



HKUSPACE

香港大學專業進修學院
HKU School of Professional and Continuing Education

Studying in HKU SPACE

A guide to the general regulations and policies that apply to students undertaking courses in HKU SPACE.

Version: 21 September 2022

This guide is for the information of students who undertake courses in HKU SPACE, award-bearing and non-award-bearing, credit or non-credit. As a general rule, the School follows University policy and these guidelines are to inform the student body in HKU SPACE as to expectations of behaviours from students and consequences where infractions occur.

1. Overview

The School is committed to creating, promoting and maintaining an environment of equality of opportunity for students and staff, free of any discrimination or harassment.

Hitherto, the School has been concerned mainly to engage students with a disability to ascertain how, and to what extent, it can help to meet their learning needs. However, equality of opportunity and freedom from harassment has many dimensions as outlined below:

2. Equal Opportunity

The School supports equal opportunity and strongly opposes discrimination/harassment. Students are treated equally without discrimination on the grounds of age, gender, race, nationality, marital status, pregnancy, breastfeeding, disability, sexual orientation and family status. The School is committed to providing a learning environment where there is no barrier to equal opportunity.

Harassment will cause an uncomfortable learning environment. Individual students are responsible for their actions and shall not engage in potentially offensive behaviors.

The School observes the various definitions of discrimination, harassment and vilification stipulated by the relevant ordinances in Hong Kong:

- (a) Sex Discrimination – The definitions of sex discrimination and the exceptions in the Sex Discrimination Ordinance will apply.
- (b) Sexual Harassment – The definitions of sexual harassment in the Sex Discrimination Ordinance will apply.
- (c) Marital Status Discrimination – The definitions of marital status discrimination and the exceptions in the Sex Discrimination Ordinance will apply.
- (d) Pregnancy Discrimination – The definitions of pregnancy discrimination and the exceptions in the Sex Discrimination Ordinance will apply.
- (e) Breastfeeding Discrimination – The definitions of breastfeeding discrimination and the exceptions in the Sex Discrimination Ordinance will apply.
- (f) Breastfeeding Harassment – The definitions of breastfeeding harassment in the Sex Discrimination Ordinance will apply.
- (g) Disability Discrimination – The definitions of disability discrimination and the exceptions in the Disability Discrimination Ordinance will apply.
- (h) Disability Harassment and Vilification – The definitions of disability harassment and vilification in the Disability Discrimination Ordinance will apply.
- (i) Family Status Discrimination – The definitions of family status discrimination and the exceptions in the Family Status Discrimination Ordinance will apply.

- (j) Race Discrimination – The definitions of race discrimination and the exceptions in the Race Discrimination Ordinance will apply.
- (k) Race Harassment and Vilification – The definitions of race harassment and vilification in the Race Discrimination Ordinance will apply.
- (l) Discrimination on the ground of sexual orientation
- (m) Harassment on the ground of sexual orientation
- (n) Victimisation discrimination
- (o) Other forms of discrimination or harassment/vilification

The School may make reference to the policies and procedures of the University Equal Opportunity Unit (EOU) and consult the EOU should circumstances warrant.

The School will take action, if necessary, to discipline behaviour which violates the Equal Opportunity Policy.

Any student who feels that he or she has been or is being subjected to discrimination/harassment by any person should seek assistance or advice as soon as possible.

For full-time students in the Community Colleges or International College, please approach the Student Counsellors. For part-time students, please approach the programme team.

The student is recommended to provide sufficient information including, but not limited to:

- (a) Details and date of the incident;
- (b) Personal information (e.g. name, contact information, marital status, family status, disability (where applicable), etc.);
- (c) Name of the respondent(s) (or name of the organisation) and contact;
- (d) Reasons or evidence supported the claim of discrimination/harassment;
- (e) Information of witness, if any.

The more information that is provided, the easier it will be to investigate a case. However a student may still approach the School about any incidents of discrimination/harassment even if he/she is unable to provide all of the above information.

The School appreciates the sensitive nature of discrimination/harassment and will ensure that details of the incident will only be disclosed to other persons on a need-to-know basis.

The School's Disciplinary and Appeals Committee will deal with cases that arise in relation to issues/cases described in this Section.

Students with Disability

It is School policy to offer equal opportunities to all applicants with or without disabilities. Students are invited to indicate if they require any special assistance upon the application to a programme. If a student needs such assistance, the School will approach the student subsequently to obtain further details so as to facilitate how best the School can help. When enrolled in a programme, a student with a disability which may require special class and examination arrangements shall submit an application for such arrangements in writing to

the Programme Leader, together with a certificate signed by a registered medical practitioner, or other relevant documents at the commencement of the programme. In terms of special examination arrangements, HKU SPACE may consider support and provisions for students with disabilities as appropriate, for example:

- (a) provision of an accessible examination hall to students with disabilities;
- (b) allowing longer examination time for students with visual impairment or writing difficulties; and
- (c) the use of special aids.

