

Bachelor of Social Work (Honours)

社會工作榮譽學士課程

Programme Handbook

2019/2020 Cohort

Department of Social Work
Hong Kong Shue Yan University

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1. General Information

The Department of Social Work at Hong Kong Shue Yan University has offered a 4-year Social Work Honours Degree Programme since 2002 and is one of the very first recognized professional social work degree programmes in Hong Kong. The programme was initially accredited by the HKCAAVQ and has been subsumed in the University's Programme Area Accreditation status at QF level 5 since 2006. The Social Workers' Registration Board of Hong Kong first recognized the Programme as a qualified social work education programme for registration purposes in February 2003.

Programme and Award Title: Bachelor of Social Work (Honours)
社會工作榮譽學士課程

2. Philosophy, Mission and Goals

The mission of our Department is to contribute to the betterment of our society through education, research and advocacy. Our hope for our graduates is that they will become competent and compassionate leaders in their respective fields, drawing the unique strength of each individual, adopting an open, reflective and critical mindset and partnering with different professionals, trades, stakeholders and sectors of our community to make a better society for all.

Our BSW programme is the only one in Hong Kong which offers three fieldwork placements for our students. The three fieldwork placements allow our students to further consolidate their knowledge and provide them with additional opportunities and exposure in different service areas. The importance of generating new knowledge is also an important feature of the BSW programme. Each student has to design and conduct an honours research study on a social work related issue. The honours project has proven to be a great asset for our students in their future career development.

3. Programme Aims

The programme aims to:

- i. Provide professional social work training that incorporates the acquisition of knowledge, skills, core values, ethics and professionalism.
- ii. Nurture students' social responsibility, integrity and devotion of the

- professional self to the betterment of individuals and society.
- iii. Develop students' competence to address different social needs and different social targets, upholding social justice and human rights.
 - iv. Prepare students to adopt multi-level approaches and apply their social work field practice in a wide range of social welfare and cultural settings.
 - v. Equip students to develop their professional self through reflective critical thinking, training in research and evaluation skills.
 - vi. Integrate Chinese cultural values with social work core values as appropriate for the prevention and relief of hardship and suffering in society.

Table 3.1 Alignment of Programme Aims with Core Social Work Values and Beliefs

Core Social Work Values and Beliefs	Programme Aims					
	PA1	PA2	PA3	PA4	PA5	PA6
1. Social workers' primary mission is to help people in need and to strive to address social problems.	✓		✓			
2. Social workers respect the unique value and dignity of every human being irrespective of one's ethnicity, colour, family/social/national origin, nationality, culture, birth, sex, age, language, beliefs, political and other opinion, family/social/economic status, disability, educational attainment, contribution to society, or sexual orientation.	✓		✓	✓		✓
3. Social workers believe that individuals have the potential to develop and thus accepts a responsibility to encourage and facilitate the self-realization of individuals with due regard to the interest of others.	✓	✓		✓		✓
4. Social workers accept responsibility to advance social justice and to safeguard the cause of human rights.	✓	✓	✓	✓		
5. Social workers believe that each society, regardless of its form, should provide maximum benefits to its members.	✓			✓		
6. Social workers accept responsibility to update, upgrade and devote their professional knowledge and skills to the betterment of individuals and society, with the aim to empower people to act on their own behalves as far as possible.	✓	✓	✓		✓	

Core Social Work Values and Beliefs	Programme Aims					
	PA1	PA2	PA3	PA4	PA5	PA6
7. Social workers recognize the central importance of human relationships and seek to strengthen relationships among people in a purposeful effort to promote, maintain and enhance the well-being of individuals, families, social groups, organizations and communities for the prevention and relief of hardship and suffering.	✓		✓	✓		✓

The programme is designed to deliver its aims through the careful integration of values, theory and practice within and between different courses.

4. Programme Intended Learning Outcomes (PILOs)

Upon successfully completing the programme students should be able to:

1. articulate the objectives, values, ethics and social justice of the social work profession that recognize the unique value and dignity of every human being and the importance of human relationships
2. critically analyze and evaluate service targets from a person-in-environment perspective
3. demonstrate theoretical based professional knowledge in using multi-level social work approaches and evidence-based practice
4. translate and synthesize learnt social work and related knowledge into practical applications in order to cater to the needs of diverse population groups in everyday situations
5. apply research techniques and evaluation skills to provide innovative solution to practice
6. practise critical self-reflection
7. evaluate and align Chinese cultural values with the social work core values and practice

