

Practical Skills Training and Assessment Centre (PSTAC)
Standardised Practical Skills Assessment – Guide Notes for Candidates

1. Candidates shall follow PSTAC's guidelines and the instructions and arrangements made by the PSTAC staff. The PSTAC reserves the right to reject offenders to attend the assessment and ask them to leave.
2. Candidates must bring along their **original Hong Kong Identity Cards/ Mainland Travel Permit/ Hong Kong Special Administrative Region passport** for verification before admission to the Practical Skills Training and Assessment Centre (PSTAC) for assessment. Candidates failing to do so will not be allowed to undergo assessment, and one assessment opportunity will be deducted. Candidates have to contact their respective training bodies for details of the re-take arrangement. Candidates may submit applications for wavier of deduction of an assessment opportunity, as soon as possible, to the PSTAC through their respective training bodies. The application must be submitted before the candidates agree to accept attending the next assessment. Otherwise, it will not be processed.
3. Irrespective of whether this is a fresh assessment or a re-take, candidates must reach the PSTAC **on time for registration (the respective training bodies will notify candidates of the registration time)**. Latecomers may not be allowed to undergo assessment and will have to contact their respective training bodies for details of the re-take arrangement. One assessment opportunity will be deducted in case of absence. If candidates are not able to attend assessments upon confirmation of the schedules due to reasonable causes, they may submit applications for wavier of deduction of an assessment opportunity to the PSTAC through their respective training bodies. The application must be submitted before the candidates agreed to accept attending the next assessment. Otherwise, it will not be processed.
4. Candidates must assess their medical fitness for **attending assessment and activities organized by PSTAC**. To prevent influenza or other contagious diseases, candidates should take temperature reading beforehand and seek medical consultation as soon as possible, rather than joining the assessment, should there be a fever or symptoms of influenza. Candidates absent from assessment for health or emergency reasons (e.g. accidents) **and wish to be exempted from having that exam opportunity deducted**, they should notify their respective training bodies as early as possible **and provide the proof to PSTAC through their training bodies for PSTAC's consideration in granting an exemption and** rescheduling the assessment. In case of outbreak of serious infectious disease, the PSTAC will announce precautionary measures of epidemic prevention and inform candidates via training bodies. Besides, candidates may be arranged to undergo assessment on another day, if considered physically

unfit to do it (e.g sneeze or cough persistently). Report to the PSTAC staff if feel uncomfortable during the assessment.

5. Pregnant candidates in 34 gestation weeks are strongly advised to defer the assessment after delivery. They should apply for the deferral together with supporting document before the scheduled assessment date via training bodies. They can then apply for assessment within 6 months after delivery.
6. Candidates must dress properly and appropriately. The PSTAC reserves the right to refuse those failing to do so from undergoing assessment, which involves different postures and limb movements. Long-sleeved clothes, long pants and flat sport shoes are preferred to vests, short pants, dresses and high-heel shoes to avoid embarrassment and accidents. Candidates refused entry for assessment have to contact their respective training bodies for details of the re-take arrangement.
7. Candidates must follow the instructions of PSTAC to enter the designated assessment room for the practical assessment. After entering the assessment room, candidates must turn off their mobile phones and any alarm devices, and properly store their personal belongings in the designated candidate storage box or cabinet. The assessor will provide instructions and, where applicable, candidates will be required to draw their assessment questions and scenario settings by lot. Before the assessment begins, candidates are not allowed to touch any assessment equipment or materials in the assessment room. The assessor will allow candidates to observe the assessment environment before the assessment starts (only applicable for first attempt). All candidates must follow the assessor's instructions during the assessment.
8. Candidates should consult their respective training bodies concerning the assessment process and bring the required tools (for instance, candidates should bring their own gloves for assessment under the domestic helper training course) as required. If the required assessment tools (including stationery) are to be provided by the PSTAC, candidates will not be allowed to use their own tools without prior approval. Also they should not bring invaluable personal belongings to avoid possible loss.
9. For a fair and just assessment, candidates must not provide any advantage for the PSTAC staff or assessors, or cause any nuisance/ threats in any form, or else they will be subjected to disqualification.
10. Candidates have to observe the rules and instructions set out by the PSTAC staff/ assessors including, but not limit to, the following:

- To keep the PSTAC clean and no smoking, eating, drinking* and littering are allowed;
- To keep quiet and speaking loudly or bad language is not allowed;
- To switch off electronic devices such as mobile phone or tablet computer, or switch them to the “silent” mode; making or receiving phone calls is prohibited;
- Clean hands with alcohol sanitizer when entering the PSTAC and the assessment rooms;
- If need to tidy up hair and dressing, do it before entering the PSTAC;
- When staying at the waiting room, keep quiet to wait for the arrangement of assessments. Activities involve close body contact, such as help each other to practicum, are not allowed at the waiting rooms. Should any candidates need to do such activities, they may go outside the PSTAC at the risk of missing the assessments. The assessment will not be arranged on the same day for those candidates missed the assessments;
- No photo-taking, video-taping and voice-recording are allowed;
- Animals, hazardous materials, trolleys and large luggage are not allowed;
- Other than candidates, other persons are not allowed to enter into the PSTAC without approval;
- Taking away property of the PSTAC is prohibited;
- Upon completion of assessment, candidates should leave PSTAC as directed and do not gather at the lift lobby to wait for classmates.
- No cheating is allowed. The candidate who is found cheating will be disqualified and rated as failed in the assessment result.

