading its educational publications onto the Authority's website for broader and easier access. However, the majority of the company licensees are small-scale agency establishments, there being 94% of all establishments being single-shop operations. It is understood that the use of the internet is still limited among these licensees and training materials will continue to be supplied in hard copies.

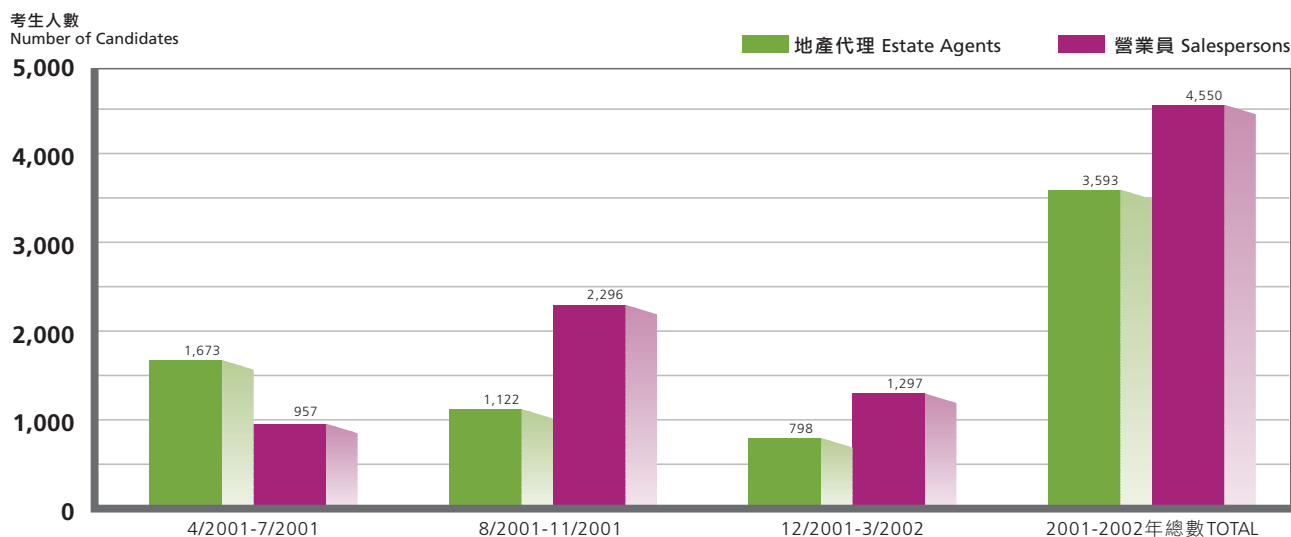


考試 EXAMINATIONS

報考人數 NUMBER OF CANDIDATES AT THE QUALIFYING EXAMINATIONS

本年度地產代理資格考試分別於2001年7月、11月、12月和2002年3月舉行了四次，共有3,593人報考，而營業員資格考試（筆試及電腦化考試）共有4,550人報考。全年考生人數為8,143，當中44%報考地產代理資格考試，其餘為營業員考生。由於3年牌照過渡期在2001年12月31日完結，而絕大部份以「現職從業員」及「資深從業員」資格持有「臨時牌照」人士均已達到獲發「正式牌照」之要求，過渡期後的考生大部份是新入行，亦有「營業員牌照」持有人報考地產代理資格考試，因此考生人數比過渡期完結前有所下降。

The Estate Agents Qualifying Examination took place four times within the year under review, in July, November and December 2001 and March 2002. There were 3,593 entries for these examinations. As for the Salespersons Qualifying Examination (paper-based and computerised), there were 4,550 entries. There were a total of 8,143 entries for both examinations in the year under review, with 44% of the candidates opting for the Estate Agents Qualifying Examination and the rest the Salespersons Qualifying Examination. The 3-year transition period ended on 31st December 2001. As the majority of "provisional" licence holders who qualified as "existing practitioners" and "senior practitioners" had satisfied the conditions for obtaining a "regular" licence, most candidates after the close of the transition period are either new entrants or holders of salesperson's licence entering for the Estate Agents Qualifying Examination. For this reason there is a decrease in the number of candidates after the transition period.

