STUDENT HANDBOOK 2015

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Updated 13 November 2015
Welcome Message from Hong Kong Raffles School of Continuing Education  
(School Registration #556335)

We warmly welcome you to join Hong Kong Raffles School of Continuing Education (RHK) for its diverse and valuable learning experience. Our courses are specially designed to cater to the needs of different sectors and our qualifications are well recognized by industry.

All students are advised to read the Student Handbook and to understand fully its contents especially on the policies and guidelines set by the College. Should you need further clarifications, please feel free to contact any of our staff in the Students and Academic Services Department.

Last but not least, I would like to take this opportunity to wish you all the best in your studies.

Yours Sincerely,
Joseph Wong
College Director
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All the information / policies are correct at the time of printing. Hong Kong Raffles School of Continuing Education reserves the right to change the above information, policies, course structure, curriculum assessment, schedules and fees without prior notice. The latest version supersedes all previous versions. All students are required to follow strictly to the latest version.
1  TERM STRUCTURE

<table>
<thead>
<tr>
<th>Term</th>
<th>January</th>
<th>April</th>
<th>July</th>
<th>October</th>
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<tr>
<td>Month</td>
<td>Jan</td>
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<td>May</td>
<td>Jun</td>
<td>Jul</td>
<td>Aug</td>
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<tr>
<td></td>
<td>Sep</td>
<td>Oct</td>
<td>Nov</td>
<td>Dec</td>
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</tbody>
</table>

2  ADMISSION / ENROLMENT

2.1 Students who meet the minimum admission requirements are eligible to apply for admission into different courses offered by the College.

2.2 There is a non-refundable and non-transferable registration fee for local student of HK$3,000.00 and for international student with student visa of HK$5,000.00 (incl. application and administrative fees) to be paid at the time of the submission of the "Admission Application" form.

2.3 Upon approval, students are required to indicate his/her acceptance on the Letter of Offer issued by the College along with the payment for the first instalment of the course fee.

2.4 Upon receipt of the student's acceptance and required course fee, students will be officially enrolled for the applied course. Class schedule and timetable will be issued to the students before the commencement date of next term.

3  APPLICATION FOR SUBJECT EXEMPTION

3.1 Students who wish to apply for subject exemptions have to present eligible official academic transcripts during the admission application. Approval is at the sole discretion of the College.

3.2 Applications for subject exemption received after the commencement date of the course will NOT be accepted. Incomplete applications will NOT be accepted.

3.3 Maximum exemption is 50% of the first two years modules in each course and there is a non-refundable and non-transferable administration fee of HK$1,500.00 payable at the time of the application. In addition, an exemption fee is payable for each subject exempted.

3.4 Application for exemptions is considered on a case by case basis and is based on the following:
   a) Subjects taken as a full course at a recognized institution of higher learning at tertiary level or at a level deemed as the equivalence to the College's Courses.
   b) Subjects taken as a common matrix of another course in the College's Courses.
4 INTERNATIONAL (NON-LOCAL) STUDENT

4.1 All international students are ONLY allowed to enroll as a Full Time status and they are governed by regulations from the Hong Kong Immigrations Authority. All international students are expected to adhere strictly to these regulations.

It will be reported to Hong Kong Immigration Authority immediately if:

a) The student fails to attend classes without any valid reason;

b) The student does not attend classes regularly e.g. where the percentage of attendance is 90% or below without any valid reason;

c) The student is found to be working illegally.

4.2 Students who are absent from class must provide a valid medical certification to their respective lecturers within forty-eight (48) hours. Acceptable valid medical reasons are hospitalization, medical surgery and compassionate reasons. Approval is at the discretion of the College and on a case by case basis.

4.3 Raffles College reserves the rights to terminate any international students with undesirable discipline from the course.

4.4 Raffles College also reserves the rights to discontinue any international students from the course without a valid Student Visa.

4.5 It is the student's responsibility to ensure that his / her Student Visa is submitted to Hong Kong Immigration Authority for renewal four (4) weeks before its expiry.

4.6 International students are also required to surrender their Student Visas to Hong Kong Immigration Authority for cancellation within seven (7) days after the cessation or termination of their studies.

5 PROVISION OF COURSES & SUBJECTS

5.1 It is the responsibility of each student to familiarise themselves with the regulations relating to his / her course of study.

