



東華學院
TUNG WAH COLLEGE

Student Handbook
For Postgraduate Programmes
2025/2026

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Vision

The vision of Tung Wah College is 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 needy people.

Mission

Our mission, as a tertiary education institution, is

- 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 Core Values are:

- Passion and unreserved dedication to education;
- Respect and love for our students, our colleagues and their families;
- Continuous commitment to excellence in education;
- Eagerness to serve and work with the community for its development and well-being;
- Open, just, caring style of management; and
- Determination to manage and deploy resources carefully and effectively.

Table of Contents

1. Introduction	1
1.1 TWC - The Tertiary Education Institution of TWGHs.....	1
1.2 Student Handbook	1
2. Academic Regulations	2
2.1 Admission and Registration.....	2
2.2 Course Enrolment, Additions and Withdrawals	2
2.3 Transfer of Study Programme	3
2.4 Mode of Study	4
2.5 Concurrent Enrolment	4
2.6 Study Load.....	5
2.7 Study Period.....	5
2.8 Medium of Instruction and Assessment	6
2.9 Class Attendance	6
2.10 Course Exemption/Credit Transfer.....	6
2.11 Research Supervision Arrangements	7
2.12 Doctoral Candidacy (applicable to doctoral programmes only).....	8
2.13 Thesis Examination (applicable to RPg and Professional Doctorate programmes only).....	10
2.14 Intellectual Property.....	15
2.15 Deferment of Study and Leave of Absence.....	15
2.16 Academic Probation.....	17
2.17 Withdrawal and Dismissal	18
2.18 Suspension	19
2.19 Procedures for Appeals.....	19
2.20 Handling of Forged Documents.....	21
3. Assessment and Examination Regulations	22
3.1 Course Assessment	22
3.2 Grading Scheme.....	22
3.3 Progression	24
3.4 Course Attendance Requirement for Examination	25
3.5 Examination Regulations	25
3.6 Arrangements for Classes and Examinations during Adverse Weather	26
3.7 Absence from Examinations.....	26
3.8 Retaking a Course.....	26

3.9	Academic Integrity	27
3.10	Plagiarism	28
3.11	Disciplinary Action Related to Examination	29
3.12	Procedures for Appeals	29
3.13	Graduation Requirements	29
3.14	Intermediate Exit Award.....	30
4.	Facilities for Learning.....	31
4.1	Information Technology Services Office (ITSO).....	31
4.2	Library	32
4.3	Campus Safety	34
5.	Student Records	35
5.1	Student Identity Card.....	35
5.2	Examination Results / Transcript of Studies / Testimonials.....	35
5.3	Award Certificate.....	36
5.4	Personal Data	36
6.	Student Discipline and Conduct	37
6.1	Use of College’s Name and Property	37
6.2	Student Conduct.....	37
6.3	Class Discipline	38
6.4	Non-smoking Campus	39
7.	Student Activities and Services	40
7.1	Student Academic Advisor System	40
7.2	General Services Provided by the Student Affairs Office	40
7.3	Scholarships, Bursaries and Awards.....	40
7.4	Financial Assistance	41
7.5	Lockers	41
8.	Fees and Charges.....	43
8.1	Fees & Charges and Fees Regulation	43
9.	Feedback, Concerns and Complaints.....	44
9.1	Student Representation in College Council and Committees.....	44
9.2	Learning Experience Survey.....	44
9.3	Student-Staff Consultative Meeting	44
9.4	Course Evaluation.....	44
9.5	Student Union and Academic Societies.....	45
9.6	Sexual Harassment on Campus	45

9.7	Concerns or Written Complaints to Management	45
10.	Appendices	46
10.1	General Arrangements for Classes and Examinations during Adverse Weather	47
10.2	Information Technology Acceptable Use Policy (AUP)	50
10.3	Intellectual Property	52
10.4	Personal Data	53
10.5	Health and Safety Guidelines	54
10.6	Lost and Found	56
10.7	Detailed Guidelines on Proper Use of Source Material.....	57
10.8	Generative AI and ChatGPT Using Guidelines	60
10.9	Guidelines for Special Approval of Supplementary Test/Examination.....	70
10.10	Regulations on the Use of Student Lockers.....	72
10.11	Guidelines and Procedures on Handling Sexual Harassment on Campus.....	74
10.12	Guidelines and Procedures on Handling Grievance, Complaint and Appeal	82

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 postgraduate programmes while the programme definitive document (PDD) and practicum handbook, if any, 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 Admission and Registration

- 2.1.1 The minimum admission requirements for the College's postgraduate programmes are specified in the Programme Definitive Documents (PDDs) of individual programmes.
- 2.1.2 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 in that programme from the date of their first registration.
- 2.1.3 A student shall register in the name that appears on his/her Hong Kong Identity Card or passport.
- 2.1.4 A student shall, using a prescribed form (REG-09), inform the Registry immediately of any change of personal particulars, such as name, personal email address, postal address, etc., entered in the student's registration record. Failure to supply up-to-date information may result in the College being unable to provide academic and administrative services to the students.
- 2.1.5 After programme registration, a student shall register for courses on the specified date(s) in each academic year or semester. Any student who fails to complete programme or course registration within two weeks from the specified date(s) and does not notify the College shall be considered to have unofficially withdrawn from the College.
- 2.1.6 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.
- 2.1.7 After a student has withdrawn from the College, no application for changing his/her registration record shall be entertained.

2.2 Course Enrolment, Additions and Withdrawals

- 2.2.1 Registration for core discipline courses, prescribed general education (GE) and language courses (where applicable) must adhere to the course sequence stipulated in the PDD, unless otherwise advised by the College. Students may add or drop core courses only with strong justification, such as medical reason or academic probation, subject to the endorsement by the Chief Supervisor (applicable to Research Postgraduate (RPg) and Professional Doctorate students only) and approval by the Programme Leader.
- 2.2.2 For elective courses, students should consult their Student Academic Advisor (SAA) or Chief Supervisor if they need any advice on course enrolment deviating from the course sequence stipulated in the PDD of the respective programme.

- 2.2.3 Students who wish to add and/or drop courses shall process their applications online within two weeks of the commencement of Semester 1 or Semester 2, and within one week of the commencement of Semester 3 (if applicable). 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.
- 2.2.4 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 an application, to be endorsed by the course instructor and approved by the Programme Leader, to the Registry at least four weeks before the commencement of the semester examination (two weeks for Semester 3, if applicable). Course approved for withdrawal will be assigned a “W” grade in the academic transcript. Grade “W” will not be included in the calculation of Grade Point Average (GPA). Students are required to pay the full amount of tuition fees for the courses withdrawn and the retake fee when retaking the course in a subsequent semester.
- 2.2.5 Students are required to attend the course(s) as scheduled until the application for dropping the course is formally approved.
- 2.2.6 Students who withdraw from a course without going through the prescribed procedures shall be given a Grade F for that course.

2.3 Transfer of Study Programme

- 2.3.1 Application for transfer of programme will only be considered in exceptional circumstances and taking into account the overall fairness to all students and the optimal utilization of the College resources on study places.
- 2.3.2 Applications for transfer of programme are normally not considered before the students have completed the first year of study.
- 2.3.3 A student who wishes to transfer from one programme to another for special reasons should consult both Programme Leaders of the sending and receiving programmes for advice. Students shall submit a completed application form (REG-08) to the Registry at least two weeks before the semester begins. He/she shall pay the prescribed fee when making such an application.
- 2.3.4 The following assessment criteria for programme transfer applications will be considered:
- The student met the minimum entrance requirements of the receiving programme;
 - The receiving programme must have sufficient capacity to accommodate the student;
 - The student must not have a record of serious misconduct or academic honesty issues during his or her study in the current programme;
 - The student should have attained a Cumulative Grade Point Average (cGPA) of not less than 2.0.

- 2.3.5 Approval for transfer of study programme from Deans of both current and receiving programmes is required. Students should stay in the currently enrolled programme until the application has been approved and transfer has been effected. Students will be informed of the result of the application via email by Registry. If approved, the change will take effect from the following semester.
- 2.3.6 Where appropriate, course credits earned under the currently enrolled programme will be counted towards fulfilment of the curriculum and graduation requirements of the receiving programme. Programme Leader of the receiving programme would decide on the courses and the number of credits the student is required to complete for graduation from the receiving 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 receiving programme, the student will have to pay the prescribed course fees for additional courses taken outside the prescribed programme structure.
- 2.3.7 Students must have settled all outstanding fees in relation to his or her currently enrolled programme before the transfer comes into effect.
- 2.3.8 Students who have transferred from one programme of study to another, in that their period of study on all programmes in which they have been enrolled, will all count toward the maximum study period.
- 2.3.9 For non-local students, any transfer of study approved by the College would be sent to the Immigration Department of the HKSAR for final endorsement before the transfer comes into effect.

2.4 Mode of Study

- 2.4.1 Where applicable, students may apply to transfer between full-time and part-time modes by submitting a completed application form (REG-27) to the Registry at least two weeks before the semester begins. For RPg and Professional Doctorate students, the application must be recommended by the Chief Supervisor and approved by the Programme Leader.

