FPLearning . *Study from Anywhere, Anytime*

常見問題

1. CE Online 和 FPLearning 之間有什麼區別？

FPLearning 是 CE Online（IFPHK 一直沿用的電子學習系統）的改進。FPLearning 平台包括更多先進的功能，如個人互動介面、進度紀錄、出席證書和持續職業發展學時記錄轉移系統（IFPHK 會員適用），這些功能在 CE Online 是不包括的。學會將提供一些受香港保監局認可的線上視頻錄製的持續教育課程，學員修畢後該類課程後可以獲得電子持續教育學時(eCPD)。

2. 我怎樣才能報讀電子課程？

您需要在 FPLearning 平台上創建一個線上帳戶，用於查看課程和您的進修記錄。一旦帳戶創建完成，您應該收到一封啟動郵件。請您在 24 小時內按照郵件中的指示啟動帳戶。否則，該帳戶將自動停用，之後您需要重新創建帳戶。

**請注意，如果在 24 小時內沒有註冊任何課程，你的線上帳戶將無效。一旦確認課程，你將有 14 天 (從課程註冊確認日期起計) (*指定推廣課程為 7 天) 去觀看視頻、完成小測驗及最終評估。如果過了 14 天的期限，你將不能再觀看視頻或完成測驗。學會不接受延長觀看時間、退款或課程替換的請求。我們建議你在準備報讀和觀看電子課程時才創建帳戶。

IFPHK 會員注意：在創建網上帳戶時，應使用與您的 IFPHK 會員帳戶相同的個人資訊，以便順利轉移 CE 記錄。

3. 為什麼我應該選擇 IFPHK 在 FPLearning 的電子課程？

IFPHK 的電子課程使您能夠在指定時間內通過智慧手機、平板和電腦觀看錄製的視頻。學員完成並通過每個課程的最終評估後，將獲得 IFPHK CE /MPFA（非核心）/ SFC CPT 學時。

請注意，一些電子課程也有資格獲得保監局 (IA) 的 eCPD 學時。學員於 FPLearning 平台報讀課程之前，應先查閱這一點。

4.　　報讀課程的截止日期是什麼時候？

電子課程是全年提供的。您可以隨時報讀電子課程，通過 FPLearning 平台進行線上學習。學員收到報讀確認電郵後的 14 天內 (*指定推廣課程為 7 天)，可隨時查看選定的電子課程。

5.　　我如何支付我的課程費用？

您可以通過信用卡線上支付課程費用。登入 FPLearning 平台後，請點擊 "現在購買"，在過程中的支付環節輸入您的信用卡資訊。

6.　　我可以親自到學會辦事處註冊並以現金支付 IFPHK 的線上課程嗎？

抱歉! 學員只能通過 FPLearning 的線上註冊系統報讀電子課程。

(** IFPHK 會員注意：CE 優惠券不適用於 FPLearning，敬請留意)

7.　　如果我在課程註冊確認後想取消訂單，我可以得到退款嗎?

一旦您的付款被處理，課程註冊紀錄就不能安排退款或取消。

8.　　視頻的指定觀看期是多久？

你將有 14 天的時間 (*指定推廣課程為 7 天) 來完成你所報讀的課程。視頻的開始日期由 IFPHK 決定，取決於你的課程註冊確定日期。

9.　　如果我在學習過程中停止觀看視頻，我該怎麼辦？

請點擊螢幕上方的 "退出 " (EXIT)按鈕。切勿通過關閉流覽器退出。

10. 完成一個電子課程有什麼要求嗎？

要獲得視頻錄製的線上 CPD 課程的結業證書，你必須：

· 在你的帳戶有效期內完成該課程（總觀看時間將被記錄），並且
· 通過視頻結束時的最終評估。合格分數為 80%。

請注意，學員應確保他/她的設備能夠允許其平台在課程期間追蹤他/她的觀看狀態，以符合 eCPD 認證的要求。

11. 如果我在第一次的最終評估沒有通過，會否有第二次機會重考？

是的，如果您的分數低於 80%，您將有一次機會在您的帳戶有效期內重考評估，而不需要再從頭學習課程。

12. 我什麼時候可以收到線上 CPD 課程視頻錄製的結業證書？

如果達到了完成課程的要求，您可以從個人網上帳戶的 "我的頁面 "下載電子證書（需以電腦登入）。

由 IFPHK 頒發的 IA eCPD 認證的官方證書也將在學員完成課程後的 8 星期內通過郵寄方式發給學員。如學員想緊急獲得 IA eCPD 認證的官方證書，請提供您的電子證書連同個人資料電郵聯絡 IFPHK 專業發展及培訓部：training@ifphk.org。額外的行政費用為 130 港元 (連郵費)。職員會於 7 個工作天內將正式證書郵寄給您。

