

Student Handbook of City University of Macau
(For Undergraduate and Students of Pre-U Studies Programme)
(2023/2024 Edition)

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Mission

Motto

Virtue Knowledge Practice

Philosophy

Macau is a historical city. Its inclusiveness allows her to pursue diversity, embrace the past and future as well as the East and West

The City University of Macau is a higher education institution. She opens her arms to welcome diversity, to pass on knowledge and to foster the growth of ideas. Talent and experts are drawn to her.

The City University of Macau has inherited the culture and tradition of Macau. She confers the soul of the city, disseminates the quintessence of a university, and nurtures scholars for generations to come. The City University of Macau is the university of Macau, the university of China and the university of the world.

About the University

The City University of Macau (CityU Macau), formerly known as the University of East Asia founded in 1981, was renamed in 2011. With strategic development outline of “Rename, Restructure, Transform, Upgrade”, CityU Macau steps forward to develop digital humanities, arts, business, finance, emerging engineering, and social science disciplines to serve society, steering its way to a fully-fledged metropolitan university.

As a leading education provider, the University has been shouldering its social responsibility of “Serving Macao, Integrating into Greater Bay Area” to nurture a wealth of high-caliber professionals that align with its motto of “Virtue, Knowledge, Practice.” In the context of integrated development of higher education in the Guangdong-Hong Kong-Macao Greater Bay Area, CityU Macau will spare no effort to provide intellectual and academic support to promote local and regional development.

CityU Macau is home to 10,000+ students, offering over 40 Chinese- and English-medium programmes with the support of the nine faculties: Faculty of Business, Faculty of Data Science, Faculty of Finance, Faculty of Humanities and Social Sciences, Faculty of Innovation and Design, Faculty of International Tourism and Management, School of Education, School of Law, Institute for Research on Portuguese-Speaking Countries.

The University is one of the five comprehensive universities in Macao, with 11 bachelor’s degree programmes, 17 master’s degree programmes, and 14 PhD programmes. To facilitate students' holistic development, its education philosophy incorporates international learning, experimental learning, cross-cultural learning, peer learning, and value-added learning. The University was applauded for its education excellence. CityU Macau ranked 89th among the top 100 universities in the “2020 Shanghai Ranking’s Ranking of Top Universities in Greater China.” According to the latest statistics from Essential Science Indicators (short for “ESI”) released by Clarivate Analytics, the City University of Macau has been ranked among the global top 1% in the Social Sciences, General, marking new progress in the University’s discipline development.

CityU Macau is leading provider of hospitality and tourism management education at bachelor’s, master’s, and doctoral degree levels. Currently, its tourism management discipline is the only subject in Macao accredited with the TedQual certification by the United Nations World Tourism Organization (UNWTO) at all degree levels. In addition, its hospitality and tourism management discipline has been listed in Shanghai Ranking’s Global Ranking of Academic Subjects 2022 and ranked among the top 20% of universities worldwide in 51-75 places.

CityU Macau has 16 distinctive research institutions, many of which are first of their kind in the city. Over the years, the teams have delivered significant research outcomes to serve social development. Going forward, CityU Macau will continue to carry out scientific projects commissioned by government agencies: National Natural Science Foundation of China, Macao Foundation, MSAR Government Policy Research and Regional Development Bureau, Talents Development Committee, Education and Youth Development Bureau, and Macao Trade and Investment Promotion Institute.

The University is committed to lifelong education. It has established the International Training and Testing Center to offer on-the-job training programmes and professional services catering to people’s pursuit of lifelong learning and continuing studies. The Center continues exploring forward-looking teaching models to gear up academic disciplines and serving the societal needs. In addition, the University is also one of the local examination centers to provide a wide range of international English examinations, including TOEIC, TOEFL, IELTS, SAT, and the Level 4 and 6 College English Test (CET4 and CET6).

Building professional faculty and services teams lie at the center of management. CityU Macau employs

academic members with international backgrounds to cultivate students, especially to supervise postgraduate students. Over 80% of the scholars obtained PhD from prestigious universities worldwide. In terms of global engagement, CityU Macau has established cooperation ties with dozens of international institutions, including the United Nations World Tourism Organization (UNWTO) and the United Nations Educational, Scientific and Cultural Organization (UNESCO). It has built partnerships with dozens of high-profile higher education institutions at home and abroad to develop a platform for international learning, helping students to broaden their horizons.

Going forward, CityU Macau will seize opportunities arising from the integrated development of higher education in the Guangdong-Hong Kong-Macao Greater Bay Area to develop top-notch academic offerings. It will leverage its strengths, stand firmly in the region with international standards, and nurture patriotic professionals with the core value of loving the Country and Macao to serve the region and the countries. Facing a new era, CityU Macau will strengthen industry-academia collaboration with universities in the Greater Bay Area and actively engage in academic exchanges with Portuguese-speaking countries, making unremitting efforts to develop into a metropolitan university with a strong international impact.

I Overview of Programmes

Faculty	Programme	Professional Area	Normal Period of Study	Maximum Period of Study
Faculty of Business (FOB)	Bachelor of Business Administration (BBA) Programme (Chinese)	Marketing, Human Resources Management, Finance Management, International Enterprises	Four years	Seven years
Faculty of Humanities and Social Sciences (FHSS)	Pre-University Studies Programme		One year	
	Bachelor of Social Work Programme		Four years	Seven years
	Bachelor of Arts in Portuguese Programme (Portuguese)		Four years	Seven years
	Bachelor of Arts in English Programme (English)	English to Chinese/Chinese to English Translation, English Education (Secondary Education)	Four years	Seven years
Faculty of International Tourism and Management (FITM)	Bachelor of International Tourism and Hotel Management Programme (Chinese)	Hotel Management, Leisure and Spa Management, Catering Management, MICE Management, Gaming and Club Management, Intelligent Tourism Management	Four years	Seven years
	Bachelor of International Tourism and Hotel Management Programme (English)	Hotel Management, Leisure and Spa Management, Catering Management, MICE Management, Gaming and Club Management, Intelligent Tourism Management	Four years	Seven years
Faculty of Innovation and Design (FIAD)	Bachelor of Arts in Design Programme	Environmental Design, Industrial Design, Urban and Landscape Design	Four years	Seven years
Faculty of Finance (FOF)	Bachelor of Applied Economics Programme (Chinese)	Finance, Economics	Four years	Seven years
Faculty of Data Science (FDS)	Bachelor of Intelligence Technology and Services Programme (Chinese)		Four years	Seven years
	Bachelor of Computer Science Programme		Four years	Seven years

II Enrollment and Registration

1.0 Enrollment of New Students

- 1.1 Students are required to enroll on campus in person. Those who fail to enroll within the time prescribed will be regarded as having given up their studies at the University. If student do not enroll in person, the enrollment will be considered invalid.
- 1.2 Fees to be settled upon enrollment include tuition fees, caution fee and other fees required by the University

2.0 Registration of New Students

- 2.1 Upon enrollment, a student's eligibility for admission will be verified by the University. Those who pass the verification will be allowed to register and formally become a student at the University. For those who fail the verification, their cases will be handled by the University case by case. No matter when a student is found to be enrolled or have obtained his/her student status through fraudulent practices, favoritism or corruption, his/her eligibility for admission will be nullified or his/her student status will be terminated. The student will also be held legally liable.
 - 2.2 The name a student uses for registration should match the one on the proofs of identity, such as the identity card, passport and Exit-Entry Permit for Travelling to and from Hong Kong and Macau.
 - 2.3 Upon registration, new students should submit a medical examination report and Personal Immunization Record issued within three months by a Macau healthcare institution approved by the University or by a Mainland public hospital at county-level or above. A student whose medical examination results meet the University's requirements will be allowed to proceed with registration. A student who fails to submit his/her report or whose report is incomplete should submit the report within 20 working days before they will be allowed to complete registration.
 - 2.4 Students who are unable to show up on the registration day should submit the "Application for New Student Late Registration" to the faculties concerned before the registration day. Students should complete registration before the ratification deadlines. They should note that late registration may result in the student being unable to complete his/her studies and they are required to make up the difference in tuition fee based on the related regulations.
 - 2.5 All students should take out medical insurance at their own expenses, covering in-patient and out-patient care during their study periods.
 - 2.6 An officially registered student will be issued a Student Card (free of charge for the first time), which will be valid during the normal study period of the programme the student is enrolled on.
 - 2.7 The University has the right to disqualify a student under the following circumstances:
 - ✧ The student fails to provide the proofs of previous academic qualifications, such as graduation certificate or degree diploma;
 - ✧ The information on documents submitted by the student is different from that submitted during his/her application for admission;
 - ✧ The student fails to submit the documents required for registration within the prescribed period;
 - ✧ The student fails to settle tuition fees or other related fees within the prescribed period;
 - ✧ The student fails to register within the prescribed period;
 - ✧ The student fails to submit a medical examination report during the prescribed period;
 - ✧ Allowing himself/herself to be impersonated for registration;
 - ✧ Other matters in the Macao Higher Education Policies and Regulations.
 - 2.8 Integrity Assurance: all students shall guarantee that all documents provided, such as identity certification, academic documents, academic status, physical examination reports, etc., are true and not forged or altered, and that he/she assumes full legal responsibility for these documents.
- ### 3.0 Deferral of Admission
- 3.1 Students who have paid the tuition fees or retention fees but are unable to complete registration under special circumstances can apply for deferral of admission within five working days after the scheduled registration date. They should provide justifications (such as serious illness) and related supporting documents.
 - 3.2 A student can only apply for deferral of admission once and if the application is approved, their

eligibility for admission will be retained for a maximum of one year.

- 3.3 For students who are diagnosed with an illness classified by Macao Health Bureau as psychological or infectious and are therefore not suitable for study on campus, registration will not be allowed and their eligibility for admission will be retained for a maximum of one year.
- 3.4 During the deferral period, a student can complete the registration procedures if he/she files an application and approved by the University. Students who defer admission because of illness can complete the registration procedures if they are recovered and pass a medical examination conducted by a hospital designated by the University.
- 3.5 Students who have admission deferred should start from year one of the programmes they are admitted to after re-registration. Tuition fee shall be charged according to the charging standard of the first year student of the academic year of enrolled. If there is any retained tuition fee, the difference shall be paid or refunded.
- 3.6 For students whose applications for re-registration are not approved or who fail to apply for registration within the prescribed period, their eligibility for admission will be cancelled and all fees paid will not be refunded.

III Management of Studies

1.0 Credits

- 1.1 Students of Pre-University Studies Programme are required to complete their studies and pass the examination within the prescribed period of time, before they can be qualified for admission for admission to the bachelor degree programmes of City University of Macau. For details, please refer to Annex "Code of Conduct for Students of Pre-University Studies Programme".
- 1.2 Bachelor degree programmes are offered on an academic credit basis. Students should be able to complete all courses within the normal study period regulated above if they take courses in accordance with the University's study plans. Students who are unable to follow the University's study plans may not complete the programme as expected and need to apply for extension of study periods and pay the extension fee required by the University.
- 1.3 The pre-requisites for both major and elective courses should be fulfilled.

2.0 Selection of Courses

- 2.1 Students must settle the tuition fees for a semester by the date prescribed by the University before they can enroll on courses.
- 2.2 Students who are formally admitted should enroll on courses within the period prescribed by the University. Students who are unable to complete enrollment according to the schedule must file an "Application Form for Course Add/Drop" within the time period specified. The University has the right to suspend those who fail to do so and the tuition fees paid are non-refundable.
- 2.3 For students who fail to settle tuition fees or submit documents required, the University has the right to cancel their course enrollments and suspend them from school.
- 2.4 Student who are unable to enroll any courses in a semester due to special circumstances should submit an application for deferment of studies in writing and their student status will be retained upon the approval of the University (please refer to "3.0 Deferment of studies" of IV Management of Student Status).
- 2.5 Students should select courses according to the study plans and enrollment procedures of respective Faculties. Enrollment on courses to be retaken should also be completed within the time period specified in the academic calendar.
- 2.6 The total number of credits taken in one semester is guided by the limits specified by the University. Unless respective Faculties have made special arrangements, students should take into consideration class schedules, assignment workload and self-learning ability when selecting courses. Students who want to earn extra credits should fill an application to respective Faculty offices.
- 2.7 Except under special circumstances and unless a prior application has been filed and approved, students are not allowed to enroll classes that have timetable conflicts.
- 2.8 Students who have failed or have not finished a pre-requisite are not allowed to take the follow-on course. The arrangements of pre-requisite and follow-on courses are decided by respective Faculties.
- 2.9 When selecting courses, students should accord priority to courses they need to retake. Generally speaking, a student will only be allowed to retake a course he/she has failed. Upon approval, a notification will be sent to the students' personal university email and the course enrollment record will be updated by the Faculty.
- 2.10 Students should be well aware of their programmes' study plans and their own enrollment records of every semester. Should any queries arise, students should consult respective Faculty offices at once. Students will be held responsible for errors in the enrollment records which result from their negligence.
- 2.11 Students should participate in the class assigned by the University.

3.0 Courses Add/Drop

- 3.1 Students who want to add/drop courses should do so in accordance with the regulations and within the time specified by the University every academic year.
- 3.2 Students should fill in the "Application Form for Course Add/Drop" and submit it to respective Faculty office for registration and approval.
- 3.3 Students should apply for adding/dropping courses in person. Those who are unable to do so should

authorize another person to submit the “Application Form for Course Add/Drop” duly completed and signed authorization letter to respective Faculty office in person.

- 3.4 Students should make cautious add/drop decisions because each course is only allowed to be add/drop once each semester. If more than one add/drop application is submitted for the same course in one semester, the second application will be invalidated.
- 3.5 After the add/drop period ends, students should check their final enrollment results via the course enrollment system. The University will regard the records on the enrollment system as students’ final decisions and as the correct information.
- 3.6 If a student has not formally enrolled on a course, even if he/she has attended classes, taken part in examinations and received grades, the results will neither be recognized nor recorded. If a student has not completed the drop procedures within the period prescribed but has withdrawn from an enrolled course, he/she will be regarded as having enrolled on the course and his/her performance will be graded and recorded in accordance with the University’s grading system.
- 3.7 Students who have questions with respect to course selection should contact respective Faculty offices immediately.