2.5 Concurrent Enrolment

- 2.5.1 A student enrolled in an award-bearing programme at the College is normally not allowed to concurrently register for another award-bearing programme offered by this College or another tertiary institution unless prior permission is obtained from the School Dean.
- 2.5.2 Students applying for concurrent enrolment must complete an application form (REG-17) and obtain a recommendation from the respective Programme Leader and approval from the School Dean before registering in the additional programme. The completed form (REG-17), together with all supporting documents, must be submitted to the Registry before the commencement of the relevant semester. For RPg and Professional Doctorate students, concurrent registration requires endorsement by the Programme Leader and approval from

the School Dean, in consultation with the Chief Supervisor.

2.6 Study Load

- 2.6.1 A programme recognised under the Hong Kong Qualifications Framework (QF) bears credits from two systems, namely “QF credits” and “TWC credits”. While QF credits represent the total learning volume, including both contact and self-study hours, of a course or programme, TWC credits indicate the number of contact hours and determine the tuition fee to be charged, except for practicum and the research components of doctoral programmes. Students can refer to the PDD of the respective programme for the QF credits and TWC credits allocated at the course level and programme level. Unless otherwise specified, the term “credit(s)” used in the Student Handbook refers to “TWC credit(s)”.
- 2.6.2 Normally, one TWC credit consists of 14-15 contact hours, depending on the specific requirements of the respective programmes, such as the contact hours as required by the relevant professional bodies, plus examination time, where applicable. Each TWC course typically consists of 3 credits (i.e., 42-45 contact hours per course). For taught courses, students are generally expected to spend two times the number of contact hours in various forms of self-study activities such as reading, group work, writing reports for projects, preparation for tests and examinations, and work placement, etc. Following the general approximate ratio of one contact hour to two self-study hours, a 3-credit course of 42-45 contact hours will have 84-90 self-study hours spread over 14 weeks in one of the two regular semesters (i.e., an average of around 9 hours/week/course).
- 2.6.3 Students should refer to the PDD for the recommended study load for each year or semester. Each student is normally allowed to register for a maximum of 21 TWC credits in a regular 14-week semester or 10.5 credits in a 7-week summer semester, while the minimum study load for a regular 14-week semester is 12 TWC credits. There is no minimum study load for a 7-week summer semester. Students will not be able to add any additional courses once the total credit units in a semester reach the maximum credit limit.
- 2.6.4 Students who wish to take a reduced study load (i.e., less than the required TWC credits as stipulated in the PDD for a semester) with strong justification, such as medical reasons or academic probation, should consult their SAA/Chief Supervisor and obtain approval from the Programme Leader.

2.7 Study Period

- 2.7.1 Students are expected to graduate at the end of the normative study period as specified by the PDD, unless they have applied for and received approval to extend their period of study. Students shall complete all programme requirements within the maximum study period stipulated in the PDD.
- 2.7.2 The maximum study period shall include all periods of deferment, leave of absence, and suspension of studies.
- 2.7.3 Applications for extension of the study period beyond the maximum allowed

duration are normally not considered except under special circumstances. Students applying for such an extension must complete an application form (REG-16) and submit it to the Registry before the expiry of their maximum study period as stipulated in the PDD. Decisions on such requests shall be endorsed by the SB and approved by the AB.

2.7.4 RPg and Professional Doctorate students unable to complete their studies within the normative period must notify the Programme Leader in writing via the Chief Supervisor before the normative period expires, stating reasons for delay and expected completion date within the maximum study period. The Programme Leader shall consider the Chief Supervisor's recommendation and decide on the request, informing both parties accordingly. Students granted continuation must submit progress reports twice a year to the Chief Supervisor.

2.7.5 Any additional time granted for revision or resubmission of the thesis shall not count towards the maximum period of study.

2.8 Medium of Instruction and Assessment

2.8.1 The medium of instruction and assessment at the College is English, except for Chinese language courses and those courses approved by the AB.

2.9 Class Attendance

2.9.1 Students are expected to attend all scheduled classes for which they have registered. Tutorials, laboratory sessions and seminars are compulsory.

2.9.2 Under normal circumstances, students may not be allowed to sit for the course examination or may receive a Grade F (Fail) in the course if their course attendance is below 80%.

2.9.3 Individual programme/course, where necessary and as approved by the AB, may specify an attendance requirement that is lower than 80%.

2.9.4 Individual teacher may determine the attendance requirement of the course and make the announcement to students at the beginning of the semester.

2.9.5 Students who are absent from all classes of all courses for six consecutive weeks or above without justification or notification to the Registry will be regarded as having unofficially withdrawn from the programme.

2.10 Course Exemption/Credit Transfer

2.10.1 A student may 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.

2.10.2 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.

- 2.10.3 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 2017/2018, then the validity period should count from 2018/2019 for 8 years till 2025/2026).
- 2.10.4 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 GPA calculation.
- 2.10.5 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).
- 2.10.6 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.
- 2.10.7 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.

2.11 Research Supervision Arrangements

Doctoral programmes

- 2.11.1 Student enrolled in an RPg or Professional Doctorate programme shall undertake an approved research study and coursework under the supervision of a team comprising the Chief Supervisor and at least one Co-supervisor. The authority to approve and appoint supervisors rests with the AB, upon recommendations by the SB and Division of Postgraduate Studies (DPS) of the programme offering School.
- 2.11.2 A Chief Supervisor shall:
- (a) be a full-time academic staff member of the College holding the rank of Assistant Professor or above;
 - (b) possess a doctoral degree;
 - (c) demonstrate proven research experience and a record of quality

research output in a relevant field of study related to the programme; and

(d) normally have prior successful experience supervising doctoral candidates as Chief Supervisor.

2.11.3 A full-time academic staff member of the College who meets criteria (a) to (c) above and has successfully co-supervised at least one PhD student may also be considered for appointment as a Chief Supervisor, subject to mentorship by a senior academic staff member (holding the rank of Associate Professor or above) qualified to serve as a Chief Supervisor.

2.11.4 A Co-supervisor shall:

- be an academic staff member of the College holding the rank of Assistant Professor or above;
- possess a doctoral degree; and
- demonstrate proven research experience in a relevant field of study related to the programme.

2.11.5 When deemed appropriate, additional non-academic Co-supervisor(s) may be appointed. The appointee should hold a doctoral degree and possess specific experience and expertise directly related to the research project. Alternatively, a non-academic professional without a doctoral degree may be appointed as a Co-supervisor if they possess highly relevant expertise that would significantly benefit the student's research. In such cases, their appointment must be justified by their unique contributions to the project and approved by the AB, upon recommendation by the respective SB and DPS.

2.11.6 Staff members appointed on the teaching track or in affiliated or supporting units (e.g., language centres, research centres, non-academic departments) of the College are eligible to serve as Co-supervisors only.

2.11.7 If the Chief Supervisor is unable to continue supervising a PhD student prior to the completion of their studies, the DPS shall arrange for a replacement Chief Supervisor. This arrangement is subject to the mutual agreement of the student and all supervisors involved, including any Co-supervisor, and requires approval by the AB, upon recommendations by the respective SB and DPS.

2.11.8 With valid justification, students may request a change of supervisor within the first year of their study, subject to endorsement by the DPS and SB Chairs and approval by the AB Chair.

2.11.9 Any changes in supervision team or arrangement must be endorsed by the DPS Chair and approved by the SB Chair.

Master's programmes

2.11.10 Supervisors of Master's-level capstone projects or dissertations shall be academic staff members of the College holding the rank of Senior Lecturer or above.

2.12 Doctoral Candidacy (applicable to doctoral programmes only)

Student Status

- 2.12.1 Students enrolled in a doctoral programme shall initially be registered provisionally for the doctoral degree. They shall be classified at any given time as either:
 - a. Doctoral student (pre-candidacy); or
 - b. Doctoral candidate (post-candidacy).
- 2.12.2 The doctoral candidate status may only be attained by a student upon satisfying all doctoral candidacy requirements. Only doctoral candidates are eligible to submit a doctoral thesis for assessment.
- 2.12.3 The provisional and normative periods of study are as follows:

Study Mode	Normative Period of Study	Provisional Period (Normal Deadline for Conducting the Doctoral Candidacy Examination)
Full-time	3 years	18 months (Within the first semester of Year 2)
Part-time	4 years	24 months (Within the second semester of Year 2)

- 2.12.4 Failure to attain full candidacy in a timely manner may result in deregistration from the programme.

Candidacy Requirements

- 2.12.5 Doctoral students are required to complete all prescribed coursework prior to submitting their research proposal. The candidacy requirements comprise:
 - a. Completion of course requirements as prescribed in the PDD; and
 - b. Submission and presentation of a research proposal that satisfies the Examination Panel.

Candidacy Examination

- 2.12.6 The candidacy examination may be conducted in oral, written, or combined formats.
- 2.12.7 Prior to the candidacy examination, doctoral students shall submit a detailed research proposal to their Chief Supervisor, which must include the following components:
 - a. Abstract of the intended research;
 - b. A comprehensive literature review;
 - c. A clear statement of the problem to be tackled; and
 - d. Research methodology.
- 2.12.8 The Chief Supervisor shall consult with the Programme Leader to confirm the

readiness of the research proposal for assessment and initiate arrangements for the candidacy examination.

