



東華學院  
TUNG WAH COLLEGE

# Student Handbook 2023/2024

# Tung Wah College

## Vision

To become a renowned privately-funded tertiary education institution in Hong Kong, recognized for high quality programmes which emphasize practical application while exhibiting Tung Wah Group of Hospitals' spirit of selfless caring for the needy people.

## Mission

- to nurture socially responsible and caring citizens with integrity, sound attitudes, professional knowledge and competence, who are able to apply theory to practice, to embark on meaningful careers, to pursue life-long learning and to serve the community and mankind;
- to offer quality programmes leveraging on the acknowledged strengths and expertise of Tung Wah Group of Hospitals' core services and specialties, thereby enabling Tung Wah College to occupy a superior position as a programme provider in these areas;
- to provide a holistic and outcome-based education through both the formal curriculum and co-curricular activities;
- to engage in applied research work so as to enrich teaching and learning and to cultivate the ability to create and innovate;
- to be a celebrated home where students can pursue their learning and develop their potential and colleagues can further develop and engage their talents; and
- to offer tertiary education to young people with unique talents, who otherwise may be deprived of such opportunity, by affirming these individuals and giving them a chance to be accepted and to serve the society.

## Core Values

- our passion and unreserved dedication to education;
- our respect and love for our students, our colleagues and their families;
- our continuous commitment to excellence in education;
- our eagerness to serve and work with the community for its development and well-being;
- our open, just and caring style of management; and
- our determination to manage and deploy resources carefully and effectively.

# Table of Contents

<b>1. INTRODUCTION</b> .....	<b>1</b>
1.1 TWC - the tertiary education institution of TWGHs .....	1
1.2 Student Handbook .....	1
<b>2. ACADEMIC REGULATIONS</b> .....	<b>2</b>
2.1 Study Load.....	2
2.2 Maximum Study Period .....	2
2.3 Concurrent Enrolment .....	2
2.4 Medium of Instruction .....	2
2.5 Credit Units Requirement for Major/Minor Study Option for Undergraduate Programmes...	3
2.6 Advanced Standing and Course Exemption/Credit Transfer .....	3
2.7 Transfer of Study Programme .....	4
2.8 Registration.....	4
2.9 Academic Probation upon Admission.....	5
2.10 Academic Probation on Progression .....	5
2.11 Academic Consultation .....	6
2.12 Course Withdrawals and Additions .....	6
2.13 Class Attendance .....	6
2.14 Leave of Absence .....	7
2.15 Unofficial Withdrawal .....	7
2.16 Official Withdrawal .....	7
2.17 De-registration .....	8
2.18 Suspension.....	8
<b>3. ASSESSMENT AND EXAMINATION REGULATIONS</b> .....	<b>9</b>
3.1 Course Assessment .....	9
3.2 Course Attendance Requirement for Examination .....	9
3.3 Absence from Assessments .....	9
3.4 Re-taking a Course.....	9
3.5 Academic Honesty.....	10
3.6 Plagiarism .....	11
3.7 Grading Scheme .....	11
3.8 Progression.....	14
3.9 De-registration of Studies on Academic Grounds .....	14
3.10 Procedures for Appeals .....	14

3.11	Graduation Requirements .....	15
3.12	Classification of Awards .....	16
3.13	Award of Qualifications .....	16
3.14	Examination Regulations .....	17
3.15	Disciplinary Action .....	18
3.16	Arrangement of Examinations on the Approach of a Tropical Cyclone/Heavy Persistent Rain .....	18
<b>4.</b>	<b>FACILITIES FOR LEARNING .....</b>	<b>19</b>
4.1	Information Technology Services Office (ITSO) .....	19
4.2	Library .....	20
<b>5.</b>	<b>STUDENT RECORDS .....</b>	<b>23</b>
5.1	Student Identity Card .....	23
5.2	Examination Results / Transcript of Studies / Testimonials .....	23
5.3	Award Certificate .....	23
<b>6.</b>	<b>STUDENT DISCIPLINE AND CONDUCT .....</b>	<b>25</b>
6.1	Use of College's Name and Property .....	25
6.2	Student Conduct .....	25
6.3	Class Discipline .....	26
6.4	Non-smoking Campus .....	27
<b>7.</b>	<b>STUDENT ACTIVITIES AND SERVICES .....</b>	<b>28</b>
7.1	Student Academic Advisor System .....	28
7.2	Community Service Programme .....	28
7.3	Work-Integrated Learning Programme – for Cohort 2015/2016 and Thereafter .....	28
7.4	Co-operative Education Scheme – for Cohorts 2011/2012 to 2014/2015 .....	29
7.5	General Services Provided by the Student Affairs Office .....	30
7.6	Scholarships, Bursaries and Awards .....	30
7.7	Financial Assistance .....	30
7.8	Lockers .....	31
<b>8.</b>	<b>FEES AND CHARGES .....</b>	<b>32</b>
<b>9.</b>	<b>FEEDBACK, CONCERNS AND COMPLAINTS .....</b>	<b>35</b>
9.1	Student Representation in College Council and Committees .....	35
9.2	Learning Experience Survey .....	35
9.3	Student-Staff Consultative Meeting .....	35
9.4	Course Evaluation .....	35
9.5	Student Union and Academic Societies .....	35

9.6	Concerns or Written Complaints to Management .....	36
<b>10.</b>	<b>APPENDICES .....</b>	<b>37</b>
10.1	General Arrangements for Classes and Examinations during Adverse Weather .....	38
10.2	Acceptable Use Policy (AUP) .....	40
10.3	Intellectual Property .....	42
10.4	Personal Data .....	43
10.5	Health and Safety Guidelines .....	44
10.6	Lost and Found .....	45
10.7	Detailed Guidelines on Proper Use of Source Material .....	46
10.8	Regulations on the Use of Student Lockers .....	49
10.9	Guidelines and Procedures on Handling Sexual Harassment on Campus .....	51
10.10	Guidelines and Procedures on Handling Grievance, Complaint and Appeal .....	59

*The College reserves the right to make variations to the contents of this Student Handbook and to modify the information contained herein without prior notice.*

# **1. INTRODUCTION**

## **1.1 TWC - the tertiary education institution of TWGHs**

Tung Wah College (TWC) is a self-financing institution, incorporated as a wholly-owned subsidiary of the Tung Wah Group of Hospitals (TWGHs). The College is registered under the Post Secondary Colleges Ordinance Cap 320 to offer programmes at degree and sub-degree levels.

TWC is a teaching institution supported by applied research at undergraduate level with the aim to provide tertiary education as a non-profit organization (NPO) demonstrating the TWGHs' spirit of selfless caring for needy people and offering youngsters with less choice tertiary education opportunities.

## **1.2 Student Handbook**

The Student Handbook contains essential information such as academic regulations and procedures, student services, facilities for learning as well as fees and charges. Students are strongly advised to study this handbook carefully and be familiarized with the rules and procedures contained therein.

The Student Handbook is a generic document applicable to all programmes while the programme definitive document and practicum handbook specify the programme-specific requirements and regulations. The requirements and regulations specified in the programme definitive document and practicum handbook should prevail in case of any discrepancies.

## **2. ACADEMIC REGULATIONS**

### **2.1 Study Load**

#### 2.1.1 Study Load for Programmes

- (i) The College adopts a curriculum structure based on a credit unit system. The normal study load of a student is 30 credits per year. Individual programmes may require students to take a higher study load.
- (ii) There will be two regular semesters of 14 weeks and one 7-week semester per annum for full-time programmes.
- (iii) Normally a student is expected to take 15 credits in a semester, except summer semester. Full-time students who wish to take a reduced study load should take a minimum of 12 credits in a regular semester. Students who take courses above or below the normal load shall consult the Student Academic Advisors and obtain the approval from the Programme Leader.
- (iv) Individual programmes may have different study load requirements for students. Please check individual programme documents for details.

### **2.2 Maximum Study Period**

2.2.1 Students shall complete the programme requirements within the stipulated maximum period of study, which is twice the normal duration of the programme (*for students admitted before 2015/2016*) or the normal duration of the programme plus two years (*for students admitted in 2015/2016 and thereafter*). This period shall exclude all periods of leave of absence and suspension of studies.

2.2.2 Applications for extension of study period beyond the maximum study period are normally not considered except under special circumstances. A student who needs to complete the programme beyond the maximum study period may apply for extension of his/her study. He/she shall complete and submit an application form (REG-16) together with associated documentary evidence to the Registry. He/she shall have to pay the prescribed registration fee for the period of study extended on a yearly basis. Decisions on such applications for extension of study beyond the maximum period shall rest with the Academic Board.

### **2.3 Concurrent Enrolment**

To obtain approval of the Programme Leaders concerned for concurrent enrolment, students should complete the application form (REG-17) before registration on the programmes.

### **2.4 Medium of Instruction**

The medium of instruction in the college is English except for those courses approved by the Academic Board.

## **2.5 Credit Units Requirement for Major/Minor Study Option for Undergraduate Programmes**

### **2.5.1 Major Requirement**

To ensure a solid training in the Major discipline, a full-time Major study requires students to take a minimum of 54 credits of courses in their Major option.

### **2.5.2 Minor Study Option**

Students can register for one Minor study option as approved by the School of their Minor Programme. Minor Programme is optional to students and requires at least 12 but no more than 18 credits of courses. Students who are interested in taking Minor study option should submit an application form (REG-05). Before application, students should plan ahead with their Student Academic Advisors on the study schedule and study load over the remaining years of study.

2.5.3 Students who have taken minor study option or under a self-paced study schedule, or under a fast track mode of study are required to submit an application for graduation (REG-06) to the Registry in the semester in which they will have completed all the requirements for the award.

## **2.6 Advanced Standing and Course Exemption/Credit Transfer**

2.6.1 A student may enter the programme with advanced standing and be exempted from taking certain course(s) if his/her previous qualifications are recognized by the College as of direct relevance, at the appropriate level, and of the appropriate breadth and depth. For students admitted in or after 2019/2020, block credit transfer may be granted to students who possess relevant professional qualifications at sub-degree level or above on a case-by-case basis for admission to senior year entry of undergraduate programmes.

2.6.2 A student who has attained additional academic qualifications at other institutions during student exchange which are of direct relevance, at the appropriate level, and of the appropriate breadth and depth may also apply for course exemption / credit transfer.

2.6.3 Credits earned from previous studies should remain valid at the time when the student applies for course exemption/ credit transfer. Students are required to replace the exempted courses with other courses to make up for the units exempted. The validity period of course credits earned is 8 years from the year of attainment (e.g. the credit was earned in 2011/2012, then the validity period should count from 2012/2013 for 8 years till 2019/2020).

2.6.4 Under normal circumstances, a student will not be granted a credit transfer for more than 50% of the total credit units of the programme. For credit transfer from programmes offered by TWC, not more than 65% of the total credit requirement for the award can be transferred. Course exemption / credit transfer are recorded without inclusion in grade point average calculation.

2.6.5 The College reserves the right to disapprove credit transfer for courses which are not deemed to be equivalent to the College courses (less than 70% in similarity) and for courses with grades below the equivalence of grade C in the College grading system. This may not apply to students who possess relevant professional qualifications at sub-degree level or above and are granted block credit transfer for admission to senior



year of undergraduate programmes.

- 2.6.6 A student wishing to apply for course exemption / credit transfer shall submit a completed application form (REG-01) to the Registry (i) no later than the add/drop period of the first semester of first year of study (for academic qualifications attained prior to admission) or (ii) before the commencement of the nearest semester following the attainment of additional qualification (for academic qualifications attained during student exchange) and pay the prescribed application fee. A student's application should be assessed and recommended by the Programme Leader (who may seek advice from the Course Instructor if deemed appropriate) and approved by the School Dean of the concerned student's programme of study. The student may be required to take an assessment for the consideration of course exemption / credit transfer.
- 2.6.7 Application for course exemption / credit transfer will not be allowed if students have already registered and completed the course at the College, regardless of the grade achieved.
- 2.6.8 A student admitted on advanced standing may enter the senior year of a programme. The College reserves the right to require the student to take additional courses as a condition of the admission. The student shall need to pay additional course fees for any extra credit units on top of the regular credit units required for senior year study while no exemption fee will be levied.

## **2.7 Transfer of Study Programme**

- 2.7.1 Applications for transfer of study programme are normally not considered before the students have completed the first year of study.
- 2.7.2 A student who wishes to transfer from one programme to another for special reasons shall submit a completed application form (REG-08) to the Registry at least 2 weeks before the semester begins. He/she shall pay the prescribed fee when making such an application. If approved, the change will take effect from the following semester/year.
- 2.7.3 Where appropriate, course credits earned under the originally-registered programme will be counted towards fulfillment of the curriculum and graduation requirements of the new programme. Grades and credit units will be counted in the calculation of the GPA. Once a student is confirmed with the number of credit units gained that can be transferred to the new programme, the student will have to pay the prescribed course fees for additional courses taken outside the prescribed programme structure.

## **2.8 Registration**

- 2.8.1 New students who have been offered admission to a programme shall register with the College on the specified date(s) and shall be considered to have enrolled on that programme from the date of their first registration.
- 2.8.2 A student shall register in the name that appears on his/her Hong Kong Identity Card or passport.
- 2.8.3 After programme registration, a student shall register for courses on the specified date(s) in each academic year or semester. Anyone who fails to register for programme or courses after a lapse of two weeks from the specified date(s) shall be considered to have unofficially withdrawn from the College. The registration of core discipline, prescribed general education (GE) and prescribed language courses must

follow the course sequence stipulated in the PDDs, unless otherwise advised by the College. Students can only add/drop the core courses with strong justification, such as medical reason or academic probation, subject to the approval by the Programme Leader.

- 2.8.4 A student who is unable to register for the programme or courses on the specified date(s) must apply in writing for deferment, in advance, to the Registrar for approval.
- 2.8.5 A student shall, using a prescribed form (REG-09), inform the Registry immediately of any change of name entered in the student's registration record.
- 2.8.6 After a student has been approved by the College for graduation, no application shall be accepted for changing his/her registered particulars which are to appear on his/her graduation certificate.
- 2.8.7 After a student has withdrawn from the College, no application for changing his/her registration record shall be entertained.

## **2.9 Academic Probation upon Admission**

- 2.9.1 Students who fail to meet the entry requirements of the programme but possess other merits may be admitted on exceptional bases. These students will be placed on academic probation and required to meet one or more of the following conditions:
  - (i) (a) attain a cGPA above 1.75 or a higher level as determined by the program concerned at the end of the first academic year (*for students admitted before 2013/2014*) or;
  - (b) attain a cGPA above 2.0 at the end of the first academic year (*for students admitted in or after 2013/2014*)
  - (ii) Satisfactorily complete, in the first academic year, a remedial course in which the admitted student did not meet the admission requirement for that particular subject at the time of admission;
  - (iii) Satisfactorily fulfilled any conditions set by the programme concerned when admitted.

The College reserves the right to de-register a student if he/she fails to achieve any of the above which are set as the admission conditions.

- 2.9.2 After fulfilling the requirements, the student will be allowed to progress and no longer be placed on probation.

## **2.10 Academic Probation on Progression**

- 2.10.1 Students who meet the minimum entry requirements but fail to attain sGPA in a semester at a level as stipulated below shall be put on academic probation on progression in the subsequent semester:

- (i) their sGPA in one semester falls below 1.75, or a higher level as determined by the programme concerned (*for students admitted before 2013/2014*)
- (ii) their sGPA in one semester falls below 2.0 (*for students admitted in or after 2013/2014*)

The purpose is to remind and help students who need additional assistance to make improvement in order to fulfil the GPA requirement for graduation. These students will be required to seek academic consultation from the Student Academic Advisors. (Please see Section 2.11 – Academic Consultation)

- 2.10.2 A student on academic probation may be required to take a reduced load, with his/her performance being reviewed at the end of the semester of the probation. If the student has attained a GPA of 2.0 or above in the semester of the probation, the academic probation shall be lifted; otherwise, academic probation shall continue to apply in the next semester unless he/she is required to de-register from his/her studies or has completed all graduation requirements.
- 2.10.3 Students who fail to attain sGPA at a level as stipulated below for three consecutive semesters will be de-registered from their studies of the academic programme:
- (i) their sGPA falls below 1.75, or a higher level as determined by the programme concerned, for three consecutive semesters (*for students admitted before 2013/2014*)
  - (ii) their sGPA falls below 2.0 for three consecutive semesters (*for students admitted in or after 2013/2014*)

Please refer to paragraph 2.17 for details.