4.0 Credit Transfer/Course Exemption

4.1 Description

✧ Credit transfer

Upon approval, a student will be exempted from taking a course and granted credits for it. The grade of a course approved for credit transfer course will be shown as “CT”. The credits of the course will be counted but its grade will not be included in the calculation of Grade Point Average (GPA).

✧ Course exemption

Upon approval, a student will be exempted from taking a course but he/she must take another course in its place to earn the credits. The grade of the course exempted will be shown as “X”. It will neither be counted towards total credits nor be included in the calculation of GPA.

4.2 Application qualifications

✧ The following students can apply for credit transfer:

Students who have taken a higher education programme equivalent to our University’s programmes at another recognized university or Post-Secondary Institutions and attained “B- (68)” or above in related courses, which should have been taken within the preceding five years.

✧ The following students can apply for course exemption:

Students who have taken a higher education programme equivalent to the University’s at another recognized university or Post-Secondary Institution and passed related courses.

4.3 Application procedures

✧ New student should submit the application for credit transfer/course exemption for all related courses of a programme to his/her Faculty office after settling the tuition fees and before registration for the first academic year. The application will only be considered once and any applications received after the start of academic year will not be accepted;

✧ Students should submit the completed application form and all certified documents with respect to credit transfer/course exemption, including copies of certificates, course descriptions, transcripts and any documents that can support the application.

✧ For the application process, please refer to the details posted on the official webpage “CityU Web-Administration- Center for Teaching and Learning Excellence and Innovation-Registry-Service Procedures”.

4.4 Limit

✧ The total credits transferred should not exceed half of the credits required for graduation.

✧ Not more than one-fifth of the total number of courses of a study plan will be exempted.

4.5 Valid period

✧ Credit transfer/course exemption is only valid for the academic year in which an application is approved. Students have to apply again if they defer admission.

4.6 Exchange students

✧ Please refer to Appendix VII “Regulations for Credit Transfer of Exchange Students (Provisional)”

for the rules and regulations governing exchange students.

5.0 Class Attendance and Leaves

5.1 Class regulations

- I. All students should attend classes, take part in tests and examinations and participate in other activities according to the University calendar and the courses arranged.
- II. Students are not allowed to attend classes, examinations, etc. in (I) mentioned above by online means. In case of force majeure, students should apply to their respective faculties in time with relevant certificates and the final approval will be decided by the Registry.
- III. Students should sign in by tapping their cards at the Roomis card readers installed outside classrooms before the class.
- IV. Students who are unable to attend classes because of illness or other reasons should apply for leave with their lecturers and complete the assignments missed. The final decisions on the arrangement for assignments, tests and examinations during the students' absence rest with the lecturers. Leave without approval will be regarded as absenteeism.
- V. Absence from class (including absenteeism and apologies)
 - ✧ Students who are absent for more than 30% of total class hours of a course will receive a grade marked as "T" immediately. They will not be allowed to take part in the final examination and should retake the course to earn the credits. If the retake subject is marked as "T" again, the student will be suspended for one academic year. After resumption of studies, if the student is still absent for more than 30% of the total class hours of a course, the student's student status will be terminated.

Remarks: The assessment criteria for the final grade include attendance, assignments, tests, mid-term examination and final examination. Normally, the full mark is 100.

- ✧ Students who are late for class or leave early for more than 30 minutes will be regarded as absenteeism once.
- ✧ Students who are late for class or leave early for less than 30 minutes for three times will be regarded as absenteeism once.
- ✧ It is the student's responsibility to check his/her attendance record for each subject regularly and to notify the teacher in timely if any discrepancies are found. If any discrepancy is found, the student should inform the teacher of the class in a timely manner.
- ✧ Students suspected of forging attendance records or fraudulently using the Roomis system will be investigated by the school. Based on the results of the investigation, disciplinary action will be taken against the student.

5.2 Leave application

Students should observe the following regulations if they apply for leave:

- I. Students must inform class teachers in advance and submit sufficient supporting documents if they need to take leave for sickness or other business. Taking leave without prior approval or taking leave despite an application being not approved will be regarded as absenteeism.
- II. Students who apply for sick leave should submit a doctor's certificate from one of the following medical institutions. Certificates issued by other doctors will not be accepted:
 - Macao Hospital Centre S. Januario
 - Macao Kiang Wu Hospital
 - Macau University of Science and Technology Hospital
 - Macao Health Centers
- III. Under special circumstances, for example, if Mainland students need medical treatments outside Macau during holidays, they should consult a doctor at a public hospital of county-level or above and apply for sick leave. The sick leave certificate should be signed by a doctor and stamped by the hospital. Discretion will be exercised but students should apply for special approval, otherwise they will be regarded as absenteeism.
- IV. Students who apply for sick leave due to hospitalization should provide a valid certificate of hospitalization issued by the hospital. Otherwise, they will be regarded as absenteeism.
- V. Students who are absent for more than one month will be deemed to have terminated their studies. Tuition fees paid will not be refunded.

- VI. Students who are unable to attend classes for a period of time because of illness or other reasons can apply for deferment of studies but applications without a valid reason may not be approved.
- 5.3 If there are special reasons, students should file an application and the University will make special approvals according to individual situations

6.0 Class Arrangements during Typhoons or Rainstorms

6.1 Tropical Cyclone's

✧ Suspension of classes

- I. If Tropical Cyclone Signal No. 8 (or above) is hoisted at or after 7:00 a.m., classes taken in the morning will be suspended.
- II. If Tropical Cyclone Signal No. 8 (or above) is hoisted at or after 10:00 a.m., classes taken at noon will be suspended.
- III. If Tropical Cyclone Signal No. 8 (or above) is hoisted at or after 1:00 p.m., classes taken in the afternoon will be suspended.
- IV. If Tropical Cyclone Signal No. 8 (or above) is hoisted at or after 4:00 p.m., classes taken in the evening will be suspended.
- V. If students are already at school when Tropical Cyclone Signal No. 8 (or above) is hoisted, they should stay on campus for safety.
- VI. The University will reschedule tests and examinations suspended to a later date and reschedule or cancel extra-curriculum activities. The new schedule is subject to the university's notice.

✧ Class resumption

- I. If Tropical Cyclone Signal No. 8 is cancelled before 7:00 a.m., classes taken in the morning will be held as scheduled.
- II. If Tropical Cyclone Signal No. 8 is cancelled before 10:00 a.m., classes taken at noon will be held as scheduled.
- III. If Tropical Cyclone Signal No. 8 is cancelled before 1:00 p.m., classes taken in the afternoon will be held as scheduled.
- IV. If Tropical Cyclone Signal No. 8 is cancelled before 4:00 p.m., classes taken in the evening will be held as scheduled.

6.2 Rainstorm warning

✧ Suspension of classes

- I. If Black Rainstorm Warning Signal is issued or hoisted between 7:00 a.m. to 9:00 a.m., the morning classes will be suspended.
- II. If Black Rainstorm Warning Signal is issued or hoisted between 10:00 a.m. to 12:00 noon, the noon classes will be suspended.
- III. If Black Rainstorm Warning Signal is issued or hoisted between 1:00 p.m. to 3:00 p.m., the afternoon classes will be suspended.
- IV. If Black Rainstorm Warning Signal is issued or hoisted at 4:00 p.m., the evening classes will be suspended.
- V. If students are already at school when Black Rainstorm Warning Signal is hoisted, they should stay there for safety.
- VI. The University will reschedule tests and examinations suspended to a later date and reschedule or cancel extra-curriculum activities. The new schedule is subject to the university's notice.

✧ Class resumption

- I. If Black Rainstorm Warning Signal is cancelled before 7:00 a.m., the morning classes will be held as scheduled.
- II. If Black Rainstorm Warning Signal is cancelled before 10:00 a.m., the noon classes will be held as scheduled.
- III. If Black Rainstorm Warning Signal is cancelled before 1:00 p.m., the afternoon classes will be held as scheduled.
- IV. If Black Rainstorm Warning Signal is cancelled before 4:00 p.m., the evening classes will be held as scheduled.

7.0 Make-up Examination and Retake

- 7.1 Students who fail a course (49 marks or below) should retake the course to earn the credits.
 ✧ For retake fee, please refer to the “Fees & Charges for Bachelor and Pre-U Students” published on the Registry.
- 7.2 Students who are unable to take the final examination of a course because of illness can apply for make-up examination. The student should submit valid medical certificates (according to Clause 5.2 of this Handbook) and file an application to Faculty office within one week after the examination. Late applications will not be accepted and the results of that course will be noted as absence from examination (“AF”). The student should retake the course to earn the credits.
- 7.3 Students who foresee that they will not be able to take the final examination of a course can apply for make-up examination in written form in accordance with the schedules set in the University Calendar. If no prior application can be submitted due to emergency situations, students should apply for leave and make-up examination within one week after the examination. Late applications will not be accepted and the results of the course will be noted as absence from examination (“AF”). The student should retake the course to earn the credits.
- 7.4 The decision on whether make-up examination application will be granted rests with the University. For course which make-up examination approved, the grade will be noted either as “D (pass)” or “O (fail)”. Those with special reasons should file an application and cases will be reviewed based on individual situations.
- 7.5 Students can only apply for make-up examination for a course under the above circumstances once. For fees of make-up examination, please refer to “Fees & Charges for Bachelor and Pre-U Students” published on the Registry website.
- 7.6 For the application process, please refer to the details posted on the official webpage “CityU Web-Administration- Center for Teaching and Learning Excellence and Innovation-Registry- Service Procedures”.

8.0 Assessment

8.1 Course assessment

Students will be assessed based on their performance in a course. Class teachers will decide on the assessment criteria among the following: attendance, regular assignments, written work, experiment, internship, research papers, tests, examinations etc. Only attendance is a compulsory criterion.

8.2 Grades

A 4-point scale of GPA is adopted to assess a student’s performance in a semester. A+ is equivalent to 4.0, B+ as 3.3, C+ as 2.3, D as 1.0 and F/O is equivalent to 0. GPA is computed as below:

Σ (Course Credit * Grade Point)

Σ Course Credits

Description	Grade	Grade Point
93-100%	A+	4.0
88-92%	A	4.0
83-87%	A-	3.7
78-82%	B+	3.3
72-77%	B	3.0
68-71%	B-	2.7
63-67%	C+	2.3
58-62%	C	2.0
53-57%	C-	1.7
50-52%	D	1.0
40-49%	F	0.0
39% -↓	O	0.0
Fail because of absence from class	T	0.0
Fail because of absence from examination	AF	0.0
Deferred Results	DX	--

Credit Transfer	CT	--
Course Exemption	X	--
Deferment of studies	S	--
Withdrawal of studies	W	--

Grade	Description
F, O	Failed. Students should retake the course to earn the credits.
T	Students who are absent from class (including absence without authorization and leaves) for over 30% of the total class hours of a course will receive a grade “T” immediately and will not be allowed to take the final examination. They should retake the course to earn the credits.
AF	If a student is absent from the final examination and has not applied for make-up examination within one week after the examination, or if the application is not approved, or if approval is granted but the student is absent from the examination again, he/she will be regarded as being absent from examination without authorization and will receive grade “AF” for the course. The student should retake the course to earn the credits.
DX	<p>“DX” will be marked under the following circumstances:</p> <ul style="list-style-type: none"> - The University has approved the student’s application for make-up examination who missed the final exam; - A student is suspected of cheating during an examination and the investigation is in progress; - The University has decided that the student can only take part in a make-up examination; - Other situations pending decisions from the University.
CT	The student has successfully applied for credit transfer. The course will be counted towards the total number of credits but will not be included in the calculation of GPA.
X	The student has successfully applied for course exemption. The course will neither be counted towards the total number of credits nor be included in the calculation of GPA.
S	The student’s application for deferment of studies has been approved. Courses which examination the student has taken will be graded as usual. Courses the student has enrolled on but not completed will be noted as “S”.
W	The student’s application for withdrawal of studies has been approved. Courses which examination the student has taken will be graded as usual. Courses the student has enrolled on but not completed will be noted as “W”.

8.3 Late Submission of coursework assignment

- ✧ All students are required to submit coursework assignment by the deadline set by the academic staff responsible. 10% of the maximum marks allocated for the assessment shall be deducted from the assessment mark for submission at any time within the first 24 hours following the published deadline. For example, for a piece of coursework marked out of a maximum of 100, the penalty for late submission within the first 24 hours would be 10 marks deduction.
- ✧ For a coursework submitted more than 24 hours but within five calendar days (including weekends) after the deadline, the mark will be capped at a pass mark (i.e. 50 out of 100 marks).
- ✧ Coursework received more than five calendar days after the submission deadline will be marked zero. In such circumstances, where a student is required to retake the assessment, the content must be different from the original assessment except in the case of final year project, dissertation or equivalent.

8.4 Special cases will be considered on a case-by-case basis upon application.

9.0 Score Rechecking and Remarking

9.1 Students who want to appeal against assessment results should submit the completed “Application Form for Score Rechecking and Remarking” together with the fees required within 15 working days after the announcement of results to respective Faculty office. Late applications will not be accepted. The time required for reviewing the application will be approximately 40 working days upon submission of the application form and settlement of fees. Please refer to the “Fees & Charges for Bachelor and Pre-U Students” published on the Registry websites for the fees required. For the application process, please refer to the details posted on the official webpage “CityU Web-Administration-Center for Teaching and Learning Excellence and Innovation-Registry-Service

Procedures”

- 9.2 If grades are adjusted after review, the fee of appeal for that course will be refunded.
- 9.3 Requests for score rechecking and remarking for the same subject are limited to one application only and a second application will not be entertained.

10.0 Academic Integrity

Please refer to the Annex VIII “Academic Integrity Policy”.

IV Management of Student Status

1.0 Change of Personal Information

- 1.1 Students should ensure their registered information is accurate and bear the full responsibility if notices cannot be delivered or contents of their certificates or testimonials are incorrect because of inaccurate information.
- 1.2 For amendment of student names, ID numbers or other personal information, students can login to the TronClass System and amend themselves. Students should take the initiative to report and update their personal information (especially contact information and residential address).
- 1.3 If students need to amend their names or student types, please bring along the following documents to the Registry during office hours.
- 1.4 For the procedure of application for change of personal data, please refer to “CityU Web-Administration-Center for Teaching and Learning Excellence and Innovation-Registry- Service Procedures”.

