

Allied Health Professions Council
Renewal of Annual Practising Certificate 2025

Frequently Asked Questions

Q1 What is the difference between making an application for practising / retention certificate in paper format and via the online platform?

A1 In comparison to application in paper format, the online platform provides applicants with more efficient and convenient services. It enables applicants to settle the prescribed fees by making online payment through some commonly used electronic payment methods. Applicant who makes application via the online platform will be issued with an electronic version of practising / retention certificate (“e-certificate”) in Portable Document Format (“PDF”) by email. He / she may also request to be provided with a hard copy of the practising / retention certificate (“paper certificate”).

Q2 What do I need for making an application for practising / retention certificate via the online platform?

A2 Pursuant to s.16 of the Allied Health Professions Ordinance, Cap. 359, which provides that an applicant for practising / retention certificate has to make a declaration as to whether or not he has been convicted of an offence punishable with imprisonment, in Hong Kong or elsewhere, applicant who applies via the online platform needs to have an ”iAM Smart+” account for digital signing the electronic application form to complete the whole application process.

Q3 What is an ”iAM Smart+” account?

A3 "iAM Smart" mobile app is the one-stop personalised digital services platform of the Hong Kong Special Administrative Region Government. "iAM Smart" account is available in two versions, namely "iAM Smart" and "iAM Smart+". "iAM Smart+" users enjoy the additional function of digital signing which has legal backing for handling statutory documents and procedures. Residents who have Hong Kong Identity Card could download and install "iAM Smart" mobile app and register for "iAM

Smart+" online remotely. For further details and registration of "iAMSmart+" account, please visit the website of <https://www.iamsmart.gov.hk/en/reg.html>.

Q4 How can I obtain the paper form through website?

A4 The Allied Health Professions Council and the Board strongly encourage all registrants to utilize the electronic application process. Recognising that some individuals may face challenges in transitioning to the online application system, should you require any assistance, you may submit a request detailing your circumstances to the Central Registration Office (CRO) by post at 17/F, Wu Chung House, 213 Queen's Road East, Wan Chai, Hong Kong. To facilitate us in handling your request, please provide your day time contact information in case we need to seek clarifications. Kindly note that the processing time for paper applications will be longer.

Q5 If I make my application in paper format without using the online platform, will I obtain an e-certificate?

A5 No. If you wish to obtain an e-certificate, you need to fill in the application form electronically.

Q6 If I receive the notification letter for renewing the practising / retention certificate by post (i.e. in hard copy), can I submit my application via the online platform?

A6 Yes. You may wish to refer to the QR code as provided in the notification letter for easy access to the online platform.

Q7 Are there any features to verify the authenticity of the e-certificate?

A7 For verification purpose, the e-certificate carries a digital signature and an encrypted QR code. Scanning the QR code will direct the enquirer to the website of the Council / respective Board where he / she may verify the contents in the e-certificate.

- Q8 What can I do if the QR code on the e-certificate is too small and cannot be scanned for verification?
- A8 The integration of QR code contains rich encrypted data which has restricted the pixels of the QR code. You are advised to enlarge the QR code for easier scanning. If you are browsing the PDF on desktop computer, you may zoom to at least 120%.
- Q9 Can I settle the renewal fee by using Alipay-HK and WeChat Pay-HK?
- A9 No. Only Alipay (Mainland Wallet) and WeChat Pay (Mainland Wallet) are supported to settle the renewal fee payment for Practising Certificates. You may also settle the fee by Credit Cards (including VISA, MasterCard, JCB and China UnionPay), FPS, or UnionPay Mobile QuickPass.
- Q10 Can I pay by cheque?
- A10 A cheque is acceptable only in exceptional cases. Should you require any assistance, you may submit a request detailing your circumstances to the Central Registration Office (CRO) by post at 17/F, Wu Chung House, 213 Queen's Road East, Wan Chai, Hong Kong.