

香港考試及評核局 Hong Kong Examinations and Assessment Authority

成績證明文件申請指引 Application Guide for Certification Documents

1. 簡介 Introduction

為照顧往屆考生升學或求職的需要，香港考試及評核局（「考评局」）為下列本地公開考試／測試考生提供成績證明文件：

To cater for the needs of past candidates requesting proof of their examination results for further studies or employment, the Hong Kong Examinations and Assessment Authority ('HKEAA') provides the service of certification of results for the following local public examinations / tests:

香港中學文憑考試 Hong Kong Diploma of Secondary Education Examination (HKDSE) (由 2012 年起 from 2012 onwards)	香港中學會考 Hong Kong Certificate of Education Examination (HKCEE) (1974-2011)	香港高等程度會考 Hong Kong Higher Level Examination (HKHLE) (1979-1992)
香港高級程度會考 Hong Kong Advanced Level Examination (HKALE) (1980-2013)	普通話水平測試 Test of Proficiency in Putonghua (TPP) (1988-2013)	普通話高級水平測試 Test of Advanced Proficiency in Putonghua (TAPP) (1990-2008)

2. 成績證明文件類別 Types of Certification

考评局可為考生印發以下類別證明文件：

The service includes the issuance of the following documents upon application and payment of the appropriate fees:

成績證明書 Statement of Results (SOR)	<ul style="list-style-type: none"> 列出考生於一個年度其中一項考試／測試的成績，考生缺席或不予評級／未達標／未獲級別的科目將不會列出。 Each certification covers the results of one examination/test in a year. Subjects for which the candidate was absent or subjects with results designated as 'unclassified' / 'unattained' / 'ungraded' will not be recorded.
成績證明函件 Certification of Results (COR)	<ul style="list-style-type: none"> 列出考生於一個年度其中一項考試／測試的成績，考生缺席或不予評級／未達標／未獲級別的科目將不會列出。 Each certification covers the results of one examination/test in a year. Subjects for which the candidate was absent or subjects with results designated as 'unclassified' / 'unattained' / 'ungraded' will not be recorded. 直接發給收件人（如僱主或教育機構），不會交予考生或其代表。 The Certification Letter is intended for the addressees (such as employers and education institutions) only and under no circumstances will be given to the candidate or his/her representative. 考生在遞交申請時須於申請表上註明收件人資料。 Candidates shall provide details of the addressees at the time of application.
報考／應考證明信 Certification for Entering / Participation in an Examination (COL)	<ul style="list-style-type: none"> 列出考生曾報考或應考的考試名稱、年份、報考身分（即學校考生或自修生）、學校名稱（如適用）及考試科目。 Each letter lists out the name and year of the examination, type of the candidate (i.e., school or private candidate), name of the school (if applicable) and the subject(s) entered or sat by the candidate. 考生的考試／測試成績則不會列出。 The examination / test results of the candidates will not be included.

3. 申請資格 Eligibility

<p>成績證明書及 Statement of Results (SOR) <u>and</u> 成績證明函件 Certification of Results (COR)</p>	<ul style="list-style-type: none"> ● 曾獲發證書，即： Candidates who were issued a certificate, i.e.,: <ul style="list-style-type: none"> ■ 曾應考香港中學文憑考試／香港中學會考／香港高等程度會考／香港高級程度會考，而其中至少一科考獲高於不予評級／未達標／未獲級別的成績；或 sat HKDSE / HKCEE / HKHLE / HKALE, and attained a grade higher than ‘Unclassified’ / ‘Unattained’ / ‘Ungraded’ in at least one subject; or ■ 曾應考普通話高級水平測試／2006 年以前曾應考普通話水平測試，而總成績屬及格或以上；或 sat TAPP or TPP before 2006, and attained a ‘pass’ or above in the overall results; or ■ 2006 年或以後曾應考普通話水平測試，並在譯寫、聽力或口試任何一項獨立測試中取得及格或以上成績。 sat TPP in 2006 or thereafter, and attained a ‘pass’ or above in any paper of Transcription, Listening or Oral Test.
<p>報考／應考證明信 Certification for Entering / Participation in an Examination (COL)</p>	<ul style="list-style-type: none"> ● 曾報考或應考任何一項考試／測試。 All past candidates who had entered or sat an examination / test.

