



PRESS RELEASE

HKEAA's Follow-up Actions for the Incident Concerning the Second Generation Public Examinations Support System

In response to the incident concerning the Second Generation Public Examinations Support System (PESS2) during the 2024 Hong Kong Diploma of Secondary Education Examination (HKDSE) over the past two days, the Hong Kong Examinations and Assessment Authority (HKEAA) announced today (12 April) the latest examination arrangement.

The PESS2 was intended to be used at all normal examination centres for the written examinations of Category A subjects of the 2024 HKDSE, replacing the ageing, first-generation system. To tie in with the operation of PESS2, the HKEAA has earlier launched the mobile application 'Check-in Smart (HKDSE)' for candidates. Additionally, invigilators at examination centres are required to use another application, namely 'i-Invigilation (HKDSE)', to carry out invigilation duties, including confirming candidates' attendance and counting scripts.

In view of the unsmooth operation of the 'i-Invigilation (HKDSE)' app during the Chinese Language examinations on 11 April, the HKEAA and the app developer earlier updated the programme, with the aim of enhancing the system's performance in handling a large volume of data. However, during the English Language examinations held this morning, despite improvements of the 'i-Invigilation (HKDSE)' app was observed, some invigilators were unable to log into the system to carry out their duties. In light of the situation, centre supervisors and invigilators opted to manually carry out the invigilation duties in accordance with the contingency plan. The examinations at all centres began and were completed as scheduled.

Professor Wei Xiang-dong, Secretary General of the HKEAA said, 'The Authority pays full efforts in investigating the matter to determine the cause of the incident. To ensure the smooth operation of examination administration, the Authority will suspend the application of 'i-Invigilation (HKDSE)' app from tomorrow (April 13). Contingency arrangement of manually checking the candidates' attendance and counting script will be implemented instead. Further announcements will be made after the investigation is completed and the app is confirmed to be reliable.'

The HKDSE English Language Listening and Integrated Skills examination will be held as scheduled tomorrow. Since the issue is limited to the 'i-Invigilation (HKDSE)' app and does not affect the 'Check-in Smart (HKDSE)' app, the HKEAA will continue to arrange students to check-in using the respective app. The latest arrangement should not have any impact on candidates.

The 'i-Invigilation (HKDSE)' app will not be used in the special rooms for the listening examination. If any candidate needs to take the examination in a special room, the respective centre supervisor will record this through the 'Centre Supervisor Control Panel'. After concluding the examination, the candidate concerned will need to fill in the Examination Report at the examination centre, confirming the time and reason for using the special room.

The HKEAA stressed that since invigilators are experienced in taking attendance manually. Therefore, this arrangement should not have any impact on the administration of the examination or affect any candidates. The HKEAA expresses gratitude for the assistance and co-operation of all centre schools and invigilators in ensuring the orderly conduct of the HKDSE. The HKEAA will continue to closely monitor the operation of the PESS2 and take appropriate follow-up actions.

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