- 2.12.9 A candidacy examination panel shall be formed to review the research proposal, attend the student's presentation, and assess the student's progress (including coursework and research components). The panel shall comprise the following members:
- a. Panel Chair;
 - b. Two Internal Examiners;
 - c. Chief Supervisor; and
 - d. Co-supervisor(s).
- 2.12.10 The Panel Chair and Internal Examiners shall be academic staff members of the College holding the rank of Associate Professor or above, possess a doctoral (preferably PhD) degree, have appropriate expertise related to the research project, and have no potential conflict of interest with the student. The Panel Chair shall preside over the candidacy examination.
- 2.12.11 The DPS shall nominate the Examination Panel Chair and Internal Examiners for approval by the SB and AB Chairs.
- 2.12.12 The Examination Panel shall provide a written assessment of the research proposal and the student's presentation with the following possible recommendations to the SB via DPS, subject to confirmation by the AB:

Examination Panel's Recommendations	
Pass	The research proposal is deemed satisfactory for the PhD programme, and the student is recommended for full candidacy.
Revise and Resubmit	The student must revise and resubmit the research proposal to the Examination Panel for reexamination within the provisional period. Note: Only one reexamination attempt is permitted. If an extension of the provisional period is granted, the Examination Panel shall determine its duration (typically 3 months) and specify the requirements to be fulfilled by the end of this period.
Fail	The research proposal is deemed unsatisfactory. The student is considered to have failed to attain full candidacy and is recommended for deregistration.

2.13 Thesis Examination (applicable to RPg and Professional Doctorate programmes only)

- 2.13.1 The thesis examination consists of two components:

- a. Assessment by the Internal/External Thesis Examiners; and
- b. Viva examination conducted by the Thesis Examination Panel.

Thesis Examination Panel

- 2.13.2 Upon the recommendations of the DPS, the SB shall appoint a Thesis Examination Panel to examine candidates who have expressed their intention to take the thesis examination, subject to approval by the AB. The panel shall be responsible for conducting the viva examination and recommending the final grade to the School Board based on the written reports of the Thesis Examiners and the candidate's during the viva.
- 2.13.3 The Thesis Examination Panel shall comprise the following members:
 - a. Panel Chair;
 - b. Internal Examiner;
 - c. External Examiner;
 - d. Chief Supervisor; and
 - e. Co-supervisor(s).
- 2.13.4 The Chief Supervisor and Co-supervisor(s) shall be members of the Examination Panel but shall not serve as the Chair. The External Examiner must not be a member of the College.
- 2.13.5 The Panel Chair shall hold the rank of Associate Professor or above, or an equivalent position, and be from a broadly related discipline. The primary duties of the Examination Panel Chair are to uphold the integrity of the examination process and to act as a gatekeeper to ensure the quality of the thesis. The Panel Chair shall preside over the thesis examination, but is not one of the voting members.
- 2.13.6 Internal and External Examiners must have successful PhD supervision experience as Chief Supervisors and are typically expected to hold the rank of Associate Professor or above, or an equivalent position. They should have supervised at least one PhD student to graduation and possess relevant expertise related to the research topic. Additionally, they must not have previously served as the student's supervisor, must have no personal or supervisory relationships with the student or supervisors that could compromise impartiality, and must maintain strict objectivity throughout the examination process.
- 2.13.7 The DPS shall be responsible for nominating the Examination Panel Chair, subject to approval by the SB Chair. If the DPS Chair is the student's supervisor, the SB and AB Chairs shall nominate the Examination Panel Chair for approval by the Vice President (Academic). If both the DPS Chair and the SB Chair are supervisors, the Vice President (Academic) shall nominate the Examination Panel Chair for approval by the President.
- 2.13.8 The Chief Supervisor shall be responsible for nominating the Internal and External Examiners, subject to endorsement by the DPS Chair and approval by the SB and AB Chairs. If the DPS Chair or SB Chair is the student's supervisor, the approval of examiners shall be escalated to the Vice President (Academic). If

both the DPS Chair and the SB Chair are supervisors, the Vice President (Academic) shall endorse the nominations for approval by the President.

- 2.13.9 Special approval must be endorsed by the DPS and SB Chairs and approved by the AB if the qualifications of the nominated External Examiner do not fully meet the specified criteria. In exceptional cases, an emeritus, visiting, honorary, or adjunct faculty member who meets other appointment criteria may be appointed as an External Examiner.

Thesis Submission

- 2.13.10 Prior to thesis submission, the student and supervisor(s) shall submit a 'Notice of Intention to Take Thesis Examination' to the Programme Leader, accompanied by a brief description of the thesis or research work. Students are required to submit this notice at least three months before the viva to allow sufficient time for the timely appointment of the Thesis Examination Panel.
- 2.13.11 Students must adhere to the Regulations on the Format and Presentation of Theses for Research Degrees for thesis preparation and submission.
- 2.13.12 Students shall submit their thesis to the Examination Panel Chair through the Programme Leader, following approval by the Chief Supervisor. Once the Examination Panel Chair deems the thesis acceptable, an electronic copy of the final version shall be forwarded to the GRO.
- 2.13.13 In exceptional cases, such as when the Chief Supervisor is unable to approve the thesis due to medical reasons or unresolved disagreements, the student may submit a written request to the DPS to submit the thesis without Chief Supervisor's approval. This request must include:
- a. an electronic copy of the thesis (compliant with relevant formatting regulations); and
 - b. detailed justification.
- 2.13.14 Upon receiving such a request, the DPS shall invite:
- a. the Chief Supervisor to provide a written explanation of the situation; and
 - b. the student to respond to the Chief Supervisor's comments.
- 2.13.15 Each party will have 1 month to respond. Documents received will then be presented to the SB for consideration within 4 months.

Examination Process

- 2.13.16 Upon receiving the thesis, the Chief Supervisor shall submit a report on the thesis to the Examination Panel Chair within two weeks. The Examination Panel Chair shall, within two weeks of receiving the Chief Supervisor's report, confirm whether the thesis provides a prima facie basis for submission to the Internal and External Examiners.
- 2.13.17 If the Examination Panel Chair requires revisions before the thesis is sent to the

Examiners, this recommendation and its justification shall be considered by the Chief Supervisor. Upon the Chief Supervisor's agreement, the student will be instructed to revise the thesis accordingly. The student shall have a maximum of 6 months to complete each set of revisions, with a limit of two sets per thesis. If, after two sets of revisions, the thesis remains unacceptable to the Examination Panel Chair, it shall nonetheless be forwarded to the Internal and External Examiners for assessment, with relevant information communicated to them.

- 2.13.18 In cases of disagreement between the Examination Panel Chair and the Chief Supervisor, the matter shall be referred to the DPS Chair for resolution. If the DPS Chair is involved in the conflict, the case shall be escalated to the SB Chair. If the SB Chair is also conflicted, the Vice President (Academic) shall decide.
- 2.13.19 If the Examination Panel Chair finds the thesis's language or presentation quality unsatisfactory, it will be returned to the student via the Chief Supervisor for revision, without specifying editorial changes. The Chief Supervisor must reassess and approve the revised thesis in writing before it is sent for assessment by the examiners. If revisions involve technical issues, the thesis must be reassessed by the Examination Panel Chair prior to submission to the examiners.
- 2.13.20 The Internal and External Examiners shall review the thesis and each submit a report to the DPS within six weeks, recommending one of the following:

Examiner's Recommendations
The thesis provides an adequate basis for a viva (and other examinations as required).
The thesis should be revised and resubmitted for the viva (and other examinations as required) within 12 months.
The thesis is deemed unsatisfactory. No resubmission will be permitted, and the student fails.

- 2.13.21 If the examiners cannot reach a consensus, the Examination Panel Chair shall liaise with them to facilitate an agreement. If this is unsuccessful, the Examination Panel Chair shall invite the Chief Supervisor to nominate an additional External Examiner to assess the thesis. The nomination must be endorsed by the Examination Panel Chair and DPS Chair, and approved by the AB. The additional examiner shall be informed of the circumstances leading to their appointment, and their view on the thesis will serve as the deciding vote. They shall also be invited to attend the viva.

Viva Examination

- 2.13.22 The viva is mandatory. The Examination Panel may determine whether any additional forms of examination are required.
- 2.13.23 Following the viva and any other examinations as required, the Examination Panel shall notify the student of the result and submit a recommendation, via the GRO, to the DPS for confirmation and subsequent approvals by the SB and EB.

The examination result shall be recorded using the prescribed proforma “Report on Thesis Examination Result for Research Postgraduate/Professional Doctorate Degrees”. The Examination Panel Chair, with the assistance of the examiners, shall complete this report and submit it to the GRO within 1 week from the date of examination. Possible outcomes include:

Examination Panel’s Recommendations	
Pass with no revision	The candidate will be awarded the doctoral degree.
Pass subject to minor revision	The candidate may be awarded the doctoral degree subject to minor revision made to the thesis and satisfying the Chief Supervisor by a specified date, which is normally within a period not exceeding 3 months.
Pass subject to major revision and reexamination	The candidate may be awarded the doctoral degree subject to major revisions made to the thesis, resubmission of the thesis, and attendance at another viva within 12 months. (Only one reexamination attempt is allowed for each candidate.)
Exit with an MPhil degree <i>[This option is applicable to PhD candidates only.]</i>	The candidate will be awarded the MPhil degree. No resubmission or reexamination is permitted.
Fail	The thesis is deemed unsatisfactory. No resubmission or reexamination is permitted.

2.13.24 The Examination Panel Chair is required to submit a separate “Chair’s Report on Thesis Examination” to the GRO within one week from the date of examination, detailing any observations, and/or irregularities as well as other relevant information deemed necessary.