5.2 The College undertakes all reasonable steps to provide teaching, examination, assessment and other educational services set out in the subject outline. Should industrial action or other circumstances beyond the control of the College interfere with its ability to provide educational services, the College undertakes to use all reasonable steps to minimise the resultant disruption to educational services.

5.3 The College reserves the right not to commence any classes / courses set out or to close, alter, combine classes / subjects, which have commenced.
6 COURSE MATERIAL

6.1 Students will be given the following course materials on the first day of each term:

Subject outline: Details the essential information about the subject such as the synopses, subject objectives, and guide on area of study and provides the information about the assessment of the subject, including assignment, weightage and submission deadlines.

6.2 Please note that all students are encouraged to purchase the recommended textbooks for each subject and the recommended reference materials specified in the subject outline to enhance what they have learnt from the subject.

6.3 Design course students may be required to purchase special course tools / materials. The Course Tools / Materials List will be released to the students, either before the subject’s commencement or will be announced during the class by the Lecturer.

6.4 Students are responsible for their own note taking during class. Depending on the subject, some supplemental notes, handouts and / or reading materials may be provided.

7 ASSESSMENT

7.1 Final grading for each subject will be assessed by a combination of assignments, quizzes, examinations, presentations and projects as stated in the subject outlines.

7.2 Each subject and course will have a different assessment criteria and weightage. Information on the assessment criteria can be found in each of the subject outlines.

7.3 Please note that the College reserves the right to make amendments / changes to the assessment criteria on a term basis without prior notice. Students will be notified of the amendments / changes accordingly.

8 ASSIGNMENT

8.1 Students must submit their assignment(s) on time as indicated in the subject outline

a) All assignment(s) MUST be submitted in hard copy and soft copy, unless specified otherwise in the subject outline.

b) A student handing in assignment(s) should fill up a “Student Assignment Submission Form” and ensure that the “acknowledgement receipt” from the lower part of the form is signed and returned as proof of submission. Assignment(s) for the DESIGN COURSE must be submitted to the subject’s lecturer. Assignment(s) for the BUSINESS COURSE are to be submitted to the Students and Academic Services Department.

c) Students are expected to keep a duplicate copy of their assignment(s).

d) Late submissions are not allowed and late submissions will not be graded. They will receive a fail grade.

8.2 For all Commerce subjects, marked assignments / assessments will NOT be returned to the students.
For all **Design** subjects (except written or essay assignments), marked assignment(s) / assessment(s) with lecturer’s feedback will be returned to students by the lecturers.

Uncollected assignments over three (3) weeks from the date of the notice will be destroyed and the College will not be responsible for any liabilities or damages that may arise.

The College may select student works for display purposes of up to six (6) months.

Grades reflected on the marked assignments are not finalized until they have been moderated at the end of the term.

### EXAMINATION

9.1 It is important for the students to refer to the Academic Calendar / subject outline for the respective examination dates (if any).

9.2 It is the responsibility of the students to comply with the Examination Rules and Regulations. The College reserves the rights to suspend any students from examination due to any misconduct spelled out in the Examination Rules and Regulations.

9.3 **Deferred Examination**

Students who are unable to sit for examinations due to unforeseen circumstances such as compulsory hospitalization, medical surgery and compassionate reasons are allowed to apply for a deferred / supplementary examination. An examination deferment application fee is payable. (Please see fee schedule).

a) Applications for deferred examination must be accompanied by a “**Request for Deferred Examination**” form with relevant written documents / proofs and a non-refundable and non-transferable administration fee of HK$500.00 to be submitted to the College at least **seven (7) days** before the examination date. Any application after this deadline will **NOT** be considered.

b) Applications for deferred examination due to compulsory hospitalization / medical surgery / compassionate reasons received after examination date can be considered on a case by case basis with valid written evidence and received not later than forty-eight (48) hours after the original examination scheduled date.

c) Deferred examination may only be granted when a student has completed all other assessment for the respective subject.

