



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

SUMMARY ACCREDITATION REPORT

EASY SOLUTION (HONG KONG) LIMITED

**INITIAL EVALUATION AND
LEARNING PROGRAMME ACCREDITATION**

**CERTIFICATE IN LEVERAGING AI CHATBOTS
IMPLEMENTATION FOR SMALL BUSINESS**

APRIL 2025

1. TERMS OF REFERENCE

1.1 Based on the Service Agreement (No.: VA1842), the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ), in the capacity of the Accreditation Authority as provided for under the Accreditation of Academic and Vocational Qualifications Ordinance (Cap 592) (AAVQO), was commissioned by Easy Solution (Hong Kong) Limited (hereunder as the “Operator”), to conduct an Initial Evaluation and Learning Programme Accreditation Exercise with the following Terms of Reference:

- (a) To conduct an accreditation test as provided for in AAVQO to determine whether the Operator meets the stated objectives and is competent to operate learning programmes that meet the Hong Kong Qualifications Framework (HKQF/QF) Level 3 standard, and can be granted Initial Evaluation Status at QF Level 3; and
- (b) To conduct an accreditation test as provided for in AAVQO to determine whether the following programme of the Operator meets the stated objectives and QF Level 3 standard and can be offered as an accredited programme:
 - (i) Certificate in Leveraging AI Chatbots Implementation for Small Business; and
- (c) To issue to the Operator accreditation report setting out the results of the determination in relation to (a) and (b) by HKCAAVQ.

1.2 The accreditation exercise was conducted according to the relevant accreditation guidelines referred to in the Service Agreement. A site visit between the accreditation panel and representatives of the Operator took place on 21 February 2025.

2. HKCAAVQ’S DETERMINATION

Initial Evaluation

2.1 HKCAAVQ has determined that the Operator is competent to achieve its stated objectives and to operate learning programmes meeting the Hong Kong Qualifications Framework (HKQF/ QF) standards at Levels 1 to 3, and can be granted Initial Evaluation (IE) status at QF Level 3 with a validity period of two years.

2.2 Validity Period

2.2.1 The validity period will commence on the date specified below.

2.2.2 Within the two-year validity period for IE, the Operator must have at least one programme successfully accredited. If the Operator does not have a current accredited programme on the Qualifications Register (QR) at the end of the two-year validity period of their IE, the Operator will need to apply for an extension of their IE status at least three months before the validity period expires. An extension of up to 2 years may be granted. Only one extension of IE status will normally be allowed. If the Operator continues to gain successful Learning Programme Accreditation (LPA), their IE status will remain valid.

2.3 The determinations on the Initial Evaluation are specified as follows:

Name of Operator	Easy Solution (Hong Kong) Limited 香港易時有限公司
Address of Operator	Rm 702, 7/F, International Enterprise Centre 3, No. 18, Tai Chung Road, Tsuen Wan, NT 新界荃灣大涌道 18 號國際企業中心 3 期 7 樓 702 室
Highest QF Level of programme(s) which the Operator can operate upon successful learning programme accreditation	Level 3
Start date of 2-year validity period of Initial Evaluation (IE) accreditation status	1 September 2025
Scope of IE Accreditation Status	For local programmes operating in Hong Kong

Learning Programme Accreditation

2.4 HKCAAVQ has determined that the Certificate in Leveraging AI Chatbots Implementation for Small Business meets the stated objectives and QF standard at Level 3, and can be offered as an accredited programme with a validity period from 1 September 2025 to 31 August 2027.