## **2.11 Academic Consultation**

- 2.11.1 The College will alert students who need academic assistance at an early stage. Students who fail to obtain a cGPA of 2.0 (this covers the group of students on academic probation on progression) will be required to seek academic consultation. These consultations are provided by Student Academic Advisors who will review with students their current study approaches and plans and offer ways to improve students' study techniques.

## **2.12 Course Withdrawals and Additions**

- 2.12.1 Students who wish to add and/or drop courses shall process their applications on-line within 2 weeks (1 week for Semester 3) of the commencement of the semester. Add/Drop, based on availability, will be approved on a first-come-first-served basis, within the prescribed period. Late applications are normally not accepted.
- 2.12.2 Permission to withdraw from a course after the deadline for dropping courses will only be given to students who could provide medical supporting documents or strong justifications for other unforeseen circumstances. Students who wish to withdraw a course must submit applications, which have been endorsed by the course instructor and approved by the programme leader, to the Registry at least four weeks (two weeks for Semester 3) before the commencement of the semester examination. Course approved for withdrawal will be assigned a 'W' grade in the academic transcript. Grade 'W' will not be included in GPA calculation. Students are required to pay the FULL amount of tuition fees for the withdrawn courses.
- 2.12.3 Students are required to attend the courses as scheduled until the application for dropping the course is formally approved.
- 2.12.4 Students who withdraw from a course without going through the prescribed procedures shall be given a Grade F for that course.

## **2.13 Class Attendance**

- 2.13.1 Students are expected to attend all scheduled classes for which they have registered.

Tutorials, laboratory sessions and seminars are compulsory.

- 2.13.2 Under normal circumstances, students may not be allowed to sit for the course examination if they are reported to have attended less than 80 percent of the course's scheduled classes. They will receive a Grade F in the course.

## **2.14 Leave of Absence**

- 2.14.1 Under no circumstances shall a student be granted leave of absence for more than one semester in the first instance. In case the student is still unable to attend classes after one semester's leave, he/she may consult the Programme Leader and apply to the Registry for special consideration to extend leave for another semester, beyond which no further extension shall be granted. The Student Academic Advisor will follow up and advise the concerned student on his/her academic development throughout the extended period of leave.
- 2.14.2 Upon expiry of the leave period, the student must return to his/her studies. If the student fails to report to the College according to the schedule, he/she will be considered to have unofficially withdrawn from the programme.

## **2.15 Unofficial Withdrawal**

- 2.15.1 Students will be considered as unofficially withdrawn from study if they fail to settle the tuition fee by the payment due date without prior approval. And they:
- (i) will not be allowed to take any assessment since his/her student status had been removed.
  - (ii) must complete the clearing procedures of the College within 3 weeks from the date of the notice. Please refer to paragraphs 2.16.3 and 2.16.4 for details.
  - (iii) may apply for re-instatement by submitting a completed application form (REG-10) to the concerned School via Registry. Upon approval of the application, the students shall pay the prescribed fee on re-instatement.

## **2.16 Official Withdrawal**

- 2.16.1 A student intending to leave the College prior to graduation must apply for official withdrawal from the Registry by completing and returning a prescribed form (REG-07).
- 2.16.2 All applications for withdrawal must be submitted to the Registry before the commencement of the examination period for the semester concerned. Students will be notified of the result in writing.
- 2.16.3 Students must return their student identity cards, pay any outstanding fees, empty the lockers and return all the borrowed properties of the College including but not limited to library books and AV equipment before an official withdrawal status is granted. Upon completion of the clearing procedures, they will be refunded the balance of the caution money after deduction of all outstanding debts to the College. Should the balance be insufficient to cover the debts to the College, students must pay the difference, otherwise transcripts, testimonials and graduate certificates will NOT be issued. The College reserves the right to take other actions, including legal proceedings, against a student to recover the unpaid fees.
- 2.16.4 Any student leaving the College without following the proper procedures will be considered to have unofficially withdrawn from the programme and will not be eligible

for the refund of caution money and transcripts, testimonials and graduate certificates will NOT be issued.

## **2.17 De-registration**

- 2.17.1 The College may, at any time, de-register any student from his/her studies at the College either on academic or on discipline grounds as deemed appropriate.
- 2.17.2 Students who are de-registered from their studies on academic grounds shall be barred from re-admission to the same programme in the following academic year unless approval is given by the Vice President (Academic).
- 2.17.3 The College may also de-register a student whose conduct or behaviour is considered harmful to the College. Such a student will normally not be considered for re-admission.
- 2.17.4 Students who are de-registered from their studies must complete the clearing procedures of the College within 3 weeks from the date of the notice of de-registration. Please refer to paragraphs 2.16.3 and 2.16.4 for details.
- 2.17.5 Re-instatement shall not be granted to students who have been de-registered from their studies from the College.

## **2.18 Suspension**

- 2.18.1 As a penalty resulting from disciplinary actions, a student may be suspended from classes or from part or all of the rights, privileges and/or the use of part or all of the facilities of the College for a specified period of time. Such a decision shall be made by the School concerned or by the Student Disciplinary Committee (for academic cases)/ Student Affairs Committee (for non-academic cases).

## **3. ASSESSMENT AND EXAMINATION REGULATIONS**

### **3.1 Course Assessment**

- 3.1.1 Students shall be assessed for every course for which they have registered on the basis of their performance during the semester. Course assessment may consist of continuous assessment and examinations. Continuous assessment may consist of class participation and discussion, assignments, tests, quizzes, project, presentation, field work (placement or internship) and report. The weighting between continuous assessment and examinations will vary from course to course, ranging from 100% continuous assessment to 100% examinations.
- 3.1.2 The GPA system is adopted to reflect a student's performance. Letter grades are used in the grade reports and transcripts to indicate the results of assessment.

### **3.2 Course Attendance Requirement for Examination**

- 3.2.1 Individual teacher will determine the attendance requirement of the course and make the announcement to students at the beginning of the semester.
- 3.2.2 A student will normally not be allowed to sit for the course examination if his/her course attendance is below 80%. They will receive a Grade F in the course.

### **3.3 Absence from Assessments**

- 3.3.1 A student shall take all assessments, as prescribed in the course outline and teaching plan, in the form of written, practical or oral assessment, or any combination thereof.
- 3.3.2 No supplementary examination will be granted to students. Only a student who misses the examination because of hospital confinement, illness, injury, or other personal emergencies may apply for supplementary examination. He/She should apply to the Registry with supporting evidence such as medical documents within 7 working days after the date of the concerned examination. A prescribed administration fee will be charged. The application is subject to the recommendation of the School Board and the approval of the Examinations Board.
- 3.3.3 If the application for a supplementary examination is approved, the supplementary examination will be arranged by the College within two weeks after (i) the student concerned has been released from the hospital or (ii) the release of academic results, whichever deemed appropriate. The examination will be regarded as an assessment for the first time and the actual grade attained will be awarded.

### **3.4 Re-taking a Course**

- 3.4.1 Except for practicum courses, no re-assessment will be granted for students in all circumstances. Students who have failed a compulsory course are required to re-take the course. If the failed course is an elective, students may choose to re-take the same course or take another elective within the programme as a replacement.

(Note: Special consideration will be granted to programmes which re-assessment is required by the respective professional body/authority.)

- 3.4.2 Re-taking of failed courses or taking replacement courses should be completed within the maximum period of study.
- 3.4.3 A student shall be required to re-take a course if he/she fails the course.
- 3.4.4 A student shall be permitted to re-take the same course twice only within the maximum period of study. The student re-taking a course is required to pay the course fee and other related fees as appropriate.
- 3.4.5 When the student re-takes a course, only the grade of the latest attempt will be included in the calculation of GPA.
- 3.4.6 Re-taking of courses for grade improvement will be allowed only at the recommendation of the School Board for approval of the Examinations Board and subject to the following conditions:
- (i) the grade for a re-taken course will be capped at B;
  - (ii) the number of re-take of a course is limited to twice;
  - (iii) the number of re-taken courses by a student during his/her period of study is limited to ten;
  - (iv) GPA will be calculated by the sum of grade points of courses (including only the highest grade, not the last attempt) divided by the total number of credits earned (i.e. re-taken course counted once only).
- 3.4.7 In case the required course(s) to be re-taken by a student is/are no longer offered by the College as a result of curriculum changes, the Programme Team will assign equivalent replacement course(s) as approved by the School Board for the student concerned. Under these circumstances, only the credit units of the replacement course(s) will be counted towards of calculation of GPA and the fulfillment of the requirements for graduation.

### **3.5 Academic Honesty**

- 3.5.1 A student must maintain academic honesty in his/her studies and must not commit the following behaviour, otherwise he/she would be liable to disciplinary actions:
- (i) Submission of assignment that is not the student's own work;
  - (ii) Misconduct at examinations, including cheating, stealing of question papers, bribing, impersonation, disturbances at examination, obstruction of supervision, forgery of grade reports, conspiracy and the like.
- 3.5.2 The above cases will be reported to the School Dean concerned / Student Disciplinary Committee for investigation and submitted to the Registrar for record. If the case is proven, the School Dean / Student Disciplinary Committee will decide on the penalty with reference to the seriousness of the case and notify the Registry. The Registrar will inform the student concerned of the penalty in writing (by mail and by email).
- 3.5.3 The student concerned may appeal against the decision to the Vice President (Academic) within 7 working days upon receipt of the letter/email. The Vice President (Academic) will then refer the case to the College's Student Appeals Committee for investigation, proper hearing and decision.
- 3.5.4 A student attending hearing of the Student Appeals Committee can ask a staff member or a fellow student/friend/relative of his/her own choice to accompany him/her. The decision of the Student Appeals Committee is final.

### 3.6 Plagiarism

- 3.6.1 Plagiarism is an attempt to pass off the work of others (in particular the writing of others), including online resources such as websites, electronic journals or articles in an online newspaper, as one's own.
- 3.6.2 The following points can be regarded as plagiarism if the source material is not properly quoted or acknowledged:
- (i) Verbatim use of source material
  - (ii) Paraphrase and translation of source material
  - (iii) Change of order and/or conversion to/from point form
  - (iv) Cite facts or research findings of others without proper quotes and acknowledgements
  - (v) Quote tables or graphs which contain data that are not collected by the writer himself or herself
  - (vi) Use of special terms/concepts or key concepts without attribution
- 3.6.3 Students should use "TURNITIN", software of originality checking, to avoid plagiarism. Assignments can be submitted to the "TURNITIN" account for review. A copy of the originality report must be printed out and attached to the assignment when it is being handed in to the course teacher for marking.
- 3.6.4 The College takes plagiarism very seriously and adopts zero tolerance to plagiarism. Students will receive a Grade F for the concerned course in the first attempt as warning and de-registration of studies in the second attempt.
- 3.6.5 It is students' responsibility to avoid plagiarism in their work. They should read the detailed guidelines and examples for the acknowledgement of sources as shown in Appendix 10.7.

### 3.7 Grading Scheme

- 3.7.1 Assessment grades shall be awarded on a criterion-referenced basis. A student's overall performance in a course shall be graded as follows:

For students admitted in 2014/2015 or before		For students admitted in 2015/2016 and thereafter	
Grade	Range of Marks	Grade	Range of Marks
A+	≥ 90	A	≥ 85
A	85 – 89	A-	82 – 84
B+	80 – 84	B+	78 – 81
B	74 – 79	B	74 – 77
C+	68 – 73	B-	70 – 73
C	62 – 67	C+	66 – 69
D+	56 – 61	C	62 – 65
D	50 – 55	C-	58 – 61
F	≤ 49	D+	54 – 57
		D	50 – 53
		F	≤ 49



3.7.2 “F” is a course failure grade, whilst all others (“D” to “A+”) are course passing grades. No credit will be earned if a course is failed.

3.7.3 Letter grades are used in the grade reports and transcripts to indicate the results of assessment. A numeral grade point is assigned to each course grade as follows:

For students admitted in 2014/2015 or before		For students admitted in 2015/2016 and thereafter	
Grade	Grade Point	Grade	Grade Point
A+	4.5	A	4.0
A	4.0	A-	3.7
B+	3.5	B+	3.3
B	3.0	B	3.0
C+	2.5	B-	2.7
C	2.0	C+	2.3
D+	1.5	C	2.0
D	1.0	C-	1.7
F	0.0	D+	1.3
		D	1.0
		F	0.0

3.7.4 The award for passing of a course is based on outcome-based assessment criteria. Students who achieve the intended learning outcomes by the specific learning criteria of the course will be granted the relevant grade / grade point without any quota system.

3.7.5 The grade of a course is computed by summing up the weighted marks of assessment (coursework and examination). Grade D is the minimum level required for course progression. A student can earn the grade points of a course only if he/she has gained a pass (Grade D) or above in that course.

3.7.6 The GPA is obtained by adding all the grade points gained (grade points multiplied by the number of credit units of the courses concerned) and dividing the sum by the total number of credit units attempted except failed course(s) for which students have re-taken the course or taken a replacement course. Only the number of credit units of the latest attempt of the re-taking course will be counted. When calculated for a given semester, it is known as the Semester GPA (sGPA). When calculated for the minimum required credit units as prescribed for the programme, it is known as the Graduation GPA (gGPA). When calculated cumulatively for all courses attempted, it is known as the Cumulative GPA (cGPA).

3.7.7 Grades of all courses taken and re-taken, regardless of whether passed or failed, will be shown in the grade reports and transcripts.

3.7.8 If the letter grades are not applicable, the following codes are used which may be printed on the grade reports for releasing appropriate information to readers:

Code	Representation
AB	Absent from examination(s)
ABX	Absent from examination(s) under extenuating circumstances

I	Incomplete
CT	Credit Transfer
NR	Not yet reported (temporary grade)
T	Year course, eligible for progress
P	Pass a course assessed on a simple pass and fail basis
F*	Fail a course assessed on a simple pass and fail basis
W	Course(s) withdrawn

- 3.7.9 The code “I” is a temporary grade to be given to a student only when the required work for the course has not been completed due to justifiable reasons which are acceptable to the Examinations Board. The code “I” will be replaced by the actual grade earned after the student has completed the required work. Should the student fail to complete the required work within 6 weeks after the official announcement of the semester grades, he/she will be given Grade F. The grade marked as “I” is not included in the GPA calculation.
- 3.7.10 The code “NR” indicates that the grade for the course is not yet reported by the course teacher at the time the semester grade report is prepared. The “NR” grade is not included in the GPA calculation. The conversion of the “NR” grade to a normal letter grade should be made within 6 weeks after the official announcement of semester grades.
- 3.7.11 A student who has received any course with a code “T” in Semester 1 may continue to study the course in the following semester. The student’s grade will be shown in the second semester of the year course on grade reports and transcripts.
- 3.7.12 Courses assessed on a simple pass and fail basis shall be assigned a Grade P to indicate a pass and a Grade F\* to indicate a fail. Credit units gained from such courses shall not be counted towards the GPA calculation.
- 3.7.13 Outstanding graduating students of sub-degree/ degree programmes will receive the President’s Award. To be considered for the President’s Award, a student shall:
- (i) have attained the highest gGPA of not less than 3.6 among the graduates in the same academic year in each programme;
  - (ii) with the condition that the student who has good track record in voluntary services to serve the College and/or the community; or;  
has been granted important awards as honoured by the College and/or outside institutions; or  
has had active participation in research or academic conference with proven record; and
  - (iii) without disciplinary record.

Potential recipients will be recommended by the School Board, endorsed by the Student Affairs Committee and approved by the Management Board. The award will be presented at the annual Graduation Ceremony and recorded on the recipients’ transcripts of studies.