2.0 Programme Transfer

- 2.1 Students normally need to complete the programmes they are enrolled in. Students may apply to the Faculty for programme transfer if there are special circumstances and following requirements are fulfilled. Capture of transcripts of completed courses and payment of the application fee shall be submitted with:
 - ✧ Only students of Year 1 to Year 2 can apply for programme transfer.
 - ✧ Applicants must have a cumulative GPA of 2.0 or above.
- 2.2 Students should be aware of the following when hand in the application:
 - ✧ The applicant must be in his/her normal student status.
 - ✧ The applicant must not have participated in or withdrawn from the Development Programme with restricted terms.
 - ✧ One student is allowed to apply for programme transfer once only.
 - ✧ If a student applies for transfer to a programme with a different academic structure, the responsible Faculty may carry language test for the applicant, to ensure he/she are able to be enrolled.
 - ✧ Students who have transferred to a new programme are not eligible to apply for transfer back to the original programme.
 - ✧ The applications for programme transfer are required to be submitted in 20 days before semester commences.
 - ✧ Students are required to fully acknowledge and accept the study plan, course schedule, and tuition of the new programme before application.
 - ✧ Students may also apply for credit transfer or course exemptions for subjects already taken, and be noted that all subjects are required to be taken under the study plan of new programme, except those that are confirmed to be transferable from the original programme.
 - ✧ Students should accept the University’s decision. If the application for programme transfer is not approved, students are required to continue with the original programme.
- 2.3 Applications are subject to the University’s approval. The result of application will be informed by the original Faculty via email within 15 working days after the effective date of the application.
- 2.4 The administration fee of approved application for programme transfer should be paid within 15 working days from the date of notification. Late payment will be deemed as dropping the application.
- 2.5 For fee of programme transfer, please refer to the “Fees & Charges for Bachelor and Pre-U Students” published on the Registry websites. All fees, once paid, are non-refundable.

3.0 Deferment of Studies

- 3.1 Students who are unable to attend classes for a period of time because of illness or other reasons can apply for deferment of studies with respective Faculties. Students filing an application should agree to have the retention fees deducted from the caution fee paid.
- 3.2 Application criteria:
 - ✧ All fees required are settled.

- ✧ The application is submitted within the normal study period.
 - ✧ The deferral period is counted on a semester/academic year basis.
 - ✧ The maximum period for deferment of studies is two academic years.
 - ✧ Documents of proof (e.g. doctor's certificate) and/or a letter or explanation should be attached.
- 3.3 In addition to completing the application procedures for deferment of studies, students should also :
- ✧ Return all books borrowed to the Library/settle all outstanding fines with the Library;
 - ✧ Clear their lockers and remove the padlocks;
 - ✧ Dormitory residents should submit the "Dormitory Room Clearance Request Form" to the Student Affairs Office.
 - ✧ Non-resident student shall fill in the Declaration Form upon the request of Macao Public Security Police Force and submit it together with the application for deferment of studies
- 3.4 Important notes for application for deferment of studies:
- ✧ Students should submit their application before a semester starts or within 10 working days after a semester starts. Upon approval, tuition fees already paid for the semester/academic year in which studies are deferred can be retained for tuition fees after resumption of studies.
 - ✧ If students submit their applications more than 10 working days after a semester starts, tuition fees already paid for the semester/academic year when studies are deferred will not be refunded or retained.
 - ✧ For non-resident students, their "Special Authorization to Stay" will be terminated by the Macao Immigration Department and reported to relevant government sector after the "Notification of Deferment of Studies" is issued.
 - ✧ For those who need to extend the deferment due to illness or other reasons, students shall take the initiative to apply for extension to the Faculty before the expiry of the period approved for deferment of studies.
 - ✧ For details on tuition and retention fees, please refer to "VII Tuition, Other Fees and Refunds".
 - ✧ The period of deferment is not counted towards the study period.
 - ✧ Students should apply for resumption of studies before the deferment period ends. Students who fail to do so will be suspended from studies.
 - ✧ Students are not allowed to attend classes or participate in other student activities during the deferment period.
 - ✧ Students on deferment should keep their student card properly for further use after resumption of studies. Students who lose their student cards should pay the administrative fee in order to apply for a new one.
- 3.5 For the application process of deferment of studies, please refer to "CityU Web-Administration- Center for Teaching and Learning Excellence and Innovation-Registry- Service Procedures".
- 3.6 The final decision on whether an application for deferment of studies will be approved rests with the University. The result of application will be informed by the Faculty.
- 3.7 The school reserves the right to suspend a student from school for further treatment if the student applied for deferment due to psychological or psychiatric problem and, is unable to comply with the agreements made upon resumption.

4.0 Extension of the Period of Study

- 4.1 Students who are unable to complete their studies within the normal study period should file an application with respective Faculties for extension of study period in 20 working days before a semester commences.
- 4.2 Upon approval of the application for extension of study period, payment notification will be sent by email to the student's university email address (e.g. student number@cityu.mo) and the student should pay the extension fee within 5 working days upon receipt of the notification. Otherwise the application will be invalidated.
- 4.3 Students are only allowed to apply for extension of study period for the following semester.
- 4.4 Cross-semester applications will not be accepted. Each application for extension of study period is limited to one semester. If the retake course is to be taken in the semester after the following semester, the student may apply for an extension for one academic year, and the extension fee will be charged for the semester taking retake course. If the retake course is an academic-year based subject, student can

apply for one-year extension and pay the extension fee for one year.

4.5 For the application fees for extension of study period, please refer to the “Fees & Charges for Bachelor and Pre-U Students” published on the Registry website.

4.6 For the application process of extension of study period, please refer to “CityU Web-Administration-Center for Teaching and Learning Excellence and Innovation-Registry- Service Procedures”.

5.0 Suspension of Studies

5.1 The University has the right to suspend students who:

- ✧ Are absent without authorization for over one month;
- ✧ Fail to settle tuition fees or extension fee within the prescribed periods;
- ✧ Fail to register or submit the documents of proof required for registration within the prescribed period;
- ✧ Fail to enroll on courses or confirm enrollment records within the prescribed periods;
- ✧ Fail to apply for resumption of studies and complete the procedures within the prescribed periods when on deferment;
- ✧ Fail to apply for extension of study period and complete the procedures within prescribed periods.
- ✧ Violating university rules or Macao SAR laws.

5.2 The University will notify students of the suspension decision in writing or via the student University’s email.

5.3 Suspended students are not allowed to apply for other programmes of the University during the suspension period.

5.4 Suspended students are not allowed to participated in any classes or other student activities

5.5 Once the student is being suspended, courses enrolled (including which scores are not released) will be cancelled and the records/grades will not be retained.

5.6 For non-resident students, their “Special Authorization to Stay” will be terminated by the Macao Immigration Department and reported to relevant government sector after the “Notification of Suspension of Studies” is issued.

5.7 Students on suspension are not allowed to apply for deferment of studies.

5.8 If students do not complete the resumption of studies application or apply for withdrawal of studies within one year after suspension, the University will terminate their student status. Fees paid will neither be refunded nor used for other purposes.

5.9 The period of suspension will be counted towards the period of study.

6.0 Resumption of Studies

6.1 If students on deferment or suspension want to apply for resumption of studies, they should file an application with respective Faculties before the deferment or suspension period ends and at least 20 working days before a semester commences, students should also be responsible to pay attention to the semester commencement date on the University Calendar:

- ✧ If students on deferment because of illness apply for resumption of studies, they should submit a letter issued by a Macau medial institution recognized by the University or by a Mainland public hospital of county level or above within three months certifying they have recovered. If a student applying for deferment of studies due to mental/psychological conditions, the student must provide the certificate of diagnosis issued by the Macao Hospital Centre S. Januario or the Department of Psychiatry/Psychiatry of a tertiary hospital in Mainland China. The student is also required to submit the records of the medical treatment during the deferment period, including the diagnosis, prescription, and certificate of discharge (if any). All medical certificates are valid only if they are signed by a doctor and sealed by the hospital. In addition, students may be required to attend a meeting with the Faculty, Student Affairs Office, parents, and other relevant parties to discuss the matters and arrangements after resumption of study;
- ✧ Students suspended because of failure to apply for resumption of studies within the prescribed period or because of failure to settle tuition fees should apply for resumption of studies and settle related fees;
- ✧ If the study period already exceeds the normal period of study when a student applies for resumption of studies, he/she should apply for extension of study period at the same time and

settle the extension fee specified by the University;

- ✧ If the application for resumption of studies is approved, payment notification will be sent by email to the student's university email address (e.g. student_number@cityu.mo) and the student should settle the required fees within ten days upon receipt of the notification. Otherwise the application will be invalidated.

- 6.2 Students should accept the study plans, timetables and charge policies stipulated by the University after resumption of studies.
- 6.3 Students can use the original student card after resumption of studies. If they have lost their Student Card, they should apply for a replacement. A fee will be charged for the replacement card in accordance with the charge policies
- 6.4 Students on suspension are required to settle the administrative fee if they apply for resumption of studies. For administrative fee and tuition fees, please refer to the "Fees & Charges for Bachelor and Pre-U Students" published on the Registry website.
- 6.5 For the application process of resumption of studies, please refer to "CityU Web-Administration-Center for Teaching and Learning Excellence and Innovation-Registry- Service Procedures".

7.0 Withdrawal of Studies

- 7.1 Students can file an application for withdrawal of studies with respective Faculties.
- 7.2 For students who submit an application and obtain approval before classes commence, their course enrollments (including which scores are not released) for the following semester will all be cancelled and the records/grades will not be retained.
- 7.3 Dormitory residents should first submit the "Dormitory Move-Out Application Form" to the Student Affairs Office and then submit the application form together with the "Confirmation of Completion of Check-Out Procedures".
- 7.4 Applicants should clear all outstanding fees and charges and return all items borrowed from the University, otherwise the amount will be deducted from the caution fees.
- 7.5 An applicant's student status will be cancelled upon approval of the application by the Faculty and the Registry. If in the future the student wants to study at the University again, he/she will need to resubmit an application for admission.
- 7.6 Students who withdraw from studies should return their student card for cancellation. Fines will be applied for the loss of a student card.
- 7.7 The balance of caution fees will be refunded to students on withdraw after the above fees are deducted.
- 7.8 For non-resident students, their "Special Authorization to Stay" will be terminated by the Macao Immigration Department and reported to relevant government sector after the "Notification of Withdrawal of Studies" is issued.
- 7.9 The University will handle the tuitions fees according to the reasons and situations of withdrawal application. For details, please refer to "VII Tuition, Other Fees and Refund"
- 7.10 For the process of withdrawal application, please refer to "CityU Web-Administration- Center for Teaching and Learning Excellence and Innovation-Registry- Service Procedures".

8.0 Termination of Studies

- 8.1 The university has the right to terminate the student status of students who:
 - ✧ Fail to provide valid proofs of pre-qualifications required within the prescribed period;
 - ✧ Fail to apply for resumption of studies after the suspension ends;
 - ✧ Fail to complete their programmes within the effective period of study;
 - ✧ Are diagnosed with illness classified by Macao Health Bureau as mentally ill or infectious and are not recovered within the period of retention of study;
 - ✧ Allowing himself/herself to be impersonated for registration;
 - ✧ Seriously in breach of school regulations or the Laws of Macao SAR.
- 8.2 Students whose study status is terminated are not allowed to participate in any classroom or other student activities of the University.
- 8.3 For non-resident students, their "Special Authorization to Stay" will be terminated by the Macao Immigration Department and reported to relevant government sector after the "Notification of Suspension of Studies" is issued.

8.4 Students whose period of study has ended and whose study status is terminated are not allowed to apply for the same programme of the University within three years.

V Regulations for Student Discipline and Award and Penalties

1.0 Class discipline

- 1.1 Students should remain quiet, be attentive and conduct themselves appropriately in class. They should not be rude to class teachers, harass others during classes or disturb classroom order.
- 1.2 Students must comply with rules and regulations of the university. They should look clean and tidy, behave decently, respect teachers and be friendly to fellow students
- 1.3 Students must attend classes punctually and must attend the entire lecture. Being late or leaving early three times will be recorded as absenteeism once.
- 1.4 Students should sign for attendance at every class. Signing for others is strictly forbidden.
- 1.5 Students must file an application for leave according to the prescribed procedures in the event of illness or other reasons. Missing a class without filing an application or without approval will be considered absenteeism.
- 1.6 If a student is absent (including absenteeism and leaves) for over 30% of the total class hours, a grade “T” will be marked for the course. The student will not be allowed to take the final examination and should retake the course to earn the credits.
- 1.7 Students should stay in the classroom during classes and should not leave unless permitted by class teachers.
- 1.8 Smoking is banned on campus. Drinking or eating, playing, laughing, playing games, or using mobile phones or other communication devices is prohibited during classes. The use of laptops or other electronic devices is also not allowed during classes unless permitted by course instructors.
- 1.9 Fighting, quarrelling and other misconduct are strictly prohibited.
- 1.10 Students should take good care of classroom facilities. Defacing, moving or damaging equipment in the classroom is strictly prohibited
- 1.11 Course instructors can advise students in breach of the rules and regulations above or those who demonstrates other misbehavior to stop and has the right to suspend the class. The course instructor has the authority to expel the student from class if the latter defies the class teacher’s advice. The teacher will then inform the University of the incident after class.
- 1.12 For students who are in breach of any of the rules and regulations set out above, the University will take punitive actions corresponding to the severity and nature of the situation.

2.0 Rules and Regulations for Examination and Examination Venues

Please refer to Appendix III “Rules and Regulations for Examination and Examination Venues”.

3.0 Rules and Regulations for Awards and Penalties

3.1 Awards for Student Contests

Please refer to Appendix V “Student Contest Support Fund and Award Scheme (Provisional)”.

3.2 Student Disciplinary Regulations

Please refer to Appendix VI “Regulations Governing Student Disciplinary”.

4.0 Scholarship

- 4.1 A number of organizations, corporations and individuals offer scholarships to our students to encourage them to study hard and achieve outstanding academic performance
- 4.2 To qualify for scholarships, students should comply with policies and regulations of the University and be in normal study period. Different scholarships are granted according to their assessment criteria.

VI Graduation

1.0 Graduation Requirements

- 1.1 The student has completed his/her degree programme according to the study plan.
- 1.2 The student has complied with the rules and regulations of the University.
- 1.3 It has been approved by the University Academic Committee that the student qualifies for graduation, that a corresponding degree will be conferred on and graduation certificate and transcript will be delivered to the student.

