

## FAQs

### **1. Why must there be a 2-stage registration process?**

The 2-stage registration process helps to ensure a smooth registration experience for applicants.

### **2. If I am not shortlisted after Stage 1, will I be put on a waitlist for the August 2021 RES examination?**

Applicants who submitted their indication of interest in Stage 1 will be shortlisted on a first-come, first-served basis. If you are not shortlisted, you may be put on the waitlist. If there are available slots after Stage 2, RELC will inform, via email, applicants on the waitlist to register for the examination.

### **3. If I do not manage to register for the August 2021 RES examination, the next RES examination may take place after the expiry of my RES course completion certificate validity. Do I have to retake the RES course then? Can the validity of the certificate be extended?**

To ensure currency of knowledge, course participants are required to attempt and pass the examination within the validity period of the course completion certificate. Candidates are encouraged to retake the course if they are unable to pass the examination after multiple attempts.

### **4. Will priority be given to any group of applicants for the August 2021 RES examination, e.g. those whose RES course completion certificate validity is expiring?**

CEA does not accord any priority of allocation of examination seats to any particular group of applicants.

### **5. If the COVID-19 measures are tightened before the examination, will the August 2021 RES examination be postponed or cancelled? If so, what will happen to candidates who have successfully registered for the examination?**

The conduct of the RES examination is based on the prevailing COVID-19 measures. Should there be changes in COVID-19 measures that affect the conduct of the August 2021 RES examination, RELC will inform the candidates accordingly.

**6. Can CEA conduct the RES examination at more venues to accommodate the demand for examination seats?**

The availability of venues is a major factor in conducting the RES examination. We are exploring other possible examination venues. Due to the COVID-19 situation, there is a need to adhere to safe management measures for the safety of candidates and the community. The scale of the examination will need to be calibrated to mitigate the risk of infection to the candidates.

**7. Why can't CEA conduct the RES examination online for the safety of all candidates?**

CEA is exploring alternate modes of conducting the RES examination to complement the onsite examination, such as conducting computer-based examinations, in which candidates sit for the RES examination at designated location(s).

Regardless of the examination mode, CEA remains committed to upholding the integrity of the RES examination while ensuring the safety of candidates. CEA will consider the computer-based examinations carefully, including the authentication and security safeguards and standards that such examination mode offers.

**8. Can CEA conduct more frequent RES examinations?**

The availability of venues is a major factor in conducting the RES examination. In addition, CEA has to assess that these venues are able to implement safe management measures as stipulated in MOH's advisories for the safety of all examination candidates and the community.

We will work towards exploring alternate modes of conducting the RES examination such as conducting computer-based examinations in which candidates sit for the RES examination at designated location(s).

**9. Can candidates who are registering for the full sitting of the examination take the two papers from different examination slots?**

For the safety of all candidates and to prevent mixing of candidates across different examination slots and sessions as part of our Safe Management Measures, candidates are required to take both papers on the assigned dates and times.

For instance, if a candidate has registered for examination slot 1, he will sit for Paper 1 on Saturday from 9.30am to 12pm, and Paper 2 on Sunday from 9.30am to 12pm. He will not be allowed to sit for either Paper 1 or 2 in the other examination slot.

Examination Slots	Examination Day and Time
Examination Slot 1 (AM)	Sat: 9.30am to 12pm – Paper 1 Sun: 9.30am to 12pm – Paper 2
Examination Slot 2 (PM)	Sat: 3pm to 5.30pm – Paper 1 Sun: 3pm to 5.30pm – Paper 2

#### 10. Will COVID-19-related laws and regulations be tested?

The COVID-19 (Temporary Measures) Act and Regulations 2020 will be tested in the RES examinations as the legislation and its implications are covered in Papers 1 and 2 of the examination syllabus.

Only new regulations, policies and guidelines announced or implemented within one month before the date of examination will not be tested.

Candidates are required to be familiar with the latest laws and regulations relating to and affecting estate agency work in order to serve your clients professionally when you are successful in joining the real estate agency industry.

#### 11. Due to the postponement of the June 2021 RES examination, my RES course certificate validity would have expired before the August 2021 RES examination. Do I have to retake the RES course in such a case?

Affected RES course participants with expiring course certificates who were initially eligible for the postponed June 2021 RES examination will have their validity extended to allow them to apply for the August 2021 RES examination.

If you require further assistance, please send us your questions via our [website form](#).

#### 12. What are the types of devices and browsers that I can use for the indication of interest in Stage 1 and the registration in Stage 2?

For Stage 1 of the registration via FormSG, applicants can use their computers, laptops, tablets and mobile phones to submit their indication of interest. FormSG is compatible with most browsers.

For shortlisted applicants who will be submitting their registration at RELC's website in Stage 2, applicants should use only computers and laptops to access the registration link. The browsers that are supported are Mozilla Firefox, Google Chrome and Apple Safari browsers.

7 July 2021