



## **NOTICE NO. 09/2021-IFS**

### **The Continuing Professional Development For Insurance Intermediaries – Online Activities Guideline**

**Date: Oct 26,2021**

#### **1. Purpose**

This notice aims to set out certain circumstances of pandemic or other force majeure that restricts the CPD courses from normally conducted, the CPD organizers are entitled to apply for online mode of delivery. Detailed requirements in this regard are set out below.

#### **2. Definitions**

Online courses whose delivery involves the use of technology and are delivered through a digital learning platform via the Internet to provide structured teaching, learning and assessment. The courses can be undertaken by users under two circumstances:

- I. Non-designated area such as homes, offices, etc.; or
- II. Designated area such as classrooms, training rooms, etc.

#### **3. Application:**

To submit applications to the Macau Institute of Finance before the course starts 5 working days in advance; or in a re-assessment/change application.

#### **4. Requirements:**

##### **Mode I**

- 4.1 The providers and users prepare for the network, equipment and software required for the class. Desktop computers, laptops, tablets, etc., are recommended while mobile phones are not. The network and equipment used by the users are ensured to fully participate throughout the course.
- 4.2 Users should log in to the class system 15 minutes in advance, and show their full name as ID card on the screen.
- 4.3 Users must turn on the camera throughout the class.
- 4.4 There should be continual authentication of the users' identity throughout the online activities. For example, apart from the front-end login, a user should be prompted to answer questions by the instructors at irregular intervals. The times of intervals are on 30 minutes basis of total course. The intervals can be performed in OTP, chat box, facial recognition, pop up question, etc.



- 4.5 Students should complete all intervals deployed in the course, and it is recommended to complete them within 5 minutes after the interaction is issued.
- 4.6 Users who are late or early leave for more than 15 minutes are not qualified to get the certificate and not to obtain continuous professional training hours. Users should log out the system when the course is over.
- 4.7 Maximum 100 users.

## 5. Mode II

To execute the requirements mentioned in CPD assessment criteria.

### Requirements:

- 5.1 A deployed host is responsible for managing the online course and record the users to sign in/out time. The users are to show his/her appearance through the camera. The host must confirm that the student's name displayed on the screen,
- 5.2 The course is applicable to an assessment, but the time of which should not be included in the CPD hour.
- 5.3 The organizer should have a proper audit trail which keeps track of participants' login time, intervals undertaken, and the logout time. All records should be generated and maintained for 3 years.
- 5.4 The organizer shall issue a course certificate/record of completion to the users who has successfully completed the online activity.

## 6. Monitoring measurements:

- 6.1 The organizers must notify the commencement of the course to IFS 5 working days in advance, and provide a user account for IFS, so as to let IFS login for inspection during the course period.
- 6.2 Keep relevant audit trail records of the users such as screenshots of the class, intervals, assessments, attendance records for at least 3 years which should be available in a legible format for inspection by the IFS upon request.
- 6.3 The screenshots should execute at the first and last 15 minutes of the class, which clearly show the names and faces of all users.

This notice revises the "Notice of Contingency Measures for CPD Activities" issued by IFS on April 9, 2020. For the avoidance of doubt, this document shall prevail.

Macau Institute of Financial Services

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Chairman of the Executive Board