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1. Introduction

A Message from the President

A very warm welcome to UOW College Hong Kong/Community College of City University!

During your time at the College, it will be our mission to help you realize your potentials. Your intellectual and personal development is what drives us in the provision of student services.

In this booklet you will be able to see the range of services that we provide for you. Significant resources have been devoted to the provision and support of activities including student counselling, leadership training, overseas study tours and other co-curricular activities, to enrich your time here as a student. We believe that combining these with academic studies is the best way to achieving your whole person development.

You are welcome to contact Mr Ivan Lau, Director of Student Services at UOWCHK/CCCU, or the Student Affairs Coordinator in your faculty, if you need any help with these services, which make life at our College unique and fulfilling.

We hope you will find life at the College a satisfying and rewarding experience.

Jennifer Ng
President
UOW College Hong Kong/
Community College of City University
About This Guide

This booklet is designed to provide you with information about policies, procedures and services that will help you with your studies. The booklet details some of your student rights, what is expected of you as a UOWCHK/CCCU student and how and where to get help if needed. Use this booklet together with the College web sites as a comprehensive guide.

<table>
<thead>
<tr>
<th>Members of The Student Centre</th>
<th>Faculty Student Affairs Coordinators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr Ivan Lau</td>
<td>Ms Mary Choi</td>
</tr>
<tr>
<td>Director of Student Services</td>
<td>Faculty of Arts and Humanities</td>
</tr>
<tr>
<td>Tel: 3442 8723</td>
<td>Tel : 3442 8891</td>
</tr>
<tr>
<td>Email: <a href="mailto:ivan.lau@cityu.edu.hk">ivan.lau@cityu.edu.hk</a></td>
<td>Email : <a href="mailto:lsmchoi@cityu.edu.hk">lsmchoi@cityu.edu.hk</a></td>
</tr>
<tr>
<td>Miss Oyan Wong</td>
<td>Mr Jay To</td>
</tr>
<tr>
<td>Executive Officer</td>
<td>Faculty of Business</td>
</tr>
<tr>
<td>Tel: 3442 6141/2707 0596</td>
<td>Tel : 3442 5959</td>
</tr>
<tr>
<td>Email: <a href="mailto:oyan.wong@cityu.edu.hk">oyan.wong@cityu.edu.hk</a></td>
<td>Email : <a href="mailto:sumkto@cityu.edu.hk">sumkto@cityu.edu.hk</a></td>
</tr>
<tr>
<td>Miss Fiona Luk</td>
<td>Ms Judy Kiu</td>
</tr>
<tr>
<td>Executive Officer</td>
<td>Faculty of Science and Technology</td>
</tr>
<tr>
<td>Tel: 3442 6774</td>
<td>Tel : 3442 7688</td>
</tr>
<tr>
<td>Email: <a href="mailto:yintluk2@cityu.edu.hk">yintluk2@cityu.edu.hk</a></td>
<td>Email : <a href="mailto:kinykiu@cityu.edu.hk">kinykiu@cityu.edu.hk</a></td>
</tr>
<tr>
<td>Miss Agnes Lee</td>
<td>Ms Rita Yeung</td>
</tr>
<tr>
<td>Clerical Officer</td>
<td>Faculty of Social Sciences</td>
</tr>
<tr>
<td>Tel: 3442 6579</td>
<td>Tel:3442 8945</td>
</tr>
<tr>
<td>Email: <a href="mailto:chokilee3@cityu.edu.hk">chokilee3@cityu.edu.hk</a></td>
<td>Email : <a href="mailto:puikyeung2@cityu.edu.hk">puikyeung2@cityu.edu.hk</a></td>
</tr>
</tbody>
</table>
2. Class Representatives

Class Representatives are students nominated to represent students on different UOWCHK/CCCU committees including:

- Programme Committees
- UOWCHK/CCCU Validation and Monitoring Committee (VMC)
- UOWCHK/CCCU Academic Board (AB)
- UOWCHK/CCCU Student Development Services Committee (SDS)

Duties

- To act as a student representative on various college and faculty committees and gather student opinions for feedback to the committees
- To provide liaison between staff and students, e.g. providing feedback to teaching staff and Programme Leaders on teaching materials and on matters affecting students in a particular class
- To mentor new class representatives
- To assist with the organization of activities or promotion of events both relevant and not relevant to their programme of study

Benefits

- Provides a solid track record of student leadership
- Contributes to whole person development
- Provides more ‘substance’ for reference letters
- Supports applications for various UOWCHK/CCCU & EDB scholarships and awards

How to become a Class Representative?