9.4 The College reserves the rights to reject any application for deferred examination.

9.5 **Examination Rules & Regulations**

Students are required to strictly follow the regulations below during all tests and examinations:

a) Students who arrived after the examination has been in progress for more than thirty (30) minutes will **NOT** be allowed to sit for the examination. Students who are late and have been allowed to sit for the examination will **NOT** be granted additional time for completion.

b) Students are required to show their HKID or Student ID Card to the invigilator for proof of identification and will be required to sign in.

c) Eating, drinking and / or smoking are not permitted at any time during the examination.
d) All electronic equipment / devices (except calculators for specified subjects) must not be used during the examination.

e) Any form of dictionary is NOT allowed.

f) Any form of paper is NOT allowed. Only the “Test / Examination Answer Book” provided by the College is to be used during the examination.

g) Students’ personal belongings / bags must be left at the front of the classroom.

h) Students who are found cheating would be disqualified and asked to leave the classroom immediately. The Discipline and Appeals Committee will convene to decide on the penalties for such cases which may be lead to termination (suspension or expulsion) of the students concerned.
10 GRADING SYSTEM

10.1 The College grading system is indicated as below:

a) Grading for Advanced Diploma Courses

<table>
<thead>
<tr>
<th>Grade</th>
<th>Mark Range</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>80-100</td>
<td>An exceptional performance in all criteria of assessment</td>
</tr>
<tr>
<td>B</td>
<td>70-79</td>
<td>An above average performance in most areas</td>
</tr>
<tr>
<td>C</td>
<td>60-69</td>
<td>An average performance in most areas</td>
</tr>
<tr>
<td>D</td>
<td>50-59</td>
<td>A below-average performance in many criteria</td>
</tr>
<tr>
<td>F</td>
<td>Below 50 / attendance below 75% / attendance below 90% (for international students with Student Visa)</td>
<td>A clearly unsatisfactory / unacceptable performance</td>
</tr>
</tbody>
</table>

IMPORTANT

10.2 Students are required to repeat the failed subjects in order to move on with her studies especially when the failed subjects are pre-requisites for subsequent studies.

10.3 Students who are repeating failed subjects will automatically lengthen the duration of the course and graduation will be delayed. When students repeat the subject(s) at a later stage, they will be affected by changes in curriculum, course structure and retake fees.

10.4 Students are only allowed to repeat (retake) each failed subject twice. The maximum attempt for each subject is therefore three (3) times. A student failing the third time would be de-registered (terminated) from the course.

10.5 A fee is payable for the retake of each subject. Please see the fee schedule for the amount of retake fee payable. Retakes are dependent on the availability of the subjects being offered for the term.

10.6 All paid fees are strictly non-refundable and non-transferable.

11 TERM RESULT

11.1 Student's final grade for subjects taken in each term will be released in the Student Portal at the beginning of the next new term. Students are advised to log in and check their results.

11.2 Final Term transcripts will NOT be released to students who have outstanding course fees and / or outstanding late payment fees.
12 TRANSCRIPT / CERTIFICATE

12.1 Final Transcripts will be issued to graduating students approximately six (6) months after final term results are released.

12.2 Students are reminded to inform the College immediately of any changes in personal details and to keep their certificates and transcripts under safe custody.

12.3 In case of loss, a Letter of Certification may be issued upon request and there will be a non-refundable and non-transferable administration fee of HK$500.00 for each request.

12.4 Transcripts and Certificates will not be released to students with outstanding course fees and/or outstanding late payment fees.

13 REVIEW AND APPEAL

13.1 Appeal

All persons considering a formal appeal must follow the initial procedures outlined in the Policies on Student Complaints and Appeals to attempt to resolve the problem without proceeding to a formal appeal.

13.2 A student may lodge a formal appeal against academic decisions in the manner and within the timeframes prescribed. Appeals may be made for academic decisions including those relating to:

- refusal of admission
- refusal of recognition of prior learning
- probationary enrolment
- exclusion from an award course
- eligibility to graduate
- academic misconduct

In considering the membership of the Discipline and Appeals Committee within the official Terms of Reference, provision must be made to ensure that any person involved in the matter being appealed must not be a member of the Discipline and Appeals Committee determining the outcome of a review or appeal.

13.3 A written request for appeal and/or an “Application for Review of Grade” form must be filled out and submitted within fourteen (14) days from the date when final results are released.

13.4 Each appeal request will incur a non-refundable and non-transferable administration fee of HK$500.00.

13.5 Under normal circumstances, the outcome of each Application for Review of Grade will be released within fourteen (14) days of receipt of the application. A letter will be given to the student to inform of the outcome which would be final.
14 ATTENDANCE

Students are expected to display a professional attitude by attending class regularly and arriving on time to class. Similarly, students should submit assignments promptly and completely.