2.5 Validity Period

2.5.1 The validity period will commence on the date specified below.

2.6 The determinations on the Learning Programme Accreditation are specified as follows:

Name of Operator(s)	Easy Solution (Hong Kong) Limited 香港易時有限公司
Name of Award Granting Body	Easy Solution (Hong Kong) Limited 香港易時有限公司
Title of Learning Programme	Certificate in Leveraging AI Chatbots Implementation for Small Business AI 聊天機器人企業應用證書
Title of Qualification(s) (Exit Award(s))	Certificate in Leveraging AI Chatbots Implementation for Small Business AI 聊天機器人企業應用證書
Primary Area of Study and Training	Computer Science and Information Technology
Sub-area (Primary Area of Study and Training)	Computer Science and Information Technology
Other Area of Study and Training	Not applicable
Sub-area (Other Area of Study and Training)	Not applicable
Industry	Not applicable
Branch	Not applicable
QF Level	Level 3
QF Credits	6
Mode(s) of Delivery and Programme Length	Part-time, 3 months 60 notional learning hours (including 30 face-to-face contact hours)
Intermediate Exit Award(s)	Not applicable
Validity Period	1 September 2025 to 31 August 2027
Number of Enrolment(s)	4 enrolments per year
Maximum Number of New Students	Maximum of 30 learners per class
Specification of Competency Standards-based Programme	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Specification of Generic (Foundation) Competencies-based Programme	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Vocational Qualifications Pathway Programme	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Notes to be indicated on the QR	Not applicable
Address of Teaching/ Training Venue(s)	Rm 702, 7/F, International Enterprise Centre 3, No.18, Tai Chung Road, Tsuen Wan, NT 新界荃灣大涌道 18 號國際企業中心 3 期 7 樓 702 室

2.7 Recommendations

HKCAAVQ offers the following recommendations for continuous improvement.

Recommendation(s)
<p><u>Recommendation 1</u></p> <p>The Operator should enhance its staff development policy by providing clear information about the expected hours of staff development activities, including those related to understanding of QF, to be attended by its staff members for consistent and effective implementation.</p> <p><u>Recommendation 2</u></p> <p>The Operator should closely monitor and review the sufficiency and appropriateness of the provision of equipment and facilities and make continuous enhancement, where appropriate, to ensure that the equipment and facilities can effectively support the delivery of programme on an on-going basis.</p> <p><u>Recommendation 3</u></p> <p>The Operator should revise the Class Observation Form by including clear descriptions for the ratings of teaching staff's performance to ensure consistent and effective implementation of class observation.</p>

2.8 HKCAAVQ will subsequently satisfy itself whether the Operator remains competent to achieve the relevant objectives and the Programme continues to meet the standard to achieve the relevant objectives as claimed by the Operator by reference to, amongst other things, the Operator's fulfilment of any conditions and compliance with any restrictions stipulated in this Accreditation Report. For the avoidance of doubt, maintenance of accreditation status is subject to fulfilment of any condition and compliance with any restriction stipulated in this Accreditation Report.

3. INTRODUCTION

- 3.1 Easy Solution (Hong Kong) Limited, established in 2021, is an education and training institution offering vocational and professional programmes related to information technology, ESG and corporate training.

4. PROGRAMME DETAILS

The following is the programme information provided by the Operator.

4.1 Programme Objectives

- To provide small business owners and employees with the essential skills needed to implement Artificial Intelligence (AI) chatbots using ChatGPT, in order to improve customer engagement and support, increase efficiency, and reduce costs.
- To empower participants to apply custom chatbots that are tailored to their specific business needs and objectives, using best practices in conversational design and AI development.
- To equip participants with the foundational knowledge of ChatGPT and relevant AI technologies, so that they can continue to develop their chatbot skills and apply them to various business needs.
- To provide practical examples and exercises that are relevant to small businesses, so that participants can apply the concepts learned to their specific business scenarios.
- To demonstrate how AI chatbots can be used to streamline business processes, provide personalized customer experiences, and gather valuable insights for better decision-making.

4.2 Programme Intended Learning Outcomes

Upon completion of the programme, students should be able to:

PILO-1. Understand the foundational concepts and technologies behind AI chatbots, specifically ChatGPT, including their operational mechanisms, capabilities, and limitations;

PILO-2. Apply effective chatbot solutions tailored to small business needs by employing best practices in conversational design and AI development;

PILO-3. Evaluate and optimize AI chatbot performance using analytical findings, feedback, and continuous improvement methodologies to ensure alignment with business objectives and customer satisfaction.