2.13.25 If a unanimous decision cannot be reached following the viva examination or reexamination, each panel member shall submit a report and recommendation for consideration by the AB, which may establish a review panel to examine the case.

Submission of Final Version of Thesis

2.13.26 Upon successful completion of their studies, students are required to submit an electronic copy of the final version of their thesis to the College via the GRO. The College Library will archive postgraduate theses and provide access to College members and authorised external parties, in accordance with established policies.

2.13.27 If the thesis is to remain confidential for a period after completion, either the student or the Chief Supervisor must submit an application to the DPS Chair for

endorsement and AB for approval. Confidentiality may be granted for a maximum of two years on grounds such as patent application. A thesis being unready for publication is not a valid reason for maintaining confidentiality.

2.14 Intellectual Property

- 2.14.1 The College shall be the sole and exclusive first proprietor of all intellectual property arising from work created by students of the College under the supervision of its employees.
- 2.14.2 Intellectual property produced by a student who has made substantial use of the College's facilities, equipment, or other resources shall be owned by the College.
- 2.14.3 Intellectual property created solely and independently by students, without significant use of the College's resources, shall vest in the students.
- 2.14.4 For more information on Intellectual Property, please refer to Appendix 10.3.

2.15 Deferment of Study and Leave of Absence

Deferment of Study

- 2.15.1 Students may be permitted to defer their studies owing to health reasons, financial difficulties, representing the College or Hong Kong to take part in activities, or those relating to unexpected circumstances (e.g. family crisis, accidents, etc.) that forbid students from continuing with their study for a certain period of time.
- 2.15.2 The minimum period of deferment of study is one semester. Deferment/Extension of deferment of study for a period of less than one semester will not be considered. If required, students may apply for extension of deferment for another semester. Students should observe that by extending the deferment for too long, they may not be able to complete their study programme within the maximum study period and extra charges may be entailed.
- 2.15.3 Any periods of deferment of study will be counted towards the maximum period of study.
- 2.15.4 Application form for deferment (REG-21) together with supporting documents and a non-refundable administration fee have to be submitted to the Registry before the commencement of the semester concerned.
- 2.15.5 Applications for deferment of study submitted after the commencement of the relevant semester will not be considered.
- 2.15.6 Applications for deferment of study should be recommended by the respective Programme Leader and approved by the respective School Dean. Students will be informed of the result via email by the Registry.

- 2.15.7 Owing to the difficulty in registering and completing courses, students who have been approved for deferring their studies are not advised to resume studies in the middle of the semester before the approved deferment period ends. Students who have a valid reason for resuming his/her study before the specified period of deferment may write to the School Dean for discretionary approval on a case-by-case basis.
- 2.15.8 By the end of the deferment period, the student should resume his/her studies. S/he should settle the tuition fees and complete the necessary registration procedures. Students who fail to resume studies according to the schedule would be considered as unofficially withdrawn from the programme.
- 2.15.9 For non-local/mainland students applying for deferment, the Registry will notify the Immigration Department once the deferment application is approved.

Leave of Absence

- 2.15.10 Students may be permitted to take leave of absence from their studies in cases of health problems, study-related placement, or other circumstances as deemed acceptable by the School. Deadline for the application for leave of absence is at least 3 weeks before the start of the examination period.
- 2.15.11 Where special circumstances require students to take a leave of absence exceeding 21 days but less than one semester period, students must submit a leave application form (REG-20) to Registry, as early as possible before the leave is taken. The Leave of Absence would last until the end of the semester concerned.
- 2.15.12 Students should continue the studies and attend classes and assessment until receiving notification from Registry.
- 2.15.13 The application will be considered and endorsed by the respective Programme Leader and approved by the respective School Dean.
- 2.15.14 The students will receive written notification of the application result by Registry.
- 2.15.15 Upon the 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.
- 2.15.16 In case the student is still unable to attend classes after leave period, he/she may consult the Programme Leader and write to the School Dean for special consideration to extend the leave period, beyond which no further extension shall be granted.
- 2.15.17 The Chief Supervisor will follow up and advise the concerned student on his/her academic development throughout the student's study period, including the extended period of leave.
- 2.15.18 Students who are absent for a prolonged period in a course without prior

permission will be given a Grade F (Fail). The Grade F will be recorded on the students' transcript.

2.16 Academic Probation

Academic Probation upon Admission

- 2.16.1 Students who fail to meet the minimum entry requirements of the programme but have possessed other merits may be admitted to the College's postgraduate programmes on exceptional bases (i.e., non-standard entrants). These students are placed on academic probation upon admission and are required to:
- attain a cumulative GPA (cGPA) above 2.0 at the end of the first academic year;
 - 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; and/or
 - Satisfactorily fulfilled any conditions set by the programme concerned when admitted.
- 2.16.2 The College reserves the right to deregister a student if he/she fails to achieve any of the conditions set out in paragraph 2.16.1 above. After fulfilling the conditions, the student will no longer be placed on academic probation upon admission.

Academic Probation on Progression

- 2.16.3 Students shall be put on academic probation on progression in the subsequent semester if their semester GPA (sGPA) in one semester falls below 2.0.
- 2.16.4 Students on academic probation should seek academic consultation from their SAA/Chief Supervisor. Based on their advice, the student's study load may be reduced to support effective progress. The SAA/Chief Supervisor should closely monitor the student's academic performance and conduct a timely review at the end of the semester where the student is placed on academic probation. If a student on academic probation has attained a sGPA of 2.0 or above in the semester where the student is placed on academic probation, the academic probation shall be lifted; otherwise, the student shall continue to be placed on academic probation in the next semester unless he/she is required to deregister from his/her studies or has completed all graduation requirements.
- 2.16.5 Students will be deregistered from their studies of the academic programme if their sGPA is 0 for two consecutive semesters.

Academic Consultation

- 2.16.6 The College will alert students who need academic assistance at an early stage. Students who fail to obtain the required minimum cGPA or sGPA as illustrated in paragraphs 2.16.1 and 2.16.3 above will be required to seek academic consultation from the SAA/Chief Supervisor, who will review with students their learning approaches and plans. The SAA/Chief Supervisor will offer advice on study techniques for the purposes of facilitating students' effective learning and

attainment of the intended learning outcomes.

2.17 Withdrawal and Dismissal

Unofficial Withdrawal

- 2.17.1 A student will be considered as unofficially withdrawn from study if he/she fails to settle the tuition fee by the payment due date without prior approval. And he/she is not allowed to take any assessment since his/her student status has been removed.
- 2.17.2 Students who are unofficially withdrawn from their studies must complete the clearing procedures of the College within three weeks from the date of the notice. Otherwise, transcripts and testimonials will not be issued. Please refer to paragraphs 2.17.7 and 2.17.8 for details.
- 2.17.3 Students who are unofficially withdrawn from their studies and wish to continue their study can apply for reinstatement by submitting a completed application form (REG-10) to the concerned School via Registry. For the application for reinstatement, students shall pay the prescribed fee.
- 2.17.4 Students who are absent from all classes of all courses for six consecutive weeks or above without justification or notification to the Registry will be regarded as having unofficially withdrawn from the programme.

Official Withdrawal

- 2.17.5 A student intending to leave the College prior to graduation must apply for official withdrawal by completing and returning a prescribed form (REG-07) to the Registry.
- 2.17.6 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.
- 2.17.7 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 and testimonials will not be issued. The College reserves the right to take other actions, including legal proceedings, against a student to recover the unpaid fees.
- 2.17.8 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.

Deregistration

- 2.17.9 The College may, at any time, deregister any student from his/her studies at the College either on academic or on disciplinary grounds as deemed appropriate.
- 2.17.10 A student shall be deregistered from his/her studies at the College on academic grounds:
- 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
 - If his/her sGPA is 0 for two consecutive semesters; or
 - If he/she fails the second retake of the same course; or
 - If he/she has failed to attain full candidacy and is recommended for deregistration by the Examination Panel (applicable to doctoral programmes only); or
 - If he/she fails to complete the graduation requirements within the maximum study period.
- 2.17.11 Students who are deregistered from their studies on academic grounds shall be barred from readmission to the same programme in the following academic year unless approval is given by the Vice President (Academic).
- 2.17.12 The College may also deregister a student whose conduct or behaviour is considered harmful to the College. These students will normally not be considered for readmission.
- 2.17.13 Students who are deregistered from their studies must complete the clearing procedures of the College within three weeks from the date of the notice of deregistration. Please refer to paragraphs 2.17.7 and 2.17.8 for details.
- 2.17.14 Reinstatement shall not be granted to students who have been deregistered from their studies at 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).

2.19 Procedures for Appeals

Appeal against Assessment Results

- 2.19.1 Students who wish 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 three 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.

- 2.19.2 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.
- 2.19.3 The School will inform the Registry of the outcome of the mark review exercise and its recommendation after endorsement by 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 School Board's decision is final.