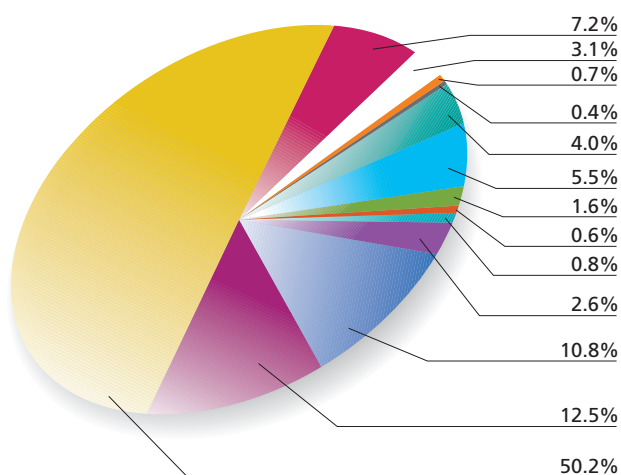


考生背景 BACKGROUNDS OF CANDIDATES

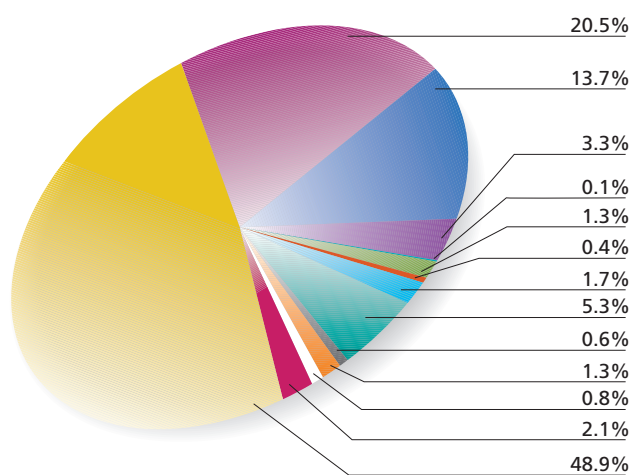
報名考生中，新入行人士約佔21%，主要來自銀行、會計及金融投資業、物業管理業、零售及批發業、酒店及飲食業，亦有不少是學生。

About 21% of the candidates were non-licensees. They mainly came from banking/accounting/investment, property management, retail/wholesale business, or hotel/catering backgrounds. Quite a number of these candidates were students.