4.3 Programme Structure

Major Topics	QF Credits
1. Basics of ChatGPT	6
2. Exploring Applications of ChatGPT	
3. Introduction to Machine Learning and Generative Artificial Intelligence	
4. Fundamentals of Large Language Models (LLM)	
5. Integration with ChatGPT	
6. Developing a Chatbot using GPT	
Total	6

4.4 Graduation Requirements

- (a) Maintained a minimum of 70% attendance of total lecture hours
- (b) Passed each written test (passing score is 50%)
- (c) Passed assessment project (passing score is 50%)

4.5 Admission Requirements

- Completion of Secondary 6 (HKDSE) or Secondary 5 (HKCEE); or equivalent.

5. IMPORTANT INFORMATION REGARDING THIS ACCREDITATION REPORT

5.1 Variation and withdrawal of this Accreditation Report

- 5.1.1 This Accreditation Report is issued pursuant to section 5 of the AAVQO, and contains HKCAAVQ's substantive determination regarding the accreditation, including the validity period as well as any conditions and restrictions subject to which the determination is to have effect.
- 5.1.2 HKCAAVQ may subsequently decide to vary or withdraw this Accreditation Report if it is satisfied that any of the grounds set out in section 5 (2) of the AAVQO apply. This includes where HKCAAVQ is satisfied that the Operator is no longer competent to achieve the relevant objectives and/or the Programme no longer meets the standard to achieve the relevant objectives as claimed by the Operator (whether by reference to the Operator's failure to fulfil any conditions and/or comply with any restrictions stipulated in this Accreditation Report or otherwise) or where at any time during the validity period there has/have been substantial change(s) introduced by the Operator after

HKCAAVQ has issued the accreditation report(s) to the Operator and which has/have not been approved by HKCAAVQ. Please refer to the '*Guidance Notes on Substantial Change to Accreditation Status*' in seeking approval for proposed changes. These Guidance Notes can be downloaded from the HKCAAVQ website.

5.1.3 If HKCAAVQ decides to vary or withdraw this Accreditation Report, it will give the Operator notice of such variation or withdrawal pursuant to section 5(4) of the AAVQO.

5.1.4 The accreditation status of the Operator and/or Programme will lapse immediately upon the expiry of the validity period or upon the issuance of a notice of withdrawal of this Accreditation Report.

5.2 Appeals

5.2.1 If the Operator is aggrieved by the determination made in this Accreditation Report, then pursuant to Part 3 of the AAVQO the Operator has a right of appeal to the Appeal Board. Any appeal must be lodged within 30 days of the receipt of this Accreditation Report.

5.2.2 If the Operator is aggrieved by a decision to vary or withdraw this Accreditation Report, then pursuant to Part 3 of the AAVQO the Operator has a right of appeal to the Appeal Board. Any appeal must be lodged within 30 days of the receipt of the Notice of Variation or Withdrawal.

5.2.3 The Operator should be aware that a notice of variation or withdrawal of this Accreditation Report is not itself an accreditation report and the right to appeal against HKCAAVQ's substantive determination regarding accreditation arises only from this Accreditation Report.

5.2.4 Please refer to Cap 592A (www.elegislation.gov.hk) for the appeal rules. Details of the appeal procedure are contained in section 13 of the AAVQO and can be accessed from the QF website at: www.hkqf.gov.hk.

5.3 Qualifications Register

5.3.1 Qualifications accredited by HKCAAVQ are eligible for entry into the QR at www.hkqr.gov.hk for recognition under the QF. The Operator should apply separately to have their quality-assured qualifications entered into the QR.

- 5.3.2 Only learners who commence the study of the named accredited learning programme during the validity period and who have graduated with the named qualification listed in the QR will be considered to have acquired a qualification recognised under the QF.

Ref: VA366/01/01 & VA366/02/01