Appeal against Doctoral Thesis Examination Results

- 2.19.4 Students who wish to appeal against the result of the thesis examination shall submit the appeal directly to the School Board. The School Board will consider the appeal and notify the student of its decision within eight weeks of receiving the appeal. Any member of the School Board who supervises the appellant shall be excluded from the discussion and decision on the appeal. In the event that the Chair of the Examination Panel is also the Chair of the School Board, the School Board Chair must delegate another person to chair the meeting. Approval of the delegate must be obtained from the Vice President (Academic).
- 2.19.5 If the appellant is dissatisfied with the School Board's decision, they may submit a second appeal to the Registrar no later than one month from the date of notification of School Board's decision. The Registrar shall refer the case to the Chair of the AB, who will determine whether there are prima facie grounds to reconsider the School Board's decision. If such grounds exist, the case shall be referred to the AB for further consideration. If the AB Chair finds no grounds for reconsideration, the appeal shall be dismissed. The student will be informed of the result by the Registry within 21 working days of the appeal. The decision of the AB is final.
- 2.19.6 The AB Chair may invite the Chair(s) of the Examination Panel and/or the School Board to submit comments relevant to the case prior to the AB meeting, and may also invite either or both Chairs to attend the meeting at which the appeal is considered.

Appeal against Academic Decisions

- 2.19.7 A student may appeal against an academic decision on the following grounds:
 - a. there has been an administrative/procedural irregularity which affected the Board's decision; or
 - b. there are extenuating circumstances, for valid reasons, that the appellant was unable to bring to the Board's attention before its deliberations.
- 2.19.8 The following grounds for appeals against an academic decision are not to be considered:
 - a. a study overload;
 - b. lack of language proficiency;
 - c. the amount of work the student has done; and
 - d. general unspecified grievances.

- 2.19.9 Students who wish to appeal against an academic decision shall complete and submit an application form (REG-18) to the Registry and pay the prescribed fee within seven 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.
- 2.19.10 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.

2.20 Handling of Forged Documents

- 2.20.1 The College is committed to maintaining integrity and transparency in its various application procedures. It is essential to provide accurate and truthful information in all submissions, such as admissions, programme transfers, deferrals, leaves of absence, etc.
- 2.20.2 Students are reminded that submitting forged documents for any applications, including admissions, financial aid, and other official processes, is strictly prohibited. Engaging in such actions not only undermines the integrity of our academic community but also carries serious consequences, including disciplinary action and potential legal repercussions.
- 2.20.3 In the event that a student submits a forged document, the College will initiate a thorough investigation to verify the authenticity of the document. The student involved will be notified and allowed to respond to the allegations. If the investigation confirms that a forged document was submitted, appropriate disciplinary actions will be taken. This may include suspension, deregistration, or other penalties deemed necessary.

3. Assessment and Examination Regulations

3.1 Course Assessment

- 3.1.1 Students shall be assessed for every course for which they have registered based on their performance during the semester. Course assessment may consist of continuous assessment and examination. Continuous assessment may consist of class participation and discussion, assignments, tests, quizzes, projects, presentations, field work (placement or internship) and reports, etc. The weighting between continuous assessment and examination will vary from course to course, ranging from 100% continuous assessment to 100% examination.
- 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 the assessment.
- 3.1.3 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.

3.2 Grading Scheme

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

Grade	Range of Marks
A	≥ 85
A-	82 – 84
B+	78 – 81
B	74 – 77
B-	70 – 73
C+	66 – 69
C	62 – 65
C-	58 – 61
D+	54 – 57
D	50 – 53
F	≤ 49

- 3.2.2 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:

Grade	Grade Point
A	4.0
A-	3.7
B+	3.3

B	3.0
B-	2.7
C+	2.3
C	2.0
C-	1.7
D+	1.3
D	1.0
F	0.0

- 3.2.3 The award for passing a course is based on outcome-based assessment criteria. Students who achieve the intended learning outcomes as specified in the course's learning criteria will be awarded the relevant grade without a quota system.
- 3.2.4 The grade of a course is computed by summing up the weighted marks of assessment (continuous assessment and/or examination). "F" is a course failure grade, whilst all others ("D" to "A") are considered passing the course. 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. No credit will be earned if a course is failed.
- 3.2.5 The GPA is calculated 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 retaken the course or taken a replacement course. Only the number of credit units from the latest attempt of the retaking course will be counted. When the GPA is calculated for a given semester, it is known as the Semester GPA (sGPA). When calculated for the minimum credit units required by the programme, it is known as the Graduation GPA (gGPA). When calculated cumulatively for all courses attempted, it is known as the Cumulative Grade Point Average (cGPA).
- 3.2.6 Grades of all courses taken and retaken, regardless of whether passed or failed, will be shown in the grade reports and transcripts.
- 3.2.7 If the letter grades are not applicable, the following codes are used which may be printed on the grade reports and transcripts for releasing appropriate information to readers:

Code	Representation
AB	Absent from examination(s)
ABX	Absent from examination(s) under extenuating circumstances
I	Incomplete (temporary grade)
CT	Credit Transfer
EX	Course Exemption
NR	Not yet reported (temporary grade)

T	Year course, eligible for progress
P	Pass a course assessed on a pass and fail basis
F*	Fail a course assessed on a pass and fail basis
W	Course(s) withdrawn

- 3.2.8 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 EB. 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 six weeks after the official announcement of the semester grades, he/she will be given a Grade “F”. The grade marked as “I” is not included in the calculation of GPA.
- 3.2.9 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 calculation of GPA. The conversion of the “NR” grade to a normal letter grade should be made within six weeks after the official announcement of semester grades.
- 3.2.10 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 reflected in the second-semester course grade reports and transcripts.
- 3.2.11 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 failure. Credit units gained from such courses will not be counted towards the calculation of GPA.

3.3 Progression

- 3.3.1 A student who has passed all the courses required in a specific semester will progress to the next semester.
- 3.3.2 A student who is required by the EB to retake the course may be permitted to carry the course to be retaken to the next semester or academic year. In this case, he/she may progress to the next semester.

RPg and Professional Doctorate programmes

- 3.3.3 Completion of the “Guided Study”, “Seminar” and/or “Thesis” course(s), where applicable, is determined by meeting the course requirements rather than adhering to a fixed schedule. The respective School Board will review the academic performance of individual students at the end of each semester. Based on the decisions made by the School Board, the respective Programme Team will update the student record system to indicate whether the student is permitted to continue with their studies.
- 3.3.4 As part of the ‘Thesis’ course requirements, students are required to submit progress reports twice a year to evaluate their study progress over the preceding

six months. These reports assess the quality of the student's performance (e.g., attendance at scheduled meetings, timely submission of assignments and teaching duties) and the supervisors' guidance (e.g., number of meetings held, usefulness of feedback). Both students and supervisors may raise concerns through these reports, which will be addressed by the DPS and GRO.

3.4 Course Attendance Requirement for Examination

3.4.1 Please refer to paragraph 2.9.2 for the attendance requirement for examination.

3.5 Examination Regulations

- 3.5.1 Students may not be allowed to sit for an examination if they:
- a. Have not completed the proper course enrolment procedures; or
 - b. Have not satisfied attendance requirements as stipulated in paragraph 2.9.2;
or
 - c. Have not settled all payments due to the College.
- 3.5.2 Students should normally arrive at the examination venue at least 10 minutes before the scheduled examination time, 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.
- 3.5.3 Students are not allowed to leave the examination venue during the first and the last 30 minutes of the examination.
- 3.5.4 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.
- 3.5.5 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.
- 3.5.6 The unauthorized aids/materials include, but not limited to:
- a. Sheets or bits of papers containing information related to the curriculum;
 - b. Relevant information as sheets of papers or text written or pasted onto permitted aids such as calculators or erasers;
 - c. Own scratch papers with a pre-written draft;
 - d. Books relevant to the subject in question;
 - e. Electronic devices such as mobile phones, smartwatches, tablet computers, calculators with a capacity exceeding the permitted contents or programmability, and wearable devices that can be attached to the body or clothing, etc.
- 3.5.7 Students should remain 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.

3.6 Arrangements for Classes and Examinations during Adverse Weather

- 3.6.1 Students should take note of the “General Arrangements for Classes and Examinations during Adverse Weather” in Appendix 10.1.

3.7 Absence from Examinations

- 3.7.1 Students shall attend an end-of-semester examination for each of the course they take unless the course requires no end-of-semester examination. Students are required to observe the examination arrangements as stipulated by the College from time to time.
- 3.7.2 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 by submitting an application form (REG-15) to the Registry with supporting evidence, such as medical documents, within seven working days after the date of the examination concerned. A prescribed administration fee will be charged. The application is subject to the recommendation of the SB and the approval of the EB. The decision of the EB is final. Normally, students are allowed to apply for a supplementary test or examination for the same course only once in each semester. Students may refer to the Guidelines for Special Approval of Supplementary Test/Examination in Appendix 10.9.
- 3.7.3 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 is deemed appropriate. The examination will be regarded as an assessment for the first time, and the actual grade attained will be awarded.

3.8 Retaking a Course

- 3.8.1 Except for practicum courses, no reassessment will be granted for students in all circumstances. Students who have failed a compulsory course are required to retake the course. If the failed course is an elective, students may choose to retake the same course or take another elective within the programme as a replacement.
- 3.8.2 Special approval can be granted by the AB to a programme that allows reassessment as required by the respective professional body/authority.
- 3.8.3 Retaking of failed courses or taking replacement courses should be completed within the maximum study period.
- 3.8.4 A student shall be permitted to retake the same course twice only within the maximum study period. The student retaking a course is required to pay the course

fee and other related fees as appropriate.

