

Hong Kong Council for Accreditation of  
Academic and Vocational Qualifications  
**Assessment Criteria for**  
**The Continuing Professional Development Programme**  
Insurance Intermediaries Quality Assurance Scheme

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This latest version (13 March 2009) replaces all the previous versions of this document.

**1. Preamble**

- 1.1 Under the Insurance Intermediaries Quality Assurance Scheme (IIQAS), insurance intermediaries, their responsible officers/chief executives and technical representatives (collectively termed as “insurance intermediaries”) are required to comply with the requirements of the IIQAS Continuing Professional Development (CPD) Programme.
- 1.2 The objective of the CPD Programme is to ensure that insurance intermediaries continue to possess updated knowledge, professional competence and standard in providing advice and service to the policy holders and potential policy holders.
- 1.3 Insurance intermediaries are required to earn 10 CPD hours every year. CPD hours can be earned through participation in structured face-to-face activities approved for the CPD Programme. Structured face-to-face activities refer to activities which require involvement with other people such as training courses, seminars, or workshops.

**2. Assessment of CPD Activities**

- 2.1 The **Hong Kong Council for Accreditation of Academic and Vocational Qualifications** (HKCAAVQ) has been appointed by the Insurance Authority (IA) as the sole **assessment authority** for the CPD Programme. The HKCAAVQ is responsible for setting the assessment criteria and assessing CPD activities.
- 2.2 CPD activity providers should be able to demonstrate their abilities and capacities 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 of CPD hours, nature of the CPD activities, admission and assessment requirements (if any), instructor/presenter CVs, facilities, quality assurance mechanisms, and draft publicity materials such as course/seminar/workshop brochure. The HKCAAVQ may request further information and meet with the responsible instructors/presenters and other personnel as required for the assessment.

- 2.3 The cost of assessment will be borne by CPD activity providers concerned according to the fee schedule promulgated by the HKCAAVQ and paid to the HKCAAVQ at the time of application. (For details, please refer to para.7.) The HKCAAVQ will periodically publish a list of the approved CPD activities and their respective CPD hours on its web site at <http://www.hkcaavq.edu.hk>.
- 2.4 **Some of the following assessment criteria are compulsory, which are printed in bold type.**

### 3. Assessment Criteria of CPD Activities

#### 3.1 Content

- 3.1.1 **The overall objective of the CPD activity should be the maintenance and improvement of knowledge and skills, and/or the development of the personal qualities necessary for the execution of the professional duties of insurance intermediaries.** Activity titles should be reflective of the activity content.
- 3.1.2 Modules within the same activity must share a common theme and learning objective. In general, **an activity can be approved with a modular structure if the activity meets all of the following 3 principles:**
- Each module fulfils the aims and objectives of the activity as proposed;
  - The content of the module provides stand-alone knowledge and skills; and
  - The stand-alone knowledge and skills can be successfully delivered to achieve the learning outcome of the module even if participants have not attended other modules of the same activity. Therefore, in general an individual module of less than one contact hour will not be approved.
- 3.1.3 Qualified CPD activities are structured face-to-face activities (i.e. activities which require involvement with other people such as training courses, seminars or workshops) and must be related to local insurance (or related) legislation, regulatory aspects of insurance practice in Hong Kong, insurance, actuarial science, risk management, financial planning, or other disciplines which are directly related to the work of insurance intermediaries, such as investment, law and legal knowledge, finance, business,

commerce, management, engineering or communication skills. **Product-specific knowledge, general language and generic IT skills will not be qualified for approval.** Generally, one CPD hour can be earned for each hour's participation in these activities.

- 3.1.4 Courses generally refer to a series of activities with a longer time duration, often with a curriculum and leading to an award like certificate or diploma. Seminars refer to information dissemination sessions possibly with some discussions and participation. Workshops are much more interactive emphasizing more on participation and hands-on training.
- 3.1.5 **Course materials, seminar handouts, or seminar papers, etc. should be submitted to the HKCAAVQ for assessment.**

### 3.2 Mode of Delivery

- 3.2.1 CPD activity providers are encouraged to offer a variety of modes of attendance, such as activities conducted on evenings, weekends, day-release, and/or holidays to cater for the different needs of participants. **Upon approval, a copy of the schedule/timetable of the CPD activity should be emailed, in the form of an attached Microsoft Word or Excel file, to the HKCAAVQ (info@hkcaavq.edu.hk) and the IA (anita\_py\_ng@oci.gov.hk), seven working days before delivery of the activity. Written notice of any subsequent changes in time schedules, course venues or cancellation of classes should be given to the HKCAAVQ and the IA as soon as possible, as there may be unannounced class visits to the activity venue. The schedules should include the following information:**