4. 申請程序 Application Procedures

4.1 申請費用 Application Fees

考生可申請的文件數目，並無限制，詳情及申請費用（以每份成績證明文件及每一考試計算）詳列於有關申請表上，申請人亦可在考評局網頁（www.hkeaa.edu.hk → 考評局服務 → 成績證明文件）查閱相關收費資料。

There is no limitation on the number of copies applied for. The details and application fees (the fee is charged for each copy of certification) are printed on the respective application forms and can be checked at the HKEAA website (www.hkeaa.edu.hk → Our Services → Certification of Examination Results).

申請費用必須以港幣繳交。

The application fee must be paid in Hong Kong Dollars.

4.2 申請方法 Methods of Application

申請表格在考評局修頓中心及新蒲崗辦事處派發，考生亦可從考評局網頁（www.hkeaa.edu.hk → 考評局服務 → 成績證明文件）下載。每份表格請只填寫一項考試／測試申請，考生可將填妥的申請表格經由以下途徑遞交：

Application forms are available at the HKEAA Southorn Centre office and San Po Kong office, and may be downloaded from the HKEAA website (www.hkeaa.edu.hk → Our Services → Certification of Examination Results). Please use a **separate form for each examination/ test**.

The completed forms can be submitted by the following ways:

<p>親身／授權代表 In person / Through an authorised agent</p>	<ul style="list-style-type: none"> ● 一般申請 Normal Application <ul style="list-style-type: none"> ■ 請將以下文件交回考評局修頓中心或新蒲崗辦事處： <ol style="list-style-type: none"> 1. 填妥的申請表格； 2. 考生有效的身分證文件副本（如經由授權代表遞交申請）。 Please submit the following documents to the HKEAA Southorn Centre office or San Po Kong office: <ol style="list-style-type: none"> 1. the completed application form; 2. the photocopy of the candidate’s valid identification document (if submitted by an authorised agent). ■ 以信用咭／八達通／易辦事／支票／支付寶／微信支付／轉數快／現金繳交費用。有關費用請參閱申請表格，申請人亦可在考評局網頁查閱相關收費資料。 Paid by credit card / Octopus / EPS / cheque / Alipay / WeChat Pay/ Faster Payment System (FPS) / cash. Please refer to the application form or browse the HKEAA website for the application fee. ● 特快申請 Express Application* (只適用於成績證明書之申請 only applicable to the application for Statement of Results) <ul style="list-style-type: none"> ■ 請將填妥的申請表格連同考生有效的身分證文件副本（如經由授權代表遞交申請），交回考評局修頓中心辦事處： Please submit the completed application form together with the photocopy of the candidate’s valid identification document (if submitted by an authorised agent) to the HKEAA Southorn Centre office; ■ 必須以信用咭／八達通／易辦事／支付寶／微信支付／轉數快／現金繳交費用。有關費用請參閱申請表格，申請人亦可在考評局網頁查閱相關收費資料。 Paid by credit card / Octopus / EPS / Alipay / WeChat Pay/ Faster Payment System (FPS) / cash. Please refer to the application form or browse the HKEAA website for the application fee.
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<p>郵寄至 修頓中心辦事處 By post to the HKEAA Southern Centre office</p> <p>**此方法不適用於特快申請 This method is not applicable to Express Application</p>	<ul style="list-style-type: none"> ● 一般申請 Normal Application <ul style="list-style-type: none"> ■ 請將填妥的申請表格連同考生有效的身分證文件副本，郵寄至考評局修頓中心辦事處； Please send your completed application form together with the photocopy of the candidate's valid identification document to the HKEAA Southern Centre office by post; ■ 以劃線支票繳交費用。抬頭寫上「香港考試及評核局」，並在信封面註明「申請成績證明文件」； A crossed cheque for the application fee in Hong Kong dollars payable to 'Hong Kong Examinations and Assessment Authority' should be attached to the application form. Please mark 'Application for certification documents' on the envelope; ■ 為確保申請文件能妥善寄到本局，請在投寄郵件時支付足額郵費。 Please ensure your mail items bear sufficient postage fee before posting.
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4.3 申請所需時間及領取方法 Processing Time and Collection Methods

