



Recognition of Prior Learning Information and Communications Technology Industry (Operation & Support)

Application Guide and Application Form

1. Purpose of RPL Mechanism

Recognition of Prior Learning (RPL) is a mechanism whereby participation is on a voluntary basis. It aims to enable practitioners with various backgrounds to receive formal recognition of their knowledge, skills and experience under the Qualifications Framework (QF) with a view to promoting continuing education and lifelong learning. Aspiring practitioners can determine their starting points for learning and progression based on the qualification levels they have already acquired to minimise the need for repetitious training of the same skills.

There are 30 RPL qualifications available for practitioners, including 22 Units of Competency (UoC) clusters and 8 Vocational Qualification Pathway based RPL qualifications (VQP qualification). RPL is based on industry-established Specification of Competency Standards (SCS) and is recognized in the form of UoC cluster. The VQP qualifications are designed according to the competency requirements of specific job positions on the VQP, and their performance standards align with the competency requirements of those positions.

2. Eligibility to Apply

The applicant must meet the following requirements:

- 2.1 be currently or previously in employment with the relevant industry;
- 2.2 be a Hong Kong resident having the right of abode, the right to land or to stay in Hong Kong without restriction, i.e. either one of the symbols "A" (right of abode), "R" (right to land) or "U" (right to stay without any restrictions) should appear under the date of birth on his/her Hong Kong Identity Card (HKID Card). Holders of one-way permits who come to settle in Hong Kong from Mainland China can also apply. Those who are unable to present their one-way permits and HKID cards in person for verification by the RPL Assessment Office should attach the photocopies of the same to the application forms for submission by mail; and
- 2.3 have reached the minimum requirement for the number of years of working and relevant experience of the specific clusters of units to be recognised.

3. Application Procedures

- 3.1 Applications can be submitted in person, at designated HKU SPACE Enrolment Counters (see below), by proxy or by mail.
- 3.2 The completed application form must be submitted together with (i) application fee (crossed cheque made payable to the "HKU SPACE"), (ii) Employer/Referee Review form and (iii) supporting documents of their working and relevant experience (if applicants submit their form to HKU SPACE Enrolment Counters in person, please bring along the original copies with you for certification of documents).
- 3.3 Applicants must provide the Employer/Referee Review form, documented proof of years of work experience and other relevant experience issued by employer, authorised person or referee.

- 3.4 Supplementary evidence (e.g., attestation of employment issued by registered trade associations or labour unions, tax demand notes, payroll slips, or business registration certificates of those who are self-employed) can be submitted to the RPL Assessment Office.
- 3.5 The eligibility of applicants and relevance of provided documents will be initially verified by the front line staff at the RPL Assessment Office who will indicate whether applicants have met the basic requirements. Individual portfolios will be created after the initial verification. Acknowledgement of receipt of application with application number and any required supplementary documents will be sent to applicants by post.
- 3.6 Except for application made through employer, applicants must present original copies or certified true copies from employer as documented proof and HKID card to the RPL Assessment Office in person for verification purposes within the specified time limit. Failure to comply with such will result in the refusal of the application and the paid assessment fee will not be refunded.
- 3.7 The assessment method is written test (Multiple Choice questions), the RPL Assessment Office will make arrangements for the venue and date of the test, and the aforesaid information will be provided to applicants by email. The assessment will be completed within three months.
- 3.8 Applicants who have special circumstances and require assistance are to clearly indicate and specify their requests on the application form. The RPL Assessment Office will arrange to accommodate the requests to the best of their ability.
- 3.9 The completed application form may submit to one of our designated Enrolment Counters:

Admiralty Learning Centre

3/F, Admiralty Centre, 18 Harcourt Road, Hong Kong

(Admiralty MTR Station Exit A)

Weekdays: 8:30 am – 7:30 pm

Saturday: 9:00 am – 5:00 pm

Fortress Tower Learning Centre

14/F, Fortress Tower, 250 King's Road, North Point, Hong Kong

(Fortress Hill MTR Station Exit B)

Weekdays: 8:30 am – 7:30 pm

Saturday: Closed

Kowloon East Campus

1/F, 28 Wang Hoi Road, Kowloon Bay, Kowloon

(Kowloon Bay MTR Station, Exit B)