請注意，該證書只有英文版本。

13. 我如何在香港財務策劃師學會的網上學習平台上申請 CPT/CPD 時數？

完成網上課程後，學員應自行向監管機構報告及申報有關的 CPT/CPD 時數。

如果您是香港財務策劃師學會會員，並且已達到課程完成要求。在這種情況下，香港香港財務策劃師學會的 CE 時數連同 SFC CPT / MPFA（非核心） CPT / IA eCPD 的記錄將在你觀看視頻結束日期後約 30 天轉移到你的會員帳戶。你可以在 IFPHK 網站上登錄你的帳戶，查閱該記錄。

14.　如果我在香港財務策劃師學會的持續專業進修記錄未被更新，我可以怎樣做？

這適用於 IFPHK 會員。如果你在香港財務策劃師學會的 CE/ SFC CPT/ MPFA（非核心）CPD/ IA eCPD 時數沒有如上文第 13 題所述被更新，請電郵 training@ifphk.org。

15.　我可以重新註冊我已經完成的電子課程嗎？

實際上，您可以重新註冊並付費用來觀看同一個電子課程，但是，若您在同一年內第二次完成同一電子課程，將不會獲得 CE/CPT/CPD 學時。

16.　如果我只花了 1.5 小時就完成了 2 小時的電子課程，我將獲得多少 CPD/CPT 小時？

你不會得到任何 CPD/CPT 小時。CPD/CPT 小時反映了為學習者學習整個課程並達到學習成果所設計的最低時間。

17.　如果我花了 4 個小時完成一個 2 小時的電子課程，我是否能得到 4 個 CPD/CPT 小時？

你只能得到該課程的設定時間，即本例中的 2 小時。

18.　在我完成訂閱的電子課程後，我可以再次觀看視頻嗎？

一旦你完成了你報讀的電子課程，你仍然可以在你的帳戶有效期內多次觀看該課程的視頻。但是，不會獲得額外的 CE/CPT/CPD 小時。

團體註冊 有關團體註冊的選項，請聯繫 IFPHK 專業發展及培訓部，電郵地址為：training@ifphk.org。

查詢/技術支援 如果你在觀看視頻、下載課程筆記、完成小測驗或最終評估的過程中遇到問題，請聯繫 IFPHK 專業發展及培訓部，電郵地址為：

training@ifphk.org。請附上相關截圖，以更快捷獲得技術支援及解決方案，職員會於兩個工作天內回覆。

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Frequently Asked Questions

1. What are the differences between CE Online and FPLearning?

FPLearning is an enhancement of CE Online, our former e-learning system. The FPLearning platform consists of more advanced features such as personal interactive interface, progress tracking, completion certificate and CPD record transformation (applicable to IFPHK members) which are not included in the old CE Online system. Some of the Video-recorded Online CPD Courses are accredited by IA for eCPD hours.

2. How can I register for the e-courses?

You are required to create an online account over the FPLearning platform for viewing the seminars and tracking your records. Once the account is created, you should receive an activation email. Please activate the account within 24 hours by following the email instruction. Otherwise, the account will be deactivated automatically and you will need to create it again.

*Please note that your online account will be invalid if no enrollment is made within 24 hours. Once enrollment is made, you will have 14 days (*7 days for promotional courses) to finish watching the video and complete the quiz, starting from the subscription date. Once this 14-day period (*7-day period) has passed, you will not be able to watch the video or attempt the quiz. No requests for viewing period extension, refund or substitution will be entertained. We strongly recommend creating the account when you are ready to subscribe and view the e-course(s).

For IFPHK members, please note that you should create the online account with the same personal information as your IFPHK member account for a smooth CE record transfer.

3. Why should I choose IFPHK e-courses in FPLearning?

The IFPHK e-courses enable you to view the recorded videos by smart devices and desktop computers within the specified period. After completing and passing each course's final assessment, IFPHK CE/MPFA (Non-Core)/SFC CPT hours will be awarded.

Please note that some e-courses are also eligible for IA eCPD hours. Individuals should check this out before subscribing to the courses over the FPLearning platform.