<p style="text-align: center;">申請所需時間由本局收到申請後翌日起計算 The processing time mentioned above is counted from <u>the day after</u> the application is received by the HKEAA</p>	
<p>成績證明書 Statement of Results (SOR)</p>	<p><u>一般申請 (Normal application)</u></p> <ul style="list-style-type: none"> ● 8 個工作天[#] 8 working days[#] <ul style="list-style-type: none"> ■ 考生可於 8 個工作天[#]後親身／授權代表到考評局修頓中心辦事處領取；或 Collect in person / through an authorised agent at the HKEAA Southern Centre office after 8 working days[#]; or ■ 額外繳付掛號費用以掛號郵寄收取（只適用於親身或授權代表到本局遞交申請並已核實身分之考生）。 Sent by Registered Mail by paying an additional fee (only applicable to candidates who submit their applications in person or via authorised agents and have their identities verified). <p><u>特快申請 (Express application)*</u></p> <ul style="list-style-type: none"> ● 3 個工作天[#] 3 working days[#] <ul style="list-style-type: none"> ■ 考生必須親身／授權代表到考評局修頓中心辦事處領取。 Collect in person / through an authorised agent at the HKEAA Southern Centre office. * 由於翻查 1973 年或之前年份的考試資料需時，故申請人或未能於 3 個工作天後領取。本局會另行通知申請人其成績證明書的領取日期。 As it requires more time to retrieve the information for examinations held in or before 1973, the applicant might not be able to collect the SOR after 3 working days. The HKEAA will notify the applicant of the collection date of the statement of results separately.
<p>成績證明函件 Certification of Results (COR)</p>	<ul style="list-style-type: none"> ● 5 個工作天[#] 5 working days[#] <ul style="list-style-type: none"> ■ 5 個工作天[#]後直接寄予收件人。 The letter will be sent to the addressee after 5 working days[#].
<p>報考／應考證明信 Certification for Entering / Participation in an Examination (COL)</p>	<ul style="list-style-type: none"> ● 5 個工作天[#] 5 working days[#] <ul style="list-style-type: none"> ■ 考生可於 5 個工作天[#]後親身／授權代表到考評局修頓中心辦事處領取；或 Collect in person / through an authorised agent at the HKEAA Southern Centre office after 5 working days[#]; or ■ 5 個工作天[#]後以郵寄收取（若選擇以掛號服務收取，須另繳掛號費用）。 The letter will be mailed to the candidate after 5 working days[#] (if the letter(s) is/are sent by registered mail, an additional fee will be charged). ● 3 個工作天[#] 3 working days[#] <ul style="list-style-type: none"> ■ 考生可於 3 個工作天[#]後親身／授權代表到考評局修頓中心辦事處領取（只限親身／授權代表到修頓中心辦事處以信用咭／八達通／易辦事／支付寶／微信支付／轉數快／現金繳費之申請）。 Collect in person / through an authorised agent at the HKEAA Southern Centre office after 3 working days[#] (only applicable to application submitted in person / through an authorised agent at the HKEAA Southern Centre office and paid by credit card / Octopus / EPS / Alipay / WeChat Pay/ Faster Payment System (FPS) / cash). * 由於翻查 1973 年或之前年份的考試資料需時，故申請人或未能於 3 個工作天後領取。本局會另行通知申請人其證明信的領取日期。 As it requires more time to retrieve the information for examinations held in or before 1973, the applicant might not be able to collect the letter after 3 working days. The HKEAA will notify the applicant of the collection date of the letter separately.

[#]工作天指星期一至星期五，星期六、日及公眾假期除外。

Working days denote Monday to Friday excluding Saturday, Sunday and General Holidays.

4.4 領取成績證明文件須知 Points to Note for Collection of the Certification Documents

證明文件 Certifications	領取方法 Methods of Collection	領取時所需文件 Documents Needed
成績證明書 Statement of Results (SOR) 及 And 報考／應考證明信 Certification for Entering / Participation in an Examination (COL)	<ul style="list-style-type: none"> 親身（到修頓中心辦事處領取） In person (at the HKEAA Southorn Centre office) 	<ul style="list-style-type: none"> 考生有效的身份證明文件正本（以便核對身分）； The original of candidate's valid identification document (for verification of identity); 列有機印已收金額的收據。 The receipt with the sum received imprinted.
	<ul style="list-style-type: none"> 授權代表（到修頓中心辦事處領取） Through an authorised agent (at the HKEAA Southorn Centre office) 	<ul style="list-style-type: none"> 授權代表有效的身份證明文件正本（以便核對身分）； The original of authorised agent's valid identification document (for verification of identity); 考生有效的身份證明文件副本； A copy of the candidate's valid identification document; 考生簽妥的授權書（授權書上的簽署必須與考生申請表上的簽署相同）； A duly signed authorisation letter (the signature on the letter must be the same as that signed by the candidate on the application form); 列有機印已收金額的收據。 The receipt with the sum received imprinted.
	<ul style="list-style-type: none"> 掛號服務 Registered Mail 須另繳掛號費用，並預留最少 3 個工作天的郵遞時間 An additional fee will be charged and allow at least 3 working days for postal delivery 	<ul style="list-style-type: none"> 成績證明書申請人必須親身或授權代表到本局遞交申請並經核實身分。 Applicant of SOR should submit the application in person / through an authorised agent at the HKEAA offices for verification of identity.
成績證明函件 Certification of Results (COR)	<ul style="list-style-type: none"> 直接寄予收件人 The letter will be sent to the addressee directly 	