14.1 Classes with zero student attendance within the first hour will be cancelled and no replacement classes will be arranged.

14.2 Students are required to be in the classroom before the class starts. Students who arrive more than 10 minutes late will be marked absent for that class.

14.3 No students shall leave class early unless special leave has been granted by the lecturer.

14.3 Students who have an attendance rate below 80% per term for a subject, will not be eligible to submit assignments for that subject. Consideration will be made to those who have extenuating circumstances, which have been made known to the Program Director before assignments are due. Students who are absent from two (2) classes will be at considered at risk of failing.

14.3 Students who are absent from three (3) classes will be considered as automatic failed by attendance.

14.4 International students (with Student Visa) must attend a minimum of 90% of the classes as required under the immigration guideline. Students who exceed this minimum requirement may have their Student Visa cancelled by the Hong Kong Immigration Authority (Refer to International Students section).

14.5 Students who are absent from class must provide a valid medical certification to their respective lecturers within forty-eight (48) hours. Acceptable valid medical reasons are hospitalization, medical surgery and compassionate reasons. Approval is at the discretion of the College and on a case-by-case basis. Only medical certificates issued by doctors approved by the Hong Kong Government are acceptable. In the case of Traditional Chinese Medicine (TCM), only medical certificates from Government approved TCM practitioners are acceptable.
15 TRANSFER OF LOCATION OF STUDY

15.1 Students who want to be transferred to another location of Raffles College must have successfully completed a minimum of one term of study before being eligible to apply for a transfer. Students must also settle any outstanding fees at the current location before being eligible for a transfer.

a) Please check the College’s website for locations of Raffles Colleges and available courses.

b) Students must complete and submit the “College Transfer Application” form to the existing College at least six (6) weeks before the commencement date of the term of the college which the student wants to be transferred to. Processing time will usually takes two (2) weeks from the date of receipt of the request.

c) A non-refundable and non-transferable transfer fee of HK$1,500.00 will be levied.

15.2 Please note that the transfer is dependent on the student meeting all the terms and conditions of the receiving college and the student will have to take available subjects at the transferred location. Hence, a transfer of study location may result in a delay towards the completion of the entire course.

15.3 Transfer students are required to abide by the new tuition fee structure at the new Raffles location.

16 LECTURER’S EVALUATION

16.1 TEVAL (Teacher Evaluation)

As part of the College’s continuous effort to ensure that quality courses and services are provided to all our students, TEVAL will be conducted each term for every subject by the students. Students are required to complete the evaluation for each subject on Week 7 of each term.

17 DEFERMENT OF TERM

17.1 Deferment Policy

Students are NOT allowed to defer studies once the term has commenced. Students who wish to defer a study term must submit the "Course Deferment Application" form together with supporting documents to the College thirty (30) days before the commencement date of the new term.

17.2 The following conditions apply for term deferment application:

a) Application form duly completed and signed by the students and / or parents / guardians where applicable.
b) Maximum deferment period allowed is six (6) months and only one (1) deferment is allowed for each course of study.

c) A non-refundable and non-transferable administration fee of HK$1,500.00 is payable with the submission of the deferment application.

17.3 Approval on the deferment application will be considered on a case-by-case basis and approvals are granted at the sole discretion of the College.

17.4 Students returning from deferment are required to fill out and submit the “Re-Admission Application” form two (2) weeks prior to the commencement of the new term. Students who fail to submit the “Re-Admission Application” form and have outstanding payments will not be provided with their new term schedule.

17.5 Deferment of studies will automatically lengthen the duration of the course and graduation will be delayed. Deferred students are subject to changes in curriculum, course structure and course fees, should there be any, when they resume their studies at a later stage.

17.6 International (Non-local) students who wish to apply for deferment of study should first apply to the College for provisional approval 30 days before the term starts. Once provisional approval is granted by the College, non-local students must apply to the Director of Immigration for deferment approval. Final approval for deferment will only be granted by the College upon receipt of Immigration Department’s approval.

18 WITHDRAWAL

Students who wish to withdraw from a course are required to complete the “Drop Out Application” form. Requests will be considered on a case-by-case basis and all paid fees are strictly non-refundable and non-transferable.