Weekdays: 8:30 am – 7:30 pm

Saturday: 9:00 am – 5:00 pm

- 3.10 Applicants can send their application by post: HKU SPACE RPL (ICT (O&S)) Assessment Office, 13/F, Fortress Tower, 250 King's Road, North Point, Hong Kong

4. Assessment fee structure

The applicant submits applications for more than one UoC cluster and/or VQP qualification of the same industry at one time, the following discount fees shall apply. Assessment fee structure is tabulated below:

Assessment fee for applying UoC cluster

QF Level	Assessment Method	1 Cluster	2 Clusters	3 Clusters	4 Clusters or More
1 - 3	Written Test	\$550	\$900	\$1,300	\$1,700

Assessment fee for applying VQP qualification*

Code	VQP Qualification	QF Level	Assessment Method	Fee
ITOS023L2	Technical Support	2	Written Test	\$1,700
ITOS024L3	Technical Support	3		\$1,700
ITOS025L2	Field Technical Support	2		\$1,700
ITOS026L3	Field Technical Support	3		\$1,700
ITOS027L2	Computer Operation	2		\$1,300
ITOS028L3	Computer Operation	3		\$1,700
ITOS029L2	Help Desk Support	2		\$1,300
ITOS030L3	Help Desk Support	3		\$1,300
Apply for 2 or more VQP qualifications OR apply for a combination of UoC cluster and VQP qualification.				\$1,700

** The assessment fee for an VQP qualification is calculated based on the total number of clusters involved in that VQP qualification.*

5. Notification of Assessment Results and Issue of Certificates

- 5.1 The entire process will be completed within three months from the issue of the Acknowledgement of Receipt of Application. Applicant will receive an Assessment Result Notice after the assessment.
- 5.2 The successful applicant will be awarded a Statement of Attainment. The applicant may choose to collect the Statement in person or by proxy at the Assessment Office (an authorisation letter and a photocopy of the applicant's HKID Card are required) or by post.

6. Retake or Appeal

- 6.1 Applicants who are dissatisfied with the results are granted the right to apply for retake or appeal within 30 days of the release of the assessment results by submitting a Re-Assessment Application Form.
- 6.2 Applicants who fail the assessment can have one chance to retake the written test, and it is free of charge. Re-assessment will be arranged and the result will be released within three months upon receipt of re-assessment application.
- 6.3 Applicants who wish to appeal against their assessment results are required to submit a non-refundable administration fee (HK\$500) for each UoC cluster or VQP qualification with their Re-Assessment Application Form. The charge will only be refunded to successful

applicants. The applicant has the right to submit relevant documents/evidence and reply to the Appeal Panel directly regarding the Panel. The applicant will be informed of the appeal result within one month after submitting the appeal application.

7. Processing of Personal Data

7.1 A database will be compiled by the RPL Assessment Office as part of the processing of all applications, which will include information such as documents submitted by applicants and assessment reports. All data will be kept confidential. The RPL Assessment Office is committed to ensuring that all personal data are handled in accordance with the provisions of the Personal Data (Privacy) Ordinance (PDPO). No access or downloading of files will be allowed without approval from the RPL Assessment Officer.

7.2 The applicant's personal data may be provided to authorised government departments and other organisations or agencies for matters relating to RPL application, such as the reimbursement of assessment fee.

8. Enquiries

For enquiries about the RPL, please contact:

HKU SPACE - Recognition of Prior Learning (ICT (O&S)) Assessment Office
13/F Fortress Tower, 250 King's Road, North Point, Hong Kong

Tel	: 2587 3236
Email	: rpl.ict@hkuspace.hku.hk
Website	: https://hkuspace.hku.hk/rpl-ict
Office hours	: Mondays to Fridays: 9:00 am - 1:00 pm and 2:00 pm - 5:30 pm

9. Reimbursement of Assessment Fee

From 1 December 2019, all RPL applicants can apply for full reimbursement of assessment fees in a lump sum after obtaining the Statement of Attainment (SOA). All applications should be submitted within two years from the date of issuance of SOA. Late applications will not be accepted. (Details: <https://www.hkqf.gov.hk/en/support-schemes>)

Application Form
Information and Communications Technology Industry (Operation & Support)

Please refer to the “Application Guide” before filling in this Form.
 Please fill in the form with BLOCK letters using a black or blue ball pen.
 Please put a “✓” in the ☐ as appropriate.