2.0 Collection of Graduation Certificates

Upon receiving the notification to collect graduation certificates, students can collect their certificates during the period specified in the email by one of the following ways:

2.1 Collect in person

Students shall bring their Student Card and personal identification documents at respective Faculties and sign receipt of their Graduation Certificates after verifying the details on the Certificates.

2.2 Authorize a representative

An authorized person should present the “Authorization Letter” completed by the student and the following documents at respective Faculty. The authorized person can sign the receipt of the certificate on behalf of the student after verifying the details on the Certificate:

- ✧ Completed and signed “Authorization Letter”;
- ✧ ID copy of the student;
- ✧ The original and copy of the authorized person’s ID card.

2.3 By post

Students who are unable to collect the Graduation Certificates in person or through an authorized person can request delivery by post in accordance with the procedures below

- ✧ The students should apply to Faculty via the email address assigned by the University for collecting the Graduation Certificates by post and agree to bear the risk of loss or damage.
- ✧ The University will send the Certificates by Speedpost. The postage fee will be paid by the students.
- ✧ Students should confirm receipt of the Certificates by signing the “Receipt for Graduation Certificate Collection” and returning it to the Faculties concerned by post or by email.
- ✧ Upon receipt of the Certificate, students should immediately verify the details on it and apply for amendment by email within five working days should there be any mistakes. Applications after the prescribed period will not be entertained.

2.4 Others

- ✧ The University will send the notice to collect Graduation Certificate to students’ personal email.
- ✧ The content of personal information on the Graduation Certificate is in accordance with the contents of “Confirmation Form of Graduation Student Information” filled by the student, and the student must ensure that the content of the form is consistent with the identity documents provided.
- ✧ Once the receipt of the Graduation Certificate has been acknowledged, the University will not reissue the Certificate if it is lost or damaged. Students can, however, apply for testimonial for graduation.

VII Tuition, Other Fees and Refund

1.0 Tuition Fees

1.1 Flat rate tuition fees:

- 1.1.1 A flat rate tuition fee is calculated by dividing the total tuition fee of the degree programme a student takes by the normal years of study. In accordance with the University rules and regulations, students who are Macau residents should settle tuition fees every semester (pay tuition fees twice an academic year). Students who are Mainland/Hong Kong or overseas residents should settle tuition fees every academic year (pay tuition fees once an academic year).
- 1.1.2 Flat rate tuition fees are divided by the entire programme (in accordance with Article 1.1.1). After fulfilling “the minimum credits requirements for graduation”, students should still settle the fees for the entire programmes in order to be eligible for graduation.
- 1.1.3 Students should settle the tuition fees for the entire semester or academic year and for overload credits regardless of whether they have completed all courses of a semester or an academic year.

1.2 Tuition fees for overload credits:

- 1.2.1 Students (including students offered scholarships or grants) whose total enrolled credits of the courses on exceed their programmes’ minimum credit requirements for graduation should pay extra tuition fees for the overload credits. Please refer to the latest announcement on the University's website for details.
- 1.2.2 If students apply for deferment of studies/withdrawal of studies/transfer of programme after they have completed Summer courses, they should pay the tuition fees of the courses in accordance with the fee schedule for overload credits.

1.3 Students should settle any fees not including in study plans, such as fees for retake or additional credits, in accordance with University rules and regulations.

1.3.1 Tuition fees for retake

Students who need to retake courses they failed should pay fees for retake. Please refer to the University website for details

1.4 Fees for deferment of studies

If students need to continue their studies because they are unable to finish all courses within the normal study periods, they should pay the fees for deferment of studies. Please refer to the latest announcements on the University website for details.

2.0 Caution Fee

2.1 Students should pay a caution fee upon first registration for University. Please refer to the University website for fee standards. The balance of the caution fee will be returned to the students after deducting fines/outstanding payments when the students withdraw from studies or complete the entire programme.

2.2 If a student applies for withdrawal of studies or whose student status is terminated by the University after he/she is suspended for the reason of failing to settle outstanding tuition fees or failing to apply for extension of studies/failing to settle the fee for deferment of studies within the period prescribed, the caution fee will not be refunded.

2.3 If a student does not apply for resumption of studies after deferment of studies within the period prescribed, applies for withdrawal of studies or whose student status is terminated by the University after being suspended, the retention fee that should be paid upon application for deferment of studies will be deducted from the caution fee.

2.4 Students should fill in the “Caution Fee Refund Application Form” when undertaking the procedures for leaving the university. After deduction of outstanding fees (if any), the balance of the caution fee will be refunded to the students by bank transfer/remittance. The caution fee will not be refunded to those who have not applied for it within one year of leaving school.

2.4.1 Application procedures

- ✧ Complete the “Caution Fee Refund Application Form”;
- ✧ Students who choose to receive refunds by remittance should submit information on the receiving accounts and provide a copy of the bank book page with the account information on it or a copy of the bank account card. Please refer to 12.2.2 for details.

- ✧ If the refund of caution fee is not applied for or the refund is not collected in person, the original Authorization Letter duly signed, a copy of the Student Card and a copy of the authorized person's identity card will need to be submitted

2.4.2 Important notes

- ✧ Students should attach the "Caution Fee Refund Application Form" when submitting the completed "Confirmation of Information for Graduates" form in order to apply for refund of caution fee, otherwise the caution fee will not be refunded or transferred
- ✧ If the University receives a notification of remittance cancellation from a bank, the Finance Division will notify the student concerned via the email address provided in the "Caution Fee Refund Application Form". The student should complete the procedures for claiming the caution fee within six months. If he/she fails to complete the procedures within the period prescribed (within six months after the date on which the email is sent), the student will be deemed to have given up the refund.

3.0 Penalties for Late Payments

- 3.1 The University will post the payment notice of each semester on the TronClass system and send a notice to a student's email address which assigned by the University (e.g.: student no.@cityu.mo). Students can logon their TronClass accounts to check/print their tuition fee slips and should settle the fees within the period prescribed.
- 3.2 Students should ensure that the contact information they provide to their Faculties is accurate. They should check related notices and pay the fees within the periods prescribed.
- 3.3 Students will be charged MOP/HKD50 each day for late payments (The maximum penalty is MOP/HKD500).

4.0 Other Fees

4.1 Fees payable

- 4.1.1 Students should settle all fees within the periods prescribed by the University unless extension of payment is granted.
- 4.1.2 Fines will be imposed on default payments. If students fail to pay all or part of the fees for over four weeks without the approval of the University, the University has the right to suspend them from studies.
- 4.1.3 Students should pay the caution fee before they register for the first time. The caution fee will be used to offset all fines/outstanding bills during their studies and the balance will be refunded upon the completion of procedures for withdrawal of studies or completion of programmes. Except for caution fee and under special circumstances, all fees paid are non-refundable and non-transferable.
- 4.1.4 Late payment fees are surcharges imposed by the University.
- 4.1.5 Students who have been approved to retake programme should pay the fees, including registration fees, tuition, and for other facilities provided by the University. Retake courses can be part of an entire degree programme or some courses of an academic year. Fees to be charged should correspond with the courses, programmes, sections of the courses, essays and course assignments
- 4.1.6 Students should pay related fees and fines in accordance with the University rules and regulations in force within the time periods prescribed.
- 4.2 Application fees for programme transfer include the fee for replacing the Student Card.
- 4.3 Please refer to latest announcements on the University website for other miscellaneous fees.
- 4.4 Except for application fees for score rechecking and remarking, under no circumstances will the fees paid be refunded or transferred.
- 4.5 Students are not allowed to change the methods of refund after confirmation and any application for changes should be submitted in writing. An administrative fee of MOP/HKD200 should be paid upon approval of the application.
- 4.6 Students are responsible for all redistribution costs associated with any changes requested by themselves for personal reasons (including but not limited to loss).

5.0 Credit Transfer/Course Exemption

- 5.1 There is an administrative fee for applications for credit transfer/course exemption (including student from exchange programmes). Please refer to the latest announcements on the University website for

details. The application fee is non-refundable regardless of whether the application is approved.

5.2 Students whose application for credit transfer of other university's course will be entitled to a refund of the transferred credits or courses. The refund will be distributed to student by Finance Division, together with the balance of the deposit, after graduation. No refunds will be given to students who are in deferment of studies and fail to graduate, suspend or withdraw from their studies.

6.0 Retention Fees/Refunds for Deferment of Studies

- 6.1 Students should have no overdue tuitions fees or any other outstanding bills and their student status should be normal when applying for deferment of studies.
- 6.2 Students should pay retention fee when applying for deferment of studies. Please refer to the latest announcements on the University website for the fee schedule. The retention fee for determent of studies will be deducted from student's caution fee and the student should sign the consent declaration when filling in the application form for determent of studies.
- 6.3 The retention fee for deferment of studies will be transferred back automatically to a student's caution fee upon approval of the student's application for resumption of studies.
- 6.4 If a student applies for deferment of studies more than ten working days after a semester commences, the tuition fees paid will not be retained for use after resumption or studies nor be refunded, i.e., the student needs to pay the tuition fees again upon resumption of studies.
- 6.5 If a student applies for withdrawal of studies during the deferment period or applies for withdrawal of studies when on suspension imposed because he/she fails to apply for resumption of studies within the period prescribed, the retention fee will not be transferred back to the caution fee, nor will it be refunded or transferable. The tuition fee paid is not refundable or transferable.
- 6.6 A student who applies for deferment of studies because of serious sickness during a semester should submit a written application stating the reasons and provide the original copy of a medical examination report issued by a hospital recognized by the University (refer to 7.3.1) to prove that he/she is unable to attend classes. Upon review and approval of the application by the University, retention fee will be deducted from the caution fee and after deduction of tuition fee in proportion to the hours of classes attended and deduction of an MOP/HKD200 administrative fee, the tuition fee balance will be refunded to the student.
- 6.7 If a student deferring his/her studies applies for resumption of studies, the tuition fee will be calculated based on the fee level of the year of class he/she is admitted to. If there is tuition fee retained before deferment of studies, the balance will be returned to the student or the shortfall should be settled by the student.
- 6.8 Students who apply for deferment of studies or resumption of studies should be aware of the above rules and regulations.

7.0 Withdrawal of Studies/Refund of Tuition Fees

- 7.1 Students should settle the flat rate tuition fees/tuition fees for courses registered/other outstanding bills for that semester before they apply for withdrawal of studies.
- 7.2 For students who apply for withdrawal of studies/refunds, under no circumstances will the tuition fees paid be refunded or transferred (except for Articles 7.3 and 7.4) regardless of whether they are enrolled on any courses, or they have not confirmed enrollment records or their enrollments are cancelled or under any other conditions (including termination of studies).
- 7.3 If students apply for withdrawal of studies because of the following reasons, part of the tuition fees will be refunded after an administrative fee of MOP/HKD200 is deducted. The tuition refunds are calculated in proportion to the classes attended on a weekly basis (i.e., attending classes for one day or more in a week will be regarded as attending classes for one week).
 - 7.3.1 Because of serious illness: The amount of refund is calculated in proportion to the hours of classes attended. The student should submit a written application explaining the reasons and provide the original copy of a valid medical examination report issued by a hospital.
 - Macao Hospital Centre S. Januario
 - Macao Kiang Wu Hospital
 - Macau University of Science and Technology Hospital
 - A Mainland public hospital of county level or above

- 7.3.2 Because of emigration: the student should submit an application within eight weeks after a semester commences and provide a copy of the supporting documents issued by immigration departments. The amount of the refund is calculated in proportion to the hours of classes attended during that semester. Late applications will not be accepted and no tuition fee will be refunded.
- 7.4 Under the following circumstances, tuition fees paid will be refunded in full amount upon verification of the documents issued by recognized institutions.
- 7.4.1 The University cancels the programme the student has applied for.
- 7.4.2 The student fails to obtain a student visa (applicable to non-Macau residents). The student should submit an application to the University in writing and provide copies of the supporting documents within two weeks after the commencement of the semester. Late applications will be not accepted and no tuition fees will be refunded
- 7.5 Students should apply for refunds in writing, explain the reasons and provide relevant supporting documents.
- 7.6 For short-term programmes, unless the University cancels the programmes, under no circumstances will tuition fees be refunded or transferred
- 7.7 Students who withdraw from studies should return their Student Card for cancellation. Fines will be imposed on any loss of Student Card. Please refer to the latest announcements on the University website for the levels of fee.

8.0 Programme Transfer

- 8.1 Students should settle all outstanding bills for the original programme, including tuition fees for courses that are not included in the study plan, student hostel fees/penalties, outstanding Library fees and fees for book ordering, etc.
- 8.2 Students who transfer to a new programme will be charged tuition fees in accordance with the tuition fee schedules for new students (i.e., the tuition fees will be calculated based on tuition fees for the “minimum credits required for graduation” for the new programme)
- 8.3 Tuition fees paid by students for the original programme will be transferred to the new programme.
- 8.4 Students should settle any differences in tuition fees between the original and new programmes.
- 8.5 Students should settle the differences in the caution fees between the original and new programmes
- 8.6 Upon the University’s confirmation of credit transfer/subject transfer from the original programmes or upon application for leaving the university, students should pay the tuition fees for credits not transferred from the original to the new programme. The tuition fee for each credit will be calculated based on that for additional credit of the programme the student is admitted to in the new academic year. Students should read carefully the above rules and regulations when applying for programme transfer and sign the related declarations.
- 8.7 Debit notes for the differences in tuition fees and for credits not transferred from the original programme will be issued in the second semester after the programme transfer.

9.0 Student Hostel Charges

- 9.1 For the fee schedule of student hostels, please refer to the fee schedule set out in the “City University of Macau Rules and Regulations for Student Hostel Management”.
- 9.2 Students living in hostels should pay the hostel fees in accordance with the related rules and regulations within the prescribed periods
- 9.3 Hostel fees paid are non-refundable and non-transferable
- 9.4 For students who have successfully applied for hostel places, the first month’s rent is calculated as follows: moving in on or before 15th of the month, full rent for the month should be paid; moving in after 15th of the month, half month’s rent should be paid.
- 9.5 Students who apply for transfer to a higher cost hostel for personal reasons are required to pay the extra difference in accommodation fees.