- 3.7.14 Students who take four courses (12 credits) or more and achieve a semester GPA of 3.5 or above in a semester of study will be recommended for the Dean’s List for the semester concerned. This honour will be recorded on their transcripts of studies.

### **3.8 Progression**

- 3.8.1 A student who has passed all the courses required in a specific semester may progress to the next semester.
- 3.8.2 A student who is required by the Examinations Board to re-take the course may be permitted to carry the course to be re-taken to the next semester or academic year. In this case, he/she may progress to the next semester.

### **3.9 De-registration of Studies on Academic Grounds**

A student shall be de-registered from his/her studies on academic grounds at the College:

- (iv) If he/she fails to meet the condition(s) stipulated in the offer letter issued at the time he/she applied for admission to the College; OR
- (v) If he/she fails to attain sGPA at a level as stipulated below for three consecutive semesters:
- (a) his/her sGPA falls below 1.75, or a higher level as determined by the programme concerned, for three consecutive semesters (*for students admitted before 2013/2014*)
  - (b) his/her sGPA falls below 2.0 for three consecutive semesters (*for students admitted in or after 2013/2014*); OR
- (vi) If he/she fails the second retake of the same course; OR
- (vii) If he/she fails to complete the graduation requirements within the maximum period of study.

### **3.10 Procedures for Appeals**

#### **3.10.1 Appeal against Assessment Results**

- 3.10.1.1 A student wishing to appeal against the result of an assessment shall complete and submit an application form (REG-18) to the Registry and pay the prescribed fee within 3 working days after the official announcement of the semester grades. The fee shall be refunded to the student in the case of a positive grade adjustment after the appeal.
- 3.10.1.2 For appeal cases regarding assessment results, the School Dean will appoint a second marker (and a third marker if necessary) to re-mark the paper.
- 3.10.1.3 The School will inform the Registry the outcome of the mark review exercise and its recommendation for endorsement of the Chairman of the School Board. The student will be informed of the result by the Registry within 21 working days of the appeal. The decision is final.

#### **3.10.2 Appeal against Academic Decisions**

- 3.10.2.1 A student may appeal against an academic decision on the following grounds:
- (i) there has been an administrative/procedural irregularity which affected the Board's decision;

- (ii) there exist any extenuating circumstances, for valid reasons, that the appellant was unable to bring to the Board's attention prior to its deliberations.
- 3.10.2.2 The following grounds for appeals against an academic decision are not to be considered:
- (i) a study overload;
  - (ii) lack of language proficiency;
  - (iii) the amount of work the student has done; and
  - (iv) general unspecified grievances.
- 3.10.2.3 A student wishing to appeal against an academic decision shall complete and submit an application form (REG-18) to the Registry and pay the prescribed fee within 7 working days after the official announcement of the academic decision to the student. The application must state the grounds on which the request for appeal is made and provide supporting evidence.
- 3.10.2.4 The Registry will refer the appeal to the Student Appeals Committee for investigation, proper hearing and decision. If deemed necessary, the Student Appeals Committee will seek clarification/information from the School concerned. The decision of the Student Appeals Committee is final.

### **3.11 Graduation Requirements**

To be considered for the award of a qualification, a student shall:

- (i) Have completed the minimum required credit units as prescribed for the programme with a Cumulative Grade Point Average (cGPA) of at least 2.0 for students who are admitted before 2013/2014; or with a Graduation Grade Point Average (gGPA) of at least 2.0 for students who are admitted in or after 2013/2014.
- (ii) Have achieved GPA of 1.0 or above for all courses in the programme;
- (iii) Have satisfied the requirements of the graduation project / practicum, if any, as prescribed for the academic programme;
- (iv) Have completed all the programme requirements (including but not limited to Work-Integrated Learning Programme / Co-operative Education Scheme / Community Service Programme / General Education Framework); and
- (v) Have attained a valid score of 6.0 in IELTS Academic or equivalent (*for degree level programmes only*).  
(*Students would be considered as having fulfilled the requirement if they have obtained a valid score in IELTS or equivalent at the commencement of the programme.*)

### 3.12 Classification of Awards

- 3.12.1 For degree programmes, a student who satisfies the conditions for graduation shall be awarded a Bachelor degree with one of the following classifications:

<b>Classification</b>	<b>cGPA / gGPA*</b>	
First Class Honours	3.50 or above	
Second Class Honours Upper Division	3.00 or above, below 3.50	
Second Class Honours Lower Division	2.70 or above, below 3.00	2.50 or above, below 3.00 #
Third Class Honours	2.30 or above, below 2.70	2.30 or above, below 2.50 #
Pass	2.00 or above, below 2.30	

\* *Classification of students' awards is based on cGPA for students who are admitted before 2013/2014; or gGPA for students who are admitted in or after 2013/2014.*

# *Only applicable to students of the following intake cohorts:*

First Year Entry

*BHSc (N major) – admitted in or after 2014/2015*

*Other degree programmes – admitted in or after 2015/2016*

Senior Year Entry

*BHSc (N major) – admitted in or after 2016/2017*

*Other degree programmes – admitted in or after 2017/2018*

- 3.12.2 For sub-degree programmes, a student who satisfies the conditions for graduation shall be awarded a Higher Diploma/Associate Degree with one of the following classifications:

<b>Classification</b>	<b>cGPA / gGPA*</b>
Distinction	3.50 or above
Credit	2.50 or above, below 3.50
Pass	2.00 or above, below 2.50

\* *Classification of students' awards is based on cGPA for students who are admitted before 2013/2014; or gGPA for students who are admitted in or after 2013/2014.*

### 3.13 Award of Qualifications

- 3.13.1 Students who fulfill the graduation requirements as specified in Section 3.11 shall be recommended for conferment of the award. Grades of students will be presented to the Examinations Board for recommending the classification of students' awards based on cGPA/ gGPA as specified in Section 3.12. The awards are approved by the Academic Board upon the recommendation of the Examinations Board.

#### 3.13.2 Intermediate Exit Award

Students may exit from the degree programme with a Higher Diploma/ Associate Degree which shares a common curriculum with the first two years of studies in the

degree programme. A student shall become eligible for an intermediate exit award if he/she has completed the minimum required credit units and all the graduation requirements as prescribed for the respective Higher Diploma/ Associate Degree programme. Students are required to submit an application for intermediate exit award to the Registry before the commencement of the semester in which the last course required for the award of Higher Diploma/ Associate Degree is taken for approval by the Programme Leader and the School Dean. Failure to do so may result in a delayed processing of the graduation assessment for the intermediate exit award. The College would only consider the said applications for programmes which allow intermediate exit award as stipulated in the concerned programme documents. A student's decision for an intermediate exit award shall be irreversible.

### **3.14 Examination Regulations**

- 3.14.1 Students may not be allowed to sit for an examination if they:
- (i) Have not completed the proper course enrolment procedures;
  - (ii) Have not satisfied attendance requirements as stipulated in Section 3.2 Course Attendance Requirement for Examination; OR
  - (iii) Have not settled all payments due to the College.
- 3.14.2 Students should normally arrive at the examination venue at least 10 minutes before the scheduled time of the examination, and be seated in accordance with the seat numbers assigned to them. Candidates will not be allowed to enter the examination room/hall 30 minutes after the commencement of the examination and he/she has to retake the course(s) when the course(s) is/are offered.
- 3.14.3 Students are not allowed to leave the examination venue during the first and the last 30 minutes of the examination.
- 3.14.4 Students should bring their Student Identity Cards and HKID cards to the examination. These documents should be placed on the top right-hand corner of the desk throughout the examination. Students without any such identification may not be allowed to sit for the examination.
- 3.14.5 Unless otherwise approved by the Chief Invigilator, no unauthorized aids / materials should be put on the desk. Such items should be placed at the front or rear of the examination centre or under the desk or chair as instructed by the Chief Invigilator before the examination commences.
- 3.14.6 The unauthorized aids / materials include, but not limited to:
- (i) Sheets or bits of papers containing information related to the curriculum;
  - (ii) Relevant information as sheets of papers or text written or pasted onto permitted aids such as calculators or rubbers;
  - (iii) Own scratch papers with a pre-written draft;
  - (iv) Books relevant to the subject in questions;
  - (v) Electronic devices such as mobile phones, smart watches, tablet computers, calculators with a capacity exceeding the permitted contents or programmability and wearable devices that could be attached to the body or clothing, etc.
- 3.14.7 Students should remain absolutely silent throughout the examination and must not speak or do anything to disturb other students. If they have questions, they should put up their hands and wait patiently for an invigilator.

### **3.15 Disciplinary Action**

- 3.15.1 A student who has committed any of the following offences during the examination period is subject to penalties recommended by the School Dean:
- (i) Plagiarism (use of other people's work without proper acknowledgement);
  - (ii) Copying other students' work;
  - (iii) Committing any form of cheating inside or outside the examination centre;
  - (iv) Bringing unauthorized aids / materials into the centre without permission;
  - (v) Removing articles other than personal belongings from the examination centre;
  - (vi) Leaving the examination centre without permission;
  - (vii) Continuing to write after the end of an examination;
  - (viii) Disobeying the instructions of an invigilator; OR
  - (ix) Violating the examination regulations.
- 3.15.2 Such cases will be reported right after occurrence to the Registrar for record and the School Dean concerned for investigation.
- 3.15.3 The student concerned will be interviewed by the School Dean (or his/her designates as deemed appropriate). If the case is proven, the Dean will decide on the appropriate penalties including deduction of examination marks, downgrading, disqualification of the results, re-taking the course, de-registration of studies and so on. The Dean will notify the Registrar of his/her findings. The matter will be brought to the attention of the School Board and Examinations Board. If necessary, the case will also be referred to the Student Disciplinary Committee.
- 3.15.4 The student concerned may appeal against the decision to the Vice President (Academic) within 7 working days upon receipt of the letter/email. The Vice President (Academic) will then refer the case to the College's Student Appeals Committee for investigation, proper hearing and decision.
- 3.15.5 A student attending hearing of the Student Appeals Committee can ask a staff member or a fellow student/friend/relative of his/her own choice to accompany him/her. The decision of the Student Appeals Committee is final.

### **3.16 Arrangement of Examinations on the Approach of a Tropical Cyclone/Heavy Persistent Rain**

Regulations are listed in Appendix 10.1 General Arrangements for Classes and Examinations during Adverse Weather.

## 4. FACILITIES FOR LEARNING

### 4.1 Information Technology Services Office (ITSO)

4.1.1 ITSO offers a wide range of services to support learning through innovative technologies within and beyond the campus:

(i) Network Services

Internet access via wireless connection is available within the campus. With a designated login account, students may connect to the campus network, the Blackboard, email and print services, at fixed service terminals in public service areas or via the wireless LAN.

(ii) ITSO Hotline

For technical enquiry and advice, please contact ITSO technical support via the ITSO hotline: 3190 6640. Priority will be given to the use of technologies for learning activities recommended by teaching staff. The ITSO service hours are shown below:

Semester Time

Monday – Friday	8:30a.m. – 7:30p.m.
Saturday	8:30a.m. – 5:00p.m.
Sunday & Public Holidays	Closed

Semester Break

Monday – Friday	8:30a.m. – 5:30p.m.
Saturday	Closed
Sunday & Public Holidays	Closed

4.1.2 Resources

ITSO offers a wide range of IT/AV resources to ensure the learning quality:

(i) Computing Equipment:

The campus is equipped with desktop and notebook computers for teaching and learning purposes. Access to the internet is supported with an assigned login account.

(ii) Resources on the Web

The College website (<http://www.twc.edu.hk>) provides access to College information. In addition, staff/student may connect to the following services through the College website:

- Blackboard™ facilitates interactions among students and teachers. Course materials and assignments are also delivered through this learning management system.
- A Webmail (<http://www.twc.edu.hk/cloud>) system allows students' access to web mail service.



(iii) Technologies for Learning

Selected laboratories and the library are equipped with appropriate IT/AV equipments to support independent and collaborative learning. Briefing sessions are conducted regularly to orient students in using IT/AV technologies and online services.

In addition to the computer facilities in the library, students can also use the central computing facilities in the computer rooms/laboratories. The opening hours of computer laboratories are as follows:

Opening Hours:-

All Days#	When Campus opens
-----------	-------------------

# Except during adverse weather situations. Please refer to [https://www.twc.edu.hk/reg/our\\_service/current\\_student/adverse\\_weather\\_arrangement](https://www.twc.edu.hk/reg/our_service/current_student/adverse_weather_arrangement) for updated notices.\*The opening hours for laboratories may change without prior notice and may be extended to 24 hours when final examination is approaching. Please refer to <http://www.twc.edu.hk/itso> for updated notices.

#### 4.1.3 Regulations

Students are advised to note the Acceptable Use Policy (AUP) of ITSO under Appendix 10.2.

## 4.2 Library

4.2.1 The TWC Library places high priority on supporting the intellectual aspects of all learning and teaching activities in the College. The Library offers a wide range of services aiming to promote users' capacity for information literacy, critical thinking and life-long learning. Students are able to find updated information on library services, resources and facilities via the Library home page (<http://www.twc.edu.hk/library>).

#### 4.2.2 The Collections

The most needed print publications, periodicals, audio-visual materials and electronic resources are made available for students. Most of the items in the Library collection are available for borrowing. Some items, such as reference titles and periodicals, may only be used in the Library.

Students can search for library materials using TWC Search (<http://www.twc.edu.hk/library/TWCSearch>).

#### 4.2.3 Electronic Resources

The TWC Library subscribes to a number of electronic resources ([https://www.twc.edu.hk/lib/e-resource/electronic\\_resource](https://www.twc.edu.hk/lib/e-resource/electronic_resource)) relevant to the programmes offered by the College. Students are encouraged to make use of these resources for their assignments. Online English Learning Programmes are also provided for students to improve their language skills. Students can access all Library-subscribed electronic resources via the Library home page anywhere and anytime.

The Journal Search service also offers students a one-stop platform to search for e-journal titles ([https://twc.primo.exlibrisgroup.com/discovery/jsearch?vid=852TWC\\_INST:TWC&lang=en](https://twc.primo.exlibrisgroup.com/discovery/jsearch?vid=852TWC_INST:TWC&lang=en)).

#### 4.2.4 Library Orientation and Workshops

At the beginning of the academic year, library orientation and tours are offered to students for familiarization with the library resources as well as the library staff who will serve their information and learning needs.

Library workshops will be held to introduce resources available and information search skills for assignments. Updated information is posted on the Library website ([https://www.twc.edu.hk/en/Administration\\_Units/lib/our\\_service/workshop](https://www.twc.edu.hk/en/Administration_Units/lib/our_service/workshop)).

#### 4.2.5 Information Services

Information enquiry service is offered at the Library Service Counter. Librarians are also available to assist users with research and other information needs. Students are welcome to seek advices on how to begin a project or an assignment using a variety of information resources.

#### 4.2.6 Facilities and Equipment

Facilities and equipment available in the Library include:

- Individual study carrels
- Group discussion rooms
- Audio-visual (AV) room with audio-visual equipment
- PCs connected to the Internet
- WiFi Service for use of notebook computers and other hand-held devices
- Octopus-operated multi-functional photocopiers/printers
- Book Return

#### 4.2.7 Lending Services

Students should refer to the Library Handbook ([https://www.twc.edu.hk/lib/about\\_LIB/handbook](https://www.twc.edu.hk/lib/about_LIB/handbook)) or information posted on the Library Website for details about loan quota and loan rules.

#### 4.2.8 Library Regulations

It is the responsibilities of the students to follow Library Regulations at all times. A copy of the Library Regulations is posted on the Library Notice Board as well as the Library Website ([https://www.twc.edu.hk/lib/about\\_LIB/regulation](https://www.twc.edu.hk/lib/about_LIB/regulation)).

