

**FREQUENTLY ASKED QUESTIONS (FAQs) ON THE  
16 - 17 NOVEMBER 2024 REAL ESTATE SALESPERSONS (RES) EXAMINATION**

**RES Examination Registration**

**1. What is the registration process for the 16 - 17 November 2024 RES examination?**

The 16 - 17 November 2024 RES examination registration will be conducted in 2 stages:

**Stage 1: Indication of Interest on FormSG - 1 October 2024**

Eligible applicants who successfully submit their indication of interest based on their choice of the examination type (i.e. Full sitting, Modular Paper 1, Modular Paper 2 or Modular Paper 2 with exemption from Paper 1) will be shortlisted on a first-come, first-served basis, i.e. based on their submission time-stamp.

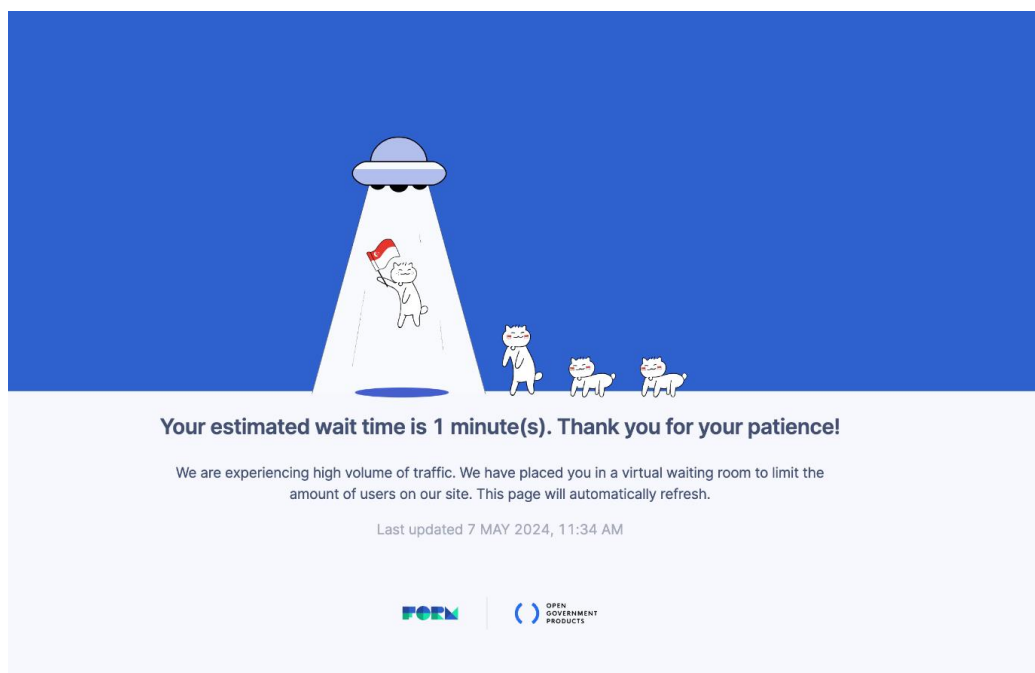
**Stage 2: Registration and Payment on LHUB's website - 12 to 15 October 2024**

Shortlisted applicants will be informed to complete their registration and payment on LHUB's website, in order to secure their examination seats.

**2. Why do I see this waiting room page when I first access the form in FormSG?**

FormSG has introduced a waiting room feature to ensure that large spikes in traffic to the form will not overload the system. This is to allow FormSG users to have a more positive form filling experience.

The waiting room feature works on most browsers and devices. Before Stage 1 of the registration, please permit the use of cookies on your browsers. You are also encouraged to use the latest versions of the browsers.



**Your estimated wait time is 1 minute(s). Thank you for your patience!**

We are experiencing high volume of traffic. We have placed you in a virtual waiting room to limit the amount of users on our site. This page will automatically refresh.

Last updated 7 MAY 2024, 11:34 AM

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**3. Will the waiting room affect my submission for Stage 1?**

All applicants accessing FormSG will first be directed to a waiting room and **will be brought to the form submission page based on the order/time in which they first enter the waiting room.**

If you are not brought into the form submission page after one minute in the waiting room, please try to access FormSG again on a different browser or device.

Once an applicant is brought to the form submission page, the applicant can proceed to fill it up and click on the 'Submit' button to register his/her interest for the RES examination.

There will be **NO CHANGE** to how examination seats will be allocated. As with the past RES examinations, seats will still be allocated on a **first-come, first-served basis**, based on the time in which the form is successfully submitted.

**4. Will I know my queue number or the amount of wait time before I can enter the form?**

There will not be any queue number. Nevertheless, the estimated wait time will be displayed and would generally not exceed one minute.