19 TERMINATION / EXPULSION

19.1 Students are expected to maintain high ethical standards of conduct and to abide by the College’s policies, procedures, rules and regulations. At the discretion of the College, the College reserves the right to terminate / expel students for any of the following:

a) Failure to maintain satisfactory academic performance
b) Excessive absenteeism
c) Academic malpractice (plagiarism and / or cheating on examinations)
d) Student misconduct (Refer to Students’ Code of Conduct & Disciplinary Procedures section)
e) Inappropriate behavior (Refer to Students’ Code of Conduct & Disciplinary Procedures section)
f) Failure to comply with any terms and conditions of the students’ application form and offer letter
20 STUDENTS’ CODE OF CONDUCT & DISCIPLINE

20.1 General Conduct

The College is committed to high ethical and professional standards of conduct as an integral part of our mission in providing a quality-learning environment and services. To achieve this goal, Raffles relies on each staff members’ and students’ ethical behaviour, honesty, integrity and good judgement. Respect for each individual’s rights is of paramount importance and accountability for his or her actions and reflects great future leadership qualities.

The rules lay down below is to ensure that no damage or defacement to the College’s property on any other establishment or body visited in the course of classes. The student and staff shall not act in a manner that is prejudicial to the comfort and convenience of others or is detrimental to the proper conduct of the College or its classes. The following conducts are unacceptable and constitute an offense:

a) Violate any Code of conduct / student discipline rules or policies of the College.

b) Wilfully disrupting any teaching, study, assessment or other activities of the administration of the College.

c) Wilfully obstructing any employee of the College in the performance of his or her duties.

d) Wilfully damaging or wrongfully dealing or theft of any property under the control of the College; any property on the College premises; or property on a location where a student is present under the auspices of the College.

e) Smoking within the College premise / classrooms.

f) Disobeying, without reasonable cause, any instruction of an employee of the College, including failing to leave any premise / building or part of a premise / building when instructed to do so.

g) Acting dishonestly or unfairly with respect to:

i) the preparation or presentation of any essay, project, thesis or other work to be assessed; or

ii) any examination conducted by the College.

h) Does an act or omission that may endanger the safety or health of any person.

i) Physical / verbal assaults or attempts to assault any person.

j) Sale or possession of any alcohol and / or dangerous drugs within the premises of the College.

k) Moving the College’s assets such as tables and computers without the explicit permission of the Programme Director(s).

20.2 Proceedings of Misconduct

a) All employees of the College representing the Hong Kong Raffles School of Continuing Education are authorised with general powers of jurisdiction. All employees can choose to exercise rectification actions for any alleged act of misconduct on the part of a student or any person within the premises of the College or refer the case to the appointed authorities with specific powers of jurisdiction usually managerial level and above.
b) The College reserves the right to suspend or expel any students with misconduct from their course of study.

20.3 The College expects its students to:

a) Be familiar with, and abide by, the regulations as stated in the Student Handbook.

b) Be familiar with and comply with the requirements of their course of studies.

c) Study diligently, attend classes as required, submit assignments on time and notify the College in case of difficulties.

d) Provide accurate information for the maintenance of proper records and keep the College informed of any changes.

e) Pay all fees by specific due date and meet all outstanding debts, where these exist.

20.4 Plagiarism

a) The College seeks to encourage the maintenance of the highest levels of academic integrity. Acts of cheating and/or plagiarism will be regarded as serious offences and will not be tolerated. The College reserves the right to suspend or expel any students caught cheating and/or plagiarising.

b) Academic malpractice includes plagiarism, to take and use another person’s thoughts, writing etc. and to present as one’s own. Plagiarism includes such acts as not detailing any or all relevant information concerning a published (or any form of information dissemination) author’s work as well as using the work of a fellow student or students from the same course.

c) Substantiated plagiarism and/or cheating in a formative assessment will result in at least the loss of ALL marks in that component of the subject AND possible expulsion from the course.

d) Where plagiarism is found for an element of the assessment for a subject then that element of the assessment may be marked down or failed. There could be five outcomes:

i) If the student is marked down then this will be on the basis of marking the achievement taking into account the knowledge and skills displayed and discounting any possible unfair advantage.

ii) If the student failed in the assessment then the student will have to undertake a further assessment (as a first re-sit) for that element where the highest mark achievable will be a minimum pass mark. The required second assessment does not have to be in the same format as the first.