#### 4.2.9 Opening Hours

*King's Park Campus*

Semester 1 and 2

Monday – Friday	8:30 a.m. – 9:00 p.m.
Saturday	10:00 a.m. – 6:00 p.m.
Sunday and Public Holidays	Closed

Semester 3

Monday – Friday	8:30 a.m. – 7:00 p.m.
Saturday, Sunday and Public Holidays	Closed

Semester Break

Monday – Friday	9:00 a.m. – 6:00 p.m.
Saturday, Sunday and Public Holidays	Closed

*Kwai Hing Campus*

Semester 1, 2 and 3

Monday – Friday	9:00 a.m. – 6:00 p.m.
Saturday, Sunday and Public Holidays	Closed

Semester Break

Monday – Friday	9:00 a.m. – 6:00 p.m.
Saturday, Sunday and Public Holidays	Closed

4.2.10 Contact the Library

All enquiries can be made in person at the Library Service Counter or directed to:

Phone 3190-6650

WhatsApp 5575-1564 (9:30 am to 5:30 pm, Mon to Fri, except Public Holidays)

Email [lb@twc.edu.hk](mailto:lb@twc.edu.hk)

## **5. STUDENT RECORDS**

### **5.1 Student Identity Card**

- 5.1.1 Each student will be issued a student identity card on joining the College. Students should carry their student identity cards at all times during student activities and in the college premises, along for class admission and for borrowing and using College facilities and equipment.
- 5.1.2 The Student Identity Card is the property of the College. It is not transferable and should not be used by others.
- 5.1.3 A student should report the loss of his/her Student Identity Card immediately to the Registry and apply for a replacement by completing an application form (REG-11). A fee of HK\$100 will be charged for the re-issuance of a new card. Should the original Student Identity Card be found eventually by the card owner, the student concerned must inform the Registry immediately and return the original Student Identity Card to the Registry for cancellation.
- 5.1.4 Upon the completion of a programme, withdrawal or de-registration of his/her study, a student must return his/her Student Identity Card to the Registry.

### **5.2 Examination Results / Transcript of Studies / Testimonials**

- 5.2.1 Students can check their examination results from the student information system upon finalization of assessment results. No result slips will be printed and distributed to students.
- 5.2.2 A student who wishes to apply for admission to another educational institution or for employment may apply to the Registry for a Transcript of Studies which contains details of all courses taken and grades obtained. A Transcript of Studies shall be processed on a prescribed form (REG-12) upon payment of a prescribed fee.
- 5.2.3 A Transcript of Studies (Official Copy) shall not be issued to a student or any individual. It shall be sent directly to the institution or prospective employer concerned upon the consent of the student.
- 5.2.4 A complimentary copy of Transcript of Studies (Student Copy) will be issued to students who are recommended by the Academic Board for graduation.
- 5.2.5 A student who wishes to have a certification of the qualification(s) awarded to him/her or the programme he/she is studying may apply to the Registry for a Testimonial using the prescribed form (REG-13) with payment of a prescribed fee.
- 5.2.6 If the Transcript of Studies / Testimonial is not collected before the collection deadline, it will be destroyed by the Registry for security reasons. The applicant will be required to make a fresh application and pay the prescribed fee.

### **5.3 Award Certificate**

- 5.3.1 Upon graduation, each student will receive a graduation certificate issued by the College. The graduation certificate is a unique document. No duplicate copy will be

issued.

- 5.3.2 Should a student have his/her original graduation certificate lost or damaged, he/she can apply for a testimonial by completing an application form (REG-13) obtainable from the Registry with payment of a prescribed fee.
- 5.3.3 The College is not responsible for the custody of uncollected certificates. All uncollected diplomas will be confidentially disposed after the stipulated collection period for security reason. It is therefore necessary for graduates to comply with the collection schedule of the certificates.

## **6. STUDENT DISCIPLINE AND CONDUCT**

### **6.1 Use of College's Name and Property**

- 6.1.1 Students and student organizations wishing to represent the College must first obtain the President's written permission. Students must not claim to represent the College in any circumstances, including correspondence with the press or the public until and unless such permission is obtained.
- 6.1.2 The College's property must not be misused, and students should first seek permission from the School concerned before using any equipment in laboratories, classrooms and any other rooms in the College.

### **6.2 Student Conduct**

- 6.2.1 Students are expected to dress appropriately, behave properly and be considerate to the others at all times. In all circumstances, courtesy and civic-minded behaviour must be exercised to project a good image of self and for the College. Students are required to always act in a lawful manner. The College does not tolerate students who support or participate in illegal activities. It is the responsibility of every student to abide by the National Security Law and other laws of Hong Kong and observe the code of conduct acceptable to the society. If it is deemed appropriate, the College management will refer the student disciplinary case to a law enforcement agency such as the Hong Kong Police Force after reporting it to the President or his/her delegate for advice on action.
- 6.2.2 A student who violates any rules or regulations as stipulated by the College and/or commits any misconduct such as the following shall be disciplined by the School Dean concerned in accordance with the nature and gravity of the offence:
- (i) Defamation of, or assault or battery of a person or any member of the College;
  - (ii) Willful damage to or defacement of any property of the College;
  - (iii) Theft, fraud, misapplication of College funds or property of any kind;
  - (iv) Plagiarism in written assignments and/or examinations;
  - (v) Appropriation of design or any creative work violating regulations governing intellectual property in projects;
  - (vi) An offence in connection with examinations or violation of any of the regulations of the College governing conduct at examinations;
  - (vii) Falsification or serious misuse of College documents or records;
  - (viii) Refusal to comply with any regulations or orders by authorized persons and bodies that prohibit any conduct that disrupts teaching, study, research or administration of the College; AND
  - (ix) Any conduct or activity that is detrimental to the reputation and well-being of the College, and/or breaching National Security Law and other laws of Hong Kong.
- 6.2.3 Disciplinary action may take the form of any of the following penalties and may be entered into the transcript or the student's academic record:
- (i) Reprimand;
  - (ii) Written warning;
  - (iii) Suspension from part or all of the rights, privileges and/or the use of part or all of the facilities of the College for a specified period of time;
  - (iv) Suspension from the College for a specified period of time; AND

- (v) De-registration of studies.

Penalties (i) to (iii) may be imposed by the Registrar in consultation with the concerned School Dean. Penalties (iv) to (v) shall be imposed only with the approval of the Student Disciplinary Committee (for academic cases)/ Student Affairs Committee (for non-academic cases).

- 6.2.4 In the case of offences relating to academic matters such as plagiarism and cheating at examinations, the School Dean concerned shall decide on penalties in any of the following forms, to be independent penalties, or to supplement penalties stipulated in 6.2.3:

- (i) Deduction of marks;
- (ii) Lowering of grades; AND
- (iii) Re-taking the course concerned.

- 6.2.5 The student concerned may appeal against the decision to the Vice President (Academic) within 7 working days upon receipt of the letter/email. The Vice President (Academic) will then refer the case to the College's Student Appeals Committee for investigation, proper hearing and decision.

- 6.2.6 A student attending hearing of the Student Appeals Committee can ask a staff member or a fellow student/friend/relative of his/her own choice to accompany him/her. The decision of the Student Appeals Committee is final.

### **6.3 Class Discipline**

- 6.3.1 Students are expected to attend lectures, tutorials and study related activities punctually. Students may be rejected from attending class if they are late by 20 minutes without good reasons which are acceptable by the class teacher.

- 6.3.2 A class will be assumed to be cancelled if the class teacher is late by 20 minutes unless prior arrangements were made or announced.

- 6.3.3 Students are expected to reap the maximum benefits from the learning process by respecting teachers and classmates and observe discipline in class or study related activities.

- 6.3.4 Students are strongly discouraged of doing the following in class:

- (i) eating and drinking; and
- (ii) unauthorized activity that interferes with and interrupts the normal learning and teaching progress.

- 6.3.5 Violation of the above may result in receiving a warning from the class teacher. Upon being warned consecutively for the third time, the class teacher may ask the student to leave the classroom and later report the incident in writing to the School Dean to which the student in question belongs. Repeated offenders may be liable to suspension from attending future classes. The School Dean may at his/her discretion refer such cases to the Registrar for onward submission to the Student Disciplinary Committee (for academic cases)/ Student Affairs Committee (for non-academic cases) for consideration of further disciplinary actions.

## **6.4 Non-smoking Campus**

Under the Smoking (Public Health) Ordinance (Chapter 371), the campus of TWC (indoor and outdoor areas) is designed as non-smoking areas. No person shall smoke or carry a lighted cigarette, cigar or pipe in such areas, or else he/she will be liable to a maximum fine of HK\$5,000.



## **7. STUDENT ACTIVITIES AND SERVICES**

### **7.1 Student Academic Advisor System**

- 7.1.1 The Student Academic Advisor System has been set up to provide all new students with at least one member of academic staff who gets to know them as individuals, who keeps an eye on their overall academic progress and who is concerned for their general welfare. Students can consult their advisors face-to-face for any difficulties they come across in their studies and seek advice on academic progression and choice of major/minor, if applicable. Student Academic Advisors will meet the students socially as a group or individually in a periodical manner during semester time.
- 7.1.2 Upon admission to the College, each student will be assigned with an academic staff as the Student Academic Advisor. The arrangement is made by respective School to support the students.

### **7.2 Community Service Programme**

- 7.2.1 To enhance students' awareness of the community needs and to strengthen their sense of civic responsibility, students are required to commit to volunteer community service during their course of study. All full-time students (and those as required by the programme) are required to complete a total of 30 hours of community service to fulfill the graduation requirement.
- 7.2.2 Types of community services shall include but not limited to knowledge transfer, community development, community building, and any other activities that contribute to the College and the well-being of the community. The Student Affairs Office (SAO) is responsible for coordination of the Community Service Programme and maintenance of the students' service records.

### **7.3 Work-Integrated Learning Programme – for Cohort 2015/2016 and Thereafter**

- 7.3.1 The Work-Integrated Learning Programme (WILP) is a non-credit bearing programme aiming to bridge the gap between classroom learning and the real world, thereby enabling students to integrate their knowledge, concepts and skills learned from textbooks or classrooms in a practical way in the workplace, and to positively influence their career planning.
- 7.3.2 The WILP involves work-based learning experiences that take place in an organisational context relevant to a student's future profession, or the development of generic skills that will be valuable to that profession.
- 7.3.3 The WILP comprises two components:

#### Component I: College Seminar

With an aim to better in line with the life qualities as described of a graduate of TWC (Talent, Wisdom, Commitment) and to widen students' exposure and perspectives in other disciplines and to develop their intellectual curiosity and awareness in knowledge outside their disciplines, TWC'S College Seminar Series serves as a platform for our students to meet and exchange ideas with professionals, scholars,

business gurus and community leaders on a diverse range of topics. Full-time bachelor's degree students are required to participate in at least eight College Seminars before graduation.

#### Component II: WILP Internship

The Work-Integrated Learning Programme (WILP) Internship involves work-based learning experiences that take place in an organisational context relevant to a student's programmes of studies, future profession, the development of generic skills that will be valuable to that profession.

Full-time bachelor's degree students are required to engage in either:

WILP Internship according to the individual programme requirements, or  
Practicum offered by the academic programme in which the student is enrolled.

- 7.3.4 Both Components I and II are compulsory for all first-year entry students. Senior-year entry students are required to fulfil the requirements of Component I only.
- 7.3.5 Students are required to fulfil Component II at a specific time designated by the prescribed study pattern of their academic programme.
- 7.3.6 Unless otherwise specified, all full-time bachelor degree students of cohort 2015/2016 and thereafter are required to complete the WILP before graduation.

#### **7.4 Co-operative Education Scheme – for Cohorts 2011/2012 to 2014/2015**

- 7.4.1 The College's Co-operative (Co-op) Education Scheme helps to integrate and reinforce students' academic studies with paid work experience. It is based on the philosophy that learning extends beyond the classroom and the combination of classroom learning and practical experience enhances a student's education.
- 7.4.2 Co-op Education involves a three-way co-operative relationship among the student, the employer and the College. This relationship bridges the gap between the student's academic life and the real world of work.
- 7.4.3 To better prepare students for the Co-op work under the Co-op Scheme, all full-time bachelor degree students of cohorts 2011/2012-2014/2015 (except senior year entrants) are required to complete a total of 30 hours of Student Work Programme (SWP), which is designed to equip students to gain work experience before Co-op Scheme, to strengthen their sense of belonging to the College, and to enhance their sense of civic engagement and citizenship. Students can fulfil the SWP requirement by means of participation in volunteer campus work, student services or College Seminars. The Student Affairs Office (SAO) is responsible for coordination of the SWP and maintenance of the students' work hours record.
- 7.4.4 Unless otherwise specified, all full-time bachelor degree students of cohorts 2011/2012-2014/2015 (except senior year entrants) are required to complete a period of Co-op Education during their course of study. The length of Co-op Education varies depending on the level and nature of programme. During the Co-op Education period, students will be engaged in full-time paid employment and at the same time undertake academic studies. Alternatively, they may submit an application to the Student Affairs Office before a specific deadline if they wish to participate in the Work-Integrated Learning Programme (WILP) instead of the Co-op Scheme.

## **7.5 General Services Provided by the Student Affairs Office**

- 7.5.1 The Student Affairs Office (SAO) plays an important role in enhancing students' all-round development during their study in the College. A wide range of programmes and services are available to meet students' developmental needs in the social, psychological, emotional, intellectual and career aspects. Unless otherwise specified, all activities organized by SAO are non-credit bearing.
- 7.5.2 All students are encouraged to make full use of SAO services provided:
- (i) Student Development Services to enhance students' personal and all-round development. Activities are delivered in different forms, usually after class throughout the academic year.
  - (ii) Career Development Services to facilitate students to identify their career goals. Activities including seminars and workshops are organized to provide information and enhance students' competitiveness.
  - (iii) Personal Counselling to enhance students' adjustment and coping skills, increase self-understanding, solve personal problems, and identify further study or career goals.
  - (iv) Service for Non-local Students to provide support of all kinds to non-local students during the whole study period. The range of services provided for non-local students include: *Adjustment Programme and Buddy Programme* to pair up the non-local students with local peer mentors to help them adjust their studies and living in Hong Kong.
- 7.5.3 Information on SAO services and activities is released from time to time by email. Students are also encouraged to visit SAO staff for enquiries.

## **7.6 Scholarships, Bursaries and Awards**

- 7.6.1 Through the generous support of Tung Wah Group of Hospitals (TWGHs) and the community, many scholarships and awards are set up to reward students who have achieved excellence in their studies or who have provided outstanding service to the College or to the community.
- 7.6.2 Details of these scholarships and awards and procedures of applications will be promulgated by the Registry from time to time.

## **7.7 Financial Assistance**

- 7.7.1 Students with financial needs are eligible to apply for the following financial assistance administered by the Hong Kong Government's Student Finance Office (SFO):
- 7.7.2 Financial Assistance Scheme for Post-Secondary Students (FASP)

The financial assistance scheme is a means-tested financial assistance scheme and students aged 30 or below pursuing study in full-time locally-accredited self-financing post-secondary education programmes leading to a qualification at sub-degree level or above are eligible to apply. Applicants who pass both the income test and the asset test will be offered financial assistance, which is made up of the tuition fees grant, academic expenses grant and living expenses loan.

Students can contact SFO at 2802-2345 or visit its website (<http://www.wfsfaa.gov.hk/sfo/>) for more details.

### 7.7.3 Student Travel Subsidy for Tertiary or Post-secondary Students

Students who are successful in their application for assistance under FASP will be eligible for the Student Travel Subsidy if they attend full-time day programmes and reside beyond 10 minutes' walking distance from students' normal place of study and travel to school by public transport.

### 7.7.4 Non-means Tested Loan Scheme for Post-secondary Students (NLSPS)

The Non-means Tested Loan Scheme for Post-secondary Students (NLSPS) provides financial assistance in the form of loans to eligible students covered under FASP to meet the cost of their tuition fees, academic and basic living expenses. The maximum financial assistance a student may receive under NLSPS is the annual tuition fee payable for the study programme, an academic expenses and a loan for basic living expenses.

Students can contact SFO at 2802-2345 or visit its website (<http://www.wfsfaa.gov.hk/sfo/>) for more details.