11. Some of the assessment subjects (please consult the training bodies for details) require cooperation among candidates by performing the helper role (customer/ elderly client/ patient/ assistant) in the assessment process. Helpers will not be provided by the PSTAC. Matching of helpers with candidates will be made by the PSTAC on the spot during the assessment day. **In general, practical assessments conducted in group format will be carried out with mixed-gender candidates. If possible, PSTAC may consider arranging for male candidates to act as patients for other male candidates (if applicable), while female candidates will not act as patients for male candidates and will only take on the role of assistants. All group arrangements are determined by PSTAC, and candidates must comply with PSTAC's arrangements during the assessment. Candidates who are unable to serve as helper role due to health reasons or other circumstances are required to submit an special arrangement application for exemption with supporting document through the respective training bodies prior to the assessment, to PSTAC for consideration to grant the exemption.** Any helpers involved in cheating, or behaved uncooperatively, will be disqualified and rated as failed in the assessment result.

12. Special arrangements for particular assessments (if any) will be informed via training bodies.

13. Candidates must complete the assessment procedure as instructed by the assessors. Performance outside the time allowed will not be considered. Candidates must turn off their electronic devices before the assessment.
14. Without affecting the observation of the candidate's performance, the assessor will place the assessment equipment to its original location either near the end of the assessment and/or after the assessment is completed. This will not affect the assessor's evaluation of the candidate. Candidates (including the helpers) are required to follow the assessors' instruction to place the assessment equipment to the original locations.
15. If any candidates need early release before completing the assessment procedure for health or emergency reasons, they have to apply to the PSTAC as soon as possible. The permitted candidates may contact their respective training bodies for details of the re-take arrangement for the uncompleted parts afterwards. In the event of termination of assessment by the PSTAC on the grounds of emergency (for instance power failure, Hong Kong Observatory has issued/ hoisted Typhoon Signal No. 8 or above, accident to a candidate), arrangements in conjunction with the training bodies concerned will be made for the affected candidates for re-scheduling assessment for the uncompleted parts.
16. To enhance the service, the candidates are invited to complete a questionnaire after assessments. Those who have answered the questionnaire in the past can opt for not to do the same again in the re-takes. Besides, opinion collection box is also provided outside the waiting rooms.
17. The scheduled assessment date and time (including registration, waiting and assessment time) may be affected by sudden incident or assessment progress. The PSTAC may change the above assessment arrangement and will inform affected candidates accordingly.
18. To facilitate the candidates' enquiry, the PSTAC will notify their respective training bodies of their assessment results within 9 working days approximately upon completion of assessment. Candidates who failed in the assessments should approach their respective training bodies for detailed explanations of the failure and support for re-assessments.
19. Each candidate has one chance of fresh assessment and two chances of re-take. All re-takes have to take place within half a year upon completion of the first assessment of the class. The PSTAC will take the initiative to arrange re-takes for unsuccessful candidates or candidates absent from assessments. Candidates' own applications for re-takes are therefore unnecessary. However, if candidates reject the re-takes 3 times, the PSTAC will stop making re-take arrangement and the concerned candidates need to apply for re-take via training bodies within

half a year.

20. When the Hong Kong Observatory has issued/ hoisted the Black Rainstorm Warning or Tropical Cyclone Warning Signal No. 8 or above, the PSTAC may cancel scheduled assessments or make special arrangements. The relevant measures are at **Annex** – Arrangements of Assessment during Adverse Weather.
21. To safeguard the personal privacy of the candidates and maintain the confidentiality of the assessment process, as well as, given that practical skill assessments involve close-up observation of continuous operations, various gestures and the precision of techniques, assessors must observe candidates' performance from multiple angles. Assessors will evaluate the on-the-spot performance of candidates according to the established assessment criteria. Hence, no video recording equipment is installed at the assessment venue, and the assessment process is not recorded.
22. Virtual tour, photos of various assessments, and "Common Mistakes" videos (selected courses only), can be viewed on the ERB website :

(<https://www.erb.org/en/quality-assurance/practical-skills-training-and-assessment-centre/guide-notes-for-candidates-and-scope-of-assessments>)

Annex

Practical Skills Training and Assessment Centre
Adverse Weather Arrangements

Warnings	Time	Condition	
		Warning announced or remain hoisted	Warning cancelled or is lowered
Amber or Red Rainstorm Warning & Tropical Cyclone Signal No. 3 or below	Any time	All assessments continue	
Black Rainstorm Warning or Tropical Cyclone Signal No. 8 or above or The Government announced "Extreme Conditions" after super typhoon	Before 7:00 a.m.	Candidates should listen to radio or television announcements for the latest information	assessments continue
	At 7:00 a.m.	Morning assessment sessions cancelled but afternoon assessment sessions are to be confirmed	assessments continue
	After 7:00 a.m. and before 12:00 noon	Morning assessment sessions cancelled but afternoon assessment sessions are to be confirmed	Morning assessment sessions cancelled but afternoon assessment sessions continue
	At 12:00 noon	Afternoon assessment sessions cancelled	Morning assessment sessions cancelled but afternoon assessment sessions continue
	After 12:00 noon	Afternoon assessment sessions cancelled	

Remarks:

- (1) Please pay attention to the anticipated time of hosting/cancellation of the above weather warning signals announced by the Hong Kong Observatory for the arrangement of the assessments be held/cancelled.
- (2) Assessments are to continue if Black Rainstorm Warning is issued during the assessments.
- (3) Assessments are to be terminated if Tropical Cyclone Signal No. 8 or above is issued during the assessments.
- (4) In the event of cancellation or termination of assessments by PSTAC due to bad weather conditions, arrangements in conjunction with the training bodies concerned will be made for the affected candidates to re-schedule assessments for the uncompleted parts. Candidates may contact their respective training bodies for detailed arrangement.
- (5) If absence from assessment is due to poor road condition after typhoon, the affected candidates shall apply for waiver of deduction of assessment opportunity via their training body as soon as possible.