- 3.8.5 When a student retakes a course, only the grade of the latest attempt will be included in the calculation of GPA.
- 3.8.6 Retaking of courses for grade improvement (or for achieving a cGPA of 2.7 or above prior to submission of the PhD thesis) will be allowed only if it is recommended by the SB and approved by the EB, subject to the following conditions:
- the grade for a retaken course will be capped at B;
 - the number of retakes of a course is limited to twice;
 - the number of retaken courses by a student during his/her entire study period is subject to the limit specified by the programme of study; and
 - 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., retaken course counted once only).
- 3.8.7 In case the required course(s) to be retaken by a student is/are no longer offered by the College as a result of curriculum changes, the equivalent replacement course(s), which is/are proposed by the DPS, endorsed by the SB and the Quality Assurance Committee (QAC), and then approved by the AB, will be assigned for the student concerned. Under these circumstances, only the credit units of the replacement course(s) will be counted towards the calculation of GPA and the fulfilment of the requirements for graduation.

3.9 Academic Integrity

- 3.9.1 A student must maintain academic integrity in his/her studies and must not commit the following behaviour, otherwise, he/she would be liable to disciplinary actions:
- Submission of an assignment that is not the student's own work; or
 - Misconduct at examinations, including cheating, stealing of question papers, bribing, impersonation, disturbances at examinations, obstruction of supervision, forgery of grade reports, conspiracy and the like.
- 3.9.2 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).
- 3.9.3 The student concerned may appeal against the decision to the Vice President (Academic) within seven 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.
- 3.9.4 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.

3.10 Plagiarism

- 3.10.1 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.
- 3.10.2 The following points can be regarded as plagiarism if the source material is not quoted correctly or acknowledged:
- Verbatim use of source material
 - Paraphrase and translation of source material
 - Change of order and/or conversion to/from point form
 - Cite facts or research findings of others without proper quotes and acknowledgements
 - Quote tables or graphs which contain data that are not collected by the writer himself or herself
 - Use of special terms/concepts or key concepts without attribution.
- 3.10.3 Students should use "Turnitin", a software for originality checking, to avoid plagiarism. A copy of the originality report must be printed out and attached to the assignment when it is submitted to the course teacher for marking.
- 3.10.4 The College takes plagiarism very seriously and adopts a zero tolerance for plagiarism. Students will receive a Grade F for the course concerned in the first attempt as a warning and deregistration of studies in the second attempt.
- 3.10.5 It is the students' responsibility to avoid plagiarism in their work. Students should refer to Appendix 10.7 "Detailed Guidelines on Proper Use of Source Material".
- 3.10.6 Students should note that the Copyright Ordinance (Cap. 528) protects authors' original works, including research papers, dissertation results, and theses. Authors hold the exclusive rights to use or authorize others to use their work, including reproduction, public performance, and broadcasting. The Ordinance provides certain limited exemptions for educational purposes: "fair dealing" with a work for research or private study, criticism, review, news reporting, or for giving or receiving instruction in a specified course of study at an educational establishment is permitted, provided such use is fair and within the limits set by law.
- 3.10.7 Infringement of copyright is a serious offence that may lead to civil remedies or criminal penalties. Examples of copyright infringement include excessive downloading of electronic content and illegal uploading of copyrighted materials. Such infringements will also be subject to disciplinary action by the College.
- 3.10.8 Students are reminded to respect copyright laws and to seek permission or give proper attribution when using others' works in their academic submissions, in addition to avoiding plagiarism.
- 3.10.9 While embracing the use of new technology in education, the College upholds the principle that students must adhere to high standards of academic integrity in all forms of assessment. The Policy on academic integrity applies to the use of

Generative AI in student work, which is listed in the 'Generative AI and ChatGPT Using Guidelines' in Appendix 10.8.

3.11 Disciplinary Action Related to Examination

- 3.11.1 A student who has committed any of the following offences during the examination period is subject to penalties recommended by the School Dean:
- a. Plagiarism (use of other people's work without proper acknowledgement);
 - b. Copying other students' work;
 - c. Committing any form of cheating inside or outside the examination centre;
 - d. Bringing unauthorized aids / materials into the centre without permission;
 - e. Removing articles other than personal belongings from the examination centre;
 - f. Leaving the examination centre without permission;
 - g. Continuing to write after the end of an examination;
 - h. Disobeying the instructions of an invigilator; or
 - i. Violating the examination regulations.
- 3.11.2 Such cases will be reported right after occurrence to the Registrar for record and the School Dean concerned for investigation.
- 3.11.3 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, retaking the course, deregistration 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 SB and EB. If necessary, the case will also be referred to the Student Disciplinary Committee.
- 3.11.4 The student concerned may appeal against the decision to the Vice President (Academic) within seven working days upon receipt of the outcome letter/email. The Vice President (Academic) will then refer the case to the College's Student Appeals Committee for investigation, proper hearing and decision.
- 3.11.5 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.

3.12 Procedures for Appeals

- 3.12.1 For procedures for Appeal against Assessment Results, Appeal against Doctoral Thesis Examination Results and Appeal against Academic Decisions, please refer to paragraphs 2.19.1 to 2.19.10.

3.13 Graduation Requirements

- 3.13.1 To be eligible for the award of a qualification, students must have completed the minimum required credit units and fulfilled all other requirements as prescribed in the PDD.

- 3.13.2 Students who fulfill the graduation requirements shall be recommended for conferment of the award. Grades of students will be presented to the EB for recommending the classification of students' awards based on gGPA as specified in paragraphs 3.15.1 and 3.15.2. The awards are approved by the AB upon the recommendation of the EB.

3.14 Intermediate Exit Award

Tpg Programmes

- 3.14.1 Where applicable, students may exit from the programme of study with an intermediate exit award. A student becomes eligible for such an award upon completion of the minimum required credit units and all requirements prescribed by the respective programme. Students must apply for the intermediate exit award to the Registry before the commencement of the semester in which the last required course for the award is taken. The Programme Leader and the School Dean must approve the application. Failure to apply on time may delay the processing of the graduation assessment. The College will only consider applications for intermediate exit awards in programmes that explicitly allow them, as stipulated in the relevant programme documents. A student's decision to exit with an intermediate award is irreversible.

PhD Programmes

- 3.14.2 The intermediate exit award of Master of Philosophy (MPhil) is available only to PhD candidates who fail to meet the intended learning outcomes of the PhD degree but successfully satisfy the intended learning outcomes for the MPhil degree, as recommended by the Examination Panel. Only students who have completed all required PhD coursework, submitted a thesis, and undergone a viva examination are eligible for consideration for the MPhil award. Under no circumstances may students apply to exit the programme with an MPhil degree; the award is granted solely on the recommendation of the Examination Panel.

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

Resources

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

(i) Computing Equipment:

The campus is equipped with desktop and all-in-one 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
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Except during adverse weather situations. Please refer to 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.

Regulations

- 4.1.3 Students are advised to note the Information Technology Acceptable Use Policy (AUP) 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: (<https://www.twc.edu.hk/library>).

The Collections

- 4.2.2 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 (<https://www.twc.edu.hk/library/TWCSearch>).

Electronic Resources

- 4.2.3 The TWC Library subscribes to a number of electronic resources (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 ejournal titles

(https://twc.primo.exlibrisgroup.com/discovery/jsearch?vid=852TWC_INST:TW C&la%20ng=en).

Library Orientation and Workshops

- 4.2.4 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).

Information Services

- 4.2.5 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 advice on how to begin a project or an assignment using a variety of information resources.

Facilities and Equipment

- 4.2.6 Facilities and equipment available in the Library include:
- a. Individual study carrels
 - b. Group discussion rooms
 - c. Audio-visual (AV) room with audio-visual equipment
 - d. PCs connected to the Internet
 - e. WiFi Service for use of notebook computers and other hand-held devices
 - f. Octopus-operated photocopiers
 - g. Octopus-operated multi-functional printers
 - h. Book drop for return loaned library items

Lending Services

- 4.2.7 Students should refer to the Library 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.

Library Regulations

- 4.2.8 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).

Opening Hours

- 4.2.9 *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 and Semester Break

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

Contact the Library

4.2.10 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

4.3 Campus Safety

- 4.3.1 Please refer to Appendix 10.5 for the Health and Safety Guidelines.
- 4.3.2 Lost and Found services are provided on campus. Please refer to Appendix 10.6 for details.

5. Student Records

5.1 Student Identity Card

- 5.1.1 Each student will be issued a Student Identity Card upon 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 deregistration 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 another 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.

5.4 Personal Data

- 5.4.1 For more information about the use of personal data, please refer to Appendix 10.4.

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:

- a. Defamation of, or assault or battery of a person or any member of the College;
- b. Willful damage to or defacement of any property of the College;
- c. Theft, fraud, misapplication of College funds or property of any kind;
- d. Plagiarism in written assignments and/or examinations;
- e. Appropriation of design or any creative work violating regulations governing intellectual property in projects;
- f. An offence in connection with examinations or violation of any of the regulations of the College governing conduct at examinations;
- g. Falsification or serious misuse of College documents or records;
- h. 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
- i. 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:

- a. Reprimand;
- b. Written warning;
- c. 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;
- d. Suspension from the College for a specified period of time; AND
- e. Deregistration of studies.