10.0 Application for Resumption of studies after Suspension

- 10.1 For students who are suspended by the University because of failure to enroll on courses or confirm enrollment records within the prescribed periods, tuition fees paid for that semester will not be refunded or transferred. Students who want to apply for reinstatement of student status should pay MOP/HKD 3,000 and pay the tuition fees again.

- 10.2 For students suspended from studies because of failure to settle outstanding tuition fees or failure to apply for resumption of studies within the period prescribed, they should pay an administrative fee of MOP/HKD 3,000 and settle the tuition fees both for the semester they are suspended and for the semester they resume studies if they want to apply for reinstatement of student status. The tuition fees will be calculated based on the fee level of the first semester of class they are admitted to.
- 10.3 For students suspended from studies because of failure to apply for or complete the application procedures of extension of studies, they should pay an administrative fee of MOP/HKD 3,000 if they want to apply for reinstatement of student status.

11.0 Change of Status from Non-resident Student to Local Student

If a student successfully changes his/her status to local student before the University delivers the debit note, the amount on the debit note will be calculated in accordance with the fee schedules for Macau residents who are in the same grade and there will be no retrospective period.

12.0 Refund Methods

- 12.1 Refunds to current students will be paid by remittance and the name of the payee will be the same as that on the student's personal identity document.
- 12.2 Refund methods for students who have left the University (including those in withdrawal of studies, graduation or completion of studies):
- 12.2.1 Refund by bank transfer: Refunds will be made by bank transfer through the local bank confirmed by the University, while the name of the payee shall be the same as that on the student's personal identity document.
- 12.2.2 Refund by remittance:
- ✧ Students can choose to provide the number of a Mainland bank account that accepts RMB remittance. They should also provide detailed remittance information in Chinese, including the name of the account holder, account number, name of the bank and the address of the account opening bank;
 - ✧ Students can choose to provide the number of an overseas bank account that accepts HKD or USD remittance. They should also provide detailed remittance information in English, including the name of the account holder, account number, name of the bank, Swift Code, the address of account opening bank, and the address and phone number of the beneficiary;
 - ✧ All bank charges on remittance should be borne by students and will be deducted from caution fees without further notice.
- 12.3 Students who choose to receive refunds by remittance should provide a remittance account that accept overseas HKD inward remittance. They should also provide accurate bank account information, including the name of account holder, account number, name of the bank, detail address and phone number of the account opening bank and the beneficiary. Students should attach a clear copy of a bank book page with the account information on it.
- 12.4 The University will notify the student of the completion of the transfer/remittance via the email address assigned by University or via the telephone number provided.
- 12.5 If a refund is delayed, cannot be delivered, or remittance is cancelled by the bank because the contact information or bank information provided by students is inaccurate or invalid, the student should bear full responsibility and the fees incurred. Bank charges incurred will be directly deducted from the return funds.
- 12.5.1 If a student fails to collect and cash the refund cheque within the period prescribed (i.e., within six months from the issue date of the cheque), he/she will be deemed to have given up
- 12.5.2 After the University receives a notification of remittance cancellation from the bank, the Finance Division will notify the student via the email address provided by the student. If the students fail to complete the procedures within the period prescribed (six months from the date the email is sent), he/she will be deemed to have given up the right to refund
- 12.6 If the person who collects the cheque or the remittance beneficiary is not the student himself/herself, the student should provide the original Authorization Letter, a copy of the student's valid identity card and a copy of the authorized person's valid identity card
- 12.7 If a student authorizes another person to collect the refund, the University will not bear any

responsibility or costs if any dispute arisen later

13.0 Others

- 13.1 Students can pay for tuition fees by cheque (payable to “澳門城市大學” or “CITY UNIVERSITY OF MACAU”) or by credit card/bank transfer/remittance. The University does not accept cash or post-dated cheques. Please refer to the announcements by the Finance Division for details
- 13.2 Students should pay for any bank service charges incurred.
- 13.3 Students should check notifications posted on the University website (TronClass System) or on campus for notifications on debit notes (including notifications of updated fee schedules/refunds).
- 13.4 Non-resident students should upload copies of receipts/remittance slips onto the University TronClass system or email them to the Finance Division (fidrec@cityu.mo) immediately after payments for confirmation. Late confirmations will be deemed to be tuition fee default. Serious offenders will be suspended from studies.
- 13.5 Students should keep the formal receipts of tuition fees secure. The university will not reissue related receipts. Students who want to check their tuition fee payment records can apply for “Certificate of Payment of Tuition Fees”.
- 13.6 Please refer to the Academic Calendar published by the University for the school commencement date each academic year.
- 13.7 The above fees and charges standards may be adjusted every year. Please refer to the latest announcements on the University website.

Appendices

Appendix I University Facilities and Services

1. Student Identify Card

- The student card is a proof of a student's identity on campus and should be carried at all times for class attendance, entering classrooms and checking by University staff or security guards when necessary.
- Students should present their student card for all administrative procedures or matters on campus.
- The student card can be combined with the Student Personalized "Macau Pass" and can be used as a bus pass and for payment.
- Student card is used for borrowing books from the library.
- If a student has lost his/her student card, he/she should apply for replacement and submit the application form at the Registry in person.
- If a student has lost his/her student card, he/she can log in the TronClass system and apply for replacement.

2. Library

- The University Library houses a wide range of high quality literature, including printed publications and digital resources. It offers a channel of easy access to a variety of global information for teachers and students.
- There are stack area, reading area, multi-media center and panel discussion rooms with multimedia equipment and wireless broadband internet access in the Library. The library also provides guidelines on the use different types of information and citation, the use of literature and documents, as well as self-printing service to create an environment conducive for teachers and students.
- To promote information exchange and provide services to users, the University Library has joined the Macau Academic Library Alliance to better utilize the Library's resources and share resources with other libraries
- For detailed information, please visit the Library homepage (<http://www.cityu.edu.mo/library/>).
- Please refer to Appendix IV "Rules and Regulations of Library Services" for more details.

3. Computer Rooms

- The University has well-equipped computer rooms with a number of multimedia computers that students can use. With wireless broadband internet available on campus, students can access digital library and digital academic journals without the constraint of time, space and location.

4. Student Hostel

- Please refer to the "Rules and Regulations for Student Hostel Management"

5. Borrowing University Venues

- Students can file an application for borrowing a university venue with the Student Affairs Office in the name of a student association or an affiliated a student association
- Students who book a venue should comply with the "Rules and Regulations for Borrowing University Venues" and use it properly

6. Student Lockers

- Students can apply for a locker and should comply with "The Rules and Regulation for Renting Lockers".

Appendix II University Campuses

Main Campus

Tel.: (853) 2878-1698

Fax: (853) 2878-1691

Address: Avenida Padre Tomás Pereira Taipa, Macau

Golden Dragon Centre Campus

Tel.: (853) 8590-2222

Fax: (853) 8590-2207

Address: 81-121 Av. Xian Xing Hai, Golden Dragon Centre, 5^oandar, Macau

Royal Centre Campus

Tel.: (853) 8590-2691

Address: Av.do Dr. Rodrigues, Edificio Royal Centre, 3^oandar, Macau

Email: info@cityu.mo

Website: <http://www.cityu.edu.mo/>

Appendix III Regulations Governing Examination and Examination Venues

All students should strictly comply with the following Regulations of Examinations and Examination Venues. Students in breach of any of the following regulations will be disciplined in accordance with the seriousness of the misconduct:

1. Students taking part in regular examinations, mid-term examinations, final examinations and other examinations at school should comply with the regulations set out below.
2. Students should read carefully all examination related announcements before an examination.
3. Students should be decently dressed for examinations and are not allowed to wear vests, T-shirts, shorts, slippers, hats or excessive accessories etc.
4. Students should arrive at the examination venue 25 minutes before the examination starts to check out the seating plan. Students should be seated according to the number assigned 10 minutes before the examination starts. They should maintain absolute silence and should not speak to others. Invigilators have the right to order a student in breach of the rules to leave the venue. The examination results of that course will be invalidated and the student should retake that course.
5. Students should bring their Student Card and personal Identity Cards and place them on the top left corner of the desks for checking by invigilators. Students who have not brought their Students Identity Cards will not be allowed to sit for an examination (Students whose student cards are lost before the examination should apply for replacement with respective Faculty offices immediately. If a student finds that his/her Student Card is lost right before an examination, he/she should immediately report to an invigilator upon arrival at the examination venue. Where possible, the student will be allowed to sit for the examination by presenting his/her personal Identify Card).
6. Students who arrive late and be allowed to enter an examination venue on special permission will not be given extra time. Students who arrive late for more than 15 minutes will not be allowed to enter the examination venue. Students who are late should report to an invigilator for record even if they are not permitted to sit for an examination.
7. Students should listen carefully to the important notes announced by invigilators after entering the examination venue. The invigilators will not remind students of any examination venue regulations except for matters related to the question papers. Students should read the question papers carefully after the examination is announced to start and if they have any questions, they should raise their hands within the first 30 minutes after the examination commences and wait for an invigilator to come to their assistance.
8. If the printing is unclear or if there are other problems with the question papers, students should raise their hands immediately to ask questions. They should not create disturbance in an examination venue by standing up or leaving their seats.
9. After entering the examination venues, students should not carry their mobile phones with them when seated. They should place items such as stationeries and Student Cards on the top left corner of their desks. Students are strictly prohibited from using mobile phones and those in breach of this rule will be deemed to be cheating.
10. Unless prior approval is granted, students should not carry any books, paper, electronic devices, or other items with them when seated. Students in breach of this will be deemed to be cheating.
11. Before an examination starts, invigilators may conduct a random check on belongings brought by students into the examination venue. Students should be clear of related regulations and check before and after seated whether they have brought prohibited items, such as paper with course contents on it

inside a pencil box, and whether there are contents marked on their palms or any of their body parts. If students find any prohibited items, they should raise their hands and report to invigilators who will then handle the situations. If invigilators discover any prohibited items after the examination starts, the students concerned will be deemed to be in breach of the regulations or cheating.

12. Students should not turn over the question papers or answer the questions before it is announced that the exam starts. Otherwise, they will be deemed to be in breach the regulations or cheating.
13. Students should make sure that they have written the numbers of question answered on the front page of the answer booklets. Students will not be given extra time to complete the information when the examination ends.
14. Students should bring their own stationeries (such as pens and erasers, etc.).
15. Students should not bring too many valuables into the examination venues. Students should carry their valuables at all times and take proper care of them. The University will not be liable for any loss. Other valuable personal belongings should be placed at designated areas inside an examination venue.
16. Calculators which are permitted to use during examination used should be silent in operation and are not equipped with print-out function. Calculators brought into the examination venues are subject to inspection by invigilators and if found inappropriate, their use will be prohibited. Should Students have any doubts, they should enquire with the University before an examination so that they will not be prohibited from using their calculators during the examination.
17. Calculators permitted to be used during examination should not contain any paper, should not have any words written on them, and should not be programmed with formulas related to the examination. Students should not lend their calculators to or share them with others during an examination. Any of the above will be deemed to be in breach of the rules and regulations or cheating.
18. Dictionaries permitted to be used during an examination should not contain any sentences or marks related to the examination or course contents. Otherwise the student deemed to be in breach of the regulations or cheating.
19. Electronic dictionaries permitted to be used during examination should not contain any paper, should not have any sentences written on them, and should not be programmed with formula related to the examination. Students should not lend their electronic dictionaries to or share them with others during the examination. Any of the above will be deemed to be in breach of the regulations or cheating.
20. For open-book examinations, students should not lend books, notes or other information to others or exchanges these items with others. Students in breach of this regulation will be deemed to be cheating.
21. Students are strictly forbidden to communicate with others inside or outside the examination venue during an examination. Once discovered, all involved will be deemed to be in breach of the regulations or cheating.
22. Students are not allowed to leave an examination venue without permission of an invigilator.
23. Students who are found copying answers, passing messages, smuggling notes, talking or using sign language, whispering to others, gazing around or reciting answers during an examination will be deemed to be in breach of the rules and regulations or cheating.
24. Students who are found sitting at examination venue or answering questions for another person will be deemed to be cheating.
25. In case of conflicts in examination schedules caused by reasons such as selecting or retaking courses, the student should report it to the Faculty office beforehand and the office will make arrangements according to different situations
26. Students should follow the instructions of examiners and invigilators. Under no circumstances should a

student argues with or be rude towards an examiner or invigilator.

27. Smoking, eating or drinking, or chewing candies is prohibited in examination venues.
28. Students should not deface, mark on or tear up any question papers, answer booklets, answer sheets, statistical tables or other calculation tables, graph paper or any other supplies inside the examination venues, nor should students bring these items out from examination venues. Student in breach this regulation will be deemed to be cheating
29. Students who have submitted their answer booklets and left examination venue are not allowed to stay or make loud noise outside the examination venue (including corridors, staircases and nearby areas).
30. Unless the course specifies otherwise, no marks will be given if students do not write their answers on the answer booklets and supplementary answer sheets in Chinese, English or Portuguese according to course requirements
31. Students should write answers on the answer booklets only and should not write any sentences or symbols unrelated to answers. Unless requested, students should not highlight or underline any words in the answers, otherwise, their answers will not be graded.
32. If a student feels unwell or if other incidents happen, the student should raise his/her hand and wait for an invigilator to come to his/her assistance.
33. Invigilators have the right to order students who are found cheating or in breach of the regulations for examination to leave the examination venues. Their course examination results will be invalidated. For related regulations, please refer to the *Policy for Handling Violations of Disciplines in Examinations* in the Appendix VI.
34. After finishing the examination, students should place the question papers and the answer booklets on the desks, raise their hands and wait for an invigilator to come to collect all materials.
35. Except for emergency reasons or illness, students are not allowed to leave the examination venues during the first 45 minutes of an examination.
36. Students who have not submitted their answer booklets are not allowed to leave the examination venues. Students who have submitted their answer booklets should not stay in the examination venues
37. Upon an examiner's announcement that an examination has ended, students should stop writing immediately. Students are not allowed to leave the examination venue until they are given permission by an invigilator.
38. The University Teaching and Learning Sub-Committee will make final decisions with respect to cheating behavior or behavior in breach of regulations not mentioned above according to the gravity of the cases.