- ◆ **Name of organiser**
- ◆ **Name of activity**
- ◆ **Reference number of the approved CPD activity assigned by the HKCAAVQ**
- ◆ **Date and time of the activity**
- ◆ **Venue of the activity (full address should be provided)**
- ◆ **Number of CPD hours to be granted to participants**
- ◆ **Contact person and his/her telephone numbers**

- 3.2.2 CPD activity providers may explore the use of a variety of learning resources and materials. **All CPD activities should be**

**conducted on a face-to-face and supervised basis.**

- 3.2.3 CPD activity providers should keep attendance registers with particulars of each of the participants. The HKCAAVQ, the IA and the relevant self-regulatory organizations may need to inspect the registers from time to time. An attendance record/certificate should be provided to each of the participants. Please refer to para.8.1 for the expected format of the certificate.
- 3.2.4 One hour of activity participation will generally be awarded one CPD hour. One CPD hour should be deducted where a participant is late for 15 minutes or more. If the participant has not attended the CPD activity in full, he/she should only be proportionately awarded the number of CPD hours with respect to the hours that he/she has attended.
- 3.2.5 **For award-bearing CPD activities such as Diploma/Certificate courses, participants should be provided with adequate access to learning support facilities, such as libraries and/or self-study materials.**

### **3.3 Activity Assessment**

- 3.3.1 Where applicable, consideration should be given to the need for an assessment component. The assessment may take the form of a one-sitting examination or continuous assessment or both. If both, the weightings should be indicated. There should be a fair and consistent assessment scheme and regulations which should be well understood by both participants and course instructors. **Time spent on assessment will not be qualified for CPD hours.**
- 3.3.2 If assessment components are present, CPD activity providers should keep record of the following, which may be inspected by the HKCAAVQ where necessary:
- (a) assessment questions, and
  - (b) assessment results of each participant, and
  - (c) samples of marked participants' assessment work drawn from the bottom, middle and the top ranks.
- 3.3.3 **For award-bearing CPD activities such as Diploma/Certificate courses, participants should be given attendance/graduation certificates and/or transcripts showing their assessment results, and dates of course completion.**

### 3.4 Instructors or Presenters

- 3.4.1 **CPD activity providers should recruit an adequate number of appropriately qualified and experienced instructors or presenters.**
- 3.4.2 **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.
- 3.4.3 **For all CPD activities, there should 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.

### 3.5 Quality Assurance

- 3.5.1 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. Besides, they should also ensure **proper attendance monitoring procedures are in place in the activity**, including verification of the identity of participants against their identification documents. If any impersonation in attendance is identified in the activity, CPD activity providers should report to the IA or the relevant self-regulatory organizations.
- 3.5.2 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.
- 3.5.3 **Participant evaluations should be carried out at the end of CPD activities, and there should be a statement in the evaluation forms indicating that dissatisfied participants can approach the HKCAAVQ regarding complaints if any.**
- 3.5.4 **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 the approval of the HKCAAVQ in**

**advance.** 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 on a case-by-case basis.

3.5.5 **The providers should agree to allow members or representatives of the HKCAAVQ and the IA to attend any of the activities free of charge for quality assurance purposes,** including but not limited to the inspection of the attendance monitoring procedures of the activity. The HKCAAVQ and the IA reserve the right to obtain independent feedback from activity participants during or after the activities.

3.5.6 In the case where the activity is delivered outside the Hong Kong territory, and the HKCAAVQ decides to attend the activity when it is held, the provider shall bear the expenses of the visitation conducted and be charged at cost recovery basis. For simplicity in calculation, out-of-territory visitations will be charged as follows:

Duration of Visitation	Disbursement of travel & accommodation expenses
Conducted within one day	\$1,500
Overnight stay required	\$2,500

3.5.7 Where a visitation is to be conducted outside the Hong Kong territory, the HKCAAVQ will inform the provider in its approval letter. Disbursement shall be payable by cheque to the HKCAAVQ 2 weeks before the visitation.