Penalties (a) to (c) may be imposed by the Registrar in consultation with the concerned School Dean. Penalties (d) to (e) 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 paragraph 3.11.3:
 - a. Deduction of marks;
 - b. Lowering of grades; and
 - c. 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:
 - a. eating and drinking; and
 - b. 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

- 6.4.1 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 General Services Provided by the Student Affairs Office

- 7.2.1 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.
- 7.2.2 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 and Local (Non-Chinese) Students to provide support to non-local students and local (non-Chinese) students during the whole study period. The range of services provided for non-local students and local (non-Chinese) students include: *Peer Mentorship Programme and Buddy Up! Programme* to pair up the non-local students and local (non-Chinese) students with local experienced students to help them to adapt to the school life at TWC and living in Hong Kong.
 - (v) Service for Special Educational Needs Students to support students in programme adaptation, teaching and learning facilities, campus environments and the specialised equipment or materials.
- 7.2.3 Information on SAO services and activities is released from time to time by email. Students are also encouraged to visit SAO staff for enquiries.

7.3 Scholarships, Bursaries and Awards

- 7.3.1 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.
- 7.3.2 Details of these scholarships and awards and procedures of applications will be promulgated by the Registry from time to time.

7.4 Financial Assistance

- 7.4.1 Students with financial needs are eligible to apply for the following financial assistance administered by the Hong Kong Government's Student Finance Office (SFO).

Financial Assistance Scheme for Post-Secondary Students (FASP)

- 7.4.2 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.

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

Student Travel Subsidy for Tertiary or Post-secondary Students

- 7.4.4 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.

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

- 7.4.5 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.

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

7.5 Lockers

- 7.5.1 Each full-time student is eligible to apply for a locker which is managed by the Facilities Management Office (FMO). The Regulations on the Use of Student

Lockers is presented in Appendix 10.10. Details are available at <https://www.twc.edu.hk/fmo/faq/page/student-locker>.

8. Fees and Charges

8.1 Fees & Charges and Fees Regulation

The Fees & Charges 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.

For enquiries, please 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:	fo@twc.edu.hk
Office Hours:	9:00 am to 5:30 pm (Monday to Friday) <i>Closed on Saturdays, Sundays 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

- 9.1.1 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

- 9.4.1 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

- 9.5.1 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 Sexual Harassment on Campus

- 9.6.1 The 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. The Guidelines and Procedures on Handling Sexual Harassment on Campus is presented in Appendix 10.11 for reference.

9.7 Concerns or Written Complaints to Management

- 9.7.1 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.
- 9.7.2 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 10.12 “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 Information Technology 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 Details Guidelines on Proper Use of Source Material
- 10.8 Generative AI and ChatGPT Using Guidelines
- 10.9 Guidelines for Special Approval of Supplementary Test/Examination
- 10.10 Regulations on the Use of Student Lockers
- 10.11 Guidelines and Procedures on Handling Sexual Harassment on Campus
- 10.12 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 Information Technology 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 Ordinance¹, The Crime Ordinance^{2, 3, 4}, The theft Ordinance^{5, 6}, The Personal Data (Privacy) Ordinance⁷ and The Copyright Ordinance⁸.
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 programme or security programme 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.

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

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

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

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

⁵ (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 programme or data.

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

⁷ https://www.pcpd.org.hk/english/data_privacy_law/ordinance_at_a_Glance/ordinance.html

⁸ <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
All School / Unit Office	22/F & 23/F Applied Psychology Laboratory

<u>MKB</u>	
1/F	Security Office
All School / Unit Office	16/F Physical Rehabilitation Laboratory
Integrative Health Centre	17/F Sensory Integration Therapy Laboratory
	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	

<u>TSTC</u>	
6/F Facilities Management Office	2/F Early Childhood Play/Learning Laboratory
All School / Unit Office	5/F Applied Psychology Laboratory

(ii) Automated External Defibrillator (AED)

<u>KPC</u>		
G/F Security Office	10/F Lift Lobby	20/F Hall

<u>MKA</u>	
1/F Security Office	

<u>MKB</u>	
1/F Security Office	

<u>KHC</u>	
K1615 Facilities Management Office	

<u>TSTC</u>	
6/F Facilities Management Office	

(iii) Emergency escape routes

Posted in the lift lobby of all floors

(iv) Break glass unit

Lift lobby and fire exit corridor of each floor

(v) Fire hose reel

Lift lobby and corridor of each floor

(vi) Emergency Telephone Number

Security Office: 3190-6610 (KPC 24 hours)
 3725-6291 (MKA 24 hours)
 3725-6292 (MKB 24 hours)
 3725-6200 (KHC office hour)

10.6 Lost and Found

Students should not leave any personal belongings unattended as the College will not be responsible for their damages or loss. Students who have lost any personal belongings should approach the Security Office on G/F of KPC, 1/F of MKA and MKB or the Security Counter of KHC for assistance, or the Security Counter of TSTC for assistance.

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].

Introduction

This document outlines guidelines for using ChatGPT in teaching, learning, and research at Tung Wah College while upholding academic regulations. It provides conceptual structures for ChatGPT use in higher education. The guidelines will be continuously revised to stay current with advancements in the field, and academic integrity and regulations will be revisited to ensure alignment with academic values. This document serves as a starting point for incorporating generative AI into teaching, learning, and research at Tung Wah College while promoting best practices and academic integrity. The guidelines and principles discussed in this document may also apply to other emergent generative AI tools, such as DeepSeek.

Generative AI and ChatGPT for Teaching and Learning

Teaching: Preparing teaching material

- **Generate summary of a concept or a topic:** ChatGPT is good at constructing comprehensive summaries of a concept, topic, or issue. Teaching colleagues can utilize ChatGPT to provide a summary to aid students in gaining an overview or to brainstorm ideas for discussion.
- **Adopt ChatGPT generated content with caution:** ChatGPT generates content using AI **algorithms** and a vast amount of data, but it cannot distinguish between the cases it learns. It creates events and examples that cannot be traced or verified, making them unsuitable as instructional material. Real-world cases should come from credible sources such as traditional media.
- **Construct illustrative visuals for teaching purposes:** ChatGPT can create photos or images in response to prompts, which can be useful when generic images are needed but difficult to locate. For instance, a health care lesson may prompt ChatGPT to generate an image of a 60-70-year-old man with a broken leg. However, these images should not be mistaken for false news or facts, and teaching staff should not create fabricated visuals.

Learning: As a tool to enhance learning

- **Clarifying Concepts**
Students can ask ChatGPT to explain difficult concepts or topics they encounter in their coursework. It can provide explanations in simpler terms, offer examples, and break down complex ideas into more digestible parts.
- **Simulating Discussions and Debates**
Students can use ChatGPT to simulate discussions or debates on various topics related to their field of study. This can help them explore different perspectives, develop critical thinking skills, and prepare for class discussions or presentations by practicing articulating their arguments and responses.
- **Practice Questions**
ChatGPT can generate practice questions and quizzes on various subjects. Students can use these to test their knowledge and get instant feedback, helping to reinforce learning and identify areas that need more focus.
- **Resource Recommendations**
Students can seek recommendations for textbooks, articles, research papers, and other educational resources. ChatGPT can suggest materials based on the specific topics or courses the student is studying.
- **Time Management and Study Tips**
ChatGPT can offer advice on effective study techniques, time management strategies, and how to prepare for exams. It can provide tips on creating study schedules, staying motivated, and optimizing study sessions for better retention and understanding.

Learning: Preparing a written assignment

- **Take ownership and accountability:** ChatGPT can generate content for written assignments or term essays, but students should not use the entire generated content or a significant portion of it. Teaching staff should use AI-content detection tools to evaluate submissions, e.g., Turnitin, which has embedded an AI writing detection indicator to the Similarity Report.
- **Brainstorm ideas:** ChatGPT can generate comprehensive summaries on any topic, which can serve as a useful starting point for gaining an overview or brainstorming ideas for further investigation and discussion.
- **As a reflect and review tool:** Students can form groups and request an analysis of a topic or issue from ChatGPT to evaluate their work and determine if further investigation is needed. Similarly, a student can compare and contrast their own assignment draft with the generated analysis to enrich their work.
- **As an editing tool:** Students can use ChatGPT for language editing purpose in order to help fix most spelling and grammatical errors on condition that students are not preparing an assignment for language courses, and/or the assessment criteria is not focused on language competence.
- **Cite properly:** If students quote ChatGPT chat session into their written assignment, it should be properly cited to credit the author of the algorithm with a reference list entry and the corresponding in-text citation. AI tool is not treated as an author but as a source. See references on how to cite, e.g., in APA¹, or in MLA² style.

¹ <https://apastyle.apa.org/blog/how-to-cite-chatgpt>

² <https://style.mla.org/citing-generative-ai/>

Generative AI and ChatGPT for Research

Research integrity

- **Originality & Transparency**

ChatGPT can aid in literature reviews and idea development, but researchers must perform the research tasks themselves. If generative AI is significantly used, it should be reported in the methodology or relevant section like other research tools. To ensure the authenticity of research proposals and manuscripts, it is recommended that the similarity index, as reported by writing detection indicators like Turnitin, should not exceed 25% for all research materials. This includes both the original research proposals and manuscripts. It is important to note that while AI tools may be used to edit the materials, most of the content should be created by the researchers themselves.
- **Accuracy & Accountability**

ChatGPT is only a research tool, the accountability of the researcher is not transferable, including but not limited to accuracy, integrity, and plagiarism. Researchers should countercheck in various ways to ensure academic standards are met.
- **Privacy & Data Management**

ChatGPT is mostly cloud-based, so researchers must protect the privacy of research participants and data security with measures such as coding. Data should be removed from the cloud after analysis.
- **Authorship**

ChatGPT should not be considered as the author in any research work, as researchers hold non-transferrable professional and ethical accountability.