## **7.8 Lockers**

- 7.8.1 Each full-time student is eligible to apply for a locker which is managed by the Facilities Management Office (FMO). Details are available at <https://www.twc.edu.hk/fmo/faq/page/student-locker>.

## 8. FEES AND CHARGES

The following is the List of Other Charges while the said information as well as the Fees Regulations are maintained by the Finance Office (FO) and available at [https://www.twc.edu.hk/fo/our\\_service/student-area](https://www.twc.edu.hk/fo/our_service/student-area).

### List of Other Charges (January 2022)

Charge Items	HK\$	
Admission	Application fee: <ul style="list-style-type: none"> <li>▪ Local applicant</li> <li>▪ Non-local applicant</li> </ul> Deposit	\$200 / applicant \$400 / applicant \$5,000 / programme
Registration	Caution money <i>(note 1)</i> Credit transfer/course exemption fee Transfer of programme Retention of study place (nil for summer) <i>(note 2)</i> Extension fee after normal duration (nil for summer) <i>(note 3)</i> Late add/drop application Administration fee for refund of deposit Administration fee for application for refund/waiver of tuition fees <i>(note 4)</i> Enrolment fee for deferred College Seminars <i>(note 5)</i> Appeal against academic decisions Late tuition payment penalty Re-instatement of registration Student card replacement charge Visa fee <i>(for non-local student only)</i>	\$400 / student \$145 / credit \$200 / application \$1,500 / semester \$1,500 / semester \$200 / course \$500 / application \$200 / application \$200 / seminar \$200 / application \$200 / transaction \$400 / application \$100 / card \$550 / application
Examination	Appeal against assessment result <i>(note 6)</i> Administration fee for supplementary examination	\$600 / course \$400 / course
Graduation/ Certificate of Studies	Letter of certification of graduation Re-issuance of receipt Certification of true copy of document Testimonials Transcript of studies <i>(note 7)</i> Graduation fee <i>(note 8)</i> Administration fee for interim exit award	\$30 / copy \$30 / copy \$30 / copy \$30 / copy \$60 / copy \$400 \$400
Miscellaneous	Administration fee for refund of overpayment Administration fee for splitting of payment <i>(note 9)</i> Penalty for cutting locker padlock Locker rental fee	\$30 \$30 / transaction \$100 \$120 / academic year

*Notes:*

- 1. The caution money is chargeable to all students at first registration and refundable upon official withdrawal from the College, subject to no claim being outstanding. The sum will be converted to graduation fee upon completion of a programme.*
- 2. The fee for retention of study place will be charged to students approved for leave of absence or students who do not take any courses in the semester (except semester 3) during the normal programme duration.*
- 3. The extension fee after normal duration will be charged to students who do not take any courses in the semester after normal duration. This covers students who have completed all courses in the College but yet fulfilled the graduation requirements by completing the Work-Integrated Learning Programme/Co-operative Education Scheme/Community Service Programme required by the programme and attaining a valid score of 6.0 in IELTS or equivalent (for degree level programmes only) etc. Students are required to submit the required supporting documents (such as Work-Integrated Learning Programme Internship Record & Completion Certificate) to the College as soon as practicable but before the commencement of next semester to avoid the extension fee.*
- 4. Students are required to pay the non-refundable administration fee for application for refund/waiver of the tuition fees. The College will only consider refunding/waiving of tuition fees under special circumstances with sufficient supporting documents and reasons provided by the students. The College reserves the right not to approve any refund/waive of tuition fees.*
- 5. The fee will be charged for each of the outstanding College Seminars to be attended in subsequent academic year(s).*
- 6. The fee will be refunded to the student if an adjustment in grades is approved by the College.*
- 7. The fee does not include postage or courier cost which will be charged if delivery arrangement is requested. Please contact the Registry for information.*
- 8. The graduation fee will normally be offset against the caution money for all students leading to awards being given by the College.*
- 9. An administrative fee will be charged to students for splitting a payment by using whatever payment methods. Specifically, the College will charge the administrative fee for each transaction from the fourth transaction onwards made by the students.*
- 10. The above fees and charges are imposed by the College/ Students' Union and units may have their own charges e.g. Library charges are not included in the above table.*
- 11. The above fees and charges of the College are subject to annual review and shall be revised upon approval by the Management Board without prior notice to students.*

## Contact the Finance Office

Address:	10/F, Tung Wah College, 90A Shantung Street, Mongkok, Kowloon, H.K.
Phone Number:	(852) 3468 6638
Fax Number:	(852) 3753 2055
Email address:	<a href="mailto:fo@twc.edu.hk">fo@twc.edu.hk</a>
Office Hours:	9:00 am to 5:30 pm (Monday to Friday) <i>Closed on Sat, Sun and public holidays</i>

## **9. FEEDBACK, CONCERNS AND COMPLAINTS**

The College is keen to receive feedback from students on its operation in all aspects. Students are encouraged to maintain a channel of communication with the College. If students wish to make suggestions on any College matter, they may do so by raising it with the School, the Registry and the Student Affairs Office (SAO) as appropriate.

### **9.1 Student Representation in College Council and Committees**

Channel for students to take part in the management of the College and to express their opinions on the governance of the College are provided through the College Council and the College's committees at different levels. Student Representative(s) are appointed according to the election among all full-time students to be member of the College Council, Academic Board and various committees of the College.

### **9.2 Learning Experience Survey**

9.2.1 Students will be asked to complete a Graduate Survey after their graduation. The survey will help the College assess and improve the quality of the programmes and the facilities provided.

9.2.2 Also, students' opinions will be canvassed from time to time when the College is planning large-scaled projects such as campus improvement or long-term academic development. Their needs, interests and aspirations will be taken into consideration.

### **9.3 Student-Staff Consultative Meeting**

9.3.1 The meeting is arranged at least twice each academic year to provide a forum for discussion between staff and students on issues concerning teaching, learning and maintenance of a good learning environment including the delivery of programmes, the quality of teaching and support services.

9.3.2 The Student-Staff Consultative Meetings can be supplemented by informal meetings with students to explore issues related to how best to improve College provision. Student representatives are invited to express their views on student satisfaction, student performance and student participation in teaching and learning.

### **9.4 Course Evaluation**

A course evaluation survey will be conducted for each course to help ensure the quality of the programme taught. Students are encouraged to give feedback on the courses by means of completing questionnaires. Students' feedback will allow the College to seek improvements in areas such as the curricula, course design, instructional strategies, teaching aid provision, learning environment and to discover any other factors which may be affecting the learning of students.

### **9.5 Student Union and Academic Societies**

The Student Union (SU) is an officially recognized student organization which represents their members who are full-time students at the College. All students can make their own option to join Union upon entry to the College and each academic year



thereafter. Students are welcome to express their views and opinions to governing body of the Union.

## **9.6 Concerns or Written Complaints to Management**

- 9.6.1 Students may convey complaints and dissatisfaction by writing to the President, the School Dean / Programme Leader or the Registrar. For the College to take any action, students must clearly state their names, student numbers, telephone numbers, name of programme and level of study on the letter. The College will ensure that the identity of the aggrieved party will not be revealed without consent and that the information provided will be treated as strictly confidential.
- 9.6.2 If a student wishes to lodge a complaint through the “Formal Complaint Process” directly, he/she can make a formal complaint to the Chairman of the Grievance and Complaint Committee (GCC) via the Human Resources Office (HRO). Please refer to Appendix 10.10 “Guidelines and Procedures on Handling Grievance, Complaint and Appeal” for details.

## **10. APPENDICES**

- 10.1 General Arrangements for Classes and Examinations during Adverse Weather
- 10.2 Acceptable Use Policy (AUP)
- 10.3 Intellectual Property
- 10.4 Personal Data
- 10.5 Health and Safety Guidelines
- 10.6 Lost and Found
- 10.7 Plagiarism
- 10.8 Regulations on the Use of Student Lockers
- 10.9 Guidelines and Procedures on Handling Sexual Harassment on Campus
- 10.10 Guidelines and Procedures on Handling Grievance, Complaint and Appeal

## 10.1 General Arrangements for Classes and Examinations during Adverse Weather

### Arrangement of Classes during Tropical Cyclones or Heavy Persistent Rain

- 10.1.1 Announcement made by the Education Bureau does not apply to the College.
- 10.1.2 Announcement regarding the arrangement of classes during tropical cyclones or heavy persistent rain will not be broadcasted through the radio or television.
- 10.1.3 Tropical Cyclone Warning Signal No.1 or 3 or the 'Amber' or 'Red' Rainstorm Warning Signal  
All classes and seminars will be held as scheduled and offices will remain open.
- 10.1.4 When the Hong Kong Observatory announces that Tropical Cyclone Warning Signal No.8 will be lowered to No.3 in the middle of the day, all classes that have been cancelled will not be resumed on the same day. For example, when the Hong Kong Observatory announces at 10a.m. that Tropical Cyclone Warning Signal No. 8 will be lowered to No.3 at 11:30a.m., classes that commence at 2:00p.m. and before 6:30p.m. will be cancelled because at 11a.m., Tropical Cyclone Warning Signal No. 8 is still hoisted and the cancellation of 2:00p.m.- 6:29p.m. classes have already been made (Please see section 10.1.6 below).
- 10.1.5 Tropical Cyclone Warning Signal Pre-No.8/ No.8 or above/ 'Extreme Conditions' Announcement or 'Black' Rainstorm Warning Signal

	Tropical Cyclone Warning Signal Pre-No.8/ No.8 or above/ 'Extreme Conditions' Announcement	'Black' Rainstorm Warning Signal
Issued during classes in session	All classes in session will be suspended immediately.	All classes in session will continue until the end of the session.
If the signals/announcement are still hoisted/valid at or after 6:15a.m.	Classes commencing at or after 8:30a.m. and before 2:00p.m. will be cancelled.	
If the signals/announcement are still hoisted/valid at or after 11:00a.m.	Classes commencing at or after 2.00p.m. and before 6:30p.m. will be cancelled.	
If the signals/announcement are still hoisted/valid at or after 3:00p.m.	Classes commencing at or after 6:30p.m. will be cancelled.	

- 10.1.6 The above regulation (Sections 10.1.4 & 10.1.5) does not apply to training/clinical practice outside TWC campus. Students should follow the arrangements of the host organizations and the advice as given by the parent School.

### Arrangement of Examinations during Tropical Cyclones or Heavy Persistent Rain

- 10.1.7 Tropical Cyclone Warning Signal No.1 or 3 or the 'Amber' Rainstorm Warning Signal  
All examinations will be held as scheduled.
- 10.1.8 'Red' Rainstorm Warning Signal

Examinations will be held as scheduled when a 'Red' Rainstorm Warning Signal is in force. However, students should be allowed to sit for supplementary examinations if they cannot attend examinations owing to bad weather conditions.

10.1.9 Tropical Cyclone Warning Signal Pre-No.8/ No.8 or above/ 'Extreme Conditions' Announcement or 'Black' Rainstorm Warning Signal

	Tropical Cyclone Warning Signal Pre-No.8/ No. 8 or above/ 'Extreme Conditions' Announcement	'Black' Rainstorm Warning Signal
Issued during examinations in session	Examinations which are in session will continue until the end of the session.	
If the signal/announcement is still hoisted/valid at or after 6:15a.m.	Examinations commencing at or after 8:30a.m. will be postponed.	
If the signal/announcement is still hoisted/valid at or after 11:00a.m.	Examinations commencing at or after 2:00p.m. will be postponed.	
If the signal/announcement is still hoisted/valid at or after 3:00p.m.	Examinations commencing at or after 6:30p.m. will be postponed.	

10.1.10 An examination which has been postponed due to bad weather conditions will be conducted as soon as possible. Normally it will be held on the first working day after the last day of the examination period. Students should pay attention to the announcement of the Registry.

10.1.11 'Black' Rainstorm Warning Signal

If a 'Black' Rainstorm Warning Signal is in force, it means that roads are seriously flooded and the weather conditions are unfavourable. The advice is for everyone to stay indoors and take shelter. Students are not expected to come for examinations if a 'Black' Rainstorm Warning Signal is issued.

10.1.12 'Extreme Conditions' Announcement

The Government may issue an 'Extreme Conditions' Announcement before Typhoon Warning Signal No. 8 (T8) is replaced with No. 3 (T3). 'Extreme Conditions' may include serious disruption of public transport services, extensive flooding, major landslides or large-scale power outage occurring after a super typhoon, students are advised to stay in the place they are currently in or in safe places for two hours after cancellation of T8. The Government will review the situation and further advise the public by the end of the two-hour period whether the "Extreme Condition" period will be extended or cancelled. During the period, students should stay alert to further government announcements.

10.1.13 Students affected should be allowed to sit for supplementary examinations if they cannot attend examinations owing to bad weather conditions.

## 10.2 Acceptable Use Policy (AUP)

The campus IT facilities are provided by the College and managed by the Information Technology Services Office (ITSO).

This information systems policy aims to provide a good working environment for the users and it applies to all users using TWC's

IT facilities including staff, students, temporary workers, authorized visitors, subcontractors and consultants.

1. Each user is provided with an account to access College's IT facilities. User is responsible for the proper use of the account, including proper password protection and not sharing the account with others.
2. Users should not use the IT resources to engage in activities that are not related to the College, such as, commercial or private activities.
3. Users are required to observe the relevant laws and regulations of Hong Kong when using the IT facilities, e.g., The Telecommunication Ordinance<sup>1</sup>, The Crime Ordinance<sup>2, 3, 4</sup>, The theft Ordinance<sup>5, 6</sup>, The Personal Data (Privacy) Ordinance<sup>7</sup> and The Copyright Ordinance<sup>8</sup>.
4. When accessing external networks, observe any applicable laws and regulations set by those external parties.
5. Preserve the integrity of the systems and information on the campus network.
6. Users should not tamper with any hardware or change any settings without authorization.
7. Users are responsible for backing up their important data regularly. While ITSO will make reasonable efforts to perform regular backups on certain services at certain intervals, ITSO cannot be held liable against any data lost.
8. Users should not engage in any activities attempting to damage the IT facilities and harm other users.
9. Keep the anti-virus program or security program running all the time and to scan the computers and files regularly using the most updated version. Do not open any files from unknown sources. Report to ITSO immediately if there is a security breach.
10. Users are required to observe official rules posted in computer rooms or attached to any equipment.
11. Unauthorized accessing, sending, posting or distributing any controversial, confidential, sensitive, defamatory or indecent materials is forbidden.
12. Avoid causing email nuisance, e.g., mass emailing without authorization.
13. Users are not allowed to launch any kind of cyber attack, e.g. Denial of Service, or launch any applications with large data flow unless proper authorization is sought.
14. If users install any software on their computers, make sure they are legal and properly licensed. Unauthorized copying and distribution of copyrighted materials, such as software, are prohibited.
15. Report to ITSO immediately if there is any suspected IT security violation, malfunction or damage of IT services or facilities.
16. Users will be liable for any litigation made against them resulting from misconducts of using the IT facilities and services provided by the College.

### Disciplinary Action

Appropriate actions will be taken according to the seriousness of the offence. Actions include:

- Warning to the user
- Suspension or termination of services
- Suspension of access to campus IT services and facilities
- Refer to the relevant Disciplinary Committee for further action
- Report to the relevant law reinforcement units, e.g., the Police, the Customs

ITSO will make every reasonable effort to maintain the privacy of any user; however, ITSO has the right to monitor any aspects of a system to determine if any violating act has been committed.

<sup>1</sup> (S.27A, Cap.106) – Prohibiting unauthorized access to computer by telecommunication.

<sup>2</sup> (S.59, Cap.200) – Extending the meaning of property to include any programs or data held in a computer or storage medium.

<sup>3</sup> (S.59 and 60, Cap.200) – Extending the meaning of criminal damage to property to misuse of a computer program or data.

<sup>4</sup> (S.161, Cap.200) – Prohibiting access to computer with criminal or dishonest intent.

<sup>5</sup> (S.11, Cap.210) – Extending the meaning of burglary to include unlawfully causing a computer to function other than as it has been established and altering, erasing or adding any computer program or data.