However, there is no guarantee that such needs can be fully supported.

Further Information on Equal Opportunities issues:

Equal Opportunities Commission

<http://www.eoc.org.hk>

The University of Hong Kong, Equal Opportunity Unit (HKU EOU)

<https://www.eouunit.hku.hk/en/>

HKU EOU Leaflets on:

Introduction to HKU's Equal Opportunity Policy and Procedures

<https://www.eouunit.hku.hk/en/education-materials/leaflet/introduction-to-hku-s-equal-opportunity>

Handling Sexual Harassment – A Guide for Staff and Students

<https://www.eouunit.hku.hk/en/education-materials/leaflet/handling-sexual-harassment-a-guide-for-staff-and-students>

Disability Discrimination Ordinance Code of Practice on Education

<https://www.eouunit.hku.hk/en/education-materials/leaflet/disability-discrimination-ordinance-code-of-practice-on-education>

3. Data Privacy Policy

Data Privacy Policy Statement

HKU SPACE respects personal data and is committed to full implementation and compliance with the data protection principles and all relevant provisions of the Hong Kong Personal Data (Privacy) Ordinance. In doing so, we will ensure that staff involved in handling personal data comply with appropriate standards of security and confidentiality.

In general, HKU SPACE, being part of the HKU, complies with [all relevant and applicable HKU policies](#).

Uses of personal data we collect

Whenever personal data is collected from you, electronically or physically, the purposes of the data collected will be specified. The personal data we collect will be used for processing applications for admission and registration, academic and administrative communication, web access and statistics, alumni management and contacts, research, statistical purposes, marketing (including direct marketing), patient management and

contacts, and prescribed purposes as allowed by the law from time to time. Examples are necessary student records, academic communications, alumni communication, patient records and other incidental activities etc. Your data will solely be handled by HKU SPACE staff but may be transferred to and used by other companies under contractual activities with the School for the above mentioned purposes.

HKU SPACE will divulge personal information only if required by law or with your prior consent. However, data may also be used in aggregate form for research and statistical purposes and in such circumstances individual data will not be divulged.

The personal data that you supply (including, without limitation to, your name, contact details and other information collected in your profile such as the programme(s) you enrolled, your graduation year etc.) may be used for communication, alumni contacts and promotion on the availability of programmes and courses. This will also include seminars and events, discounts and offers, clinics and other services as well as alumni events, privileges, networking opportunities and fund-raising initiatives. Occasionally information from our parent University and fellow HKU subsidiaries may also be sent. Various communication channels will be employed such as direct-mail, email, mobile phone and other forms of social media. You always have the right to make subsequent changes on your choice of receiving further marketing materials by sending a written unsubscribe request to the Data Protection Officer (please see contact details in the paragraph “Data Protection Issues / Enquiries”).

To enhance your browsing experience on our website, we may use cookies to collect certain information from your web browser while you are navigating our School website. You can always adjust the settings or clear browsing data from your web browser, but this may affect your browsing experience. You can find more details about the [use of cookies](#) on our website.

Right of access and correction

Under the Hong Kong Personal Data (Privacy) Ordinance, individuals have the right to request access to and correction of their personal data. Should you wish to access or correct your personal information held by us, please send your enquiry or request to the Data Protection Officer by post or by email (please quote “Data Access Request”). A reasonable fee may be charged for the processing of certain data access requests.

Changes to this Statement

The HKU SPACE Data Privacy Policy Statement may be updated from time to time so please check this statement periodically. In case of inconsistency between the English and Chinese version, the English version shall prevail.

Data protection issues/enquiries

Issues/enquiries should be addressed to HKU SPACE Deputy Director (Academic Services) who acts as the Data Protection Officer for the School.

Data Protection Officer

HKU School of Professional and Continuing Education,
11/F, T. T. Tsui Building,
The University of Hong Kong,

Pokfulam Road, Hong Kong.
Email: privacy@hkuspace.hku.hk

4. Application and Admission

General and short courses

1. Admission is normally made on a first come, first served basis.
2. Having paid the course fee, students may assume that their applications have been accepted, and should attend the course as scheduled, unless they hear from us before the course starts.