iii) It may also be considered that the student will not be allowed to be passed on that subject even though the aggregate mark taking into account a failed element could be a pass. If a student fails a subject as a result of this penalty then the subject will have to be retaken in the normal way. Penalties cannot be applied to the new course.

iv) For more serious cases the student may be required to take the re-sit, thus failure of the re-sit would result in failure of the subject. If a student fails a subject as a result of this penalty then the subject will have to be retaken in a normal way. Penalties cannot be applied to the new course.

v) In extreme cases the student may be denied the opportunity for any re-sit which would then result in failure of the subject. If a student fails a subject as a result of this penalty then the subject will have to be retaken in the normal way. Penalties cannot be applied to the new course.
## MISCELLANEOUS FEE SCHEDULE

### 21.1 All administration charges / fees are strictly non-refundable and non-transferable.

<table>
<thead>
<tr>
<th>Administration Services</th>
<th>Fees (HK$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application for Registration Fee</td>
<td>HK$3,000.00 for local students HK$5,000.00 for international students with student visa</td>
</tr>
<tr>
<td>Assessment Appeal Fee (Assignment &amp; Grade)</td>
<td>HK$500.00/Subject</td>
</tr>
<tr>
<td>Confirmation Letter/Documentary Proof Fee (e.g. Payment Proof or Study Proof)</td>
<td>HK$50.00/Request</td>
</tr>
<tr>
<td>College Transfer Fee</td>
<td>HK$1,500.00</td>
</tr>
<tr>
<td>Examination Deferment Application Fee</td>
<td>HK$500.00/subject</td>
</tr>
<tr>
<td>Late “Course/Tuition Fee Payment” Charge</td>
<td>HK$100.00/Week for 2-years Advanced Diploma courses</td>
</tr>
<tr>
<td>Letter of Certification Fee</td>
<td>HK$500.00/Request</td>
</tr>
<tr>
<td>Lost/Damaged Book Charge</td>
<td>Cost of Replacement of Each Book</td>
</tr>
<tr>
<td>Overdue Library Book Charge (Incl. Weekends &amp; Public Holidays)</td>
<td>HK$10.00/Day</td>
</tr>
<tr>
<td>Course Deferment Fee</td>
<td>HK$1,500.00</td>
</tr>
<tr>
<td>Course Transfer Fee</td>
<td>HK$1,500.00</td>
</tr>
<tr>
<td>Replacement of Student ID Card Fee (Due to Lost/Stolen)</td>
<td>HK$50.00</td>
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### Retaking Fee who enrolled

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<tr>
<th>Faculty</th>
<th>Up to July 2013</th>
<th>Between Oct 2013 &amp; Apr 2015</th>
<th>From July 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fashion Design</td>
<td>HKD 10,588</td>
<td>HKD 12,353</td>
<td>HKD 13,500</td>
</tr>
<tr>
<td>Fashion Marketing</td>
<td>HKD 10,645</td>
<td>HKD 12,000</td>
<td>HKD 13,309</td>
</tr>
<tr>
<td>Interior Design</td>
<td>HKD 9,167</td>
<td>HKD 10,334</td>
<td>HKD 12,549</td>
</tr>
<tr>
<td>Graphic Design</td>
<td>HKD 10,313</td>
<td>HKD 11,625</td>
<td>HKD 13,309</td>
</tr>
<tr>
<td>Multimedia Design</td>
<td>HKD 10,313</td>
<td>HKD 11,625</td>
<td>--</td>
</tr>
<tr>
<td>Marketing</td>
<td>HKD 9,375</td>
<td>HKD 10,313</td>
<td>HKD 11,128</td>
</tr>
<tr>
<td>Management</td>
<td>HKD 9,375</td>
<td>HKD 10,313</td>
<td>HKD 11,128</td>
</tr>
</tbody>
</table>

Note: the above administration fees are subject to changes without prior notice
22  METHOD OF PAYMENT

22.1 Payment Period

For Advanced Diploma Courses, course fee is due and payable monthly by the **1st of each month**. Payments received seven (7) days after the due date will incur a late payment fee of HK$100.00 per week.

