



第 09/2021-IFS 號通告

保險中介人持續專業培訓 舉辦實時網課指引

一、 舉辦實時網課之前提條件

當遇上疫情爆發或其它不可抗力原因，令機構未能舉辦面授課程時，機構可舉辦實時網上課程，藉以令保險中介人可及時獲得持續專業培訓時數。

二、 實時網課之形式

實時網上課程可採用以下任一種形式：

- I. 學員分別於不同的上課地點，如家、辦公室等；或
- II. 學員統一在同一個上課地點，如課室、培訓室等。

三、 實時網課之申請

機構如欲舉辦實時網上課程，必須提前 5 個工作天向澳門金融學會作出申請；或於新課程申請／週年覆核時，申請增加實時網上授課形式，以備今後不能面授時，可及時轉為網上授課。

四、 舉辦實時網課之具體規定

- 採用網課形式 I，學員分別於不同的上課地點
 - 4.1 舉辦機構及學員應負責上課所需網絡、設備及軟件，建議使用桌上電腦、手提電腦、平板電腦等，盡量不要使用手機，學員所使用之網絡及設備須確保課程可順利舉行。
 - 4.2 學員應在開課前 15 分鐘登入上課系統，並根據身份證上之名稱命名螢幕顯示名稱。
 - 4.3 學員必須全程開啟視訊（攝像頭）。
 - 4.4 課程期間應包含互動，互動形式可為一次性密碼、提問、彈出式視窗、聊天室留言、問題連結等。互動次數應以課程總時間每 30 分鐘作一次計算基礎。
 - 4.5 學員應完成課程內所有互動，並建議於互動發出後 5 分鐘內完成。
 - 4.6 遲到、早退超過 15 分鐘者的學員，將不獲頒授課程證書及不能獲得持續專業培訓時數，學員應在課程完結後才“登出”。
 - 4.7 參與學員人數上限為 100 人。



- 採用網課形式 II，學員在同一個上課地點

僅需按保險中介人素質保證計劃 - 持續專業培訓之評核準則既定指引執行。

五、 舉辦機構對實時網課的管理

- 5.1 舉辦機構應安排一位主持人管理網課，協助學員簽到／簽出，學員須讓主持人看見其樣貌，主持人須確認螢幕顯示之學員姓名為學員本人，並記錄學員的簽到／簽出時間。
- 5.2 網課可設考試，但答題時間不計算入持續專業培訓時數。
- 5.3 舉辦機構必須保留所有可追蹤上課情況之紀錄最少三年。
- 5.4 舉辦機構須於網課完結後，向符合資格的學員頒發課程證書或出席證明。

六、 實時網課之監察措施

- 6.1 舉辦機構必須在舉辦網課前 5 個工作天通知金融學會，並為金融學會設置一個使用者帳戶，以便學會人員於網課期間登入進行檢查。
- 6.2 金融學會有權要求舉辦機構提供網課的互動記錄，金融學會及金融管理局有權隨時抽查相關記錄，如課程截圖、學員之互動紀錄、測試、出席紀錄等。
- 6.3 課程截圖須包括開課首 15 分鐘及課程最後 15 分鐘的截圖，有關截圖需清楚顯示出席學員姓名及樣貌。

此通告對本會於 2020 年 4 月 9 日發出之“CPD 活動應變措施之通告”作出修訂，不同之處，以此通告為準。

澳門金融學會

黃善文
管理委員會主席

二零二一年十月二十六日



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:

Mode I : Non-designated area such as homes, offices, etc.; or

Mode II : Designated area such as classrooms, training rooms, etc.

3. Application:

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

4. Requirements:

Mode I

- 4.1 The providers and users are responsible to ensure all the network, equipment and software are in good condition to join the class. Desktop computers, laptops, tablets, etc., are recommended while mobile phones are not. The network and equipment used by the users are supposed to ensure fully participation throughout the course.
- 4.2 Users should log in to the class system 15 minutes before it starts, 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 class. For example, apart from the front-end login, a user should be prompted to answer questions by the instructors at irregular intervals. The time of intervals is on a 30-minute basis of total course duration. The intervals can be performed in OTP, question link, pop-up window, chat box, etc.
- 4.5 Students should complete all intervals deployed in the class within 5 minutes.
- 4.6 User who is late or early leave for more than 15 minutes is not qualified to get the certificate nor to obtain CPD hour.



4.7 Maximum 100 users.

Mode II

To execute the requirements in CPD assessment criteria.

5. Providers Managements:

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

6. Monitoring measurements:

- 6.1 The provider must notify the date of the course to IFS 5 working days in advance. Provide a user account for IFS to login for inspection during the class period.
- 6.2 Keep relevant audit trail records of the users such as screenshots of the class, intervals, assessments, attendance records which should be available in a legible format for inspection by the IFS upon request.
- 6.3 Screenshots should be captured 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

Simon, Vong Sin Man
Chairman of the Executive Board