Award-bearing and professional programmes

1. Admission is by selection (interview or entry test/examination). Entry requirements are specified in the course descriptions.
2. Applicants should note that simply meeting the minimum entrance requirements does not guarantee entry to a programme. Places are subject to availability and selection criteria, if any.
3. A small number of award-bearing programmes open their application directly for enrolment and payment on a first-come, first served basis. The final decision on entry is still subject to applicants' fulfillment of entrance requirements.
4. Successful applicants will be notified of the result as soon as possible after the closing date for application.
5. Unsuccessful applicants will be given a refund of course fees, if already paid.
6. For full-time programmes of the Community College, the entry requirements and the application procedures are specified in the College websites (<https://www2.hkuspace.hku.hk/cc/admission>).

Other information

1. Applicants are normally required to have reached the age of 18. Any applicants below the age of 18 (for example in the Community College and in Summer School programmes) who are admitted may be required to secure parental consent. This does not apply in the case of Applied Learning course students whose primary registration is based in their Secondary Schools.
2. To study in Hong Kong, all non-local applicants are required to obtain a student visa issued by the Immigration Department of the HKSAR Government, except for those admitted to Hong Kong as dependents, who do not need prior approval before taking up full-time and part-time studies. Non-local applicants issued with a valid employment visa also do not need prior approval to pursue part-time studies. It is the responsibility of individual applicants to make appropriate visa arrangements. Admission to a HKU SPACE academic programme/course does not guarantee the issue of a student visa. Applicants may wish to note that part-time courses are not considered by the Immigration Department for visa purposes except for self-financed, part-time locally accredited taught postgraduate programmes awarded within the HKU system through HKU SPACE.
3. HKU SPACE reserves the right to cancel a course or a programme in cases of insufficient enrolment or unforeseen difficulties arising from running the course. In such circumstances, course fees would be refundable.
4. The Director may, at his discretion, refuse to admit an applicant.

Enrolment Procedures

For first time enrolment:

Applicants must provide all the required information on the application form and any additional information as required after the initial application assessment. Otherwise the School may not be able to process the admission/enrolment further.

A. In Person or by Post

1. For first come, first served short courses, complete the Application for Enrolment Form SF26 and bring or post the completed form(s), together with the appropriate application/course fee(s) and any required supporting documents to any of the HKU SPACE enrolment centres.
2. Award-bearing and professional courses may require other information. Forms are usually available at the enrolment centres or on request from programme staff. Bring or post the completed form(s), together with the appropriate application/course fee(s) and any required supporting documents to any of the HKU SPACE enrolment centres.

B. Online

Online Application for award-bearing and professional courses and Online Enrolment for first-come-first-served short courses are available for most programmes/courses. You may refer to programmes with the “Apply Now” icon on our School website via the individual programme webpage.

Please note that successful completion of the Online Application process does not guarantee admission to the programme. After acceptance of offer to award-bearing programmes by selection, online enrolment and payment service is available for selected programmes. Programme staff will inform students if they offer this service and provide further details.

For continuing enrolment in the same programme

A. In person or by post

1. The standard ‘Enrolment/Payment Slip’ is designed for students of award-bearing programmes or remaining programmes in a suite of programmes requiring continuing enrolment and it applies to most programmes.
2. Students should complete the ‘Enrolment/Payment Slip’ which will be made available by relevant programme staff and return the slip to any HKU SPACE enrolment centre for payment in person or post it to the relevant programme staff with appropriate fee payment.

B. Online

Selected programmes offer online continuing enrolment service. Programme staff will inform students if they offer this service and offer further enrolment details.

5. Payment Methods

Fee payment

- (i) Cash, EPS, WeChat Pay or Alipay are accepted at any HKU SPACE Enrolment Centres.

- (ii) Crossed cheque or bank draft must be made payable to “HKU SPACE”. Please write the programme title(s) and the applicant’s name on the back of the cheque. You may pay:
 - in person by submitting the payment, completed form(s) and any required supporting documents to any of our enrolment centres; or
 - by mailing the above mentioned documents to any of our enrolment centres, specifying “Course Application” on the envelope.(However, full-time programmes of the Community College do not accept cheque payments.)
- (iii) VISA/Mastercard payment are accepted. Course applicants, who are holders of HKU SPACE Mastercard, can enjoy a 10-month interest-free instalment period for courses of HK\$2,000 and over. For enquiries, please contact our enrolment centres.
- (iv) Online payment for most open admission courses (course enrolled on first come, first served basis) and selected award-bearing programmes is available using “PPS by Internet” (not available via mobile phones), VISA or Mastercard. For new and continuing students of award-bearing programmes with available online service, they may also pay their course fees by Online WeChat Pay, Online Alipay and Faster Payment System (FPS). Please refer to How to Apply – Enrolment Methods on the School website.