Appendix IV Regulations of Library Services

Library Notice

1. Holders of a valid Student Card of the University have access to the University library resources and related services.
2. Users are free to use library materials. While user finishes reading, please place the materials on the table, at its original location or onto the book cart, our staffs will put them back.
3. In order to provide a quiet environment, users shall keep quiet in the library, and shall not be playing or talking loudly in the library. Users shall turn off mobile phone or other communicative device or switch the above devices to vibration mode.
4. Smoking is prohibited in the library. Drinking and eating are not allowed, except for drinks with covered and sealable container.
5. Please keep the Library clean and tidy. No littering and no pets are allowed into the Library.
6. Users shall not occupy seat with any object.
7. Users should keep their personal belongings or books safely, in case of any lost.
8. Users should treat resources and facilities of the Library with due care. They should not leave remarks on, mark, deface, fold or damage any materials.
9. Computers in the Library are for access to the Library's collections, database and online academic research information only. Users should not use the computers for illegal or excessive download, for playing games or browsing restricted webpages.
10. Library materials can only be taken from the Library after being checked out. If the alarm of the library access control system goes off when a person passes through the door, he/she should cooperate with Library staff for inspection.
11. If a loan item is damaged or lost, the reader should bear the responsibility for compensation in accordance with the rules and regulations.
12. The copyright laws and related laws of the Macao SAR should be complied with when photocopying, scanning or replicating resources of the Library. Infringement of the copyrights of authors should be avoided

Regulations of Borrowing and Services Provided

Borrowing

1. Users with a valid Student Card can check out and return items at the Library Circulation counters or through the Self Check Machines.
2. Personal identity cards are not transferable.
3. Books, CD-ROMs (attached with books) and multimedia materials are allowed for users to borrow. Reference books, newspapers, academic journals, theses and dissertations and other specified materials only use internally.
4. Users shall check if there is any damage of materials before checking out.
5. The regulation of lending period and quotas of different user's cards are listed as follows:

Quotas		Books		Multimedia Materials		CD-ROMs (Attached with Books)	
Borrowing	Reservation	Days	Times of Renewal	Days	Times of Renewal	Days	Times of Renewal
10	10	30	1	14	X	30	1

Reservation

1. Users are allowed to make reservation if the materials are currently checked out. The library will notice the reserved user via email. The library will notify user upon the return of your reserved material. The materials will be put on hold for three working days until it can be reserved or borrowed by other users.
2. If the materials are reserved by more than one user, the library will notice the reserved users based on the precedence order.
3. Users can reserve materials through:
 - (1) the circulation counters of the Library in person;
 - (2) Online reservation can be made by logging into "My Library" on the Library's website.

Renewal

1. Renewal privileges are determined based on the categories of reader and the types of loan materials. The renewal period starts from the date of renewal.
2. If a loan item has been reserved by other readers, renewal is not allowed. It will be loaned to users in the order reservations are placed.
3. Users can renew borrowed materials by:
 - (1) Circulation counters and Self Check Machines;
 - (2) Renew online can be made by logging into "My Library" on the Library's website;
 - (3) Renewals can be made through the Library's Official WeChat (CityuLIB).

Return

1. It is the readers' responsibility to return loan items on time. Users should note the due date and return a loan item by the due date.
2. Please refer to the Library management system for the due date. If the due date falls on a public holiday or a library closing day, it will be automatically extended to the first working day.
3. Users can return loan items at the Library circulation counters or by using Self Check Machines

Overdue Items

Readers will be suspended all borrowing rights if they have overdue item. The overdue fine is MOP 1 per day per item, with a maximum limit of MOP 100 per item. The borrowing right will be regained after the overdue fine is paid.

Regulations of Lost and Damaged Items

1. If an item on loan is damaged or lost, the borrower should bear the responsibility for it. A reader who has lost or damaged an item in the Library or an item on loan should report the loss to the Library immediately. If the item is overdue, the reader is still required to pay the fine for the overdue period up to the day the loss is reported.
2. Replacement: if the lost items can be purchased, the reader should purchase a legitimate version of the same or new edition of the book for replacement within one month. If a hardcover version is lost but only paperback version is available, the difference between the costs of the two should be paid.

Compensation

In case the lost items cannot be purchased, penalty and administrative fee MOP50 will be charged. The amount of compensation is calculated as follows:

1. The penalty will be charged double the original price (the exact item price will be given by the library);
2. If price is unknown, the penalty will be calculated based on the page number of items, with MOP0.3 per page for Chinese books and MOP1.5 per page for books in foreign languages. The amount of compensation will be: *cost per page x number of pages x 2*.
3. If one volume (or piece) of a series of books (multimedia materials) is lost, the amount of compensation will be calculated based on the price of the whole series. Of the CD-ROM(s) (attached to a book), the amount of compensation will be calculated based on the price of the book;
4. An amount of compensation less than MOP50 will be rounded up to MOP50.
5. After finishing the above process, if the lost item is recovered, the Library will not accept the item, unless it is no longer available for purchase.

Interlibrary Loan

1. Users with valid student card can borrow the Macau Academic Libraries Consortium Institutional Card (ILL Card) at circulation counters of our Library so that they can read and borrow books and other materials from the consortium libraries. Each reader is only allowed to borrow one ILL Card each time for a period of 21 days (start from the next day of the borrowing date). The card can be renewed once. Failure to return the card within the period prescribed will be handled in accordance with the overdue rules and regulations of our Library.
2. Students should strictly follow the borrowing regulations of the consortium libraries.
3. Borrowing of the ILL Card is not allowed under the following circumstances:

- (1) The student has outstanding overdue payments at the University Library;
 - (2) The student has not returned books borrowed from a consortium library;
 - (3) The ILL Card has not returned to CityU Library.
4. Students can search for books available for interlibrary loan in the "MALA HUB" of the Library website, after entering student number and password to log in, and then use student ID card to borrow books from the library where the books are located.

Digital Library Services

1. Users can use the library website to search for Library collection, renew items borrowed, reserve a book, use digital resources and check personal borrowing records etc.
2. All digital resources of the Library are available to users of CityU only and off campus remote access is available. Method: (1) Users can logon the Library website, click on *Resources - E-Resources - SSL VPN* for VPN Off-Campus Access or open the browser and input <https://sslvpn.cityu.edu.mo:3000/>. For details, please visit the Library website for the "User Guide of SSL VPN". (2) idp off-campus access: log in to the library website, click Library Resources→Electronic Resources→Off-campus Access (idp) Portal→Enter student number and password to log in, and then be able to access the database after successful authentication.
3. Students are allowed to borrow Kindle e-reader. The standard of one e-reader is similar to one printed book. The loan period is 14 days. Each person can borrow one e-reader at a time and renewal is allowed once. The borrowing limit is one device per user. For details, please refer to the "Borrowing Regulations of Kindle E-Reader of the City University of Macau Library".

Self-Service Printing and Photocopying

1. The library provides printing, photocopying and scanning services (bring your own USB for saving data and information), and the fees is charged via Macau Pass.
2. Readers shall follow the copyright and related laws of the Macao Special Administrative Region when using the photocopying service and should not infringe the copyright of authors. Users shall take full responsibility for any legal consequences arising from photocopying.
3. Service charges are as follows:

Color	Size	Charges (Patacas)
Black & White	A4	MOP 0.30 / per page
Black & White	A3	MOP 0.50 / per page
Color	A4	MOP 3.00 / per page
Color	A3	MOP 5.00 / per page

Multimedia Information Area and Electronic Devices Borrowing Services

1. There is a multimedia information area in the Library. It provides computers and wireless broadband internet access to users.
2. Users should comply with the "CityU Regulations for the Use of Library Multimedia Information Area" when using computers, network, electronic resources and other online resources at the Library.
3. The Library offers loan service of electronic devices, including laptops and tablets. Borrowers should comply with the "Borrowing Regulations of Electronic Devices" of the CityU Library (Please visit the Library website for the "Services Guide").
4. The devices are loaned to University users for use at the Library only. Users should borrow a device at circulation counters with personal student card. One device can be borrowed at one time and cannot be transferred to others. The device must be returned to the circulation counters 30 minutes before the Library closes.

Book Purchase Recommendation

1. Users are welcome to recommend books/materials to be purchased. They can submit their recommendations by visiting the Library homepage and log in "My Library", or the Official WeChat (CityuLIB), or by email, or submitting online (https://faculty.cityu.edu.mo/library/purchase_apply), or by filling in the "Recommendation Form" at circulation counters etc.

2. The Library will decide on whether a recommendation will be accepted based on its collection development strategy.

Discussion Room Reservation

1. The library provides discussion rooms to CityU's users, and each room is equipped with monitors and Wi-Fi and can accommodate 5 to 10 users generally for meetings or study groups.
2. The service hours of the discussion rooms and the library opening hours are consistent.
3. Students are allowed to enter the discussion rooms freely by swiping their Students Identity Card. Those who have made a reservation enjoy priority to use the rooms.
4. Reservation of a discussion room shall be made one day in advance by phone, email or by visiting the circulation counter. Those who have made a reservation should use the room during the time it is reserved for. Failure to check-in the room reserved 15 minutes after the booking session starts will be deemed to have given up the right to use the room during that time period. Users should notify the Library in advance if they are not able to use a discussion room at the time reserved for so that others can use it.
5. There is no time limit on the usage of discussion rooms. If no reservation has been made by others, discussion rooms can be used until 30 minutes before the Library closes.
6. Before leaving the discussion rooms, users should switch off all the power (including the air conditioner) and take away all personal belonging and garbage.
7. The library has the right to refuse reservation by someone with a record of using the rooms improperly.

The Library reserves the right of interpretation with respect to the above regulations.

Appendix V Student Contest Support Fund and Award Scheme (Provisional)

Chapter I: Governing Principles

Article 1 The Scheme is set up to support and encourage students' participation in different national and international competitions in order to promote students' holistic development and encourage them to bring honor to the University.

Article 2 The Scheme is open to all current University students who participate as a team or as individuals on behalf of the University in national and international academic, science and technology, cultural, art (design), sports competitions etc.

Article 3 Students should report to the Student Affairs Office for record before they can participate in a competition on behalf of the University and be eligible to this Scheme.

Article 4 Team and individual are defined in accordance with the regulations of different competitions.

Chapter 2 Specific Awards

Article 5 The University has set up specific funds to sponsor students who participate in national and international academic, science and technology, cultural, art (design) and sports contests/competitions etc. and won the prizes in the contests.

Chapter 3 Award Schemes

Article 6 The University award students based on the categories of competitions (Please see attachment 1). The levels of award are based on certificates or documents issued by the organizers. "International Competition" means international or regional competitions organized by international organizations, international academic institutions or industry associations. "National Competition" refers to competitions organized by state government institutions or academic institutions or national industry associations. "Regional Competition" refers to competitions organized by provincial, Hong Kong or Taiwan government institutions, academic institutions or industry associations. "Macao Competition" means competitions organized by Macao government institutions or academic institutions.

Article 7 Competitions not organized by government institutions, professional academic institutions are normally not eligible for awards granted by the University.

Article 8 If a student participates in different levels of competition with the same work/project and wins, he/she will be awarded based on the highest level of award. If the student has already been awarded before winning the highest level of award, he/she will only be granted the difference between the two. If the work/project is an effort by more than one person, the cash prize for a team (including the coach or instructor) will be awarded.

Article 9 After a competition, the winning student(s), the coach or instructor (except for full-time staff of the University) should submit the application form for the "Competition Awards Declaration Form for City University of Macau Students" (See attachment 2) and attach the copies of proofs of identity, Student Cards, competition prospectus, a photo of them holding the flag of the City University of Macau, news reports on their participation in the competition and other materials to the Student Affairs Office. The Student Affairs Office will make recommendations on reward after reviewing the application and report to the University management for approval.

Article 10 For awards not included above, the Student Affairs Office will make recommendations based on this Award Scheme and report to the University management for approval.

Chapter IV: Supplementary Clauses

Article 11 This Scheme has been implemented on a trial basis after it was approved at the third Rector's Cabinet meeting of 2017/2018 academic year (15 November 2017) and reported at the first Executive Council meeting of 2017/2018 academic year (22 November 2017).

Article 12 The Student Affairs Office reserves the right to interpret the above regulations.

Please visit the webpage of the Student Affairs Office for the attachment.

Appendix VI Regulations Governing Student Disciplinary

Article I Objective

The Regulations are formulated in accordance with the “Higher Education Regime” of the Macao Special Administrative Region and “Statutes of the City University of Macau” to maintain University order and discipline, improve the environment for nurturing talent and protect the legitimate rights of teachers, students and staff.

Article II Scope of application

The Regulations apply to all students of the City University of Macau.

Article III Disciplinary Offences

Any one of the following is considered a disciplinary offence:

- (1) Behaviors disturbing public order in the University, such as the order of teaching, study, research or other academic activities;
- (2) Behaviors harming the reputation, freedom, personal safety or privacy of the university members (teachers, employees, students);
- (3) Sexual assault, sexual harassment and sexual bullying on campus;
- (4) Any form of cheating in assignments, tests or examinations, or violation of examination rules and regulations formulated by the University;
- (5) Any form of plagiarism in academic work;
- (6) Forgery or improper use of University documents or records;
- (7) Misrepresentations or false statements made in applications or documents submitted to University;
- (8) Theft, obtain by deception or willfully damaging property of the University or of a member of the University;
- (9) Improper use of University facilities or unauthorized entry to or occupation of reserved facilities of the University;
- (10) Unauthorized personal or group activities that may disturb campus order or discipline;
- (11) Direct or indirect involvement in gambling, alcoholism, drug addiction, drug abuse or other behavior that damages the reputation of the University;
- (12) Behavior, such as illegal use of electronic appliances, burning objects, vandalize the safety systems of hostels, possessing contrabands (such as dangerous chemical drugs, explosives or guns) that jeopardizes public safety on campus;
- (13) Obstruction of the faculty and staff in performance of their duties;
- (14) Commitment of criminal offences or violation of the laws, and being sentenced as guilty by court or in the first trial.
- (15) Any misbehavior equivalent to the above.

Article IV Disciplinary Actions

The University will take disciplinary actions against students in breach of the disciplinary regulations of the University based on the natures, situations and consequences of the offences and the attitude of the offender:

1. General punishment
 - (1) Verbal warning
 - (2) Written warning
2. Severe punishment
 - (1) Probation
 - (2) Forced dismissal
 - (3) Expulsion (termination of study status)
3. Student with any of the following behaviors would be subject to general punishment:
 - (1) Improper behavior that affects public order or obstruct others, offence of a minor nature;
 - (2) Verbally threaten or humiliate others in public;
 - (3) Improper use of University facilities or unauthorized entry to or occupation of reserved facilities of the University;

(4) Violation of other management rules and regulations of the University or any misbehavior equivalent to the above.