For Assessment Office use only

Application Code : _____

Application Fee : _____

Receipt No. : _____

Date : _____

1. Personal Data (Personal Data must be the same as those shown on the applicant's HKID Card)

Name in Chinese:	Home Phone No.:
Name in English:	Mobile Phone No.:
HKID Card No.:	Email Address:
Date of Birth: DD MM YY	Gender: Male ☐ Female ☐
Correspondence Address:	
To facilitate the arrangement of assessment, please put a “✓” as appropriate:	
a. I can take the assessment in Cantonese. Yes ☐ No ☐ (Please specify the language you prefer: _____)	
b. I would require special assistance due to disability. Yes ☐ No ☐	
Please specify the assistance here with reason(s): _____	
Note 1: The Assessment Office provides the RPL assessment services on a non-profit making basis and the fees shall be determined by the assessment methods and cost required. If special services are needed in the course of assessment, the applicant may be required to pay a surcharge based on the “user-pay” principle. Note 2: The applicant may be required to submit a medical certificate as a proof of disability so that the Assessment Office can make appropriate arrangements as and when required.	

2. Application details

UoC Cluster	VQP Qualification	Title & Code of the Qualification	No. of years of relevant working experience	Fee
☐	☐			
☐	☐			
☐	☐			
☐	☐			
☐	☐			
☐	☐			
Accumulated no. of years of working experience in the Information and Communications Technology (Operation & Support) industry: _____			Total:	

Assessment Fee Structure

UoC Cluster	One Cluster	Two Clusters	Three Clusters	Four Clusters or More
	\$550	\$900 [#]	\$1,300 [#]	\$1,700 [#]

Code	VQP Qualification	QF Level	Fee	Code	VQP Qualification	QF Level	Fee
ITOS023L2	Technical Support	2	\$1,700	ITOS027L2	Computer Operation	2	\$1,300
ITOS024L3	Technical Support	3	\$1,700	ITOS028L3	Computer Operation	3	\$1,700
ITOS025L2	Field Technical Support	2	\$1,700	ITOS029L2	Help Desk Support	2	\$1,300
ITOS026L3	Field Technical Support	3	\$1,700	ITOS030L3	Help Desk Support	3	\$1,300

Apply for 2 or more VQP qualifications OR apply for a combination of UoC cluster and VQP qualification.

\$1,700 [#]

[#] Discounts are for those who apply for more than one UoC cluster and/or VQP qualification in one application.

3. Relevant Working Experience

(Photocopies of supporting documents for such working experiences should be attached hereto)

In chronological order (Give the details on a separate sheet if needed.)

Name and Address of Company / Organization	Position Held	Scope of Duty and Description*	From (MM/YY)	To (MM/YY)

* To prove that the prescribed requirements are met, please specify the scope of duty and experience which are relevant to the clusters under which you seek recognition.

4. Collection of Statement of Attainment

I wish to collect the Statement of Attainment by the following means:

☐ in person or by proxy at the Assessment Office ☐ by post ☐ Authorize my current employer to collect

5. Other Documents or Professional Qualifications Relevant to the Assessment

(Photocopies of which must be submitted)

In chronological order (Give the details on a separate sheet if needed.)

6. Declaration

- I declare that all information provided in this application form and the accompanying documents is accurate and complete and agree that it can be used for related purposes pursuant to the personal data policy of the Assessment Office. I understand that any misrepresentation may result in the disqualification of my application or the awarded qualification, without entitlement to any refund. Making, submitting, or using false instruments (including forged documents) is a serious criminal offence under the Crimes Ordinance (Cap. 200, Laws of Hong Kong) and may lead to prosecution and imprisonment. The Assessment Office will refer any suspected admission fraud to the Police and reserves the right to take further action as appropriate.
- I agree that the Assessment Office may contact the officer-in-charge of the company(ies)/organization(s) concerned to verify my documentary proof of the number of years of working and relevant experience.
- I understand that I must not offer any gifts or hospitality to any staff of the Assessment Office or related persons directly or by whatsoever means. An act otherwise may be a breach of the law and the qualifications recognized may be revoked.
- I agree to compensate for any damage of machinery, tools or equipment in the course of my assessment. I also agree that the Assessment Office and HKU School of Professional and Continuing Education shall take no responsibility in respect of any of my personal injury or death caused by any negligence on my part.
- I have read the provisions set out in the Application Guide and agree to abide by the regulations set out therein.

Signature of Applicant: _____

Date: _____