Notes

- (i) If the programme/course is starting within five working days, application by post is not recommended to avoid any delays. Applicants are advised to enrol in person at HKU SPACE Enrolment Centres and avoid making cheque payment under this circumstance.
- (ii) Fees paid are not refundable except under very exceptional circumstances (e.g. course cancellation due to insufficient enrolment), subject to the School’s discretion.
- (iii) In very exceptional cases where a refund is approved, this is usually subject to an administration charge. Fees paid by cash, EPS, WeChat Pay, Alipay, cheque, FPS or online PPS will be reimbursed by cheque/bank transfer (for students of the Community College whose bank account number is available); fees paid by credit card will be reimbursed to the credit card account used for payment.
- (iv) In addition to the published fees, there may be additional costs associated with individual programmes. Please refer to the relevant course brochures or direct any enquiries to the relevant programme teams for details.
- (v) Fees and places on courses are not transferrable. Once accepted onto a course, the student may not change to another course without approval from HKU SPACE. A processing fee of HK\$120 will be levied on each approved transfer. For full-time programmes of the Community College, the programme transfer application fee is HK\$400 regardless of the application result.
- (vi) HKU SPACE will not be responsible for any loss of payment, receipt, or personal information sent by mail.
- (vii) For payment certification, please submit a completed form, a sufficiently stamped and self-addressed envelope, and a crossed cheque for HK\$30 per copy made payable to “HKU SPACE” to any of our enrolment centres.

6. Financial Assistance

Continuing Education Fund (CEF)

The Continuing Education Fund (CEF) encourages local residents to pursue continuing education by providing them with subsidies for continuing education and training.

The aim is to encourage Hong Kong residents to pursue continuing learning so as to better equip themselves amidst the rapidly changing vocational, technological and socio-economic developments.

Enhancement Measures

The following enhancement measures are applicable to CEF courses which commenced on or after 1 April 2019:

- increasing CEF subsidy ceiling from \$10,000 to \$20,000 per applicant;
- re-activating closed CEF accounts, so that applicants can make use of the unused balance (if any) under the original subsidy of \$10,000, as well as the additional subsidy of \$10,000;
- adopting a co-payment ratio by learners for the first \$10,000 subsidy at 20% of the course fee and that for the second \$10,000 subsidy at 40% of the course fee;
- raising the upper age limit for applicants from 65 to 70;
- expanding the scope of CEF courses to all eligible courses registered in Qualifications Register;
- streamlining application procedures, and lifting the restrictions on validity period and number of claims; and
- enhancing the quality assurance monitoring of CEF courses.

Eligible applicants

A person who meets the following eligibility criteria can apply for CEF:

- A Hong Kong resident who has the right of abode or the right to land or to remain in Hong Kong without restriction, or a holder of one-way permit from Mainland China;
- aged between 18 and 70 (i.e. before reaching the age of 71) both at the time when the CEF course commences and submitting the respective reimbursement application;
- has successfully completed a CEF course of which the tuition fee has been paid; and
- has not obtained any other public funds or publicly-funded financial assistance for the same course, module or unit of study credits.

Applicants can check the usable balance of subsidy by logging in CEF website, and use the subsidy calculator to estimate the eligible subsidy.

How to apply

CEF application forms [SFO 313 (2020)] can be obtained from any HKU SPACE Learning Centres, District Offices, the Office of Continuing Education Fund (OCEF), or downloaded from <https://www.wfsfaa.gov.hk/cef/en/application/forms.htm>.

Applicants do not need to submit any documents before class commencement. They must submit the completed CEF application form with the required institutional certification and supporting documents to the OCEF within one year upon successful completion of a CEF Course, and before the age of 71. Late application will not be accepted by the Government. Please refer to the School website (<https://hkuspace.hku.hk/cef>) for details on the application procedures. For full-time programmes of the Community College, please refer

to the “CEF Enhancement Measures – Notes to Students for Application” in the Learner Portal for details.

HKU SPACE Learning Centres where completed CEF application forms are accepted for certification:

- 3/F, T. T. Tsui Building, HKU Campus
- HPSHCC Campus
- Admiralty Learning Centre
- Island East Campus
- Fortress Tower Learning Centre
- Kowloon East Campus

Enquiries

General enquiries about the CEF Scheme should be addressed to the OCEF (Tel.: 3142 2277, a 24-hour manned enquiry hotline handled by staff of ‘1823’; email: cef_sfo@wfsfaa.gov.hk; website: www.wfsfaa.gov.hk/cef). For more specific enquiries, such as course admission criteria and schedules, please send in your questions by email (cef_enquiry@hkuspace.hku.hk), contact the enquiry number listed under individual course descriptions in this Prospectus that bear the CEF logo, or refer to the School website containing the list of CEF courses.