22.2 Methods of Payment

Payments can be made by the following methods:

a) **EPS**

b) **Cheque** - Made payable to “Raffles International College (HK) Limited”. Students are advised to indicate the following information on the reverse side of the cheque before making the payment:
   i) Student name
   ii) Identification number
   iii) Intake
   iv) Course name
   v) Month which the payment is for

For students making payments by cheque, there is a cheque clearance period of seven (7) business days before a receipt will be given out.

**Students will be responsible for bounced cheque charges / fees incurred.**

c) **ATM, Direct Deposit or Wire Transfer** – Students are advised to submit either an ATM Customer Advice or Acknowledgement Receipt as supporting document to ensure that payments are properly applied. The money transfer should be made payable to:
   i) **Account name**: “Raffles International College (HK) Limited”
   ii) **HKD current account number**: 110485331-001
   iii) **Bank name**: The Hongkong and Shanghai Banking Corporation Limited
   iv) **Bank address**: 1 Queen’s Road, Central, Hong Kong
   v) **Swift code**: HSBCHKHHKH

For students making payments by ATM, direct deposit or wire transfer (and after provided supporting document), there is a clearance period of two (2) business days before a receipt will be given out.

**Students will be responsible for any bank charges / fees incurred.**

d) **Cash or Credit card payments are NOT accepted.**

22.3 Official receipt will be given to the students upon request.

22.4 All paid fees are strictly non-refundable and non-transferable.
23 REFUND POLICY & PROCEDURE

23.1 Refund Policy

All paid course fees are strictly non-refundable with the exception of following situation:

a) In the case of college closure prior to the commencement of a course, our College will refund in full the course fee collected to students immediately.

b) If a course cannot be operated according to the arrangements specified in the fee receipts and the students decline the revised arrangements offered by our College, our College will refund in full or on a pro-rata basis the course fee collected to the students as soon as possible and in any event not later than one (1) month after the students have requested for the refund.

c) If a course cannot be operated on the date or at the time specified in the course leaflet and the students decline the revised arrangements offered by our College, our College will refund in full or on a pro-rata basis the course fee collected to the students as soon as possible and in any event not later than one (1) month after the students have requested for the refund.

d) In case of cessation of a course after its commencement, our College will refund to the students the course fee collected on a pro-rata basis as soon as possible and in any event not later than one (1) month after the cessation of the course.

23.2 Refund Procedure

a) Our College will inform the students of refund arrangements either over the telephone or in writing. For students aged below eighteen (18) years, their parents and / or guardians can proceed with the refund procedures on behalf of the students.

b) Our College will refund the students in accordance with the above policy.

c) When processing the refund, our College will not take away the original fee receipts. Upon receipt of the refund, the students or parents and / or guardians should sign to acknowledge the receipt.

d) Our College will pay the refund by Cheque or by Bank Transfer.
24 STUDENT SERVICES

24.1 For enquiries on academic matters, students may contact the Students and Academic Services Department during operating hours:

Operating Hours:        Mondays - Fridays    09.00 – 18.00
                      Saturdays / Sundays / Public Holidays   Closed

Telephone :        (852) 2520-6886
Facsimile :       (852) 2520-1079
E-mail :            course_admin@raffles.edu.hk

24.2 Counselling Service

Each lecturer has a four-hour block reserved for walk-in counselling and consultation. In addition, counselling services with the Lecturers / College management is available by appointment.

24.3 Library

The library operating hours are as follows:
Mondays – Fridays    09.00 – 18.00
Saturdays / Sundays / Public Holidays   Closed

There is a collection of books available for students' use in our college library. Students are required to follow strictly on the following Library Rules and Regulations:

Library Rules and Regulations

a) Students must present his / her Student ID Card when borrowing & returning books.
b) No food, drinks and / or smoking allowed.
c) Books must be returned before due date unless extension has been granted.
d) Students can borrow a maximum of three (3) books for the duration of two (2) weeks. Extension for another two weeks can be considered only upon receipt of a written request provided that other students had not made reservations on the same books. Students must retain proof of extension approved from the college.
e) Reference books can only be read in the library and cannot be borrowed.
f) Student will be charged a non-refundable and non-transferable late fee HK$10.00 per day for each book not returned on the due date (including weekends & Public Holidays).
g) In case of lost / damaged, student will be charged the cost of replacement for each book.
h) Due to copyright issue, photocopying is only allowed for a maximum of 10% of the content of each book (Refer to Section 24.5: Photocopying / printing).