Research process

- **Research topic and problem**

ChatGPT can be beneficial in generating research topics, but it cannot access original articles and provide proper references to identify research gaps in the literature for a particular research topic. Researchers should be cautious that the generated problem statement can be purely hypothetical without evidence.
- **Literature review and synthesis**

ChatGPT may generate standard in-text citations and references, and researchers must double-check if they are made-up non-existent. Researchers must also be aware that ChatGPT may fail to synthesize prior literature findings to develop a formal literature review. Instead, multiple paragraphs citing a few studies and their findings will be provided.
- **Research design**

ChatGPT may be used in producing a research design, but researchers should critically select the right research design (e.g., sample size and ways of collecting data) that can address the research question adequately.
- **Finding analysis**

ChatGPT is not well-suited for analyzing empirical data using statistical methods. However, it can be useful for qualitative research such as analyzing transcribed text from interviews and focus group discussions. ChatGPT can generate data visualizations, such as graphs or charts, to help researchers visualize patterns or trends in their data. It can also produce a comprehensive review of findings, which can serve as a starting point for interpretation and discussion.

Glossary terms

Academic Integrity

Tung Wah College, as a member of the higher education academic community, is dedicated to the core values of academic honesty. The five essential values of academic integrity³, which include honesty, trust, fairness, respect, and responsibility, will also serve as guiding principles for the employment of generative AI and ChatGPT.

- **Honesty:** The quality of being honest, free from fraud or deception, legitimate, truthful. There are number of ways to demonstrate honesty, such as, be truthful, give credit to the owner of the work, keep promises, provide factual evidence, aspire to objectivity, consider all sides and one's own potential preconceptions.
- **Trust:** Assured reliance on the character, ability, strength, or truth of someone or something. There are number of ways to demonstrate trust, such as, clearly state expectations and follow through, promote transparency in values, processes, and outcomes, trust others, give credence, encourage mutual understanding, act with genuineness.
- **Fairness:** The quality of state of being fair, free from self-interest, prejudice, or favoritism. There are number of ways to demonstrate fairness, such as, apply rules and policies consistently, engage with others equitably, keep an open-mind, be objective, take responsibility for your own actions.
- **Respect:** High or special regard, esteem, the quality or state of being esteemed. There are number of ways to demonstrate respect, such as, practice active listening, receive feedback willingly, accept that others' thoughts and ideas have validity, show empathy, seek open communication, affirm others and accept differences, recognize the consequences of our words and actions on others.
- **Responsibility:** the quality or state of being responsible, moral, legal, or mental accountability, reliability, trustworthiness, able to answer for one's conduct and obligations, trustworthy. There are number of ways to demonstrate responsibility, such as, hold yourself accountable for your actions, engage with others in difficult conversations, even when silence might be easier, know and follow institutional rules and conduct codes, create, understand, and respect personal boundaries, follow through with tasks and expectations, model good behavior.

³ International Center for Academic Integrity [ICAI]. (2021). The Fundamental Values of Academic Integrity. (3rd ed.). www.academicintegrity.org/the-fundamental-valuesof-academic-integrity

Generative AI and ChatGPT

ChatGPT is an app built by Open AI, “*We’ve trained a model called ChatGPT which interacts in a conversational way. The dialogue format makes it possible for ChatGPT to answer follow-up questions, admit its mistakes, challenge incorrect premises, and reject inappropriate requests.*”⁴ Using the GPT language models, it can, in general, answer users' inquiries, write copy, draft emails, hold a conversation, explain code in multiple programming languages, translate natural language to code, and more, all based on natural language prompts fed to it by the users. The current version is GPT-4 which is more creative and collaborative, “*It can generate, edit, and iterate with users on creative and technical writing tasks, such as composing songs, writing screenplays, or learning a user’s writing style.*”⁵ Specifically, it can employ ChatGPT to construct essays and assignments that may challenge the way higher education assesses students. In addition to its potential impact on teaching and learning, ChatGPT has implications for research as well. Researchers can use ChatGPT to gain a better understanding of complex issues and generate new insights. It can also assist in the creation of research proposals and the analysis of data. However, it is important to use the technology ethically and responsibly, considering the potential biases and limitations of the tool.⁶

⁴ <https://openai.com/>

⁵ <https://openai.com/product/gpt-4>

⁶ <https://doi.org/10.1186/s13054-023-04380-2>

Responsible AI

Artificial intelligence (AI) presents a great possibility for expanding and sharing human knowledge, but it also comes with an immense responsibility. Concerns regarding AI ethics, data governance, trust, and legality have been raised because of its direct impact on people's lives⁷. When organisations ramp up AI development and use, they must be conscious of new and forthcoming regulations, as well as the steps necessary to ensure compliance. Responsible AI is the practise of building and implementing AI with the goal of empowering users while also equitably impacting the organisation and society, allowing the organisation to build trust and confidently scale AI. When TWC is involved in the creation and use of AI, it adheres to the Responsible AI principles⁸:

- **Minimize unintended bias:** Build responsibility of AI to ensure that the algorithms – and underlying data – are as unbiased and representative as possible.
- **Ensure AI transparency:** To build trust among users, develop explainable AI that is transparent across processes and functions.
- **Create opportunities for users:** Empower individuals in the College to raise doubts or concerns with AI systems and effectively govern technology, without stifling innovation.
- **Protect the privacy and security of data:** Leverage a privacy and security-first approach to ensure personal and/or sensitive data is never used unethically.
- **Benefit users and society:** By creating an ethical underpinning for AI, the College mitigate risk and establish systems that benefit the stakeholders, staff, students and society at large.

28 Feb 2025

⁷ Accenture (2023). AI ethics and governance. www.accenture.com/ca-en/services/applied-intelligence/ai-ethics-governance

⁸ ibid

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10.9 Guidelines for Special Approval of Supplementary Test/Examination

Introduction:

This document provides comprehensive guidelines for TWC students applying for a supplementary test/examination due to medical reasons. It outlines guidelines for TWC students who need to apply for a supplementary test/examination due to medical reasons. The supplementary test/examination provides an opportunity for students who have missed a test or an examination due to medical reasons to demonstrate their understanding and knowledge of the course material, ensuring fair and equitable assessment while supporting their academic progress.

Application for Supplementary Test/Examination:

Students who have missed a test or an examination due to hospital confinement, illness, injury, or personal emergencies are eligible to apply for a supplementary examination. The following medical situations may be considered for special consideration:

- a. Unexpected acute illness.
- b. Re-occurrence of a chronic illness.
- c. Temporary impairment resulting from an accident.

As per the Student Handbook clause 3.3.2 on Absence from Assessment, students should submit their application to the Registry within 7 working days of the missed examination, accompanied by appropriate supporting medical documents.

Supporting Evidence:

To support your application, you must provide a completed medical certificate issued by a registered medical practitioner in Western or Chinese Medicine. The certificate should confirm one of the medical situations mentioned earlier (a, b, or c). The certificate should be on official letterhead and include the following details:

1. Date of the medical examination.
2. Nature, severity, and duration of the medical complaint.
3. The medical practitioner's professional opinion regarding the impact of the condition on your ability to sit the examination on the relevant date.

It is important to note that supporting documentation for medical or psychological reasons must result from a face-to-face consultation with a medical practitioner. Medical certificates without a consultation will not be accepted.

Points to Consider when Providing Evidence:

- i. A statement simply declaring that you were 'not fit for duty' or 'suffering from a medical condition' may not be sufficient unless it includes the information mentioned in points 1, 2, and 3.

For examples, for point 3:

"The patient is not fit to travel to school to sit for the test/examination due to their medical condition."

"The patient's current symptoms prevent them from being able to focus and respond adequately during a test/an examination."

"The patient's condition requires rest and medical treatment that prevents them from taking the examination on the scheduled date."

- ii. Medical certificates must be original. It is recommended that you retain a photocopy of the completed application for your records.
- iii. The supporting documentation should account for the specific dates mentioned in your application.
- iv. Medical certificates are legal documents and cannot be backdated.
- v. Medical certificates issued by close associates or immediate family members, such as parents or siblings, will not be accepted by the College.
- vi. The College/School conducts regular audits to verify the authenticity of medical certificates, letters, and supporting documents issued by registered medical practitioners.
- vii. Submitting fraudulent or misleading documentation may lead to disciplinary action as per the College's policies.
- viii. Normally, students are allowed to apply for the supplementary test or examination for the same course only once.

Registry

8 July 2024

10.10 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) Kwai Hing Campus (KHC), or Tsim Sha Tsui Campus (TSTC) 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/Deregistration of Studies

5.1 Students, who graduate, withdraw from studies or whose studies are deregistered, 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.

10.11 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 usual 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 e 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 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.

Appeal

32. 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 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/complainee 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
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 complainee in writing the complaint result	Within 5 working days from the date of the GCC's report
Complainant(s)/ complainee(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)/ complainee(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>

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10.12 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. deregistration) 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"> • 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 • 1 external member (where necessary)
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, complainee 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 complainee 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 complainee 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 complainee 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, 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"> ● The President or his/her delegate ● 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 ● 1 external member (where necessary)
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 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 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.

Action	Time Schedule
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.

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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 this Student Handbook and to modify, withdraw or replace the information contained herein without prior notice.