Handling of Complaints related to CEF Courses

The School has proper internal procedures for course participants to file their complaints related to CEF courses.

These procedures can be found in Section 11.4 “Student-School Communication: Comments, Complaints and Compliments” of the Student Handbook, downloadable from the “General Information” section of the HKU SPACE Learner Portal <https://learner.hkuspace.hku.hk/> .

CEF Courses related complaints should be filed in writing to the dedicated email account (cef_complaints@hkuspace.hku.hk). An initial acknowledgement from the School to the complainant will be made within 3 working days.

Smart Age Series

The School advocates the value of lifelong learning for all. A wide range of programmes and courses is being offered for actualization of an enhanced quality of life through personal and intellectual enrichment. Effective from 1 June 2019, the “Smart Age Series” incentive scheme offers learners aged 60 or above a 20% fee discount for courses under the scheme (with a marked logo 60+) to encourage their lifelong learning pursuit. The number of discount places available in some courses is subject to a quota. Please contact the related programme staff for further details and enquiries. To enjoy the discount, smart age learners must apply in person and present their HKID card or passport for age verification at the time of their course enrolment.

Deduction of tax for expenses on self-education

Students may be eligible to apply for a tax deduction in respect of programme fees if the course of study will gain or maintain a qualification for use in employment. From the financial year of 2017/18 onwards, the maximum tax-deductible allowance is HK\$100,000. Most of the HKU SPACE award-bearing programmes fall into this category. To apply,

students should follow the instructions when completing their annual tax returns to the Inland Revenue Department. For enquiries, please visit <https://www.gov.hk/en/residents/taxes/salaries/allowances/ deductions/selfeducation.htm>

Extended Non-Means-Tested Loan Scheme (ENLS)

HKU SPACE students may apply for the Extended Non-Means-Tested Loan Scheme (ENLS) administered by the Student Finance Office (SFO) of the Working Family and Student Financial Assistance Agency (WFSFAA). For enquiries, please visit <http://www.wfsfaa.gov.hk/sfo/en/postsecondary/enls/overview.htm> or contact SFO at 2150 6223.

Financial Assistance Scheme for Post-secondary Students (FASP)

The Financial Assistance Scheme for Post-secondary Students (FASP) is a mean-tested financial assistance scheme administered by the Student Finance Office (SFO) of the Working Family and Student Financial Assistance Agency (WFSFAA). Full-time HKU SPACE students in need aged 30 or below pursuing locally accredited associate degree, higher diploma or degree programmes are eligible to apply for assistance under the Scheme.

For enquiries, please visit <https://www.wfsfaa.gov.hk/sfo/en/postsecondary/fasp/overview.htm> or contact SFO at 2152 9000.

HKU SPACE Mastercard

To further promote lifelong learning in the community, HKU SPACE has collaborated with the Bank of East Asia to introduce the HKU SPACE Mastercard. Cardholders can enjoy:

- 10-month interest-free instalments for payment of course fees for a minimum of HK\$2,000. For details, please visit BEA website: www.hkbea.com/HKUSPACE/en.
- Perpetual annual fee waiver

HKU SPACE Mastercard application can be completed online via BEA website www.hkbea.com/HKUSPACE/en. For enquiries, please call BEA Credit Card Customer Services Hotline at 3608 6628.

Other banks also offer education loans to students. Students may wish to check directly with the banks for details.

7. Academic Matters

Information for Students

Students should note that while their views will be taken into account, the School, in order to maintain academic integrity, reserves the final right of decision in academic matters, particularly in terms of the curriculum, assessment and management of teaching arrangements. The School also has expectations of student behaviour in its learning centres, such that students will act in a respectful and courteous manner in observing the School's regulations. By accepting the offer of admission to the School's courses, students also accept that they will abide by the School's rules and regulations and its disciplinary procedures.

Class schedules

- Where feasible, teachers, start dates and teaching venues of a course (other than at the Community College) are advertised in this Prospectus. Every effort is made to ensure that programmes are delivered in accordance with the information advertised. However, the School reserves the right to make changes if necessary, and students will be duly informed of these changes. For the Community College, the start dates and teaching venues of a course are announced via Student Notices on the Learner Portal.
- If information on the teaching venue is not yet known within three days of the start date of the course, please check with the relevant programme staff.
- Unless special arrangements are made, there are no classes on:
 - All public holidays and the Mid-Autumn Festival (evening)
 - Christmas Eve, New Year's Eve (afternoon and evening), Lunar New Year's Eve (afternoon and evening)
 - HKU Foundation Day (16 March)
- In cases of unexpected circumstances in class administration such as cancellation of classes, the School will send urgent messages via SMS supplemented by other means such as email (if the need arises), to students for their immediate attention. Students with genuine difficulty in receiving urgent messages by SMS should contact the programme teams for separate arrangements before the commencement of the programme.