4. Severe punishment will be imposed on students found to have committed the following:

- (1) Severe breach of behavior for general punishment;
- (2) Any behavior detrimental to the reputation, freedom, personal safety or privacy of a member of the University;
- (3) Obstruction of the faculty and staff in performance of their duties;
- (4) Forgery or improper use of University documents or records;
- (5) Misrepresentations or false statements made in applications or documents submitted to the University;
- (6) Theft, obtain by deception or willfully damaging property of the University or of a member of the University;
- (7) Direct or indirect involvement in gambling or other behavior that damages the reputation of the University or the safety on campus;
- (8) Any form of plagiarism in academic work;
- (9) Commitment of criminal offences or violation of the laws;
- (10) Violation of other management rules and regulations of the University or any misbehavior equivalent to the above.

5. Severe punishment corresponding to the gravity of the offence will be imposed on those who have been subject to general punishment twice.

6. Those who cheat at an examination will be penalized in accordance with the *Policy for Handling Violations of Disciplines in Examinations* of the University.

7. Management of students livings in hostels is governed by the *Rules and Regulations for Student Hostel Management* of the University.

8. The penalties on sexual assault, sexual harassment and sexual bullying on campus will be decided by the “University Committee on Gender Equality Education”.

9. A student subject to disciplinary actions will be disqualified of any scholarship granted.

V Investigation and Appeal

1. Investigation: academic misconduct such as cheating in an examination will be investigated and handled by the Registry. Other student misconducts will be investigated and handled by the Student Affairs Office. Cases involving severe punishment should be reported to the Rector for approval.

2. Appeal: If the student concerned disagrees with the University’s decision on disciplinary actions, he/she should file an appeal within ten working days. An appeal in relation to academic disciplinary actions should be filed with the University Teaching and Learning Sub-Committee set up by the University Academic Committee. Other appeals should be filed with the Student Disciplinary Committee. An appeal should be filed in writing. The rules and regulations for the Student Disciplinary Committee and the University Teaching and Learning Sub-Committee are provided for in separate documents.

VI Notification

1. All related units, such as the Faculty/academic unit concerned, the Student Affairs Office and the Registry should be informed of the disciplinary actions taken against a student. Such records are an important part of student files and serve as an important consideration for decisions on whether a student should be granted scholarship or other forms of awards.

2. Consideration can be given to informing the parents or guardians about the disciplinary actions taken against students depending on the natures of the cases.

3. According to the law, severe or criminal disciplinary offences should be reported to the Rector and the judicial authorities of the Macao Special Administrative Region.

VII Confidentiality of Documents

The information on all student disciplinary cases is strictly confidential. Sufficient reasons and approval of the Student Disciplinary Committee are required for disclosure of such information. The procedures should be conducted in writing.

VIII Implementation

This Regulation was reviewed, passed at the Rector's Cabinet meeting held on 9 May 2018 and approved at the fourth special meeting (4 June 2018) of the University Academic Committee in 2017/2018 academic year and implemented starting from 2018/2019 academic year.

Policy for Handling Violations of Disciplines in Examinations

To strength examination management and enforce disciplines, the City University of Macau Policy for Handling Violations of Disciplines in Examinations (hereinafter referred to as "The Policy") has been formulated in accordance with the "Regulations Governing Student Disciplinary" and "Regulations Governing Examination and Examination Venues". Violation of examination disciplines includes both violations of examination regulations and cheating.

Article I The followings are considered as violations of examination regulations and offenders will be given a verbal warning;

- (1) Moving or leaving assigned seats without permission;
- (2) Fail to put study materials, schoolbags, mobile phones or other items not required for an examination at the areas designated;
- (3) Slip of paper with writing on it (unrelated to that course) found near one's seat or bringing own draft paper;
- (4) Lending items such as books, notes, information and calculators to others without the permission of an invigilator;
- (5) Read the examination paper or start answering before an examination commences;
- (6) Continue to answer the questions after an examination has ended and fail to submit the answer book within the time prescribed;
- (7) Other behaviors with facts equivalent to the those listed above.

Article II The followings are considered as violation of examination regulations and offenders will be given a written warning:

- (1) Serious offences of those listed in Article I;
- (2) Make loud noises and against advice not to do so in an examination venue before the examination starts, or stay in the venue or make loud noises nearby after submitting one's examination booklet;
- (3) Both sides who ask or answer each other's questions in relation to the examination verbally or by gestures;
- (4) Bring a mobile phone, smart watch or any other devices with communication functions into the examination seat but not using them;
- (5) Argue with or be rude to an invigilator;
- (6) Other behaviors with facts equivalent to the those listed above

Article III The followings are considered cheating in an examination and an offender will be given a zero mark for that course.

- (1) Peek at another examination paper or acquiesce in the peeking at one's own examination paper;
- (2) Provide answers to others or not refuse others to take one's answer booklet or draft paper;
- (3) Items such as books, notes and study materials in relation to the examination course are found inside the table, beside the seat or under the question paper of a student;
- (4) Both sides who collude with each other and ask or answer each other's questions in relation to the examination by using slips of paper;
- (5) Course contents are found on the desktop, body parts, reference books or calculator allowed of a candidate etc.;
- (6) Use of electronic devices with information in relation to the examination stored in them without permission;
- (7) Use of mobile phone, smart watch or any other devices with communication functions during an examination;

- (8) Read the carried materials or talk with others on examination contents when going to the restroom;
- (9) Taking examination papers out of the examination room by any means;
- (10) Other behaviors with facts equivalent to the those listed above.

Article IV The followings are considered serious cheating and the student status of offenders will be terminated:

- (1) Arrange for another person to take an examination for oneself or take an examination for another person;
- (2) Organize cheating, steal examination papers or use other means to have access to the examination contents illegally;
- (3) Other serious cheating offences.

Article V An undergraduate student found cheating for the first time will receive a zero mark for that course and be given a written warning. A second time offender will receive a zero mark for that course and be suspended from studies for one semester or one year. If that student resumes studies in accordance with the regulations of the University but is found cheating again, he/she will be expelled (student status terminated).

Article VI A postgraduate student found cheating for the first time will receive a zero mark for that course and be suspended from studies for one semester or one year. If that offender resumes studies in accordance with the regulations of the University but is found cheating the second time, he/she will be expelled (student status terminated).

Article VII Students of Pre-University Studies Programme found cheating will be expelled immediately and their student status will be terminated.

Article VIII Students who have cheated must apply for course retake in the following academic year with no possibility of obtaining the credit through taking a make-up exam or summer retake.

Article IX Students who disagree with the penalties imposed should file an appeal in writing with the University Teaching and Learning Sub-Committee within the period prescribed.

Appendix VII Regulations for Credit Transfer of Exchange Students (Provisional)

Article 1 Objectives

City University of Macau (hereinafter referred to as "the University") has hereby formulated these Regulations to standardize matters related to credit transfer of exchange students of the University.

Article 2 Definition of Exchange Students

Exchange students of the University refer to those who have been selected by the University and agreed to study at overseas institutions of higher education that have entered into exchange student agreements with the University.

Article 3 Requirements

The applicant can apply for credit transfer if he/she has passed the relevant subjects of the degree programme in the overseas institution of higher education that has signed an exchange student agreement with the University.

The subjects for credit transfer can be compulsory and elective subjects.

Article 4 Procedures

The applicant shall apply for credit transfer to the faculty/school of the University to which he/she belongs within one month after the end of the study semester at the overseas institution.

The application documents include but are not limited to:

1. Application Form for Credit Transfer of Exchange Students
2. The original academic transcript issued by the counterparty institution
3. Description, class hours and appraisal methods of the subject requiring credit transfer or other official description documents on the subject issued by the counterparty institution

If the documents submitted in accordance with the preceding paragraphs are not in Chinese or English, a Chinese or English translation shall be attached.

The applicant is required to submit the above application documents to the faculty/school of the University to which he/she belongs for approval, and the programme directors and leaders of the faculty/school shall confirm the credit transfer at the faculty/school level; the applications for credit transfer shall formally pass the review and approval after being reviewed by the Registry and approved by the responsible University leaders, and the applicant shall be informed of the approval results of credit transfer in writing or via e-mail.

No tuition remission or refund will be granted upon approval of the application for credit transfer.

Article 5 Calculation of Credit Transfer

For the calculation of credit transfer of exchange students of the University, the face-to-face teaching of the subject studied at overseas institutions of higher education shall reach at least 80% of the required hours of the University.

If the overseas institutions of higher education adopt the European Credit Transfer and Accumulation System (ECTS) but fail to meet the condition that the face-to-face teaching of the subjects studied shall reach at least 80% of the required hours of the University, the "6 ECTS and 24 hours of face-to-face teaching" or "5 ECTS and 30 hours face-to-face teaching" will be equivalent to three credits in principle.

Article 6 Expression

The score grade of the approved credit transfer subject is stated as "CT", and the subject is for calculation of credits only, not for calculation of Grade Points Average (GPA).

Article 7 Credit Limit

For undergraduate exchange students of the University, the credits approved for transfer shall not exceed one third of the required graduation credits.

For graduate exchange students of the University, the credits approved for transfer shall not exceed one fourth of the required graduation credits.

Article 8

Matters not covered herein shall be handled in accordance with the University's relevant provisions, and the University shall make the final decision.

Article 9

Upon review and approval by the Rector's Cabinet Meeting on the 6th meeting in the 2018/2019 academic year (February 20, 2019) and the 2nd special University Academic Committee Meeting of 2018/2019 (July 8, 2019), these Regulations shall be on trial for two years. City University of Macau shall be responsible for the interpretation and revision of these Regulations.

Appendix VIII Academic Integrity Policy

Article 1 General

1. The prior learning experiences of the student body are highly valued by the University and it is recognised that academic integrity may be unfamiliar to some students due to the diversity of their backgrounds.
2. Academic integrity represents the commitment to the values of honesty, fairness, respect, and responsibility for others. It encompasses the expectation that students will not engage in academic misconduct nor deliberately try to mislead any examiners in assessments. It plays a curial role in students' intellectual commitment and professional development as well as their successful transition to successful careers in the future.
3. The University is highly committed to supporting students to develop their awareness, reflection, and abilities in imposing academic integrity throughout the study process. It aims to encourage students to understand that all work assignments must be produced authentically and they must be able to acknowledge explicitly materials that have been adopted from any sources, and to present their own findings and outcomes based on ethical practice.
4. The University treats the decision as to whether academic misconduct has taken place as a matter of academic judgement and the penalties applied will be evaluated on a case-by-case basis according to the seriousness of the offence.
5. Students are responsible for getting themselves familiar with and abiding by the principles outlined in the Academic Integrity Policy.
6. Module leader who has a suspicion of academic misconduct by a student should proceed immediately with an investigation in consultation with the programme coordinator.

Article 2 Penalties and Procedures

1. The University recognised 3 categories of academic misconduct. Category A is determined by the academic judgement of the module examiner for which it covers the practice where the student is identified to have a lack of ability to meet expected standards of academic integrity. Categories B and C captures the offences with clear intent to deceive. The principle of progressive discipline is adopted when it is decided that an act of repetitive academic misconduct for which the penalty applied will increase.
 - 1.1. Category A
 - Definition: Minor errors such as missing quotation marks, mistakes or inadequate referencing/citation, and poor paraphrasing.
 - Penalty: Deduction of up to 25% of the total marks available for that assessment depending on the level of seriousness (e.g. 25 marks for a piece of coursework marked out of a maximum of 100) and a written warning.
 - 1.2. Category B
 - Definition: Major errors such as plagiarism (misrepresenting work/outcome from others without adequate acknowledgement and citation of the sources), collusion (unauthorised collaboration with others in producing assessment submission), copying (replicating/reproducing work from others or those previously submitted), fraudulent use of information (data fabrication, embellishment, or falsification) and ethics violation (work on an assignment involving human participation or data/information collection from human subjects including survey, questionnaire and biological samples without prior ethical clearance) and repeated Category A breaches twice.
 - Penalty: Mark of 0 will be awarded for the entire module and a written warning.
 - 1.3. Category C
 - Definition: Serious errors such as paying or helping someone else to do coursework assignments,

the student acts to facilitate an academic offence, purchasing assignments, submit other's work as one's own including translation from one language to another and repetition of Category B breaches twice or a combination of Categories A and B.

- Penalty: Mark of 0 will be awarded for the module and suspension of studies for one academic year.
2. In the case of further repeated offences regardless of the category following the suspension penalty due to academic malpractice will lead to the termination of studies.
 3. All cases related to the suspension/termination of studies must be reported to the Registry for the final decision.
 4. Examiner must provide clear feedback to the student who has committed academic misconduct on how to improve and maintain good academic practice.
 5. All academic misconduct cases must be reported during the post-assessment moderation process.
 6. Students must retake the failed modules as a result of the penalty for which no fees will be refunded.

Article 3 Right of Appeal

Students may appeal against the decision regarding the penalties by submitting a request in writing to the University Teaching and Learning Sub-Committee, but only on the grounds that there was a procedural error in the conduct of the investigation.

Appendix XIX Important Notes for Non-Resident Students

1. Students should apply for travel documents such as “Exit-Entry Permit for Travelling to and from Hong Kong and Macau” (colloquially known as Two-way Permit) or passport and “Special Authorization to Stay” (“Authorization to Stay”-student type) in accordance with relevant rules and regulations.
2. Important notes on visa renewal for non-resident students:
 - 2.1 Important notes on application for Mainland students to renew “Type D – Stay” of Two-way Permit

The “Type D – Stay” of Two-way Permit for Mainland students usually expires in Summer holiday. The Registry will issue the testimonial before that for students to apply for Two-way Exit Permit. Students should complete the procedures for renewing Two-way Permit (Type D – Stay) during summer holiday.

