



香港學術及職業資歷評審局  
Hong Kong Council for Accreditation of  
Academic & Vocational Qualifications

**ASSESSMENT PROCEDURE**  
**For Seminars and Multi-Session Training Activities**  
**under**  
**the Estate Agents Authority Continuing Professional**  
**Development Scheme**

1 January 2012

# 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

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This latest version (1 January 2012) 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. An on-site visit may be conducted during the application stage.
- 1.3 The cost of assessment will be borne by CPD activity providers according to the fee schedule as specified in paragraph 5. The Estate Agents Authority (EAA) will publish a list of the approved CPD activities and their respective CPD points on its website at <http://www.eaa.org.hk>.
- 1.4 Provided that all relevant information is submitted, CPD activity providers will normally receive 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 help to raise the standard of practitioners are also eligible for non-core CPD points. CPD activities should be designed to focus on either the core or non-core category.

2.1.2 The following is a broad classification:

Core Subjects	Non-core Subjects
(C1) 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 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 work experience. CPD activity providers must provide detailed information, including the names of the instructors/presenters, their academic qualifications and awarding institutions, professional qualifications and awarding institutions, and relevant experience.

## 2.4 Quality Assurance

- 2.4.1 For all activities, there must be a person-in-charge who is responsible for the overall management and quality of the activity. The person should possess relevant training or experience in managing similar activities.
- 2.4.2 CPD activity providers should have in place a comprehensive mechanism for assuring and monitoring the quality of the activity to ensure that the activity is delivered up to standard.
- 2.4.3 The processes for quality assurance should be well documented and clearly understood by all personnel involved. The 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 **Significant change proposed in the activities during the approval period, e.g. changes to contact hours, content, instructors/presenters, assessment requirements, nature of the activity, etc., must have prior approval from the HKCAAVQ by submitting a change request in writing with a standard fee of HK\$600.** 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 change request is substantial or complex, the HKCAAVQ may impose an additional surcharge to cover extra cost incurred.
- 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** Approved 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 will monitor the progress of the activities and may request CPD activity providers to follow conditions or directions to maintain the activity within the assessment criteria and framework.
- 3.5** A proposed CPD activity may not be approved if in the opinion of the HKCAAVQ it does not contribute to the professional development of the participants, or is 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 conducted about 12 months after approval. This exercise is to ascertain whether the CPD points for activities should remain the same. Only approved activities conducted within the approval period specified in the letters of assessment outcome shall entitle the participants to claim CPD points. Providers shall not claim their CPD activities as HKCAAVQ approved activities after the approval period expires.

4.3 For the purpose of calculating the cost of assessment charged 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.

##### 5.2 Assessment of one CPD activity

Minimum charge (a CPD activity with no more than 3 contact hours) **\$4,000**

	Total number of contact hours	Assessment Fee (HK\$)
Seminar/ Lecture	1-3	\$4,000
	4-6	\$5,800
	7-10	\$7,500

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	\$10,500
	16-20 #	\$13,500

### Annual re-assessment of one CPD activity

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

	Total number of Contact hours	Assessment Fee (HK\$)
Seminar/ Lecture	1-3	\$3,000
	4-6	\$4,000
	7-10	\$4,800
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	\$7,400
	16-20 *	\$9,300

Notes 1: The fees are charged for the assessment work irrespective of the assessment outcome. Fees are payable in advance **and non-refundable**.

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

#: \$3,000 will be charged to each additional 5 contact hours.

\*: \$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 ensure that participants shall observe classroom discipline and do not cause disturbance to others such as talking on the mobile phone, etc.

- 6.1.2 CPD activity providers should implement a secure system to register a participant's entry to and departure from the activity venue, such as by asking him/her to sign in and out and/or by electronic means.
- 6.1.3 **CPD activity providers should submit copies of attendance records to the EAA within seven days of the CPD activities, and keep these records for at least three years.** They are required to submit to EAA computer readable attendance records in a format specified by EAA.
- 6.1.4 If a participant has not attended a CPD activity/CPD activity scheduled by modules in full, the CPD points awarded shall be reduced. For a CPD activity/CPD activity scheduled by modules delivered in seminar/lecture approved with 1-10 CPD points, one CPD point will be deducted where a participant is absent for any reason from the activity for 15 minutes or more cumulatively and no CPD point will be awarded if so absent for over 1 hour.
- 6.1.5 For multi-session training activities with 11 contact hours or more, the maximum non-attendance allowable is 20% of the total contact hours, no CPD points should be awarded if participants are absent for more than 20% of the activity. Providers can exercise stricter attendance requirements depending on the nature and objectives of the CPD activities.
- 6.1.6 Time spent on breaks/recesses, test or examination cannot be regarded as contact hours and are 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 are 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 any delays to the process if any 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 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 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**

## Annex II

**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