Medium of instruction

Unless stated otherwise, courses will be conducted in the language specified in the Prospectus. Some courses will be conducted in English supplemented with Chinese, or in Chinese supplemented with English. Generally speaking programmes at QF level 4 and above will be in English unless otherwise indicated. The language of the assessment, where it is not specified, will be the language published in the Prospectus/Programme Handbook. Please consult the programme staff if you have any doubts.

Blended learning guidelines

The School has introduced Blended Learning Guidelines so that a blended approach to learning, which combines face-to-face classroom learning with a minimum level of basic e-learning features, is available to all learners of the School in award-bearing programmes so as to provide guidelines for programmes to include more advanced e-learning elements in their courses.

Online learning management system

SOUL 2.0 is an online learning management system which is available to all registered HKU SPACE learners and instructors. Programme Directors of individual programmes will design a combination of the SOUL 2.0 features to be made available to learners of their programmes. We also serve learners, instructors and staff from HKU SPACE Po Leung Kuk Stanley Ho Community College.

Log into your online account

Users are able to use their Learner Portal/Teacher Portal/Staff Intranet account to login to SOUL 2.0. To obtain your SOUL 2.0 account information, please go to SOUL 2.0 at <https://soul2.hkuspace.hku.hk/resources/about/index.php>. For queries, please contact us at soul2@hkuspace.hku.hk.

Library facilities

HKU SPACE students with a HKU Libraries Borrower's Card/HKU Facilities Access Card are entitled to borrowing privileges as well as access to some web-based electronic library resources. The list of electronic resources available is constantly expanding as the School, in association with HKU Libraries, is continuously working to provide access to databases that serve the diverse needs of adult learners pursuing continuing education in a wide range of disciplines.

HKU Libraries Borrower's Cards and Reader's Cards are issued according to course requirements. Please consult the relevant programme staff.

Lifelong Learner Card

HKU SPACE issues a Lifelong Learner Card to every student and every member of the HKU SPACE ALUMNI. There is no expiry date on this Card as the School recognises that lifelong learners may return to active learning at any time and use the Card as a personal identifier in class or for e-registration.

Cardholders enjoy discounts and offers, subject to the current terms and conditions.

Please access the Alumni Website (<https://alumni.hkospace.hku.hk>) for details. Upon admission, a HKU SPACE student will be required to submit a recent passport size colour photo for the issue of the Lifelong Learner Card. It is always advisable to bring the Card to class as it serves as a personal identifier. The alternative would be a valid programme fee receipt. Sometimes, it may be necessary for students to show their Hong Kong Identity Cards, for example, for access to classrooms located in commercial buildings after regular office hours.

Each full-time student of the Community College is issued with a Student Identity Card which gives the right to access to the College's facilities and services. After graduation, they will receive the Lifelong Learner Card.

8. General Matters

Academic Freedom

As part of the University of Hong Kong, the School follows University Policies on Academic Freedom.

A working definition of academic freedom in the form of an institutional declaration is as follows:

1. "Academic freedom refers to the freedom of academic institutions, structures and individuals to study, teach, research and publish without being subject to undue interference, free of any authority or standard other than the rational methods by which truth is established. The notion of academic freedom reflects the belief that it enhances the pursuit, transmission and application of knowledge, and as such may be supported by society through the funding of academics and their institutions. Academic freedom embodies an acceptance of the need to encourage openness and flexibility in academic work, and of the accountability of academics to each other and to the norms of cooperative pursuit of knowledge."

2. A list of specific academic freedoms enjoyed by the University and its members with corresponding responsibilities can be found at https://www.hku.hk/about/policies_reports/acad_freedom/acad.html

Civility in the Classroom

Equally important values are honesty, integrity, decency, dignity, tolerance, respect, civility and trust. The School's adherence to these values naturally means that the School rejects forms of behavior that are intolerant, abusive, bullying and violent.

In terms of promoting civility on the campus (which includes in this context all HKU SPACE campuses and learning centres), the School is committed to ensure that transgression of the basic notions of civility listed above are not permitted.

The first priority of the School is to provide a high quality, safe and stimulating learning environment for all our students, full-time and part-time. All students and teachers are asked to uphold this convention whilst in class so that all may give their uninterrupted attention to learning and thus ensure the smooth operation of the classroom environment so as to meet the learning objectives. Education is for all in a spirit of toleration and respect for each other.