**5. What if I accidentally click on 'refresh page' when in the waiting room? Will my wait time be reset, or the order of me being admitted into the form be pushed back if I refresh the webpage?**

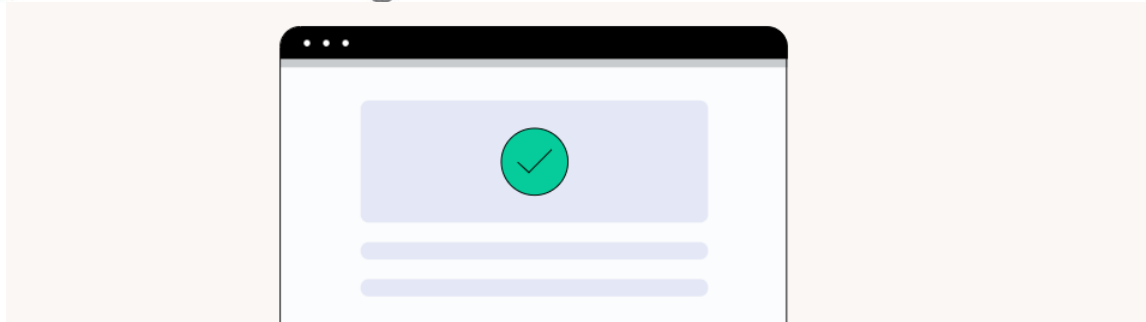
No, your wait time will not be reset. There will be no impact to the order of you being admitted into the form.

**6. Will I be in the queue if I load the FormSG page before the form's opening time of 9am?**

Please note that applicants will be in the queue **only after the form opens at 9am**. If you visit the form before the opening time, you will be advised to return later and you will **NOT** be in the queue.

**7. I did not receive an email confirmation after I submitted my form in FormSG during the Stage 1 registration. Should I do another submission on FormSG just to make sure that my submission is received? How do I know if I have submitted the form in FormSG successfully?**

Upon successful submission of your form, you will see an acknowledgement page with a Response ID displayed on the FormSG website (see sample screenshot below). Candidates are advised to screenshot or copy the Response ID for future reference.



## Thank you for your submission.

Response ID: 63c2997dbef23b00112483e8

14 Jan 2023, 20:01:01 GMT+8

Please note that you should **only make one submission**, even if you do not receive an email confirmation immediately. Applicants who submit more than one form will be disqualified. No appeals will be entertained.

### **8. I have selected the wrong examination type in the FormSG. Can I do another submission on FormSG or request CEA to amend for me?**

Please note that you should only make one submission. Applicants must ensure that the correct examination type (i.e. Full sitting, Modular Paper 1, Modular Paper 2, or Modular Paper 2 with exemption from Paper 1) is selected before submitting the completed FormSG. CEA will not be able to make any changes on behalf of applicants. Any errors in the submission will render the application disqualified. No appeals will be entertained.

### **9. Why am I presented with a captcha verification question when I try to complete the form submission?**

The captcha (Completely Automated Public Turing test to tell Computers and Humans Apart) feature in the form is enabled to maintain the integrity of the application process by ensuring that responses are filled by humans and not bots. Hence, applicants may be asked to complete captcha verifications when submitting their forms.

To minimise the occurrence of repeated captchas, applicants are encouraged to use their personal computers or mobile devices for the form submission, instead of using a computer on a Virtual Private Network (VPN), company, or government network.

### **Extension of Course Completion Certificate Validity / Priority Registration**

**10. I did not manage to register for the RES examination. The November 2024 RES examination is my last chance before the validity of my RES course completion certificate expires. Can CEA make an exception and grant me a seat at the November 2024 RES examination?**

The allocation of examination seats at the November 2024 RES examination is based on a first-come, first-served basis and applicants must meet all the eligibility criteria. As the demand for examination seats remain high, it is not possible to allocate an examination seat to every applicant.

**11. I only managed to pass one of the papers within the two-year validity of my RES course completion certification. Can CEA extend the validity of my RES course completion certificate to give me one more chance to sit for the November 2024 RES examination?**

The modular pass in the RES examination is tied to the validity period of your RES course validity. This means that candidates who have passed one paper of the RES examination are required to pass the remaining paper before the expiry of their RES course certificate validity. Should candidates fail to pass the remaining paper before the expiry of their RES course certificate validity, the modular pass obtained previously will no longer be valid. CEA will not extend the validity of course completion certificates. Due to the high volume of examination registrations, we seek candidates' understanding that appeals for extension of course certificate validity will not be entertained.

### **Coverage of Examination Scope**

**12. Is there any change to the RES Examination Syllabus?**

There is no change to [RES Examination Syllabus](#).

**13. Will newly amended laws, regulations and policies be tested in the RES examinations?**

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

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

### **RES Examination Seats/Frequency and Mode**

**14. How many examination seats will be available for the 16 - 17 November 2024 RES examination?**

The 16 - 17 November 2024 RES examination will have a capacity of 3,000 seats.

**15. Can CEA conduct RES examinations more frequently?**

We will continue to conduct the RES examinations three times a year. Please refer to the RES Examination Schedule published on CEA's and LHUB's websites.

### **Examination Results**

**16. Will candidates be informed of their scores when the examination results are released?**

No, candidates will not be informed of their scores. Candidates will receive their results indicating either a Pass or Fail for each paper taken, and the overall results stating only a Pass or Fail. Candidates can refer to the [sample questions and answers](#) for an idea of the competency units, learning outcomes and the cognitive levels that would be tested in the RES examination.