 - I. Documents required:
 - (1) The original “Exit-Entry Permit for Travelling to and from Hong Kong and Macau” and a printed copy as well, with the front and reverse side on the same page;
 - (2) The original and a copy of the Mainland Identity (front and reverse side on the same page);
 - (3) Testimonial issued by the University (valid for three months).
 - II. Application locations:
 - (1) Zhuhai Visa Office: 2/F., Immigration Hall, Gongbei Port (Guangdong Provincial Public Security Department Zhuhai Entry & Exit Visa Office);
 - (2) China Travel Service (Macao) Ltd: 12/F., Nam Kwong Building, Avenida do Dr. Rodrigo Rodrigues;
 - (3) Exit and Entry Administration Offices of the Public Security Bureau of the Mainland at the places of students’ household registration.
 - 2.2 Important notes on application for Mainland students to apply Macao “Special Authorization to Stay”

The University will arrange for new students to apply for Macao “Special Authorization of Stay” for the first time to file applications together at the Residence and Stay Affairs Department of the Public Security Police Force.

Upon return to Macao after renewing the Two Way Exit Permit (Type D – Stay), a student should apply for “Special Authorization of Stay” at the Residence and Stay Affairs Department of the Public Security Police Force within the period specified on the Arrival Card. Failure to apply for extension of limit of stay will be regarded as overstaying. An overstayer will be deported and prohibited from entering Macao during the period stated in the deportation order.

 - I. Documents to be submitted (Documents submitted as photocopies must be presented in their original form for verification.):
 1. The photocopy of the “Exit-Entry Permit for Travelling to and from Hong Kong and Macau”, with the front and reverse side on the same page;
 2. The photocopy of the student’s “Slip of Authorization to Stay / Residence Authorization” obtained during his/her latest entry into Macao
 - II. Application Location
 1. Immigration Building of the Public Security Police Force, Travessa Um do Cais de Pac On, Taipa, Macao (Stay Subdivision of the Residence and Stay Affairs Department)
 2. Zone C, 3/F, Centro de Serviços da RAEM das ilhas da Rua de Coimbra, n.º 225, na Taipa
 3. Zone K, 1/F, Centro de Serviços da RAEM, Rua Nova da Areia Preta N.º 52
 4. Self-service kiosks, the location of kiosks can be referred through the website (https://www.fsm.gov.mo/psp/cht/psp_left_6.html).
 - III. Office hours
 1. Residence and Stay Affairs Department

Mon to Thu: 9:00 – 17:45 (Tags dispensed until 17:00 for application services and 17:15 for documents collection and submission of additional documents)

Fri: 9:00 – 17:30 (Same as above)

Closed on Sat, Sun and government holidays

2. Centro de Serviços da RAEM and Centro de Serviços da RAEM das Ilhas
 Mon to Fri: 9:00 – 18:00
 Closed on Sat, Sun and government holidays
- 2.3 For students from other countries/regions - a copy of valid passport/travel document (identity page only) and a copy of “Slip of Authorization to Stay / Residence Authorization” of the last entry into Macao.
3. Points to note for Cancellation of Special Authorization to Stay for Non-resident Students
 Non-resident students who no longer study at the original higher education institute owing to withdrawal, suspension, early completion of the program, transfer to another institute or other reasons before the expiry of the Special Authorization to Stay (so-called Special Authorization to Stay for Students) are required to make the cancellation at the Stay Subdivision in person after they complete the formalities at the institute.
 - 3.1 Approach the Stay Subdivision of the Department as soon as possible for cancellation of the original Special Authorization to Stay for Students and make a departure within the period stipulated in Article 37 of Law No. 16/2021; or
 - 3.2 If there is a need, apply to the Department for ordinary Authorization to Stay for the purpose of extending the limit of stay and for departure in order to avoid overstaying in Macao.
 - 3.3 Penalty for overstay
 According to Article 58 of Law No. 16/2021 “Legal Regime of Immigration Control, Stay and Residence Authorization of the Macao Special Administrative Region”, non-residents who overstay not because of non-imputable justified reasons will be deported and may be interdicted from entry and prohibited from making applications for Residence Authorization or Special Authorization to Stay for two years starting from the expiry of the entry interdiction period. If a non-resident overstays for not more than 30 days, is not a repeated offender of such infraction and pays the minimum fine (MOP500 per overdue day) upon giving himself or herself to the police or immediately after he or she is discovered, the above stipulation is not applicable. In addition, according to Article 94 of Law No. 16/2021, repetition of the same infraction within 1 year from the date the decision of administrative penalty becomes unappealable and any new administrative infraction committed within 5 years from the previous infraction are considered to be recidivism.
 - 3.4 For details, please refer to the website: <https://www.gov.mo/en/services/ps-1479/ps-1479c/>.

Remarks:

1. Please refer to the requirements of Mainland and Macao immigration control departments for details.
2. Students who resume studies after suspension/deferment of studies or extend the study period should apply for testimonials at the Registry after completion of the procedures.
3. Holders of student visa are not allowed to take up any employment and those in breach of any conditions of stay will be deported from Macao.
4. Students who have applied for withdrawal of studies/ deferment of studies, who are suspended or whose studies are terminated by the University should follow the “Points to Note for Non-resident Students on Termination of Studies” issued by the Residence and Stay Affairs Department of the Public Security Police Force (Based on the notice on Non-resident Students on Termination of Studies updated by the Higher Education Bureau on 4 March 2019. Should there be any updates, please refer to the website of the Public Security Police Force for latest announcements).
5. According to Law 4/2003 and Administrative Regulation 5/2003, students are required to notify the Residence and Stay Affairs Department of their residential address, and to update this information in case of any subsequent change of address.
6. Students from Mainland China should keep their expired or cancelled Two-way Permit secure as the supporting documents to apply for education verification at the Chinese Service Center for Scholarly Exchange (China Education Exchange Centre) after graduation.
7. Students should meet the minimum number of days stayed in Macao required for verification by the Chinese Service Center for Scholarly Exchange (China Education Exchange Centre). Please visit the website of the Centre: <http://www.cscse.edu.cn/>.
8. According to the regulations, Mainland students are not eligible for education verification if they are not holders of student visa with “Special Authorization to Stay”.

Appendix IX Code of Conduct for Students of Pre-University Studies Programme

In accordance with the relevant laws of the Macao SAR Government and related regulations of the City University of Macau, this Code of Conduct is hereby formulated.

I. Enrollment

- 1.1 Students are required to enroll on campus in person. Those who fail to enroll within the time prescribed will be regarded as having given up their studies at the University.
- 1.2 Students must promise that they are no longer registered as students of other schools, when they enroll at City University of Macau.

II. Registration

New students are required to undergo admissions review after enrollment. Those who pass the review will be officially registered and will be given a student status. Upon verification, those who do not meet the admission requirements will be dealt with by the school according to the situation. Any student who obtains a student status by fraudulent or playing favoritism and committing irregularities will have his/her student status cancelled anytime upon verification.

III. Tuition

Students are required to pay the tuition fees in compliance with the University's regulations within designated dates. All tuition fees paid are non-refundable and cannot be used for other purposes.

IV. Hostel

Students shall stay in the University's student hostel during their study period and are subject to centralized management. Midway withdrawal is not permitted.

V. Change of Personal Information

Students should submit an application to the Registry for any changes of personal information. If a student needs to change the information of his/her identity documents, the application must comply with the regulations of the issuing department of the identity documents, before the University will process the application.

VI. Student Card

Registered students will receive a student card issued by the University. Student shall bring their student cards to all classes and examinations. If the student card is lost or damaged, student must apply for a replacement and pay the fees accordingly at Registry.

VII. Conduct

Students must abide by the laws of Macao SAR and regulations of the University (e.g. no entry to casinos and behave in a moral and ethical manner. Students shall comply with the municipal ordinances of the Macao government (e.g. no spitting and littering, anti-smoking legislation, etc.), strengthen environmental awareness, pay attention to environmental hygiene, and keep the university environment tidy and clean. Respect teachers and peers as well as not to jeopardize the reputation of the University or others. Those who breach the university rules or violate Macau law will be punished by the University according to the severity of the situation and will be expelled from school.

VIII. Period of Study and Regulations of Deferment of Studies and Suspension of Studies

- 8.1 The period of study for Pre-University Studies Programme (Pre-U Programme) is one year.
- 8.2 Students who want to apply for deferment of studies in case of special situations, shall apply for deferment of studies with General Education Department. Upon review and approval by the Faculty of Humanities and Social Science and Registry, students are allowed to defer their studies and retain their academic status.
- 8.3 Students with mental or infectious diseases prescribed by the Health Bureau of Macao and diagnosed by the hospital designated by the University as unsuitable for studying on campus shall

be deferred/suspended from studies and their registration shall be retained. The students concerned should obey the University's arrangement and cooperate with the hospital's diagnosis. The University have the right to suspend a student who does not comply with the arrangement. Students who have recovered after treatment during the retention period may apply for resumption of studies. The resumption of studies will be processed after passing the re-examination of designated hospital of the University. If the student fails the re-examination or fails to apply for resumption of studies before the deadline, his/her student status will be cancelled after the deferment/suspension period.

- 8.4 The maximum duration of deferment/suspension is one year. The number of times a student can apply for deferment is limited to one.
- 8.5 An administrative fee must be paid when applying for deferment of studies.

IX. Class Attendance

- 9.1 Attendance at classes is an important means of learning and students are expected to attend all scheduled classes and academic activities arranged for relevant programmes.
- 9.2 Students who are unable to attend classes due to special circumstances must apply in writing for leave with their lecturers in advance. If students are absent because of illness, they need to provide doctor's certificate within seven days to apply for a leave of absence. Those who do not apply for a leave of absence will be considered absenteeism from class.
- 9.3 Students who are absent (including absenteeism and leaves) for more than 30% of total class hours of a course will not be allowed to participate in the examination, and the overall grade is marked as "F".
- 9.4 Late for class and leave early are not allowed. Students who are late for class or leave early for less than 30 minutes for three times will be regarded as absenteeism once. Students who are late for class or leave early for more than 30 minutes will be regarded as absenteeism once.

X. Examination, Make-up Examination and Retake

- 10.1 Students must abide by the examination rules and regulations when taking the examination. Those who found cheating will have the results of the examination cancelled and will not be allowed to retake the course, which means unable to complete the Pre-U programme and apply for Bachelor Degree Programme at City University of Macau.
- 10.2 Students who are unable to take the examination because of illness or other business shall apply for make-up examination with the General Education Department in writing. The decision on whether make-up examination application will be granted rests with the University.
- 10.3 Students who arrive late for more than 15 minutes will not be allowed to enter the examination hall and take the examination. Those with acceptable reasons can apply for make-up examination.
- 10.4 Unauthorized absence from the examination will be considered as "Fail" in the examination and the student will be required to retake the subject.
- 10.5 No matter how much the examination paper was marked, for course which make-up examination approved, the grade will be noted either as "D (pass)" or "O (fail)".
- 10.6 The University will arrange the examination and retake issue of each subject, normally the retake courses will be organized in the summer of the following year. Student who are retaking the subject shall pay the required fee.

XI. Score Rechecking and Remarking

Students who want to appeal against assessment results should submit the completed "Application Form for Score Rechecking and Remarking" together with the fees required within 15 working days after the announcement of results with General Education Department. Late applications will not be accepted. Requests for rechecking of the same subject are limited to one time only, and a second request will not be accepted.

XII. Withdrawal of Studies

- 12.1 Students who want to apply for withdrawal of studies because of personal reasons, shall apply for withdrawal of studies with General Education Department, stating reasons to drop out. Upon

review and approval by the Faculty of Humanities and Social Science and Registry, students are allowed to withdrawal from university and their student status will be cancelled.

- 12.2 Serious violations of university regulations will result in expulsion or expel from university.
- 12.3 Students who withdraw from studies should return their student card.
- 12.4 The tuition fee paid are non-refundable for withdrawn students.
- 12.5 The fees owed by the withdrawn students cannot be waived.

XIII. Apply for Testimonial

Students who wish to apply for testimonial should submit an application to the Registry and settle the fee accordingly.

XIV. Articulation to Undergraduate Programme

- 14.1 Students who meet the following requirements are eligible for admission to full-time undergraduate programmes at the University:
 - ✓ Finish all subjects' studies within prescribed time, pass all examinations and attain the standard of completion;
 - ✓ All designated fees are paid;
 - ✓ Abide by the rules of this programme and other University regulations.
- 14.2 Students whose final result are in the top 20% (20% included) of the overall grade are eligible for admission to all undergraduate programmes at the University. Those who pass the specific examinations are qualified for applying the "Elite Classes" offered by the universities.
- 14.3 If the students passed the Art Professional Examination in the National College Entrance Examination in Mainland or the University's Art Examination, they are eligible for admission to the Bachelor of Arts in Design Programme.
- 14.4 Students who have completed the Pre-U programme studies with grades other than 20% of their overall scores will be admitted based on the number of available student number of undergraduate programme and the student's application intentions.
- 14.5 Students who fail no more than two (two included) subjects are able to apply for retake. Upon passing all retake courses, students can apply for admission to the University's undergraduate programmes.
- 14.6 Students who fail more than two subjects and those who found cheating in the examination are not allowed to apply for retake, meaning that they cannot complete the Pre-U programme and apply for further studies of undergraduate programmes at the University.

XV. Certificate of Completion

- 15.1 The "Certification of Completion for Pre-University Studies Programme" will be issued to those who have successfully completed all the studies required by the University.
- 15.2 Students who are unable to complete or have dropped out of university with the necessary procedures completed, can apply for a proof of learning with Registry to prove the subjects taken and results obtained.

XVI. Integrity Guarantee

The student shall guarantee that all the documents provided by him/her, such as the identification documents, certificates of academic qualification, student status, medical examination reports, etc., are authentic and have not been forged or falsified, and the student assumes full legal responsibility of these document.

The University reserves the right to amend this Code of Conduct without prior notice.

Updated university announcements will be posted on campus notice boards and the University website or delivered via school email. Students should regularly check notices displayed on campus notice boards, University website, internal TronClass information system, and email accounts assigned by the University for latest school information.

Remarks: the student's personal university email address is the "student ID number@cityu.mo" and the initial login password is the student's ID card number (including the English alphabets, numbers and the number in brackets). For example, student Mr. Chan Tai Man's student ID number is B23092200088 and his ID card number is 1234567(8), his University email account shall be "B23092200088@cityu.mo" and the login password shall be 12345678 (excluding space and punctuation mark, such as "(" and "-").

This Student Handbook is effective upon publication and supersedes the previous version. It is applicable to all students.

The University reserves the right to revise and interpret the Student Handbook

In the event of discrepancies between the English and Chinese versions, the Chinese version shall prevail.