24.4 Internet and Computer Facilities

This service is provided free of charge to all students. Computers in the Library are available for students' use during library operating hours and reservations can be made at the reception on the 1st floor, on a first come first serve basis. The maximum usage time is two (2) hours.
The following rules must be adhered to when using the College's computer facility:

a) No food, drinks and / or smoking allowed.

b) Do not save or download any programs in the computer.

c) Access to adults, gambling and other prohibited sites are strictly prohibited.

d) Students must return the keyboard and the mouse to the reception after use.

e) Care must be taken when using the College’s computer facilities. Students will be responsible for the repair / replacement cost if he / she is found to have damaged the facilities intentionally.

24.5 Photocopying / Printing

Students and Academic Services Department does not provide photocopying and printing services.

Students are responsible for their own photocopying and printing requirements.

The College strictly adheres to the protection of Intellectual Property Rights and the Copyright Ordinances of Hong Kong. Under Hong Kong copyright ordinances, unauthorized copying will lead to fines, prosecution and jail sentences.

24.6 Request for Additional Confirmation Letter / Documentary Proof

Request for additional written confirmation letter / documentary proof (e.g. payment proof, study proof, student visa renewal letter, etc) will incur a non-refundable and non-transferable administration fee of HK$50.00 per document.

24.7 Request for Issuance of Student ID Card

Students are required to download the form from the website, fill out the form and submit it to the SAS Department. Replacement of lost / stolen Student ID Card will incur a non-refundable and non-transferable administration fee of HK$50.00.

25 STUDENT FEEDBACK

25.1 The College is committed to providing the highest quality of education possible within the limits imposed by the resources available to it and it strives to ensure that its students gain maximum benefit from the academic, social and cultural experiences it offers. Where students feel their legitimate expectations are not being met, or where misunderstandings about the nature of the College’s provision occur, the College expects that problems will be speedily and effectively dealt with at the local level. Its complaints mechanism is based on the assumption that staff will at all times deal thoughtfully and sympathetically with students’ problems so as to minimise the extent to which formal procedures will need to be followed.

25.2 For this reason, we always try to resolve student grievances ‘in house’ as far as possible. If you have a grievance or a complaint which you have not been able to be resolved, please put your complaint in writing and email attention to The Manager, Students and Academic Services Department at feedback@raffles.edu.hk and copy to The College Director at CD@raffles.edu.hk

25.3 Complaints / grievances received will be investigated and responded within three (3) working days.
26 OPERATING HOURS UNDER TYPHOONS / BLACK RAINSTORM

26.1 Typhoons at Signal Number ‘8’
- When the signal ‘8’ is hoisted at or before 7:00 am, all morning classes will be cancelled.
- When the signal ‘8’ is hoisted at or before at 12:00 noon, all afternoon classes will be cancelled.
- When the signal ‘8’ is hoisted during office hours, all operations will be terminated immediately.
- If the signal ‘8’ is lowered to signal ‘3’ at or before 7:00 am, all classes will be conducted as usual.
- If the signal ‘8’ is lowered to signal ‘3’ at or before 12:00 noon, all afternoon classes will be conducted as usual.
- If the signal ‘8’ is lowered to signal ‘3’ after 2:00 pm, the college will remain closed for the day.

26.2 Black Rainstorm
- When the Black Rainstorm signal is hoisted at or before 7:00 am, all morning classes will be cancelled.
- When the Black Rainstorm signal is hoisted at or before 12:00 noon, all afternoon classes will be cancelled.
- When the Black Rainstorm signal is hoisted during office hours, the facilities for self-study and student project will continue in operation.
- If the Black Rainstorm signal is lowered at or before 7:00 am, all classes will be conducted as usual.
- If the Black Rainstorm signal is lowered at or before 12:00 noon, all afternoon classes will be conducted as usual.
- If the Black Rainstorm signal is lowered after 2:00 pm, the college will remain closed for the day.

26.3 Cancelled classes and / or examinations due to the above will be rescheduled accordingly and the students affected will be notified.

All the above information / policies are correct at the time of printing. Hong Kong Raffles School of Continuing Education reserves the right to change the above information, policies, course structure, curriculum assessment, schedules and fees. The latest version supersedes all previous versions. All students are required to follow strictly to the latest version.