5. 更改個人資料 Change of Personal Data

如考生的個人資料於發放成績通知書／證書後有所更改，並要求將已更新的資料列印於成績證明文件上，必須：

In case a candidate has changed his/her personal data after the issuance of the certificate and wish to have the new personal data printed on the certification document(s), he/she shall:

- 填寫相關申請表的「更改個人資料通知」部分；
complete the 'Notification of Change of Personal Data' part of the relevant application form;
- 遞交有效的身份證明文件副本和改名契副本／宣誓紙正本；
attach a **photocopy of his/her valid identification document** and **that of the deed poll / original copy of the Declaration Form**;
- 出示上述文件的正本供考評局核實。
present the original copy of the said identification documents for verification at the time of application.

請注意 Note:

- 香港中學文憑考試的考生**如於發放成績通知書／證書後更改個人資料，必須填寫「更改個人資料通知」部分及遞交有效的身份證明文件副本和改名契副本／宣誓紙正本，已更新的資料將列印於成績證明文件上。
For candidates of the HKDSE who have changed their personal data after the issuance of the results notice / certificate, they must complete the 'Notification of Change of Personal Data' part and submit photocopy of their valid identification document(s) and that of the deed poll / original copy of the Declaration Form. The new personal data will be printed on the certification document(s).
- 除香港中學文憑考試的考生外**，其他考生如無填寫「更改個人資料通知」部分，其成績證明文件內的資料將按考評局檔案紀錄列出。
Except for the candidates of HKDSE, if no notification of change is received by the HKEAA, the certification document(s) will show the candidates' personal data as recorded in the HKEAA archives.

6. 注意事項 Points to note

6.1 所有申請人注意事項 Points to Note for ALL Applicants

- (i) 考生所提供的個人資料為辦理成績證明文件之用，考生須自行決定是否提供這些資料，倘不能提供全部所需資料或部分資料不準確或不完整，將會影響考評局處理其申請。
Personal data of candidates are used for the purpose of processing applications for certification of examination results. Whether to provide the requested personal data is voluntary. However, if candidates fail to provide all the data, or if any of the data provided are inaccurate or incomplete, the processing of the application will be affected and hence the HKEAA may not be able to process the application.
- (ii) 如考生提供的申請表及支票上的資料不正確、不清楚或不足夠，考評局需較長時間處理有關申請。
In case of incorrect, incomplete and insufficient information in the application form and cheque provided by the candidate, longer time may be required for processing the application.
- (iii) 如選擇以郵寄方式收取證明文件，考生必須在申請表上清楚填寫其姓名及地址，並預留約 3 個工作天的郵遞時間。
The mailing information must be clearly stated on the application form if collection by mail is chosen. Please allow about 3 working days for postal delivery.
- (iv) 成績證明文件在郵遞過程中若有任何延誤／遺失／損毀，考評局恕不負責。
HKEAA bears no responsibility for any delay/loss/damage of the letter(s) during postal delivery.
- (v) 若選擇掛號服務，須另繳費用。
An additional fee will be charged for certification letters to be sent by Registered Mail.
- (vi) 考生如申請成績證明書並選用本地掛號服務，必須以正楷清楚填寫郵件地址套的收件人姓名及地址（有關地址套將於考評局職員核實考生身分後提供予考生）。
For posting the Statement(s) to a local address, candidates are also required to complete the information on a multi-part address pack (the pack will be provided by HKEAA staff upon verifying the candidate's identity).
- (vii) 所有申請一經遞交，所繳費用概不發還。
No refund will be arranged once the application is submitted.
- (viii) 考生必須提供香港通訊地址及電郵地址，以便本局聯絡及寄回收據作日後領取成績證明文件之用。
Candidates must provide a **Hong Kong correspondence address** for the HKEAA to send back the receipt (for the collection of the certification(s)), and also an **email address** for ease of communication on matters relating to the application.
- (ix) 惟當考生不符合申請資格或所提供的資料不正確、不清楚或不足夠，以致本局不能處理有關申請，本局將退回部分已繳費用：
Unless the application cannot be processed because the candidate is not eligible for application or has given incorrect, incomplete or insufficient information on the application form, part of the payment will be refunded:
- 成績證明書 SOR：退回半數已繳費用。**50%** of the fee paid will be refunded；
 - 成績證明函件及報考／應考證明信 COR & COL：如同一時間申請時所繳付的費用總額超過港幣\$300，本局將退回半數已繳費用。If aggregate processing fee paid for the application **exceeds HK\$300** at one time, **50%** of the fee paid will be refunded.