<sup>6</sup> (S.19, Cap.210) – Extending the meaning of false accounting to include destroying, defacing, concealing or falsifying records kept by computer.

<sup>7</sup> [https://www.pcpd.org.hk/english/data\\_privacy\\_law/ordinance\\_at\\_a\\_Glance/ordinance.html](https://www.pcpd.org.hk/english/data_privacy_law/ordinance_at_a_Glance/ordinance.html)

<sup>8</sup> <http://www.ipd.gov.hk/eng/faq/copyright.htm>

Revised: 8 August 2022

### **10.3 Intellectual Property**

- 10.3.1 The College respects intellectual property and will do its best to comply with the applicable intellectual property laws, regulations and guidelines. Students should not infringe any third party's proprietary and intellectual property rights.
- 10.3.2 Students will be held personally responsible for any breach of the intellectual property/copyright law and for using unlicensed computing software. They are requested to keep themselves posted of such laws and regulations.
- 10.3.3 The College reserves the right to reproduce or use a student's works such as assignments, presentations, projects and/or any other associated works (in whole or in part) created by him/her solely or jointly with other students during his/her course of study with the College for publicity, programme and course promotion, college events or for statistical, academic and research purposes without prior notice. Should a student's works be reproduced/used he/she will be acknowledged.
- 10.3.4 Likewise, the College owns the intellectual property rights of all photographic, video or other forms of documentary records taken at campus or during class activities and can also reproduce and/or use them for the above-mentioned purposes.

*"Intellectual Property" means any discovery, creation, invention, design and all rights pertaining thereto whether registrable or not including patents, copyright, trademarks, or other such rights in any country. Intellectual Property Rights are legal rights protecting the creator of Intellectual Property, giving him or her economic rights and control in his or her creations. (Extracted from Intellectual Property Department, HKSAR Government: <http://www.ipd.gov.hk>)*

## 10.4 Personal Data

- 10.4.1 The College will strictly comply with the Personal Data (Privacy) Ordinance, Chapter 486. For details of the Ordinance, please refer to the website of Office of the Privacy Commissioner for Personal Data (<http://www.pcpd.org.hk>).
- 10.4.2 Throughout the course of students' studies, the College may collect personal data from students by lawful and fair means for various purposes relating to the functions and activities of the College including but not limited to teaching, education, training, student affairs, alumni affairs, library services and information technology support services.
- 10.4.3 Personal data will only be used for the purposes for which they are collected and they may be made available to:
- (i) Appropriate persons in the College on a need-to-know basis;
  - (ii) Any other relevant parties who require them for matters relating to the functions and activities of the College;
  - (iii) Any relevant government departments or appropriate authorities when the College is required to provide them under the relevant legislation for use and for the purpose of that legislation; OR
  - (iv) Where permitted or authorized by law.
- 10.4.4 Prior consent from data subject will be sought if the College wishes to use the personal data for any purposes other than they were collected.
- 10.4.5 Prior consent data will not be kept longer than necessary for the purposes for which they are to be used, unless the retention is governed by legislation or it is in the public interest, for instance, historical (archival) interest, not to erase the data.
- 10.4.6 In order to ensure the accuracy of the personal data held by the College, students should notify the Registry by e-mail or in writing of any changes in personal particulars.
- 10.4.7 The College's e-mail account is provided by the College for teaching, training and business purposes only. Users should note that the College's authorized person has the right to retrieve and read the users' e-mails which are transmitted via the College's e-mail accounts. In order to ensure the privacy of personal data and prevent unauthorized or accidental access, users should ensure appropriate security and confidentiality when sending any e-mail which contains personal data. All such e-mails should be deleted when the data is no longer necessary.



## 10.5 Health and Safety Guidelines

- 10.5.1 The College has made significant efforts to ensure a safe and comfortable campus environment for students. Meanwhile, a safe and healthy study environment depends much on the students' awareness of the issue. Students are therefore expected to play their part by safeguarding your well-being as well as those of other persons when presenting on the campus and in their study activities.
- 10.5.2 Any potential dangerous occurrence is required to be reported immediately to the Security Office or College Staff for the necessary investigation and appropriate follow-up action. When the fire alarm sounds, students should immediately stop their activity and evacuate the building. Students should not use the lifts nor enter the building under alarm.
- 10.5.3 Students who suffer any injury or illness as a result of an accident in the campus or arising from their study must report timely to respective supervisor or contact the Security Office by telephone or any other means as deemed appropriate.
- 10.5.4 Students are advised to have in mind the location of and how to use the emergency equipment in your area, as well as how to obtain emergency assistance.

(i) First-aid box

<u>KPC</u>	
G/F Security Office	7/F Exercise Sciences and Kinesiology Laboratory
5/F Library	12/F Medical Science Laboratory
8/F Registry	13/F Life Science Laboratory
10/F Pantry	14/F Neurorehabilitation and Technologies Laboratory
All School / Unit Office	15/F Health Care Laboratory
	17/F Challenge Based Learning Nursing Laboratory

<u>MKA</u>	
1/F Security Office	22/F & 23/F Applied Psychology Laboratory
All School / Unit Office	

<u>MKB</u>	
1/F Security Office	16/F Physical Rehabilitation Laboratory
All School / Unit Office	17/F Sensory Integration Therapy Laboratory
Integrative Health Centre	18/F Activities of Daily Living Laboratory
	21/F Early Childhood Play / Learning Laboratory
	23/F Multi-purpose and Sensory Stimulation Laboratory

<u>KHC</u>	
K1615 Facilities Management Office	K1606 Computer Laboratory
K1605 & 1610 NUR Office	K1614 Jockey Club Nursing Clinical Simulation Training Laboratory
K1608 Library	



## 10.7 Detailed Guidelines on Proper Use of Source Material

### 1. Verbatim use of source material

Original source: Peter Berger, *Invitation to Sociology* (London: Penguin, 1991), p 87

Where human beings live or work in compact groups, in which they are personally known and to which they are tied by feeling of personal loyalty (the kind that sociologists call primary groups), very potent and simultaneously very subtle mechanisms of control are constantly brought to bear upon the actual or potential deviant. These are the mechanisms of persuasion, ridicule, gossip and opprobrium.

Improper use: The following extract, without quotation marks and without acknowledgement, constitutes plagiarism.

Where human beings live or work in primary groups, very potent and subtle mechanisms of control are brought to bear upon the deviant members. These are the mechanisms of persuasion, ridicule and gossip.

Proper use: The material used word for word should be enclosed in quotes, and the source should be specified by a bibliographic reference such as [1].

Social members experience various modes of control exerted over them. "Where human beings live or work in compact groups, in which they are personally known and to which they are tied by feeling of personal loyalty (the kind that sociologists call primary groups), very potent and simultaneously very subtle mechanisms of control are constantly brought to bear upon the actual or potential deviant. These are the mechanisms of persuasion, ridicule, gossip and opprobrium" [1].

### 2. Paraphrase and translation of source material

原著：費孝通《鄉土中國》(香港：三聯。1986), p. 28

在西洋社會裏，國家這個團體是一個明顯的也是唯一特出的群己界線。在國家裏做人民的無所逃於這團體之外，像一根柴捆在一束裏，他們不能不把國家弄成個為每個分子謀利益的機構，於是他們有革命、有憲法、有法律、有國會等等。在我們傳統裏群的極限是模糊不清的天下，國是皇帝之家，界線從來就是不清不白的。不過是從自己這個中心裏推出去的社會勢力裏的一圈而已。所以可以著手的，具體的只有己，克己就成了社會生活中最重要的德性，他們不會去克群，使群不致侵略個人的權利。

犯規：以下是意譯的例子，未加引註，被視為抄襲行為。

西方社會中團體與個人之關係是清晰的，這尤其反映在國家這團體與個人的關係上。而中國傳統社會中團體與個人的關係從來都是含糊不清的，國家是皇帝的家族的延伸，因此不存在西方所謂的個人從團體中解放的問題，孔子所稱道的「克己」是唯一的社會道德。

合法引用：以下是意譯的例子，加上引註，乃屬合法引用。

西方社會中團體與個人之關係是清晰的，這尤其反映在國家這團體與個人的關係上。而中國傳統社會中團體與個人的關係從來都是含糊不清的，國家是皇帝的家族的延伸，因此不存在西方所謂的個人從團體中解放的問題，孔子所稱道的「克己」是唯一的社會道德。[1]

3. Change of order and/or conversion to/from point form

Original source: Suppose the source material is in point form.

Anthony Giddens, *Sociology* (Cambridge: Polity Press. 2nd ed., 1993) p 529-30 The European powers acquired colonies for a number of reasons:

1. Colonial possessions added to the political influence and power of the parent country and provided sites for military bases.
2. Most Westerners also saw colonialism as a civilizing enterprise, helping upgrade native peoples from their "primitive" conditions...
3. There was an important economic motive. From the early years of Western expansion, food, raw materials and other goods were taken from the colonized areas to full western economic development ...

Improper use: The following paraphrase which converts the point form to running text still constitutes plagiarism if the source is not acknowledged.

The colonization of "primitive" societies by Europe serves several purposes: economic expansion, exercise of political influence and civilization of the "native" peoples.

4. Use of special terms or concepts

Original source: Erving Goffman, *Asylums: Essays on the Social Situation of Mental Patients and other Inmates*. (1968, Harmondsworth, Middlesex: Penguin), p 15-16

Every institution captures something of the time and interest of its members and provides something of a world for them; in brief, every institution has encompassing tendencies. When we review the different institutions in our Western society, we find some that are encompassing to a degree discontinuously greater than the ones next in line. Their encompassing or total character is symbolized by the barrier to social intercourse with the outside and to departure that is often built right into the physical plant, such as locked doors, high walls, barbed wire, cliffs, water, forests, or moors. These establishments I am calling total institutions [*italics original*], and it is their general characteristics I want to explore.

Improper use: The following uses the special term "total institutions" without attribution, and constitutes plagiarism if the source is not acknowledged.

Hospitals are total institutions, the public access to which is strictly denied.

Proper use: The special term should be acknowledged by naming the original author, adding quotation marks and a bibliographic reference such as [1].

Hospitals are what Goffman calls "total institutions", which is "symbolized by the barrier to social intercourse with the outside..." [1].

5. Attribution of key concepts

Original source: Lau, Siu-kai. *Society and Politics in Hong Kong*. (1982, Hong Kong: The Chinese University Press).

(The original source first introduced some key concepts.)

Improper use: The following paragraph summarizes the key concepts from the original source, but gives the impression that the writer developed these concepts. This constitutes plagiarism.

Hong Kong people can meet their economic needs mainly through supports from their familial groups. As such, they have no needs to press the government for provision of social welfare, and this accounts for the political apathy of Hong Kong

people and thereby the political stability of Hong Kong.

Proper use: There should be an indication that the key concepts are taken from the original source.

According to Lau [1], Hong Kong people can meet their economic needs mainly through supports from their familial groups. As such, they have no needs to press the government for provision of social welfare, and their accounts for the political apathy of Hong Kong people and thereby the political stability of Hong Kong.

6. Citing facts or research findings of others

Original source: Thomas T. P. Wong and Lui Tai-lok. From One Brand of Politics to One Brand of Political Culture. Hong Kong: occasional paper no. 10. (1992, Hong Kong Institute of Asia-Pacific Studies, Chinese University of Hong Kong). p 26

When asked if they feel themselves belonging to a class, 79% of our respondents said 'yes'; 19 said 'no', and only 2% answered 'don't know'.

Proper use: The source should be given when this research finding is cited.

Wong and Lui [1] demonstrate that nearly 80% of their respondents feel themselves belonging to a class.

7. Data for tables and graphs

When a table or a graph contains data that are not collected by the writer himself or herself, the source must be given.

Proper use:

[graph]

Figure 6. The annual GDP growth in Hong Kong, 1960-1990.

Source: Ref [1].

## 10.8 Regulations on the Use of Student Lockers

- 1 Locker Allocation
  - 1.1 Each full-time student is eligible for allocation of a student locker. The allocation is on a random and first-come-first-served basis by the Facilities Management Office (FMO) of Tung Wah College (TWC).
  - 1.2 Each eligible applicant is allowed to submit one application for the locker allocation exercise and only one locker at either Tung Wah College Ma Kam Chan Memorial Building (KPC), Tung Wah College Cheung Kung Hai Memorial Building (MKA), Tung Wah College Cheung Chin Lan Hong Building (MKB) or Kwai Hing Campus will be allocated to a successful applicant. Students who submit more than one application will be disqualified. Lockers are for use by students for one academic year only (until 15 August each year).
  - 1.3 Successful applicants are requested to pay for an annual and non-refundable rental fee of HK\$120 by means of over-the-counter bill payment, PPS, e-Banking bill payment, JETCO ATM Machine and crossed cheque. Upon confirmation of payment, FMO will arrange for the applicants to come to its office on the 11/F, Tung Wah College Cheung Chin Lan Hong Building, 98 Shantung Street, Mongkok, Kowloon in person to draw a locker number on selected Campus for allocation. The locker drawn for allocation is final and non-transferable.
  - 1.4 Each successful applicant will be issued an acknowledgement of receipt.
  - 1.5 Application for allocation of locker will be kept open only if there are lockers available for allocation. Students may contact FMO at 3190 6600 / 3725 6200 or come to the office on the 11/F, Tung Wah College Cheung Chin Lan Hong Building (MKB), 98 Shantung Street, Mongkok, Kowloon in person during office hours for enquiries and application.
- 2 Use of Lockers
  - 2.1 Lockers are not installed with any locks. Students have to provide their own padlocks. Combination locks are not recommended.
  - 2.2 No food, liquids, pets, flammable materials, dangerous chemicals, explosives, weapons of any kind, or controlled substances such as drugs or alcohol may be stored in the lockers.
  - 2.3 Valuables (money, wallets, jewellery, watches, laptops, mobile phones, etc) should not be kept in lockers. Students must take full responsibility for the items in the lockers. In case of theft, students are required to report to the FMO, which is located on the 11/F, Tung Wah College Cheung Chin Lan Hong Building, 98 Shantung Street, Mongkok, Kowloon in person immediately.
  - 2.4 Locker tops should not be used for storage. Any objects placed on top of lockers will be removed and disposed without any notice.
  - 2.5 Students should keep their lockers clean and tidy. No stickers or printed materials should be adhered to any surface of lockers.
  - 2.6 Students are NOT permitted to cut any padlocks themselves and students, who have lost their keys and wish to have their padlocks cut, should complete and return the Form (FMO F-029) to the FMO in person. A fee of HK\$100 will be charged.

2.7 Once lockers are allocated to students, it is the responsibility of students to ensure that lockers are not damaged and returned to the College in good conditions.

### 3 Unauthorized Use of Lockers

3.1 Use of lockers, which are not allocated or have been allocated to other students, is strictly forbidden. Items of unauthorized users left in their lockers may be removed and disposed without any notice.

### 4 Transfer of Lockers

4.1 Lockers are not transferrable. Students who do not wish to use their lockers must notify the FMO and return their lockers accordingly.

### 5 Completion/Withdrawal/De-registration of Studies

5.1 Students, who graduate, withdraw from studies or whose studies are de-registered, must clear their lockers within one month thereafter. Their stored items will be removed from the lockers and disposed without any notice if they fail to return the lockers on time.

### 6 Lockers Clearance

6.1 FMO will clear all lockers annually in Summer (16 to 31 August each year). All students are required to empty their lockers with doors unlocked by 15 August each year.

### 7 The Right of the College

7.1 The College has the right to open a locker and take possessions therein if the regulations on the use of student lockers are not observed or in case of emergency. The College is not liable for any loss or damage of the property under such circumstances.

7.2 Lockers are properties of the College. Students are not allowed to make any alteration of lockers.

7.3 The College reserves the right to relocate lockers, if necessary.

### 8 Penalty

8.1 A penalty of HK\$100 will be charged for illegal occupancy of lockers and for those students who do not return their lockers on time.