Discretion and discipline

- The School has discretion over admission of students to any of its programmes.
- A teacher may exclude from a class any student whose behaviour causes a disturbance to the rest of the class.
- The Director has the authority for HKU SPACE in matters of a disciplinary nature such as the conduct of examinations, plagiarism and unacceptable behaviour in class.

Classroom conduct

- Unauthorised reservation of seats is not permitted.
- Eating or drinking is not allowed.
- All mobile phones and pagers are to be turned off.
- Smoking is prohibited at all HKU SPACE learning centres and the University campus.
- No video/audio recording is allowed, except with the permission of the Programme Director/Manager, and is subject to any conditions stipulated when such permission is granted.
- Personal belongings should not be left unattended.

Requests for Checking of Examination Results

In accordance with University policy, there is no appeal against examination results. Nevertheless, if student queries on their results are received, Programme Staff will check, on such request, to ensure that there are no “mechanical” errors, i.e. that the arithmetic is correct, that all pages have been marked and included, etc. Any student request for checking must be made within one month of publication of results and a charge (currently HK\$200) will be imposed, while the Community College requires students to make application within 7 days from the release date of the results with a charge of HK\$500. For part-time programmes, the fee will be refunded if a change is made in the final grade to rectify an error identified in the re-checking, otherwise the fee is non-refundable. For the Community College, the fee will be refunded only if there is an upward change in the final grade. Students will be informed of the result of the check within three weeks of the request. Different policies may apply on programmes which are conducted in collaboration with

overseas academic institutions. For the Community College there are some courses in collaboration with HKU where different arrangements may apply.

Statement of Attendance/Achievement

If a programme does not carry a formal academic award, the School will issue a Statement of Attendance within three months of the end of the course to participants achieving 70% class attendance.

A Statement of Achievement will be issued to a participant who has completed a non-award bearing programme with an assessment component and achieved a passing grade.

A replacement copy of the Statement of Attendance/Achievement can be issued upon request. An applicant should send a stamped self-addressed envelope and a crossed cheque of HK\$30 made payable to “HKU SPACE” to the School. The School is not responsible for any lost correspondence in the post.

Transcripts

Students may request a transcript after completion of a programme carrying a formal award. A non-refundable application fee is required. Please approach the relevant programme staff. Different policies may apply on non-local programmes which are conducted in collaboration with overseas academic institutions.

Replacement of award certificates

The School Academic Award Certificate is a unique document. In accordance with University policy and under normal circumstances, no duplicate will be issued. In case of the loss of or damage to an original certificate, or when there is a legal name change, please refer to the “Regulations Governing the Issue of Replacement Award Certificates” obtainable from any HKU SPACE Learning Centre for the relevant procedures. For the Community College, students can refer to the application form “*Application for Replacement of Certificate*” which is available at the College Office. A replacement fee is required for each certificate. Different policies may apply on non-local programmes which are conducted in collaboration with overseas academic institutions.

Feedback

Feedback from students is highly valued and plays an important role in monitoring and improving the quality of the programmes and services offered by the School. If students would like to convey feedback about our programmes or services, the first point of contact should be the Programme Leader of the respective programme. Students are also welcome to complete the Online Feedback Form for Students. Feedback received will be handled by relevant staff, and a reply will be made as soon as possible. All cases are handled in strict confidence and will not affect students’ assessment results in any way.

Complaints

Should feedback lead to complaints this will be handled first at the Programme level. More serious cases will be referred to the College Head / Deputy Director (Academic Services) and if still unresolved, the School’s Complaints Committee may be convened.

9. Enrolment/Learning Centres

The School operates across a number of downtown Learning Centres conveniently located for access:

HKU SPACE Headquarters

3/F, T.T. Tsui Building, The University of Hong Kong, Pokfulam Road, Hong Kong (Exit A2, HKU MTR Station)

Tel: 2975 5680 Fax: 2546 3538

Enrolment service & opening hours:

Weekdays: 8:30am – 5:30pm

Saturdays: Closed

Graduate House Learning Centre

Level P6, Graduate House, No.3 University Drive, The University of Hong Kong, Hong Kong (Exit A2, HKU MTR Station)

Tel: 2975 5680 Fax: 2546 3538

Admiralty Learning Centre

2/F & 3/F, Admiralty Centre, 18 Harcourt Road, Hong Kong

(access via the shopping arcade escalators through Exit A, Admiralty MTR Station)

Tel: 3761 1111 Fax: 2559 4666

Enrolment service & opening hours:

Weekdays: 8:30am – 6:30pm

Saturdays: 9:00am – 5:00pm

United Learning Centre

6/F & 34F, United Centre, 95 Queensway, Hong Kong

(Exit D, Admiralty MTR Station)

Tel: 2910 7600 Fax: 2520 6312

HKU SPACE Po Leung Kuk Stanley Ho Community College (HPCC) Campus

66 Leighton Road, Causeway Bay, Hong Kong

Tel: 3762 0100 Fax: 3923 7188

Enrolment service & opening hours:

Weekdays: 10:00am – 5:30pm

Saturdays: Closed

Fortress Tower Learning Centre

1/F, 4/F, 7/F, 10/F, 14/F, 16/F, 19/F, 20/F & 22/F Fortress Tower, 250 King's Road, North Point, Hong Kong (Exit B, Fortress Hill MTR Station)

Tel: 3762 0888 Fax: 2508 9349

Enrolment service & opening hours:

Weekdays: 8:30am – 6:30pm

Saturdays: Closed

Island East Campus

494 King's Road, North Point, Hong Kong (Exit B3, North Point MTR Station)
Tel: 3762 0000 Fax: 2214 9493

Enrolment service & opening hours:

Weekdays: 8:30am – 6:30pm

Saturdays: Closed

Island South (Pokfulam) Campus

3 Wah Lam Path, Pokfulam, Hong Kong
Tel: 3762 6100 Fax: 2551 2026

Kowloon East Campus

28 Wang Hoi Road, Kowloon Bay, Kowloon (Exit B, Kowloon Bay MTR Station)
Tel: 3762 2222 Fax: 2305 5070

Enrolment service & opening hours:

Weekdays: 8:30am – 6:30pm

Saturdays: 9:00am – 5:00pm

CITA Learning Centre

63 Tai Yip Street, Kowloon Bay, Kowloon (Exit A, Kowloon Bay MTR Station)
Tel: 3762 0111 Fax: 3104 1439

Other Learning Centre:**PLK Tong Nai Kan Junior Secondary College**

11 Mei Lai Road, Mei Foo Sun Tsuen, Kowloon (Exit B, Mei Foo MTR Station)
Tel: 3762 2222 (Enquires on HKU SPACE courses only)

United Christian College

11 Tong Yam Road, Tai Hang Tong, Kowloon (Exit B1, Shek Kip Mei MTR Station)
Tel: 3762 2222 (Enquires on HKU SPACE courses only)

Adverse weather arrangements

The following arrangements are applicable to HKU SPACE except its Community College, the HKU SPACE Po Leung Kuk Stanley Ho Community College, the Applied Learning (APL) Courses and the Summer School. For bad weather arrangements at these two Colleges, APL courses and the Summer School, please visit:

HKU SPACE Community College:

<https://www2.hkuspace.hku.hk/cc/special-weather-arrangement>

HKU SPACE Po Leung Kuk Stanley Ho Community College:

http://hkuspace-plk.hku.hk/f/upload/3320/HPSHCC_Adversel_Weather_Arrangement_06_2019_.pdf

HKU SPACE Applied Learning Courses:

https://apl.hkuspace.hku.hk/special_weather/

HKU SPACE Summer School (for all courses at different learning centres):
<https://hkuspace.hku.hk/study/summerschool/information-for-student>

For classes and examinations that have not yet started:

If Tropical Cyclone Warning Signal No.8 or above “Extreme Conditions” or a Black Rainstorm Signal is/are in force during the following time periods, or when an announcement is made by the Hong Kong Observatory that the Tropical Cyclone Warning Signal No.8 or above is likely to be issued during the following time periods, classes/examinations will be cancelled as indicated:

6:00am – 10:59am

Classes/examinations that start before 2:00pm will be cancelled.

11:00am – 2:59pm

Classes/examinations that start between 2:00pm and 6:00pm will be cancelled.

3:00pm and onwards

Classes/examinations that start from 6:00pm will be cancelled.

For classes and examinations that have already started:

	Classes	Examinations
When the Tropical Cyclone Warning Signal No.8 or above is in force	Immediately suspended	Continue until the end of that examination session unless otherwise announced by the School#
When an announcement is made by the Hong Kong Observatory that the Tropical Cyclone Warning Signal No.8 or above is likely to be issued within the next two hours	Continue until Tropical Cyclone Warning Signal No.8 is officially issued, then classes will be suspended immediately*/#	Continue until the end of that examination session unless otherwise announced by the School*/#
When Black Rainstorm Signal is in force	Continue#	Continue#

* It will be at the discretion of students, particularly those living in outlying islands or remoter areas, to leave earlier

All outdoor activities will be suspended