### 3.6 **Other Requirements**

3.6.1 **CPD activity providers should cooperate with the HKCAAVQ, the IA and the relevant self-regulatory organizations.**

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

#### 4. Assessment Outcome of CPD Activities

- 4.1 The possible assessment outcomes 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. (It might be because the proposed CPD activity is not conducive to the professional development of the insurance intermediaries, or because the proposed CPD activity does not meet any of the stated criteria or does not meet the expected standard of CPD activities.)
- 4.2 Where conditions are stipulated for approval, these are mandatory and failure to comply with the stipulated condition(s) by the required time frame will result in withdrawal of the approval status.
- 4.3 Upon written statements of approval issued by the HKCAAVQ, approved CPD activities may use the following statements in their marketing/advertising/promotional materials/literature: e.g. “approved by the HKCAAVQ”. In this connection, **CPD activity providers should submit all their publicity materials which mention the HKCAAVQ for approval.**
- 4.4 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.
- 4.5 Non-approval is accorded to a proposed CPD activity which in the opinion of the HKCAAVQ is not conducive in any way to the professional development of the insurance intermediaries, or which is found to be of substandard quality.
- 4.6 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.

#### 5. Re-assessment of CPD Activities

- 5.1 Approved CPD activities will be subject to re-assessment on an annual basis. An annual re-assessment exercise will be instituted about 12 months after approval. If the provider does not apply for re-assessment,

the approval status of the activity will automatically cease at the end of the approval period. This exercise is to ascertain whether the number of CPD hours of the CPD activities should remain the same. The new approval period for the re-assessed activity should commence after the re-assessment is approved.

- 5.2 Approved CPD activities not submitted for re-assessment within six months of expiry will be treated as expired cases. They will be treated as new cases for assessment if submitted thereafter. Fees will then be charged according to the assessment fee schedule.
- 5.3 An annual re-assessment form can be downloaded from the HKCAAVQ website (<http://www.hkcaavq.edu.hk>).

## 6. Information for CPD Participants

Upon approval, CPD activity providers should provide, where appropriate, the following information to the prospective participants:-

### General Information

- Activity title
- Approval reference number of the CPD activity assigned by the HKCAAVQ
- Name of activity provider
- Aims and objectives
- Number of CPD hours
- Contact hours

### Description of the CPD Activity

- Synopsis of contents
- Type of activity, such as training course, seminar, workshop, etc.
- Instructors or presenters
- Mode of delivery
- Dates and venue

### Additional Information For Award-Bearing CPD Courses

- Title of award
- Assessment requirements, if any
- Facilities and Support

### Admission

- Target participants
- Proposed date of the first delivery
- Frequency of the activity per year

- Minimum and maximum number of participants per activity
- Admission requirement, if any

### Fees

- Fees charged, if any
- Refund policy and procedure, if any

## 7. Fee Schedule

### 7.1 Assessment of one CPD activity

Minimum charge (a CPD activity with no more than 8 contact hours) \$8,000

\$3,000 will be charged to each additional 8 contact hours. For instance,

Total number of contact hours	Fee
1-8	\$8,000
9-16	\$11,000
17-24	\$14,000
25-32	\$17,000
33-40	\$20,000

- 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'.

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

Minimum charge (a CPD activity with no more than 8 contact hours) \$3,000

\$1,000 will be charged to each additional 8 contact hours. For instance,

Total number of contact hours	Fee
1-8	\$3,000
9-16	\$4,000
17-24	\$5,000
25-32	\$6,000
33-40	\$7,000

## 8. Responsibilities

### 8.1 An attendance certificate should be provided to each of the participants.

8.1.1 CPD activity providers should include the following information in the certificate:-

- ◆ Name of CPD activity provider
- ◆ Title of the CPD activity (if the participants did not attend the full activity, then the modules attended should also be indicated.)
- ◆ Reference number of the approved CPD activity assigned by the HKCAAVQ
- ◆ Date(s) of the CPD activity
- ◆ Full name of the participant as shown on the identification document
- ◆ CPD hours attended by the participant

8.1.2 The certificate should bear the signature and name of a responsible person (e.g. the head of organization or person-in-charge), as well as the stamp, of the organization or association.

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

8.3 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.

- 8.4 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.
- 8.5 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 however these may be caused.
- 8.6 CPD activity providers may **not** withdraw from the assessment once the application and the payment of 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 (re-assessment). The HKCAAVQ reserves the right not to accept any request for assessment of all or any part of the activities proposed.
- 8.7 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.
- 8.8 **For CPD activities run on a re-current basis, CPD activity providers should provide an advance notice to the HKCAAVQ of no less than one calendar month if they wish to discontinue the offering.**

## 9. Enquiries

For enquiries, CPD activity providers may contact the HKCAAVQ Secretariat at:-

10/F, Cambridge House  
Taikoo Place, 979 King’s Road  
Quarry Bay, HONG KONG  
Tel: 3658 0000  
Fax: 2845 9910  
Email: [info@hkcaavq.edu.hk](mailto:info@hkcaavq.edu.hk)