## **10.9 Guidelines and Procedures on Handling Sexual Harassment on Campus**

### **Overview**

1. Tung Wah College (College) aims to provide a harmonious environment for staff members and students. Sexual harassment, by all means, is not acceptable. The College will not tolerate sexual harassment and will take any such offences very seriously to maintain a workplace and the learning environment free of sexual harassment.
2. The Guidelines and Procedures on Handling Sexual Harassment on Campus (Guidelines) are designed to eliminate sexual harassment in the College, by providing appropriate procedures to address this issue and prevent it from occurring/recurring. The Guidelines aim to create a workplace and learning environment where staff members and students are mutually respectful of one another's dignity, integrity, and their rights to equity and privacy. Without the Guidelines, the College may be held vicariously liable for the sexual harassment acts of their staff members and students.

### **Principles**

3. Under the Sex Discrimination Ordinance (SDO), sexual harassment in the education and employment settings are prohibited by law; and both men and women can be made a subject of unlawful sexual harassment. Sexual harassment if and when it occurs may adversely affect the work performance of the staff members and the learning environment of the students.
4. This set of Guidelines and Procedures on Handling Sexual Harassment on Campus applies to both staff members and students of the College. Any staff member or student who is found to have engaged in unwelcome behaviour of a sexual nature may be subject to disciplinary action, in addition to being referred to law enforcement agencies as appropriate. Complaints of sexual harassment will be taken seriously and handled expeditiously and in strict confidence.
5. If the complaint is lodged against the President or Vice President, the complaint should be addressed to the Chairman of College Council (CC) who will determine on the proceedings, appropriate course of actions and /or membership of the investigation panel.
6. Anonymous complaints will normally not be entertained unless the College management considers the case is of significant importance and/or the complaint reveals there is prima facie evidence to support the case and to carry out the investigation.
7. Any staff member or student who has an actual or potential conflict of interest in the complaint shall declare his/her interest and shall not take part in handling of the case.
8. The complainant and the witnesses should be protected against victimization for making or being involved in the complaint. They should not be treated less favourably than other persons in comparable circumstances. In general, a complainant should normally not be removed from his/her usual duties or studies or treated in an unusual manner whilst awaiting the outcome of the complaint as this may constitute less favourable treatment to the complainant. However, there may be cases where it is difficult to keep the parties working/studying together until the outcome is known. Under such circumstances, Unit Head/School Dean/Vice President (if the complainant or alleged harasser is a Unit Head) should take appropriate measures to deal with the situation but the wishes of the complainant and the alleged harasser have to be taken into consideration.



## **Definition of Sexual Harassment**

9. Under the SDO, the legal definition of “sexual harassment” includes the following situations:
- a) any person
    - i. makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to another person; or
    - ii. engages in other unwelcome conduct of a sexual nature in relation to that other person; in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the person would be offended, humiliated or intimidated; or
  - b) the person, alone or together with other persons, engages in conduct of a sexual nature which creates a hostile or intimidating environment for that person.
10. Sexual harassment can involve physical, visual, verbal or non-verbal conduct of a sexual nature which is uninvited and unwelcome.
11. In determining whether certain conduct constitutes sexual harassment, the entire record and the totality of circumstances will be considered. The unwelcome behavior needs not be repeated or continuous. A single incident can also amount to sexual harassment.
12. It should be noted that even if the act of sexual harassment is not intentional or there is no evidence to prove the intention, it amounts to sexual harassment once the act meets the legal definition of sexual harassment. Hence, no matter whether the act is intentional or not, or even if the act is of a playful nature, it may amount to sexual harassment.

## **Examples of Sexual Harassment**

13. There are two types of sexual harassment:
- a) Misuse of Authority or Quid Pro Quo: Decisions are based on an individual’s willingness to grant or deny sexual favours (e.g. Demanding sexual favours in exchange for a promotion, a raise, or a passing grade in examination).
  - b) Hostile Environment: Verbal or physical conduct of a sexual nature which has the purpose or effect of substantially interfering with an individual’s work performance or creating an intimidating, hostile, or offensive work environment.
14. Without limiting the meaning of sexual harassment as defined in the SDO, the following behaviour can be regarded as sexual harassment:
- a) Unwelcome sexual advances – e.g., leering and lewd gestures; touching, grabbing or deliberately brushing up against another person;
  - b) Unwelcome requests for sexual favours - e.g., suggestions that sexual co-operation or the toleration of sexual advances may further a person’s career or affect a person’s academic results;
  - c) Unwelcome verbal, non-verbal or physical conduct of a sexual nature – e.g., sexually derogatory or stereotypical remarks; persistent questioning about a person’s sex life; and
  - d) Conduct of a sexual nature that creates a hostile or intimidating work environment – e.g. sexual or obscene jokes around the workplace/ classrooms/ campus/ student hostels; displaying sexist or other sexually offensive pictures or posters; offensive

communications of a sexual nature (letters, phone calls, faxes, e-mail messages, social media, etc.).

## **Procedures**

### ***Prompt Action and Discreet Handling are Important***

15. Any staff member or student who believes that he/she is a victim of sexual harassment should act promptly, since ignorance of any harassment may worsen the situation as the harasser may misinterpret the lack of response as approval or acceptance of the behaviour. Any delay in making complaint may also affect the thoroughness of investigation of the case.
16. Any staff member or student who believes that he/she is a victim of sexual harassment should speak up at the time and tell the harasser that his/her behaviour is unwanted and has to stop. The victim should also report the case as early as possible to avoid repetition of harassment.
17. There are time limits for lodging a complaint with the Equal Opportunities Commission (EOC) or to take legal action. If the person who is sexually harassed intends to lodge a complaint with the EOC, he/she should take action within 12 months after the incident occurred. Otherwise, the EOC will not handle the case unless there are justifiable reasons for the delay. Any decision to take legal proceedings in the District Court should be made within 24 months after the incident occurred.
18. Appropriate measures should be taken to ensure that
  - a) The complaints are treated seriously and handled objectively and the parties involved are treated fairly.
  - b) The process of handling the complaint does not unnecessarily cause the parties involved to further distress and humiliation.
  - c) If it is deemed necessary, support and counseling will be offered to the complainant/alleged harasser.
19. All information relating to a complaint of sexual harassment should only be divulged to the relevant parties on a need-to-know basis as determined by the College management. All parties involved with the complaint including the investigation officer, the complainant, the alleged harasser and the witnesses shall avoid open discussion of the case.

### ***Sexual Harassment Complaints Officer (SHCO)***

20. A senior staff member of Human Resources Office (HRO) (at Senior Manager rank (Band 6) or above) is appointed by the President as the College's SHCO who would be the first contact person in handling complaint on sexual harassment, and to conduct preliminary inquiry as appropriate. The SHCO will keep a register of sexual harassment cases. The SHCO would also work with the HRO and the Student Affairs Office (SAO) in promoting awareness against sexual harassment in campus. If the complaint is lodged against the SHCO, another staff member appointed by the President in the rank of Senior Manager/Head II/Assistant Professor (Band 6) or above will take over the SHCO role while handling the case.
21. A complaint will be handled informally if the complainant prefers informal actions be taken to stop the harassment at the earliest possible stage instead of an investigation into his/her case. Generally speaking, the informal complaint handling mechanism is an appropriate way for handling minor and single incidents rather than serious and repeated acts of sexual harassment.

22. If the complainant requests an informal handling of the sexual harassment case, the SHCO should take or refer to the appropriate School Dean/Unit Head to take preventive or remedial measures to address the situation, e.g. to communicate with the alleged harasser on behalf of the complainant, telling the former that his/her behavior is unwelcome and should be stopped. If the SHCO dealing with the complaint finds that he/she is not at the appropriate level of seniority, he/she should escalate to the senior level with the consent of the complainant. If it is deemed necessary, support and counseling will be offered to the complainant.
23. Any staff member / student requesting an investigation of sexual harassment issue should submit a formal complaint to the Chairman of Grievance & Complaints Committee (GCC) via the SHCO within 3 months from the time the victimization has taken place. Information including the identity of complainant and the alleged harasser, details of allegation of sexual harassment, any evidence and witness of the victimization should be included in the complaint. The formal complaint can be sent through letter, email or completion of the Complaint Form (HR-F-MI004). If the complainant has difficulty in lodging the complaint in writing, he/she may seek the assistance of the SHCO.
24. The SHCO would conduct a preliminary inquiry into the complaint to determine whether there is any ground and evidence to the complaint, and to ensure that sufficient information is available for a full-scale investigation into the case. The preliminary inquiry would include confidential interviews with the complainant and the alleged harasser as SHCO may consider necessary. The SHCO should notify the President of the complaint case.

### ***Preliminary Report***

25. The SHCO would prepare a written report of the preliminary inquiry with copy to the President within 1 month of receipt of the complaint, including the allegations made, a summary of evidence obtained from the preliminary inquiry, and a conclusion on whether to proceed with a full-scale investigation into the sexual harassment case.

### ***Decision to Open a Full-Scale Investigation***

26. Upon receipt of the written report from the SHCO, the Chairman of GCC would make appropriate decision within 5 working days which may include:
  - a) referring the case to the GCC for full-scale investigation; or
  - b) referring the case to a law enforcement agency; or
  - c) dismissing the complaint.

If it was considered that there is a need to report the case to a law enforcement agency such as the Police or the EOC, or at the request of the complainant, it should be first reported to the President or his/her delegate for advice on action.

27. The complainant and the complaine as well as the President would be informed of the decision made by the Chairman of GCC within 7 calendar days after the decision is made.
28. If the case is referred to the GCC for full-scale investigation, the GCC will be formed and conduct the hearing and investigation according to the Guidelines and Procedures on Handling Grievance, Complaints and Appeal.
29. The GCC will hold the first meeting and conduct the investigation/hearing without unreasonable delay, normally within 1 month from the date of the written complaint. The GCC shall complete the investigation and a report on its findings,

recommendation(s), courses of actions and decision as soon as practicable and preferably within 3 months from the date of the first meeting.

30. Since sexual harassment is a serious offence, if the complaint is substantiated, the Chairman of GCC should, within 5 working days from the date of the GCC's report, refer the case to the relevant disciplinary authority, i.e. Staff Disciplinary Committee (STADC) or Student Affairs Committee (STUAC) to make recommendation on disciplinary action according to the Guidelines and Procedures on Handling Staff Disciplinary Matters.
31. The complainant and the complainees will be notified of the result of investigation and ruling of the GCC within 5 working days from the date of the GCC's report. The GCC shall also submit the written report to the President for information.

### Appeal

32. In the event that the decision of the GCC is not accepted by the complainant or the complainees, either party may choose to appeal in writing stating the grounds for appeal with all supporting evidence to the President via the SHCO within 7 working days from the date of being notified the result of the investigation by the GCC. To avoid abuse of the appeal system, the President will review the grounds and evidence for appeal and decide within 5 working days from the date of appeal, whether it is justified to set up an Appeal Committee (APC) to review the case according to the Guidelines and Procedures on Handling Grievance, Complaint and Appeal.
33. The APC should hold its first meeting within 1 month from the date of the written appeal. The APC should complete the review and decide on the result of the appeal case within 1 month from the date of the first meeting. The APC will notify the appellant(s) in writing the appeal result within 7 calendar days from the date the APC has decided on the appeal result. The decision of the APC is final.
34. If the Chairman of GCC has referred the case to the STADC or STUAC to make recommendation on disciplinary action while an APC is set up to review the case, the STADC or STUAC should suspend its proceeding until the APC has decided on the appeal result.

### Time Frame for Handling Complaints on Sexual Harassment and Appeals

35. Effort should be made by the parties concerned to adhere to the time schedules of the formal process summarized below.

Action	Time Schedule
Complainant(s) to lodge a complaint to the Chairman of GCC via the SHCO and request an investigation of the issue	Within 3 months of the occurrence or discovery of the alleged complaint
SHCO to submit a written report of the preliminary inquiry to the Chairman of GCC	Within 1 month of receipt of the formal complaint
Chairman of GCC to decide if an investigation by GCC is required	within 5 working days upon receipt of the SHCO's report
SHCO to notify the complainant/complainees of the Chairman of GCC's decision	within 7 calendar days after the decision is made
GCC to be set up and hold its first meeting	Within 1 month from the date of the written complaint
GCC to complete the investigation and report on the findings, recommendations and decision	Within 3 months from the date of the first meeting of the GCC

<b>Action</b>	<b>Time Schedule</b>
Chairman of GCC to refer the case to the STADC or STUAC if the complaint is substantiated	Within 5 working days from the date of the GCC's report
GCC to notify the complainant(s) and complaine in writing the complaint result	Within 5 working days from the date of the GCC's report
Complainant(s)/ complaine(s) to lodge an appeal to the President through the SHCO	Within 7 working days from the date of being notified of the complaint outcome by the GCC
President to decide if an APC should be set up to review the appeal	Within 5 working days from the date of appeal
APC to set up and hold its first meeting	Within 1 month from the date of the written appeal
APC to complete the review and decide on the result of the appeal case	Within 1 month from the date of the first meeting of the APC
APC to notify the appellant(s) in writing of the appeal result	Within 7 calendar days from the date the APC has decided on the appeal result

In the event that there is any delay in the review process, the complainant(s)/ complaine(s)/ appellant(s) will be notified and kept informed of the progress by the GCC/APC.

### **Complaint Lodged to the Equal Opportunities Commission (EOC) or Police**

36. The complainant may, if he/she considers appropriate, lodge a complaint directly with the EOC or institute civil proceedings in the District Court of the Hong Kong Special Administrative Region. Where the allegation of sexual harassment is a serious one and appears to constitute a criminal act, such as relating to sexual assault or attempted sexual assault, the case should be referred to a law enforcement agency, in which case the College should suspend its investigation process.
37. In the event that a sexual harassment complaint is under criminal investigation by a law enforcement agency or is the subject of criminal or civil proceedings in court, the College should suspend the investigation process. The investigation process may be resumed if the criminal investigation or civil action is abandoned, not proceeded with, discontinued or completed or following the dropping or completion of criminal or civil proceedings.

### **Malicious Complaints**

38. No staff member or student of the College shall be subjected to victimization or reprisal for lodging a complaint in good faith or appearing as a witness under this Guidelines & Procedures. However, any staff members or students lodging complaints which are found to be malicious or made in bad faith; or if the complaint lodged or part thereof is without reasonable ground which amounts to an abuse of process; or who intentionally provide false information in the complaint investigation process; are liable to disciplinary action.

### **Record Keeping and Reporting**

39. All parties involved shall comply with the Personal Data (Privacy) Ordinance and observe a strict code of confidentiality. The records will not be revealed to any person except with prior approval of the President or his / her delegate or if otherwise required by law. Unauthorized disclosure of any information or documents pertaining to the complaint and / or handling of the complaint shall be liable to disciplinary action. All incidents of suspected sexual harassment should be treated with the utmost sensitivity and

confidentiality.

40. All completed Complaint Investigation/Appeal Reports, together with relevant documents of complaints/appeals (e.g. complaint letter/email, written reply, meeting minutes) should be submitted to the President (and respective Vice Presidents if appropriate) for information and centrally filed in the HRO after the cases are closed. The arrangement is in compliance with the Personal Data (Privacy) Ordinance as stated in the Personal Information Collection Statement that has been signed by all staff members when they reported for duty.
41. A register of sexual harassment complaint and appeal cases will be kept by the SHCO in the HRO.
42. Where necessary, the President may submit a report of substantiated sexual harassment case(s) to the CC.

### **Education, Prevention and Vicarious Liability**

43. Prevention is the best tool to eliminate sexual harassment. The Guidelines and Procedures on Handling Sexual Harassment on Campus should be announced to staff members and students and be incorporated in relevant staff and student handbooks as well as webpages appropriately.
44. School Deans and Unit Heads should be familiarized with the Guidelines and Procedures and take practical steps to prevent harassment from occurring/recurring.
45. Publicity and education programmes in the form of briefing sessions, seminars or workshops should be organized by the HRO for staff members and by the SAO for students to help promote the Guidelines and Procedures on Handling Sexual Harassment on Campus on an on-going basis and enhance their awareness of the issues relating to sexual harassment.
46. Publicity materials should be distributed to schools and units for display or circulation. Such materials could be used for training programmes as well as for distribution to new appointees and students during induction or orientation programmes. Available resources should also be made known to all staff members and students to enable them to seek appropriate guidance and counselling when in need.
47. Failure to observe the above measures may result in the College being vicariously liable for allowing sexual harassment to take place.
48. The College will keep the Guidelines & Procedures under review periodically and may introduce revisions as and when deemed appropriate.