Table 4.1 Alignment of PILOS with Programme Aims

Programme Intended Learning Outcomes (PILOs)	Programme Aims					
	PA1	PA2	PA3	PA4	PA5	PA6
1. articulate the objectives, values, ethics and social justice of the social work profession that recognize the unique value and dignity of every human being and the importance of human relationships	✓	✓	✓			
2. critically analyze and evaluate service targets from a person-in-environment perspective	✓		✓	✓	✓	

Programme Intended Learning Outcomes (PILOs)	Programme Aims					
	PA1	PA2	PA3	PA4	PA5	PA6
3. demonstrate theoretical based professional knowledge in using multi-level social work approaches and evidence-based practice	✓			✓	✓	
4. translate and synthesize learnt social work and related knowledge into practical applications in order to cater to the needs of diverse population groups in everyday situations	✓	✓	✓	✓		
5. apply research techniques and evaluation skills to provide innovative solution to practice					✓	
6. practise critical self-reflection	✓	✓			✓	
7. evaluate and align Chinese cultural values with the social work core values and practice				✓		✓

Table 4.2 Alignment of PILOS with HKSYU Graduate Attributes

The alignment of Programme Aims and Programme Intended Learning Outcomes with the University Graduate attributes is shown below:

University Graduate Attributes	PA1	PA2	PA3	PA4	PA5	PA6
	PILO 1, 2, 3, 4, 6	PILO 1, 4, 6	PILO 1, 2, 4	PILO 2, 3, 4, 7	PILO 2, 3, 5, 6	PILO 7
Articulate, open-minded critical thinkers with a passion for lifelong learning and self-improvement		✓			✓	
Committed to appropriate ethical behaviour, based on a strong sense of social responsibility	✓	✓				
Well prepared to apply their specialist knowledge, skills and creativity in their chosen field of employment			✓	✓	✓	
Ready to apply their global outlook and understanding of Chinese cultural values to support the development of Hong Kong and China in the 21 st century						✓

5. Overall Framework for the Programme

5.1. Credit Requirement of the Programme

The BSW(Hons) programme requires students to successfully complete a minimum of 126 credits for graduation, including 20 credits of university language requirement, 12 credits of university general education requirement, 80 departmental core credits and 14 credits of social work in context.

5.2. Six Domains of the Programme

The programme has six domains as listed below:

Domain 1 Human Behaviour and Social Environment – The courses in this domain aim at providing students with an understanding of human behaviour and human development, as well as an awareness of self and the self-environment interaction.

- PSY100 Introductory Psychology
- PSY120 Lifespan Developmental Psychology
- SW120 Principles of Sociology
- SW131-2 Self-understanding and Self-development I and II
- General Education Programme

Domain 2 Social Welfare System and Social Services – The courses in this domain lay out the broad parameters of social work and social welfare, including the underlying philosophies.

- SW100 Introduction to Philosophy of Social Welfare and Social Work
- SW110 Social Welfare System and Services in Hong Kong
- SW300 Social Policy and Planning
- SW370 Law and Social Work

Domain 3 Social Work Practice and Theories – The courses in this domain seek to equip students with theoretical knowledge as well as practical skills in social work.

- SW200 Theories and Methods in Working with Individuals
- SW210 Counselling Skills for Social Workers
- SW220 Theories and Methods in Groups
- SW240 Theories and Methods in Community Work
- SW320 Ethics for Social Workers

Domain 4 Social Work in Context – The courses in this domain equip students with knowledge and skills of working with different population groups. Students are required to select 7 courses from those on offer.

- SW270 Social Work Practice in China
- SW310 Working with at Risk and Hidden Youth
- SW330 Family-based Service and Practice
- SW340 Working with Older Adults
- SW360 Working with New Arrivals and Ethnic Minorities
- SW420 Medical Social Work
- SW430 Rehabilitation Services – Working with People with Intellectual Disabilities

- SW450 Social Work in Pre-school, Primary and Secondary School Settings
- SW470 Social Work Practice in Mental Health

Domain 5 Practicing Social Work – In this domain, students experience five fieldwork placements of which one is a summer placement while the other four are concurrent placements. Furthermore, to enable students to truly integrate theory with practice, four seminars are provided.

- SW351-2 Integrative Practice Seminars I and II
- SW361-2 Fieldwork I and II
- SW363 Fieldwork III (Summer Block Placement)
- SW461-2 Integrative Practice Seminars III and IV
- SW471-2 Fieldwork IV and V

Domain 6 Research, Knowledge and Practice Integration – The courses in this domain are designed to prepare students to appreciate and appraise social work from academically informed angles.