- Election by class
- Nomination by class
- Volunteer
3. Student Mentorship Scheme (SMS)

Student Mentorship Scheme helps Year 1 students adapt to the social and academic life on campus. The role of the mentors is as follows:

- To phone the mentees individually before the semester and welcome them to the College
- To meet with the mentees on the first day of the semester
- To organise activities to help the mentees find their way around, especially during the first month
- To answer any questions the mentees may have throughout their first year of study

Typical activities organised by mentors include social gatherings, sharing sessions, learning skills workshops, etc. Mentors are expected to remain in contact with their mentees for the whole year.

The SMS contributes to the leadership development of our students. Participation in the SMS can be used to support an application for the UOWCHK/CCCU Outstanding Student Leadership Award.
4. Student Ambassador Scheme

The College has always had enthusiastic students who volunteered to serve as Student Ambassadors. The UOWCHK/CCCU Student Ambassador Scheme aims to establish a bridge between the UOWCHK/CCCU and their alma mater from which the Student Ambassadors graduated. Students are drawn from different faculties of the UOWCHK/CCCU and given training in business etiquette and effective teamwork in preparation for guest reception services in different college events. These Student Ambassadors serve UOWCHK/CCCU with pride and will share their study experience and campus life in events such as school visits, parents’ day, admission, and orientation day so as to let their junior schoolmates learn more about how to succeed in college life.

The objectives of the Scheme are as follows:

- To foster students’ whole person development, particularly in developing positive attitude, leadership, problem solving abilities, communication and interpersonal skills as well as broadening students’ social exposure, international outlook and life experience
- To enhance students’ knowledge of, and sense of belonging to, UOWCHK/CCCU through the practical experience of serving the College
- To develop a pool of Student Ambassadors to help promote the image of the College
- To achieve the aforesaid objectives, the Student Ambassadors are required to attend a comprehensive training programme and to offer services to the College
**Who are the student ambassadors?**

The Student Ambassadors are a selected group of non-final year students from different disciplines with positive attitude, good communication skills, social knowledge, good common sense, and proficiency in Cantonese and English (proficiency in Putonghua is also preferred). They are either nominated by Dean/Associate Dean or self-applied to join the programme.

Like the Student Mentorship Scheme, participation in the Student Ambassador Programme contributes to the leadership development of our students. Participation in this programme can also be used to support an application for the UOWCHK/CCCU Outstanding Student Leadership Award.
5. Student Counselling Services

The College provides effective personal development and counselling services, and mental health awareness education to students. In particular, we organize a wide range of activities and programmes in relation to personal development and mental health education for students with different academic and cultural backgrounds.

**Personal Counselling**

Through the provision of support services and personal development advice, students will be able to receive direct assistance to alleviate their emotional distress, explore their personal attributes and develop coping abilities. We aim at enhancing students’ personal growth which will in turn facilitate their pursuit of academic results in optimal conditions.

Please make appointment by phone: Kowloon Tong Campus at 3442 9880/Telford Annex at 2707 9440 or visit our General Offices at:

- **Kowloon Tong Campus:** Room 6104, Li Dak Sum Yip Yio Chin Academic Building, City University of Hong Kong;
- **Telford Annex:** Telford Plaza, 33 Wai Yip Street, Kowloon Bay, Kowloon

After office hours, if you feel a need to talk to someone after school, you may contact the following helplines*:

**The Hong Kong Federation of Youth Groups**
(Youthline) Tel: 2777 8899 (U Line) Tel: 2777 0309
WhatsApp: 6277 5599
Facebook: utouch.hk
Mon - Sat: 14:00 - 02:00