49. For more information on preventing sexual harassment, please visit the EOC's website:  
Know Your Rights (Sexual Harassment in the Workplace)  
[http://www.eoc.org.hk/eoc/graphicsfolder/showcontent.aspx?content=know%20your%20rights\(sex\)](http://www.eoc.org.hk/eoc/graphicsfolder/showcontent.aspx?content=know%20your%20rights(sex))  
Preventing and Dealing with Sexual Harassment  
<http://www.eoc.org.hk/eoc/graphicsfolder/showcontent.aspx?content=preventing%20and%20dealing%20with%20sexual%20harassment>  
Q&A on Preventing Sexual Harassment in Schools  
<http://www.eoc.org.hk/eoc/GraphicsFolder/showcontent.aspx?content=Questions%20and%20Answers%20on%20Preventing%20Sexual%20Harassment%20in%20Schools#1>

HR-G-MI007-(V4)  
Effective on 28 August 2012  
Updated on 12 January 2022

## **10.10 Guidelines and Procedures on Handling Grievance, Complaint and Appeal**

### **Overview**

1. The College shall always strive to maintain a supportive workplace and learning environment for its staff members and students where there is open and honest discussion and fair and transparent procedures. Staff members and students shall always be encouraged to resolve issues through communication and resolution at unit/school level. Serious attempts shall be made, in the first instance, to resolve any grievances, complaints or disputes through reconciliation, such as an uninvolved senior member of staff or Unit Head/School Dean, may be sought to resolve the issues. This is defined as the “Informal Complaint Process”.
2. If the complainant (staff or student) is not satisfied with the resolution suggested through the informal process or wishes to lodge a complaint through the “Formal Complaint Process” directly, he/she can make a formal complaint to the Chairman of the Grievance and Complaint Committee (GCC) via the Human Resources Office (HRO) giving
  - a) his/her full name, name of unit/school, contact phone number and email;
  - b) a clear description of the nature of the complaint; and
  - c) evidence to support the complaint.

The formal complaint can be sent through letter, email or completion of the Complaint Form ([HR-F-MI004](#)). If the complainant has difficulty in lodging the complaint in writing, he/she may seek the assistance of the HRO if the complainant is a staff; or the Student Affairs Office (SAO) or the Registry (REG) if the complainant is a student. If the formal complaint is against HRO, the complainant should lodge it directly to the Vice President (Administration & Development).

### **Principles**

3. The Guidelines and Procedures on Handling Grievance, Complaint and Appeal (Guidelines & Procedures) set out the procedures in handling
  - a) complaints against the wrongdoings and/or mismanagement of staff member(s) including those lodged by students;
  - b) complaints about the operational issues of the College or a Unit/School; and
  - c) appeals lodged by the complainants/complainees if they are not satisfied with the decision and recommendation(s) made by the GCC.

*For handling complaints of sexual harassment, reference should be made to the Guidelines and Procedures on Handling Sexual Harassment on Campus.*

4. Staff complaints or appeals against the decisions of employment-related matters (such as promotion, performance review, contract non-renewal by the College, conditions of service matters, redundancy, termination of employment, transfer to another position) should be sent to HRO and handled according to the relevant regulations/ procedures set out separately.
5. For complaints about violation of academic integrity (such as acts of dishonesty, exploitation, abuse, or willful contravention of College rules committed in teaching, research, service and teacher-student interactions), they should be handled by the Academic Integrity Committee (AIC).
6. For appeals against assessment result and academic decisions (e.g. de-registration) or



decisions on disciplinary cases, students should submit their appeals to the Registry for the review by the Student Appeals Committee (SAC).

7. If the complaint is lodged against the President or Vice President, the complaint should be addressed to the Chairman of the College Council (CC) who will determine on the appropriate proceedings of the investigation and membership of the investigation panel on a case-by-case basis.
8. If a staff member or student lodges a complaint to member(s) of the CC or Board of Governors (BoG), and if the complaint is not against the President or Vice President, the recipient(s) of the complaint may consider to discuss with Chairman or other member(s) of the CC or BoG on the appropriate process in handling the complaint and may eventually refer the case to the College management for handling according to the Guidelines & Procedures.
9. Anonymous complaints will normally not be entertained unless the College management considers the case is of significant importance and/or the complaint reveals there is prima facie evidence to support the case and carry out the investigation.
10. In the course of handling the complaint, either by the Unit Head or the GCC, if it was considered that there is a need to report the case to a law enforcement agency such as the Police or the ICAC, it should be first reported to the President or his/her delegate for advice on action.

## **Procedures**

### **11. Complaints Handled through Informal Resolution at Unit Level**

- a) Staff members/students are encouraged to discuss any concerns or complaints with their supervisor/teacher in the first instance. If the concerns are about the supervisor/teacher, it will be appropriate to involve the Unit Head or a more senior staff member to be included in the resolution process.
- b) All staff complaints handled at Unit level should normally be dealt with by staff members at least one band higher than the complainant and complainee.
- c) Supervisor/Unit Head involved in this stage has a responsibility to handle it cautiously with the aim to finding a resolution. Supervisor/Unit Head should arrange a meeting with the staff member/student concerned to go through the complaint in detail including hearing the complainee's response as soon as possible, normally within 14 calendar days of the initial complaint.
- d) Supervisor/Unit Head may consult or seek assistance from the HRO. If there is any case which may involve a breach of the law or may result in disciplinary sanction, HRO should always be involved in the process.
- e) All relevant parties who will be involved in a complaint case shall keep all relevant information confidential.

### **12. Complaints Handled through Formal Resolution by the Grievance & Complaint Committee**

- a) The complainant is encouraged to set out, without unreasonable delay, and in any event within 3 months of the occurrence or discovery of the alleged cause of complaint the nature of the complaint in writing and send together with any and all supporting evidence to the Chairman of GCC through the HRO. Any complaint

made after 3 months of the occurrence or discovery of the alleged cause of grievance will not normally be entertained because the witness(es) may have forgotten the incidents or left the College and evidence may no longer exist.

- b) A formal complaint lodged by a group of staff members or students against staff member should be specific and common to all members of the group. The group may appoint one of its members to act as spokesperson to represent the group.
- c) The GCC is the body to hear grievances, investigate complaints and decide on the appropriate courses of actions. It should be chaired by a Vice President to be appointed by the President. The Chairman so appointed should be an independent person that is not involved with the complaint. To facilitate participation by staff members, enhance its credibility and ensure consistency in handling the complaint cases over time, the members of the GCC should be nominated by the Vice Presidents from a pool of elected staff representatives at Assistant Professor/Senior Manager/Head II ranks (Band 6) or above and appointed by the President. The elected staff member (academic) and the elected staff member (administrative) should be nominated by the Vice President (Academic) and the Vice President (Administration & Development) respectively and both of them should not come from the same unit of the complainant/ complaine. The term of office of elected members shall normally be 2 years which will commence from 1 January and be eligible for re-nomination and re-appointment for not more than two additional terms.
- d) The composition of the GCC is as follows:

Chairman	A Vice President
Members	<ul style="list-style-type: none"> <li>• 2 elected staff members (1 academic and 1 administrative) at Assistant Professor/Senior Manager/Head II ranks (Band 6) or above not from the same unit of the complainant/ complaine</li> <li>• 1 external member (where necessary)</li> </ul>
Secretary	A staff member of HRO at Manager rank (Band 5) or above

The GCC may invite other colleagues or external expert to give inputs as appropriate. Appointed member(s) who have close relationship with either the complainant or the complaine should declare their interest such that they may be more appropriately to be excluded from the Committee. No members should have any direct interest in or ever been involved in any previous attempts to resolve the case. There should be a fair and even distribution of members in terms of gender if the GCC is investigating complaints on sexual harassment.

- e) The GCC is responsible for:
  - i. assessing the nature of the cases;
  - ii. investigating the cases;
  - iii. interviewing the complainant, complaine and witnesses, if any, proposed by either of them;
  - iv. calling other witnesses and considering other evidence as deemed appropriate;
  - v. decide on the appropriate actions that should be taken on substantiated cases and referring to the Staff Disciplinary Committee (STADC) on cases where the complainant who is a staff member is considered to have made a malicious complaint;
  - vi. referring to the Student Affairs Committee (STUAC) where the complainant who is a student is considered to have made a malicious complaint; and

- vii. submitting reports on complaints to the President for information upon completion of investigation and final ruling.
- f) The GCC shall have the authority to require the complainant to give evidence on the case, in person and/or in writing and may get legal advice at any time when considered appropriate.
- g) For the purposes of investigation, the GCC shall have the authority to access to documents as necessary.
- h) The complainant and the complaine e shall be given an opportunity to respond to information or evidence which is brought to the attention of GCC by either party, or by a third party, during the process of the investigation, and which appears to call for response, clarification or confirmation.
- i) Both the complainant and complaine e are entitled to be accompanied by a staff member or student of the College, who is not involved in the case and is not acting as a witness, to attend any interviews or meeting convened by the GCC.
- j) After confirmation of the composition of the GCC, the first meeting should take place without unreasonable delay, normally within 1 month from the date of the written complaint. The GCC shall complete the investigation and a report on its findings, recommendation(s), courses of actions, and decision as soon as practicable and preferably within 3 months from the date of the first meeting.
- k) If the complaint is substantiated and the GCC recommends disciplinary action, the Chairman of GCC should within 5 working days from the date of the GCC's report refer the case to HRO to follow up according to the Guidelines and Procedures on Handling Staff Disciplinary Matters. For serious offences that may lead to termination and dismissal, the Chairman of GCC should refer the case to the STADC for review before seeking the appropriate approving authority for taking disciplinary action.
- l) The complainant and the complaine e will be notified of the result of investigation and ruling of the GCC within 5 working days from the date of the GCC's report. The GCC shall also submit the written report to the President for information.
- m) A formal complaint is also deemed closed when
  - i. it is resolved at an earlier stage;
  - ii. the complainant withdraws the complaint; or
  - iii. the ruling on the case is made by the GCC that it is not substantiated.

## Appeal

13. In the event that the decision of the GCC is not accepted by the complainant or the complaine e, either party may choose to appeal in writing stating the grounds for appeal with all supporting evidence to the President via the HRO within 7 working days from the date of being notified the result of the investigation from the GCC. To avoid abuse of the appeal system, the President will review the grounds and evidence for appeal and decide within 5 working days from the date of appeal, whether it is justified to set up an Appeal Committee (APC) to review the case. The decision of the APC is final.
14. If the Chairman of GCC has referred the case to the STADC for recommendation of disciplinary action while an APC is set up to review the case, the STADC should suspend its proceeding until the APC has decided on the appeal result.

15. The APC should be chaired by a Council member to be nominated by the President. To facilitate participation by staff members, enhance its credibility and ensure consistency in handling the appeal cases over time, the members of the APC should be nominated by the Vice Presidents from a pool of elected staff representatives at Assistant Professor/Senior Manager/Head II ranks (Band 6) or above and appointed by the President. The elected staff member (academic) and the elected staff member (administrative) should be nominated by the Vice President (Academic) and the Vice President (Administration & Development) respectively and both of them should not come from the same unit of the appellant. The term of office of elected members shall normally be 2 years which will commence from 1 January and be eligible for re-nomination and re-appointment for not more than two additional terms.
16. The composition of the APC is as follows:

Chairman	A Council member nominated by the President
Members	<ul style="list-style-type: none"> <li>● The President or his/her delegate</li> <li>● 2 elected staff members (1 academic and 1 administrative) at Assistant Professor/Senior Manager/Head II ranks (Band 6) or above not from the same unit of the appellant</li> <li>● 1 external member (where necessary)</li> </ul>
Secretary	Director of Human Resources or his/her delegate

The APC may invite other colleagues or external expert to give inputs as appropriate. Appointed member(s) who have close relationship with either the complainant or the complainees should declare their interest such that they may be more appropriately to be excluded from the Committee. No members should have any direct interest in or ever been involved in any previous attempts to resolve the case. There should be a fair and even distribution of members in terms of gender if the APC is reviewing appeals on sexual harassment.

17. The APC should hold its first meeting within 1 month from the date of the written appeal. The APC should complete the review and decide on the result of the appeal case within 1 month from the date of the first meeting. The APC will notify the appellant(s) in writing the appeal result within 7 calendar days from the date the APC has decided on the appeal result.

### **Time Frame for Handling Complaints and Appeals**

18. Timely handling of complaints and appeals is important. Effort should be made by the parties concerned to adhere to the time schedules of the formal process summarized below.

<b>Action</b>	<b>Time Schedule</b>
Complainant(s) to lodge a formal complaint to the Chairman of GCC via HRO	Within 3 months of the occurrence or discovery of the alleged complaint
GCC to be set up and hold its first meeting	Within 1 month from the date of the written complaint
GCC to complete the investigation and issue a report on its findings, recommendation(s), courses of actions and decision	Within 3 months from the date of the first meeting of the GCC
Chairman of GCC to refer the case to HRO to implement follow up action or STADC for review according to the Guidelines and Procedures on Handling Staff Disciplinary Matters if the GCC recommends disciplinary action	Within 5 working days from the date of the GCC's report

GCC to notify the complainant(s) and complaine in writing the complaint result	Within 5 working days from the date of the GCC's report
Complainant(s)/ complaine(s) to lodge an appeal to the President via HRO	Within 7 working days from the date of being notified of the investigation result by the GCC
President to decide if an APC should be set up to review the appeal	Within 5 working days from the date of appeal
APC to be set up and hold its first meeting	Within 1 month from the date of the written appeal
APC to complete the review and decide on the result of the appeal case	Within 1 month from the date of the first meeting of the APC
APC to notify the appellant(s) in writing the appeal result	Within 7 calendar days from the date the APC has decided on the appeal result

19. In the event that there is any delay in the review process, the complainant(s)/ complaine(s)/ appellant(s) will be notified and kept informed of the progress by the GCC/APC.

### **Malicious Complaints**

20. No staff member or student of the College shall be subject to victimization or reprisal for lodging a complaint in good faith or appearing as a witness under the Guidelines & Procedures. However, any staff members or students lodging complaints which are found to be malicious or made in bad faith; or if the complaint lodged or part thereof is without reasonable ground which amounts to an abuse of process; or who intentionally provide false information in the complaint investigation process; are liable to disciplinary action.

### **Record Keeping and Reporting**

21. All parties involved shall comply with the Personal Data (Privacy) Ordinance and observe a strict code of confidentiality. The records will not be revealed to any person except with prior approval of the President or his/her delegate or if otherwise required by law. Unauthorized disclosure of any information or documents pertaining to the complaint and/or handling of the complaint shall be liable to disciplinary action.

22. All completed Complaint Investigation/Appeal Reports, together with relevant documents of complaints/appeals (e.g. complaint letter/email, written reply, meeting minutes) should be submitted to the President (and respective Vice Presidents if appropriate) for information and centrally filed in the HRO after the cases are closed. The arrangement is in compliance with the Personal Data (Privacy) Ordinance as stated in the Personal Information Collection Statement that has been signed by all staff members when they reported for duty.

23. A register of complaint and appeal cases will be kept in the HRO.

24. The President will report important complaint/appeal cases in the President Report at the CC meeting.

HR-G-MI012-(V4)  
Effective on 25 June 2012  
Updated on 12 January 2022

*While every care has been taken to ensure the accuracy of the information provided in this Student Handbook at the time of publication, the College cannot be held responsible for any errors or omission.*

*The College reserves the right to make variations to the contents of the Student Handbook and to modify, withdraw or replace content herein.*