

## 6. IT Help Desk Services

- 6.1 The IT Help Desk is the primary point of contact for students who are in need for technical assistance or have enquiry. During office hours, students can contact the IT Help Desk by calling the hotline 2584-8737, sending email to [itsupport@hkapa.edu](mailto:itsupport@hkapa.edu), accessing the online service (<http://helpdesk.hkapa.edu>), or visiting the ITSU Office located in the Administration Block of the Academy.

## Academic Services Office (ASO)

### 1. General Information

- 1.1 The ASO, in collaboration with the Schools and various Departments or Sections, is responsible for implementing all the policies and regulations relating to study programmes and student administration.
- 1.2 The ASO supports the work of the Board of Undergraduate Education, Board of Postgraduate Education, and the Academic Board, which are the three key academic decision-making bodies of the Academy. Members of the Boards include elected student representatives. Students' opinions can therefore be reflected through these student members to the Academy's senior management.

### 2. Office Hours and Location

- 2.1 The ASO is located at Room X002 in the Administration Block and the office hours are as follows:

Monday – Friday	8:30 am - 5:30 pm / 9:00 am - 5:00 pm*
Saturday	8:30 am - 1:00 pm / 9:00 am - 12:30 pm*
Sunday & Public Holiday	Closed

\* for money matters

### 3. Services

#### **Registration**

- 3.1 The ASO administers students' programme registration, programme transfer, deferment of and withdrawal from studies.

#### **Student Identity Cards**

- 3.2 After registration, each student is issued a Student Identity Card (ID) for access to the Academy premises. For replacement of student ID card due to loss of the card or whatever reason, students are required to complete an application form and pay a replacement fee of HK\$70.

### **Student Records**

- 3.3 For change of personal details such as name, address, email address, or telephone number, students are requested to inform the ASO as soon as possible. In case of change of name, students should produce their passports or HKID cards or any legal proofs of identity for ASO's verification. Accurate student records can ensure students receiving the Academy's correspondence and phone calls without delay.

### **Transcripts**

- 3.4 A transcript is an official record of student's academic achievements at the Academy. A transcript may be required for job applications or further study. To apply for a transcript, students should complete an application form, which is obtainable at the ASO, and pay a fee of HK\$50 per copy. The transcript is ready for collection 10 working days from the day of application.

### **Letters of Certification**

- 3.5 Letters of Certification are normally required by students for visa application or other specified purposes. To apply for a Letter of Certification, students should submit application in writing, stating their name, School, Programme/Year and reason for application. The Letter, issued free of charge, is ready for collection seven days from the day of application.

### **Student Visas**

- 3.6 Non-local students who have to renew their student visas or to apply for an extension of stay should seek the assistance of the ASO. Students should submit their applications via the ASO to the Immigration Department of the HKSAR Government normally one month in advance of the expiry date of their visas.

### **Immigration Arrangements for Non-local Graduates (IANG)**

- 3.7 Non-local graduates here refer to persons from outside the HKSAR who have obtained a degree or higher qualification awarded by the Academy.
- 3.8 Non-local graduates who wish to apply to stay and work in the HKSAR are not required to secure an offer of employment upon application.
- 3.9 Non-local fresh graduates who have completed all graduation requirements but have not yet obtained their graduation certificate could apply for a proof of graduation from the Academy via their respective Schools. Student's graduation shall be approved by the Board of Graduate Education and the Academic Board.
- 3.10 Upon receiving the applications from Schools and the approval by the Board of Graduate Education and the Academic Board, the ASO would issue the proof of graduation to the graduates within five working days.
- 3.11 With the proof of graduation, the graduates should obtain application forms (ID 990A) from the Immigration Offices or download the form at [www.immd.gov.hk](http://www.immd.gov.hk).

### **Application Forms**

- 3.12 These are either obtainable at the ASO or downloadable at the intranet of the Academy: <http://intranet.hkapa.edu/aso/form.asp>

Deferment of Studies	Transcript
Transfer (Major/Programmes)	Transfer to a Programme in a Different School
Withdrawal from Studies	Replacement of Student Identity Card
Amendment of Student Personal Particulars	Internship/Outside Work/Outreach Activities
Letter of Certification	Resumption of Studies after Suspension

## **Graduate Education Centre**

### **I. Roles and Functions**

- 1.1 The Graduate Education Centre (GEC) was established in 2005 to support the work of the Board of Graduate Education to develop, promote, and foster graduate education and to maintain standards of postgraduate programmes within the context of the Academy's overall strategy and also following the policies and procedures approved by the Academic Board.
- 1.2 The GEC also serves in the following aspects:
- To provide supporting services to prospective and current postgraduate students and advisors;
  - To facilitate student admissions and student financial support;
  - To organise postgraduate competency courses for postgraduate programmes;
  - To organise workshops and seminars relating to graduate education for students and faculties;
  - To prepare and maintain a database on postgraduate students.

### **2. Office Hours and Location**

- 2.1 The GEC is located at Room2301-02, Shanghai Industrial Investment Building, 48-62 Hennessy Road, Wan Chai, Hong Kong and the office hours are as follows:
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|-------------------------|---|
| Monday - Friday         | 8:30 am - 12:30 pm<br>2:00 pm - 5:30 pm |
| Saturday                | 8:30 am - 1:00 pm (on alternate weeks)  |
| Sunday & Public Holiday | Closed                                  |