**Suicide Prevention Services**
“Youth Link” Hotline Tel: 2382 0777
Mon - Sat: 14:00 - 02:00
Social Welfare Department
Tel: 2343 2255
Mon - Fri: 0900 - 1700
Sat: 0900 - 1200

24-hour Helplines:

Caritas Family Crisis Support Centre (Crisis Hotline)
Tel: 18288

Hospital Authority Mental Health Hotline
Tel: 2466 7350

Suicide Prevention Services
Tel: 2382 0000

The Samaritans (Multi-Lingual Suicide Prevention Services)
Tel: 2896 0000

The Samaritan Befrienders Hong Kong
Tel: 2389 2222

Youth Outreach
Tel: 9088 1023

* The information is updated as of August 2019. Please contact the organizations directly or refer to their websites for up-to-date information.

Peer Counselling Programme

In addition, we trains up peer counsellors through the Peer Counselling Programme, one of our key foci, equipping them with practical experience, mental health knowledge and peer helping skills. They will be able to take the lead in the College’s student community to maintain an inclusive attitude toward emotionally vulnerable students, including those with Special Educational Needs and those who are Non-Chinese Speaking. In this one-year programme, PCs become friends and mentors of their peers and maintain close relationships with them.
Mental Health First Aid Course

This 12-hour course is designed to equip participants with knowledge and skills to help someone with an emergency mental health problem. Participants of this course will receive a course manual and also a certificate issued by the Mental Health Association of Hong Kong at the completion of the course.

Personal Enrichment Activities

Workshops on various topics listed below are organized regularly which facilitate students to reflect on their personal strengths and weakness, values, attitudes and life goals in order to enhance their self-understanding.

Psychological Assessment Workshop

These workshops offer a variety of psychological tests on personality, personal attributes and career interests aiming at enhancing your self-understanding and personal growth plan.
6. Career Development

We aim to equip students of the UOWCHK/CCCU for joining society’s workforce and improve their employability upon graduation by providing them with comprehensive career-related learning opportunities and support training.

Career preparation training seminars, workshops, company visits, and internship are organized throughout the academic year. Through these activities, you will …

• Be able to develop essential job application and interview skills
• Acquire practical knowledge and realistic understanding of the employment market
• Identify your interest in the relevant industry
• Enhance your personal attributes like self-confidence, communication and self-presentation skills

For more information about training sessions, job or internship opportunities and the services we provide, please visit our website at:

http://www.uowchk.edu.hk/carats_main.html
7. Student English Enhancement Unit (SEE U)

The College has set up the Student English Enhancement Unit (SEE U) to provide students with additional, after-lesson support to improve their English, in particular those with a weak English language foundation. The Unit focuses on addressing the difficulties students commonly experience in learning English. Many students find themselves in need of strengthening their English language at the foundation level. Yet, they need to achieve this improvement target within a short time span in order to match their pursuit of university or employment goals. Very often, their devotion of efforts at English improvement has been undermined by the simultaneous need to maintain good performance in other curricular subjects. In view of these difficult circumstances of the students, pedagogical activities in SEE U Project have been designed to cater to the students’ needs, aiming at improving their English linguistic competencies in reading, writing, speaking and listening. It is intended that this Project will provide supplementary support to the College’s mainstream curricula, assisting students to achieve their learning goals.

http://www.uowchk.edu.hk/seeu_main.html
8. Medical & Dental Services

Student at both Kowloon Tong campus and Telford Annex can enjoy the out-patient medical and dental panels of UOWCHK/CCCU. Details of clinic locations and charges are as follows:

<table>
<thead>
<tr>
<th>Designated Medical Clinics</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>UOWCHK/CCCU Out-patient Medical Scheme</strong></td>
</tr>
<tr>
<td>- Co-payment: HK$13 per consultation</td>
</tr>
<tr>
<td>- General Consultation (Including 3 days of basic medication)</td>
</tr>
<tr>
<td>- 1 visit per day</td>
</tr>
<tr>
<td>- A maximum of 20 visits per year</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Associate Degree Students attending classes at Kowloon Tong Campus</th>
<th>Diploma, Associate Degree, Top-up Degree and Bachelor Degree Students attending classes at Telford Annex</th>
</tr>
</thead>
</table>
| UMP Medical Centre (Kowloon Bay)  
Shop 515, Telford Plaza 2, 33 Wai Yip Street, Kowloon Bay  
Tel: 2751 9339 | UMP Medical Centre (Kowloon Bay)  
Shop 515, Telford Plaza 2, 33 Wai Yip Street, Kowloon Bay  
Tel: 2751 9339 |
| UMP Medical Centre (Jordan)  
Room 03-04, 15/F, 238 Nathan Road, Kowloon  
Tel: 3549 6833 | |
| UMP Medical Centre (Tsim Sha Tsui)  
Room 7, 10/F, Wing On Plaza, 62 Mody Road, Tsim Sha Tsui East, Kowloon  
Tel: 2369 9536 | |
| UMP Medical Centre (Causeway Bay)  
Room 1901C, 19/F, East Point Centre, 555 Hennessy Road, Causeway Bay  
Tel: 2811 8218 | |
## Designated Dental Clinics

### UOWCHK/CCCU Out-patient Dental Scheme
- Basic dental services
- Co-payment: HK$98 per 20-minute session
- A maximum of 2 visits per year

### Diploma, Associate Degree, Top-up Degree and Bachelor Degree Students (Kowloon Tong Campus & Telford Annex)

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>UMP Dental Centre (Central)</td>
<td>Room 1401-03, Wing On House, 71 Des Voeux Road Central, HK</td>
<td>2507 1088</td>
</tr>
<tr>
<td>UMP Dental Centre (Jordan)</td>
<td>Rm 03-04, 15/F, 238 Nathan Road, Kowloon</td>
<td>2739 3886</td>
</tr>
<tr>
<td>Dr. Lee Pak Cheung Patrick &amp; Associates</td>
<td>Room 1925-28, Argyle Centre Phase I, 688 Nathan Road, Mongkok, Kowloon</td>
<td>2396 6288</td>
</tr>
</tbody>
</table>
9. Sports Facilities

The College actively supports its students in sports for the benefit of enhancing students’ campus life, promoting a healthy lifestyle, and providing a platform to build relationships and confidence. All Diploma, Associate Degree, Top-up Degree and Bachelor Degree students, regardless of the campus they attend classes at, are entitled to use the sport facilities at Telford Recreation Club (Kowloon Bay) and Spotlight Recreation Club (Whampoa Gardens). Fitness Centers at Telford Recreation Club and Spotlight Recreation Club offer students a diverse range of group physical fitness classes such as Yoga, Boxing and Indoor Cycling led by professional instructors. Bookings of fitness classes and sports facilities like badminton courts and swimming pools at both clubs can be made via the UOWCHK/CCCU Sports Facilities Online Booking System:

http://cas01.cccu.edu.hk/sfbs/
10. Student Experience Enrichment Activities

With the objective of enriching students’ learning experience outside the classroom, the College sponsors a range of learning activities for students both in Hong Kong and overseas. Overseas study tours are sponsored by the College each year to provide students with opportunities to visit and experience learning in different countries, including Beijing, Taipei, Canada, Spain, Japan, France, Korea, Dubai, Heilongjiang, Cambodia, Singapore, Australia, Malaysia, New Zealand, Germany, UK and Finland. The College also sponsors different local co-curricular cultural and learning activities in Hong Kong organized by Programme Leaders to match the themes of learning in the College’s four faculties. The Summer Study Tour to UOW is an annual 14-day event arranged for students from Associate Degree, Top-up Degree and Bachelor Degree programmes, including those studying in Hong Kong or Beijing, to attend classes in University of Wollongong Australia. Besides academic activities, the study tour programme also includes language classes and visits to places of interest.
11. Scholarships and Awards

The number of scholarships and awards available to students has increased substantially over the past two years. Each scholarship or award has a set of regulations to guide the Scholarships and Awards Sub-Committee (SASC) as to the criteria for receiving the award. In general these criteria are based on merit and will specify some minimum level of academic performance in terms of CGPA and/or whole person development (WPD) activities. Details of the regulations and nomination forms can be found on the College website. A summary of scholarships and awards is listed below:

<table>
<thead>
<tr>
<th>UOWCHK/CCCU Scholarships &amp; Awards (for Associate Degree Students only)</th>
<th>Nominations Submission Deadlines</th>
</tr>
</thead>
<tbody>
<tr>
<td>UOWCHK/CCCU Academic Improvement Scholarships</td>
<td></td>
</tr>
<tr>
<td>UOWCHK/CCCU Academic Performance Scholarships</td>
<td>February 2020</td>
</tr>
<tr>
<td>UOWCHK/CCCU Outstanding Student Leader Awards</td>
<td></td>
</tr>
<tr>
<td>UOWCHK/CCCU Outstanding Competitive Event Awards</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EDB Self-financing Post-secondary Scholarship Scheme* (for Associate Degree, Top-up Degree and Bachelor Degree Students only)</th>
<th>Nominations Submission Deadlines</th>
</tr>
</thead>
<tbody>
<tr>
<td>EDB Outstanding Performance Scholarship</td>
<td></td>
</tr>
<tr>
<td>EDB Best Progress Awards</td>
<td>December 2019</td>
</tr>
<tr>
<td>EDB Talent Development Scholarship</td>
<td></td>
</tr>
<tr>
<td>EDB Reaching Out Award</td>
<td></td>
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<tr>
<td>EDB Endeavour Scholarship</td>
<td></td>
</tr>
</tbody>
</table>

* The regulations and other details for the EDB scholarships and awards are broadcasted to students each year some time during Semester A.
Other External Scholarships and Awards

In addition to the scholarships and awards offered internally and funded by UOWCHK/CCCU and the Education Bureau, students may also apply for, or be recommended for scholarships and awards offered by external organizations. The following are just some examples (for Associate Degree Students only):

- HSBC Vocational Education Scholarships
- Shun Hing Electronic Trading Scholarship Award
- Young Chung Yee Memorial Scholarship
- ACCA Hong Kong Scholarships
12. Financial Assistance

UOWCHK/CCCU facilitates eligible students to apply for financial support mainly from Government sources:

**Financial Assistance Scheme for Post-secondary Students (FASP)** - Administered by the Government, this scheme offers means-tested financial assistance to full time students pursuing self-financing Associate Degree programmes or accredited degree programmes approved by the Education Bureau.
Enquiries: 2152 9000
Website: http://www.wfsfaa.gov.hk/sfo/eng/schemes/fasp.htm

**Non-means-tested Loan Scheme for Post-secondary Students (NLSPS)** - Administered by the Government, this scheme offers financial assistance in the form of loans to eligible students under the FASP Scheme to meet their tuition fees, academic expenses and basic living expenses.
Enquiries: 2150 6222
Website: http://www.wfsfaa.gov.hk/sfo/eng/schemes/nls3.htm

**Continuing Education Fund (CEF)** - Administered by the Government, this scheme subsidizes students over 18 years of age with learning aspirations to pursue continuing education and training courses.
Enquiries: 3142 2277
Website: https://www.wfsfaa.gov.hk/cef/tc/index.htm

**Non-means-tested Subsidy Scheme for Self-financing Undergraduate Studies in Hong Kong (NMTSS)** - Administered by the Government, this scheme offers a non-means-tested subsidy for full time students pursuing locally accredited local and non-local self-financing bachelor degree (including top-up degree) programmes.
Website: https://www.cspe.edu.hk/en/nmt/index.html
13. Deferment of Tuition Payment

If you have financial difficulties and cannot settle the tuition by the payment deadline, you may submit an application for deferral of tuition payment AT LEAST 5 WORKING DAYS before the payment deadline. Late applications will only be considered under exceptional circumstances, and may lead to a penalty charge.

