eCPD course - FAQs

1. If I need to exit in the middle of the course, will the system record my progress?
   - When you exit the eCPD course, the system will automatically record your learning progress. When you restart the eCPD course, you can continue the course from where you left off. However, please note that the system's automatic recording function does not apply to the assessment section, you must complete all questions in one go. If you leave in any way during the assessment, it will be considered as disqualification. For details, please refer to the Notes to Learners and Assessment Guidelines.

2. How to obtain the CPD hours listed in the eCPD course?
   - You must complete the entire eCPD course and obtain a pass mark in the relevant assessment in order to download the e-Certificate of attainment issued by the Institute of Professional Education And Knowledge (PEAK) and to obtain the listed CPD hours of the course. Please note that you must keep the e-Certificate for record. For details, please refer to the Notes to Learners.

3. Why does the system ask me to provide the one-time password (OTP) generated by Google Authenticator from time to time?
   - The main reason is to verify your identity and to avoid impersonation or any acts of allowing other person(s) to take the course on your behalf. The system checks your identity from time to time after you start the course. You only need to enter the OTP generated by Google Authenticator as requested to continue the course. For details, please refer to the Notes to Learners.

4. How to ask questions about the content of the eCPD course?
   - If you have any questions about the content of the eCPD course, please email the question to the PEAK representative (Email: eCPD@vtc.edu.hk) in writing, we will consult the course instructor about the questions and give you a reply as soon as possible. For details, please refer to the Notes to Learners.

5. What are the recommended system requirements for taking the eCPD course?

Operating System	Windows： ▪ Microsoft® Windows 10 ▪ Microsoft® Windows 8.1 macOS： ▪ Mac OS® X™ v10.10.5 or higher ▪ macOS Sierra v10.12 - 10.12.5* ▪ * As of version 10.12, OS X was renamed to macOS
Browser Support	▪ Google Chrome v83+ [Recommended] ▪ Microsoft IE11, Edge v44+ ▪ Firefox v78+ ▪ Safari v12+

Mobile Device Requirements	Smartphones：
	▪ Android 6+ Mobile Chrome
	▪ Apple iOS 13+ Mobile Safari
	Tablets：[Recommended]
	▪ Android 6+ Mobile Chrome
	▪ Apple iOS 13+ Native mobile Safari browser
	▪ Windows 8.1, 10 Native browser

6. Why I cannot log into the eCPD training platform?
   - Please make sure your mobile time and clock are set according to "Automatic date and time provided by your network (自動更新 / 網絡時間)" and the clock displayed in laptop/personal computer is also the same as mobile clock as the clock time is the most important factor for Google Authenticator to generate the correct password.
   - Please double-check whether the information entered is correct. If the information is correct, please follow the instructions in the user guide to remove the registered account in Google Authenticator, and then add the account to your Google Authenticator again. As a reminder, please double-check whether the 16 digits alphanumeric is correct when you are entering the key. If the key you entered is incorrect, the one-time password generated by the system would not be able to pass the verification procedure of the eCPD training platform.
   - If the problem still exists, you can contact the PEAK representative for assistance. (Email: eCPD@vtc.edu.hk or Tel: 2836 1922)

7. Why does the system automatically log me out of the eCPD training platform?
   - Your eCPD account will be automatically logged out if you leave it idle for more than 30 minutes. You are required to log in again if you want to continue the course. For details, please refer to the Notes to Learners.

8. Why I cannot hear the voice-over during the eCPD course?
   - The voice-over function of the eCPD course supports all kinds of learning devices. If you encounter the above technical problems, you can try to log in the eCPD training platform again or refresh the page, and then you can continue the course. If the problem still exists, you can contact the PEAK representative for assistance. (Email: eCPD@vtc.edu.hk or Tel: 2836 1922)

9. What is the pass mark in the assessments?
   - The pass mark in the assessment is 50%. In case you failed the assessment, you must restudy the specified part of the course in order to retry the assessment. If you fail in the fourth attempt, please contact PEAK for assistance. For details, please refer to the Assessment Guidelines.

10. Why can't I change the submitted answers during the assessment?
    - No changes can be made to all submitted answers. When you submit an answer, the system will immediately show whether the answer is correct, but will not display the correct answer to that question. Therefore, you must answer each question carefully. After answering all questions, the system will display the final score. Please refer to the Assessment Guidelines.

11. How to obtain the e-Certificate of attainment if I have successfully completed the eCPD course?
    - You must complete the course evaluation in order to download the e-Certificate of attainment as study record. You must download it before the expiry date of the course. Otherwise, you will not be able to download it. For details, please refer to the Notes to Learners.

12. If my computer or other personal device(s) suddenly breaks down during the assessment, will I get another chance to retake that assessment?
    - For whatever reason, you will not get any extra chance to retake the assessment, and that assessment result will be considered as invalid. If you encounter any technical difficulties, please contact the PEAK representative for assistance during office hours*. (Email: eCPD@vtc.edu.hk or Tel: 2836 1922) *Please refer to the Notes to Learners.