

Assessment & Certificate Terms

Reversion: 12 November 2025

JC Learning is operated by JC Human Resources Limited.

1. Scope & Application

These Terms govern the conduct, grading, and certification process for all CPD and training courses delivered on JC Learning.

They apply to both learners and providers, and form part of the JC Learning Provider Legal Framework.

These Terms should be read together with the Master Provider Agreement, Annex A – Plan Schedule, and the Refunds & Cancellations Policy.

Capitalised terms have the meanings given in the Glossary of Defined Terms available on our website.

2. Assessment Types & Methods

2.1 JC Learning supports both auto-graded and manual-graded assessments.

2.2 Assessment formats include:

- (a) Single-choice or multiple-choice questions (auto-graded).
- (b) Short-answer or long-answer questions (manual-graded).
- (c) Hybrid formats combining both, depending on the plan.

2.3 The permitted number of questions per plan is defined in Annex A – Plan Schedule:

- Flex, Starter, and Plus Plans – auto-graded quizzes only (up to 5 questions per course).
- Pro Plan – auto-graded and manual items allowed (up to 10 questions per course).

2.4 Providers may purchase additional question slots as add-ons in accordance with Annex A.

3. Attempts, Pass Marks & Retakes

3.1 The default pass mark is sixty percent (60%).

3.2 Each learner is allowed one attempt per assessment.

- 3.3 Manual-graded assessments may permit resubmission or appeal at the provider's discretion.
- 3.4 Assessments once started cannot be refunded or cancelled.
- 3.5 If a learner fails to achieve the pass mark, the provider may, at its discretion, allow a retake within the course's access period.
- 3.6 All retake arrangements, if any, must comply with the plan rules and be consistent for all learners enrolled in the same course.

4. Certificate Issuance & Validity

- 4.1 Certificates are issued automatically upon successful course completion and satisfaction of all assessment requirements within the JC Learning system.
- 4.2 For manual-graded courses, certificates are released only after the provider's review is completed and approved by the Platform.
- 4.3 Each certificate displays the learner's name, course title, completion date, and applicable logo(s).
- 4.4 All e-Certificates issued by JC Learning are valid for three (3) years from the date of issuance.
- 4.5 The Platform provides certificate verification services for all certificates issued during the provider's active partnership period.
- 4.6 Verification may remain available for up to three (3) years after the provider's partnership with the Platform ends, after which verification access may be discontinued in accordance with JC Learning's data-retention and platform policies.

5. Academic Integrity & Misconduct

- 5.1 Learners must complete all assessments independently and honestly.
- 5.2 Impersonation, plagiarism, or the use of unauthorised aids during assessment are strictly prohibited.
- 5.3 The Platform reserves the right to revoke certificates, suspend learner accounts, or disqualify results in cases of academic dishonesty or suspected fraud.
- 5.4 Providers must maintain the integrity of assessment design and grading, and ensure fairness and transparency for all participants.
- 5.5 Where a certificate is revoked due to verified misconduct, the learner forfeits all rights to refunds, replacement, or re-issuance.

6. Data Handling & Related Policies

6.1 Assessment results and certificate records are processed in accordance with the Privacy & Cookie Notice and the Data Protection Notice (Providers).

6.2 Refunds related to assessments are governed by the Refunds & Cancellations Policy.

6.3 JC Learning may retain anonymised or aggregated assessment data for analytics, quality assurance, and compliance reporting.

6.4 Providers must handle any learner data received from JC Learning strictly for course administration and in compliance with the Personal Data (Privacy) Ordinance (Cap. 486).

7. Updates

This Policy may be updated from time to time.

Material changes will be notified in advance via the Platform.

The latest version is always available at JC's Provider Legal & Policy Page.

Notes:

This document forms part of the JC Learning Provider Legal Framework.

By submitting the Provider Application Form or publishing content on the Platform, you agree to be bound by the current version of this document and the Master Provider Agreement.

The latest versions of all documents are available at JC's Provider Legal & Policy Page.