Students who apply for deferral of tuition payment should submit the application form (to be downloaded from this link http://www.uowchk.edu.hk/stud_home/stud_defer/deferment_of_tuition_fee.pdf) in person to the following offices:

Students of Main Campus: College Office, Room 6104, 6/F, Li Dak Sum Yip Yio Chin Academic Building, CityU

Students of Telford Annex: General Office, Rm 211, Telford Annex, Telford Plaza, 33 Wai Yip Street, Kowloon Bay
UOWCHK/CCCU has a strong focus on English and other foreign languages and provides sponsorship to those UOWCHK/CCCU students who have achieved the required level in the internationally recognized language proficiency tests, including International English Language Testing System (IELTS), Test de Connaissance du Francais (TCF), Japanese-Language Proficiency Test (JLPT), Korean Language Ability Test (KLAT), National Putonghua Proficiency Test (NPPT) and Diploma de Espanol Lengua Extranjera (DELE).

For more information, please refer to:
http://www.uowchk.edu.hk/stud_home.html
15. Government Subsidy for Student Exchanges

Associate Degree, Top-up Degree and Bachelor Degree students studying in this College are eligible for Government financial support to participate in student exchanges. Subsidies are provided through four schemes maintained by the Education Bureau (EDB):

1. Scheme for Subsidy on Exchange for Post-secondary Students (SSE)
2. Scheme for Means-tested Subsidy on Exchange to “Belt and Road” Regions for Post-secondary Students (SSEBR)
3. Non-means-tested Mainland Experience Scheme for Post-secondary Students (Non-means tested MES)
4. Scheme for Non-means-tested Subsidy on Exchange to “Belt and Road” Regions for Post-Secondary Students (Non-means-tested SSEBR)

These four Government subsidy schemes are launched to nurture students with international outlook, good communication skills and an ability to thrive in a multi-cultural environment. In particular, the Non-means-tested MES, supports students in pursuit of exchange activities in Mainland China. The two SSEBR schemes, one means-tested and the other non-means-tested, are designed with a focus on encouraging post-secondary students’ exchange experience in the Belt and Road Regions.

For more information, please refer to:
https://www.uowchk.edu.hk/stud_home.html
16. Special Educational Needs

Students with Special Educational Needs (SEN) of UOWCHK/CCCU have access to support measures such as various facilities including libraries, toilets, lecture halls and classrooms, and canteens at Kowloon Tong Campus. Lifts are installed with low-level buttons, braille markings, and audio provisions. Students may contact their Faculty Student Affairs Coordinator or Programme Leader who will help them obtain a referral should they require professional personal counselling services. Special examination arrangements such as extension of examination hours, a separate room, etc., can also be made for SEN students upon submission of relevant supporting documents demonstrating their needs.

SEN students with financial needs are also eligible for support from the “Academic Expenses Grant for Post-secondary Students with Special Educational Needs and Financial Needs 2019/20”.

For more information about the application requirements, please refer to: http://www.uowchk.edu.hk/stud_home.html
17. DASS 21

You are invited to complete a short survey called the DASS 21 in September. The DASS 21 is a clinical assessment that measures the three related states of depression, anxiety and stress. It has 21 questions and takes about 3 minutes to complete. By participating in this exercise, you are helping us to better serve the needs of UOWCHK/CCCU students.

Please note that this assessment does not itself indicate a diagnosis. To determine any potential diagnosis, discuss your results with your doctor or a qualified mental health provider. Your results will be anonymous.

Keep an eye on your student’s email inbox, and simply visit the attached link, spare a few minutes to let us understand you more.
The College has in place a set of rules and regulations to govern its academic operations. Some of them provide reference on how the academic programmes are run. Others are established to ensure proper behavior to provide a good learning environment. These rules/regulations include the following:

Academic Regulations for Degree Programmes
Academic Regulations for Associate Degree Programmes (2019/20 Onward)
Academic Regulations for Associate Degree Programmes (2018/19 Intake)
Academic Regulations for Diploma in General Studies
Code of Student Conduct and Disciplinary Procedure
Regulations on Tuition Fees Undergraduate Programmes
Regulations on Tuition Fees of Associate Degree Programmes
Regulations on Tuition Fees Diploma Programmes
Rules Governing Enrolment of Local and Non-local Students
Rules on Academic Honesty
Rules on Student Identity Card
Sexual Harassment Policy and Procedures

For more information, please refer to:
http://www.uowchk.edu.hk/stud_home.html