

# **Booking Services for Online Examination Facilities and Onsite Invigilation for ABRSM Online Music Theory Examinations Frequently Asked Questions**

**Q1. I have booked the services for online examination facilities and onsite invigilation with the HKEAA. Is the ABRSM Online Music Theory examinations registration included?**

A. No, it is **NOT** included. Registration for the ABRSM Online Music Theory Examinations is separated from this booking service. For examination registration, you are required to book through ABRSM website ([hk.abrsm.org](http://hk.abrsm.org)).

**Q2. Do I need to first register for the ABRSM Online Music Theory Examinations before booking the services for online examination facilities and onsite invigilation with the HKEAA?**

A. The two systems are for different purposes, candidates can choose to register for the examination before or after they have booked the services for online examination facilities and onsite invigilation with the HKEAA. However, please note that once a candidate has booked the service and for other reasons the candidate cannot successfully book an online theory examinations with ABRSM, the fee paid for the workstation with HKEAA is not refundable nor transferable from one examination session to another, from one candidate to another, from one examination to another or for any other purposes.

**Q3. Will there be a limit on the number workstations available for booking?**

A. Limited workstations are available on a first-come, first served basis.

**Q4. What facilities will be provided?**

- A. The HKEAA will provide a suitable examination venue including a computer with webcam and internet access that meets ABRSM requirements. An invigilation personnel will be present throughout the examination.

**Q5. Can I use HKEAA's services for online examination facilities and onsite invigilation any time I wish during the exam window?**

- A. No. Specific sessions are open for booking. Candidates can visit our website for session availabilities (<https://www.hkeaa.edu.hk/en/IPE/abrs/ptexam/>).

**Q6. I have booked the services for online examination facilities and onsite invigilation, but just found out that I cannot attend. Can I transfer my timeslot to someone else or apply for a refund?**

- A. All fees paid are not refundable and not transferable from one examination session to another, from one candidate to another, from one examination to another or for any other purposes.

**Q7. What documents do I need to bring to the examination?**

- A. Candidates are responsible to bring along their documents to the exam
- i. completed Candidate Health Declaration Form from HKEAA
  - ii. valid photo identification documents
  - iii. confirmation email with exam login name and password issued by ABRSM directly to applicant's email

Candidates will be required to enter their contact phone number and email address before the examination starts.

**Q8. What precautionary measures are taken in the examination room?**

- A. Candidates will be seated about 1.8 meters apart. All persons entering the examination room are required to submit a completed health declaration form, take a temperature measurement, use alcohol hand rub and wear a surgical mask.

**Q9. Can candidates under the age of 18 be accompanied by their parents to take the exam?**

- A. No. An invigilation personnel will be present throughout the examination. Only candidates who have made an appointment are allowed to enter the examination room. If candidates have special needs, they should contact the HKEAA in advance (ie2@hkeaa.edu.hk).

**Q10. Should candidates perform a room scan as required by ABRSM?**

- A. The HKEAA has been granted permission by ABRSM to forgo the room scan before the start of the session.

**Q11. Will multiple candidates take the exam at the same room?**

- A. Yes, there may be multiple candidates taking the examination at their own workstations in the examination centre at the same time.

**Q12. If I encounter computer problems during the exam, will the HKEAA provide any assistance?**

- A. The HKEAA will make appropriate arrangements to ensure the stability of the network during exam. If the computer hardware fails, the invigilator will provide assistance. However, if there is a problem with the examination system software (offered by ABRSM), this should be reported to ABRSM for their further advice.