6.2 成績證明書申請人注意事項 Points to Note for SOR Applicants

- (i) 鑑於待領證書由考試年度起保留兩年才銷毀，若考生在應考年度兩年內未有領取證書，請先向所屬學校／考評局查詢。若考生在此情況下仍申請成績證明書，所繳費用概不發還。
Unclaimed certificates will be destroyed after 2 years from the year of examination. Candidates should first contact his/her school/HKEAA if they have not collected the certificate within 2 years from the examination. No refund will be arranged once the application for SOR is submitted.
- (ii) 成績證明書內容與考試／測試證書所載相同，惟由 2005 年考試起，考生的出生日期及性別不會列於證書上。而 2005 年 12 月或以後印發的成績證明書，亦作相同安排。
The contents of SOR will be the same as the certificate. However, with effect from the 2005 Examinations, the candidate's 'date of birth' and 'gender' will not be printed on certificates. A similar arrangement applies to Statements of Results issued from December 2005 onwards.
- (iii) 若於 2006 年或以後曾應考普通話水平測試並在 24 個月內在譯寫、聽力或口試三項測試均取得及格或以上成績，可同時申請全科測試成績證明書。
Candidates who have sat the TPP **in 2006 or thereafter**, and attained a 'pass' or above in any paper of Transcription, Listening or Oral Test, and attained a 'pass' or above in all 3 papers within 24 months may also apply for the Statement of Results of TPP.
- (iv) 掛號郵寄成績證明書服務只適用於親身或授權代表到本局遞交申請並已核實身分之考生。申請人若未能符合上述要求，考評局不會安排郵寄服務，有關文件必須由考生親身或其授權代表攜同收據到本局領取。
Postal delivery of Statement(s) of Results is only applicable to candidates who submit their applications in person or via an authorised agent and have their identities verified. If overseas candidates cannot meet the said requirement, no mailing service will be arranged by the HKEAA. Instead, it must be collected by the candidate himself/herself or his/her authorised agent on production of the receipt.

6.3 **成績證明函件申請人注意事項 Points to Note for COR Applicants**

函件專為收件人（如僱主及教育機構）作參考用途，故只直接發給收件人；在任何情況下均不得交予考生或其代表。考生在遞交申請時須於申請表上註明收件人的資料。

The Certification Letter is intended for the addressees (such as employers and education institutions) only and under no circumstances will be given to the candidate or his/her representative. Candidates should provide details of the addressees at the time of application.

6.4 **持有舊香港身分證申請人的注意事項 Points to Note for Applicants with old HKID Card**

- (i) 根據香港政府的公告，所有在 2003 年 6 月 23 日前發出的舊身分證已經失效，詳情請參閱入境事務處網頁。如考生未及換領智能身分證，須在遞交申請表時一併提交舊香港身分證、有效的旅遊證件副本及宣誓紙正本，以便核對身分。有關考生在取得智能身分證後，如有需要，可書面要求本局更新其檔案紀錄。

According to the announcement made by the HKSAR, all old identity cards issued before 23 June 2003 have become invalid. For more details, please visit the website of the Immigration Department. If a candidate is **yet to replace his/her old identity card**, he/she should, at the time of the application, **submit a photocopy of both the old identity card and a valid travel document**, as well as the **original copy of the declaration form** for verification of identity. Once the Hong Kong Smart Identity Card has been obtained, the candidate concerned may submit a written request to the Authority for the change of his/her personal data if necessary.

- (ii) 有關宣誓服務的詳情，請參閱民政事務總署的網頁：

http://www.had.gov.hk/tc/public_services/public_enquiry_services/faq.htm 或致電 2835 2500 聯絡該署中央電話諮詢中心。

For detailed information about the declaration service, please visit the website of the Home Affairs Department: http://www.had.gov.hk/en/public_services/public_enquiry_services/faq.htm or call their Central Telephone Enquiry Centre at 2835 2500.

7. 查詢 Enquiries

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