4. What is the deadline for registration?

The e-courses are offered throughout the year. You may subscribe to the e-course anytime to learn online via the FPLearning platform. Learners have 14 days (*7 days for promotional courses) to view the selected e-course(s) in each term once paid.

5. How can I pay for my subscription(s)?

Online payment by credit card is acceptable. You may access the FPLearning platform, click 'BUY NOW' and input your credit card information over the payment session during the enrollment process.

6. Can I register in person and pay by cash for the Video-recorded Online CPD Courses with IFPHK?

Registration can only be made through the FPLearning online registration system.

(** Note to IFPHK Members: CE coupons are not applicable in FPLearning platform. Thanks for your attention.)

7. Can I get a refund if I want to cancel the order after my subscription?

The subscription cannot be refunded or cancelled once your payment has been processed.

8. What is the specified viewing period of the video?

You will have 14 days (*7 days for promotional courses) to complete the course you enrolled. The video start date is determined by IFPHK depending on when is your subscription date.

9. What should I do if I stop watching the videos during the process?

You are required to click the 'EXIT' button on the top of your screen if you need to quit. DO NOT exit by closing the browser.

10. Are there any requirements for the completion of an e-course?

To be awarded the completion certificate of a video-recorded online CPD course, you must:

- Complete the course within your account valid period (total duration of viewing will be tracked), and
- Pass the final assessment at the end of the video. The passing score is 80%.

Please note that every learner should ensure his/her device can allow the platform to track his/her viewing status during the course per the requirement of eCPD accredition.

11. Would I have the second chance to retake the final assessment if I failed on the first attempt?

Yes, you will have one more chance to retake the assessment within your account valid period if your score is lower than 80%. You can take the supplementary assessment without learning the course from the beginning again.

12. When can I receive the completion certificate of a video-recorded online CPD course?

An electronic certificate can be downloaded immediately from 'My Page' of your online account (Desktop version only) if you have fulfilled the completion requirements.

An official certificate issued by IFPHK for IA eCPD accreditation will also be emailed to individuals who completed the course in 8 weeks. If you would like to urgently obtain an official certificate issued by IFPHK for IA eCPD accreditation. Please email IFPHK Professional Development and Training Department at training@ifphk.org with your e-certificate generated from the FPLearning platform. The additional administration fee is HKD 130 (with postage). Our staff will send you the official certificate by post in 7 business days.

Please note that the certificate will only be available in English.

13. How do I claim the CPT/CPD points from the IFPHK e-Learning Platform?

You should report and declare the relevant CPT/CPD hours to the regulators by yourself once completed the e-course(s).

If you are IFPHK member and have fulfilled the completion requirements. In that case, IFPHK CE points together with SFC CPT / MPFA Non-Core CPD/ IA eCPD records will be transferred to your member account approximately 30 days after your view video end date. You may log in to your account on the IFPHK website to access the record.

14. What can I do if my CPD record in IFPHK has not been updated?

This is applicable to IFPHK members. If your IFPHK CE/SFC CPT/MPFA Non-Core CPD/IA eCPD hours have not been updated as mentioned in Q13 above, please email us at training@ifphk.org.

15. Can I re-register for an e-course which I have already completed?

In practice, you may re-register and pay for the subscription fee to view the same seminar. **NO** CE/CPT/eCPD point will be granted for the second completion of the same e-course in the same calendar year.

16. If it only took me 1.5 hours to finish a 2-hour e-course, how many CPD/CPT hours will I get?

You will not get any CPD/CPT hour. The CPD/CPT hours reflect the minimum amount of time designed for learners to learn the entire course and meet the learning outcomes.

17. If it took me 4 hours to finish a 2 hour e-course, do I get 4 CPD/CPT hours?

You will only get the set hours of the course, i.e. 2 hours in this example.

18. Can I watch the video again after I have completed the subscribed e-course(s)?

Once you have completed the e-course(s) that you subscribed, you still can watch the videos of that respective course as many times as you like within your account validity period. However, no extra CE/CPT/eCPD hour(s) will be awarded.

Bulk / Group Registration

For bulk subscription options, please contact IFPHK Professional Development and Training Department for discussion at training@ifphk.org.

Enquiry / Technical Support

In case you have questions or encounter any difficulties throughout the process in watching a video, downloading presentation slides, or attempting the mini quiz and final assessment, please contact IFPHK at training@ifphk.org with relevant screenshots for technical support. Our staff will get back to you within 2 business days.