



## **PRESS RELEASE**

### **HKEAA receives The Ombudsman's Awards for Public Organisations 2014**

The Hong Kong Examinations and Assessment Authority (HKEAA) is the runner-up in 'The Ombudsman's Awards 2014 for Public Organisations' and for the third year in a row, one of its staff members is a recipient of the 'Awards for Officers of Public Organisations'.

The Chairman of the HKEAA Council, Mr Rock Chen Chung-nin, said today (30 October) in the award presentation ceremony that it was a great honour for the Authority to receive 'The Ombudsman's Awards'. He added, 'It gives great encouragement to the entire HKEAA team as our efforts and professionalism in handling public enquiries and complaints are well recognised.'

Mr Benny Chan, a senior officer of the School Examinations and Assessment Division, is the fourth HKEAA staff to receive the individual 'Ombudsman's Awards for Officers of Public Organisations' since 2012, in recognition of his exemplary performance in handling complaints and enquiries.

Every year, hundreds of thousands of candidates sat the examinations and assessments administered by the HKEAA. The Public Examinations Information Centre (PEIC) was set up in 2007 to handle enquiries and complaints regarding public examinations. The PEIC also provides immediate assistance to candidates during the examination period.

The HKEAA has developed a number of IT systems to facilitate the smooth administration of the examinations. To ensure that candidates' performances are assessed in an impartial manner, a rigorous mechanism has been established to look into examination irregularities and violation of examination regulations. There is also an independent Appeal Review Committee to scrutinise appeal cases filed by candidates.

Apart from its full-time staff, the HKEAA relies on schools to provide venues and staff for examination administration during the examination season. The Authority is committed to enhancing examination personnel training and development with a view to providing professional and reliable examination and assessment services to students and members of the public.

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