

FAQs

1. Why is there a 2-stage registration process?

The 2-stage registration process has been in place since the August 2021 RES examination registration and it was put in place to help ensure a smooth registration experience for applicants.

2. What devices and browsers can I use for indication of interest in Stage 1, and for registration in Stage 2?

Stage 1

For Stage 1 of the registration via FormSG, applicants can use their computers, laptops, tablets and mobile phones to submit their indication of interest. FormSG is compatible with most browsers.

Stage 2

For shortlisted applicants who will be submitting their registration at RELC's website in Stage 2, applicants should use only computers and laptops to complete the registration process. The browsers that are supported are Mozilla Firefox, Google Chrome and Apple Safari browsers.

3. Where can I find the FormSG URL to indicate my interest to take the RES examination in Stage 1?

The FormSG URL for Stage 1 of the registration process can be found in the infographic on [RELC's](#) and [CEA's](#) websites.

We expect high web traffic on RELC's and CEA websites during Stage 1. To avoid any delay in submitting your indication of interest, you can download the infographic onto your device in advance and click on the URL or scan the QR code directly to access FormSG when the form is activated at 9 am on 20 September 2021.

Please note that the URL link **will not** be activated for use before 20 September 2021, 9 am.

4. If I am not shortlisted in Stage 1, will I be put on a waitlist for the RES examination?

Applicants who submitted their indication of interest in Stage 1 will be shortlisted on a first-come, first-served basis. If you are not shortlisted, you may be put on the waitlist based on the timing of your indication of interest. If there are available slots after Stage 2, RELC will inform, via email, the next applicants in line on the waitlist to register for the examination.

5. If I do not manage to register for the RES examination, the next RES examination may take place after the expiry of my RES course completion certificate validity. Do I have to retake the RES course then?

To ensure currency of knowledge, course participants are required to attempt and pass the examination within the validity period of the course completion certificate. Candidates will have to retake the course if they are unable to pass the examination after multiple attempts and their course completion certificates have expired.

6. Will CEA extend the validity of my course certificate given that I did not manage to register for the October/November 2021 RES examination?

To provide course participants with more chances to register for subsequent examinations, CEA will offer a one-off extension of one year for the validity of their course certificates for those who completed their course between 1 May 2020 and 30 April 2021 (both dates inclusive).

7. If the COVID-19 measures are tightened before the examination, will the October/November 2021 RES examination be postponed or cancelled? If so, what will happen to candidates who have successfully registered for the examination?

The conduct of the RES examination is based on the prevailing COVID-19 measures. Should there be changes in the COVID-19 measures that affect the conduct of the October/November 2021 RES examination, RELC will inform candidates who have successfully registered accordingly.

8. Can CEA conduct the RES examination at more venues to accommodate the demand for examination seats?

The availability of venues is a major factor in conducting the RES examination. Due to the COVID-19 situation, CEA has to assess that these venues are able to implement safe management measures as stipulated in MOH's advisories for the safety of all examination candidates and the examination personnel.

While we continue to explore other possible examination venues, we will need to calibrate the scale of the examination to mitigate the risk of infection.

9. Why can't CEA conduct the RES examination online for the safety of all candidates?

CEA is committed to upholding the integrity of the RES examination while ensuring the safety of candidates. We are therefore exploring alternate modes of conducting the RES examination to complement the onsite examination, such as conducting computer-based examinations, in which candidates sit for the RES examination at designated location(s).

CEA will consider computer-based examinations carefully, including the authentication and security safeguards and standards that such modes of examination offer.

10. Can CEA conduct RES examinations more frequently?

The availability of venues is a major factor in conducting the RES examination. In addition, CEA has to assess that these venues are able to implement safe management measures as stipulated in MOH's advisories for the safety of all examination candidates and the examination personnel.

11. Can candidates who are registering for the full sitting of the examination take the two papers from different examination slots?

For the safety of all candidates and to prevent mixing of candidates across different examination slots and sessions as part of our safe management measures, candidates are required to take both papers on the assigned dates and times.

For instance, if a candidate has registered for Examination Slot 1, he will sit for Paper 1 on Saturday from 9.30am to 12pm, and Paper 2 on Sunday from 9.30am to 12pm. He will not be allowed to sit for either Paper 1 or 2 in the other examination slot.

Examination Slots	Examination Day and Time
Examination Slot 1 (AM)	Sat: 9.30am to 12pm – Paper 1 Sun: 9.30am to 12pm – Paper 2
Examination Slot 2 (PM)	Sat: 3pm to 5.30pm – Paper 1 Sun: 3pm to 5.30pm – Paper 2

12. Will COVID-19-related laws and regulations be tested in the RES examinations?

The COVID-19 (Temporary Measures) Act and Regulations 2020 will be tested in the RES examinations as the legislation and its implications are covered in Papers 1 and 2 of the examination syllabus.

Only new regulations, policies and guidelines announced or implemented within one month before the date of examination will not be tested.

Candidates are required to be familiar with the latest laws and regulations relating to and affecting estate agency work in order to serve your clients professionally when you are successful in joining the real estate agency industry.

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