地產代理資格考試
Estate Agents Qualifying Examinations



營業員資格考試
Salespersons Qualifying Examinations



地產代理/營業員
Estate Agents/Salespersons

物業管理 Property Management

建築/測量 Construction/Surveying

酒店/飲食 Hotel/Catering

旅遊 Tourism

零售及批發 Retail/Wholesale Business

銀行/會計/金融投資
Banking/Accounting/Investment

保險 Insurance

教育/社會服務
Educational/Social Service

法律 Legal

學生 Students

其他 Others

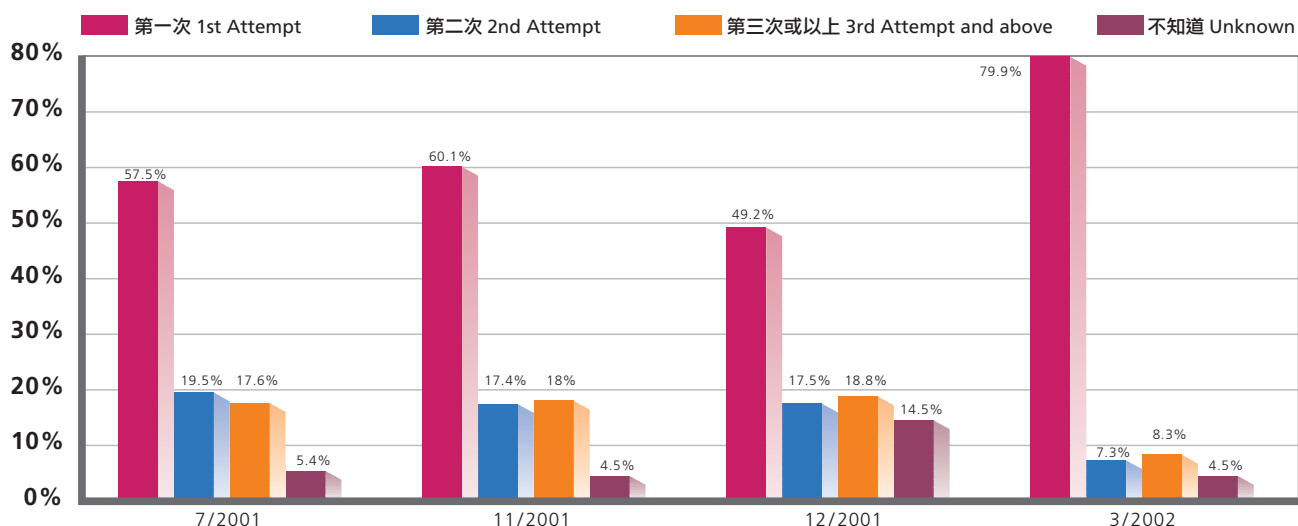
不知道 Unknown

考生參加考試次數 NUMBER OF ATTEMPTS AT EXAMINATIONS

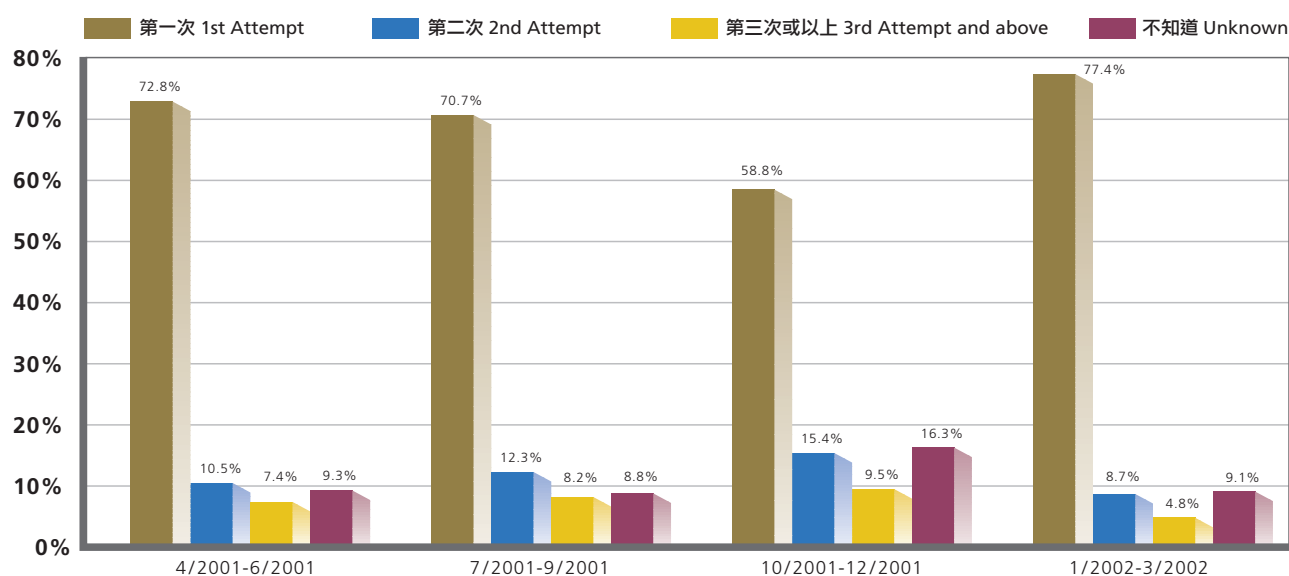
全年計接近 60% 考生是第一次應考地產代理資格考試，而營業員資格考試也有 66.5% 考生是第一次應考的。

For the year under review, about 60% of the candidates sat the Estate Agents Qualifying Examination for the first time. Of the candidates who sat the Salespersons Qualifying Examination, 66.5% sat it for the first time.

地產代理資格考試 Estate Agents Qualifying Examinations



營業員資格考試 Salespersons Qualifying Examinations



及格率 PASS RATE

四次地產代理資格考試及格人數為2,254，及格率為62.7%；營業員資格考試（筆試及電腦化考試）共有2,941人及格，及格率為64.6%。整體及格率則為63.8%。

A total of 2,254 candidates passed the four Estate Agents Qualifying Examinations, giving a pass rate of 62.7%. There were 2,941 candidates who passed the Salespersons Qualifying Examinations, the pass rate being 64.6%. The overall pass rate was 63.8%.

及格考生人數
Number of Candidates
Passed the Examinations