- SW251-2 Social Work Research I and II
- SW400 Programme Evaluation
- SW441-2 Honours Project I and II
- SW480 Social Service Management

Table 5.1 Programme Curriculum

First Year		Credit(s)		Domain
		Semester 1	Semester 2	
Language Requirement				
CHI. 101 – 2	First Year Chinese I and II	4	4	University Requirements
ENG. 111 – 2	English Usage I and II	3	3	University Requirements
Introductory Course				
PSY. 100	Introductory Psychology	–	3	Domain 1
PSY. 120	Lifespan Developmental Psychology	3	–	Domain 1
SW. 120	Principles of Sociology	3	–	Domain 1
Departmental Core Requirement				
SW. 100	Introduction to Philosophy of Social Welfare and Social Work	3	–	Domain 2
SW. 110	Social Welfare System and Services in Hong Kong	–	3	Domain 2
SW. 131 – 2	Self-understanding and Self-development I and II	0 (Pass / Fail)	0 (Pass / Fail)	Domain 1
General Education Requirement				
GE Courses*	One GE Course in Each Semester (Any of the Four Areas)	3	3	Domain 1
Sub-total		19	16	
Total		35		

Second Year		Credit(s)		Domain
		Semester 1	Semester 2	
Language Requirement				
ENG. 211 – 2	English Writing I and II	3	3	University Requirements
Departmental Core Requirement				
SW. 200	Theories and Methods in Working with Individuals	3	–	Domain 3
SW. 210	Counselling Skills for Social Workers	–	3	Domain 3
SW. 220	Theories and Methods in Groups	3	–	Domain 3
SW. 240	Theories and Methods in Community Work	3	–	Domain 3
SW. 251 – 2	Social Work Research I and II	3	3	Domain 6
SW. 270	Social Work Practice in China	–	2	Domain 4 (Note 1 Refers)
General Education Requirement				
GE Courses*	Two GE Courses in the Second Semester (Any of the Four Areas)	–	6	Domain 1
Sub-total		15	17	
Total		30 – 32		
Third Year		Credit(s)		Domain
		Semester 1	Semester 2	
Departmental Core Requirement				
SW. 300	Social Policy and Planning	–	3	Domain 2
SW. 310	Working with at Risk and Hidden Youth	2	–	Domain 4 (Note 1 Refers)
SW. 320	Ethics for Social Workers	–	3	Domain 3
SW. 330	Family-based Service and Practice	–	2	Domain 4 (Note 1 Refers)
SW. 340	Working with Older Adults	2	–	Domain 4 (Note 1 Refers)
SW. 351 – 2	Integrative Practice Seminar I and II	2	2	Domain 5
SW. 360	Working with New Arrivals and Ethnic Minorities	–	2	Domain 4 (Note 1 Refers)
SW. 361 – 2	Fieldwork I and II	4	4	Domain 5
SW. 363	Fieldwork III (Summer Block Placement)	4		Domain 5
SW. 370	Law and Social Work	3	–	Domain 2
Sub-total		13	16	
Total		31 – 33		
Fourth Year		Credit(s)		Domain
		Semester 1	Semester 2	
Departmental Core Requirement				
SW. 400	Programme Evaluation	3	–	Domain 6
SW. 420	Medical Social Work	2	–	Domain 4 (Note 1 Refers)
SW. 430	Rehabilitation Services – Working with People with Intellectual Disabilities	–	2	Domain 4 (Note 1 Refers)
SW. 441 – 2	Honours Project I and II	2	2	Domain 6
SW. 450	Social Work in Pre-school, Primary and Secondary School Settings	2	–	Domain 4 (Note 1 Refers)
SW. 461 – 2	Integrative Practice Seminar III and IV	2	2	Domain 5
SW. 470	Social Work Practice in Mental Health	–	2	Domain 4 (Note 1 Refers)
SW. 471 – 2	Fieldwork IV and V	4	4	Domain 5
SW. 480	Social Service Management	–	3	Domain 6
Sub-total		15	15	
Total		28 – 30		
Minimum Credit Requirement for Graduation: 126				

Note 1: Students are only required to take 7 of the 9 courses in Domain 4

* Students shall complete a total of 12 credits of General Education courses consisting of 3 credits in each of the four main areas.

Figure 5.1 Progression of Social Work Content in the BSW Programme

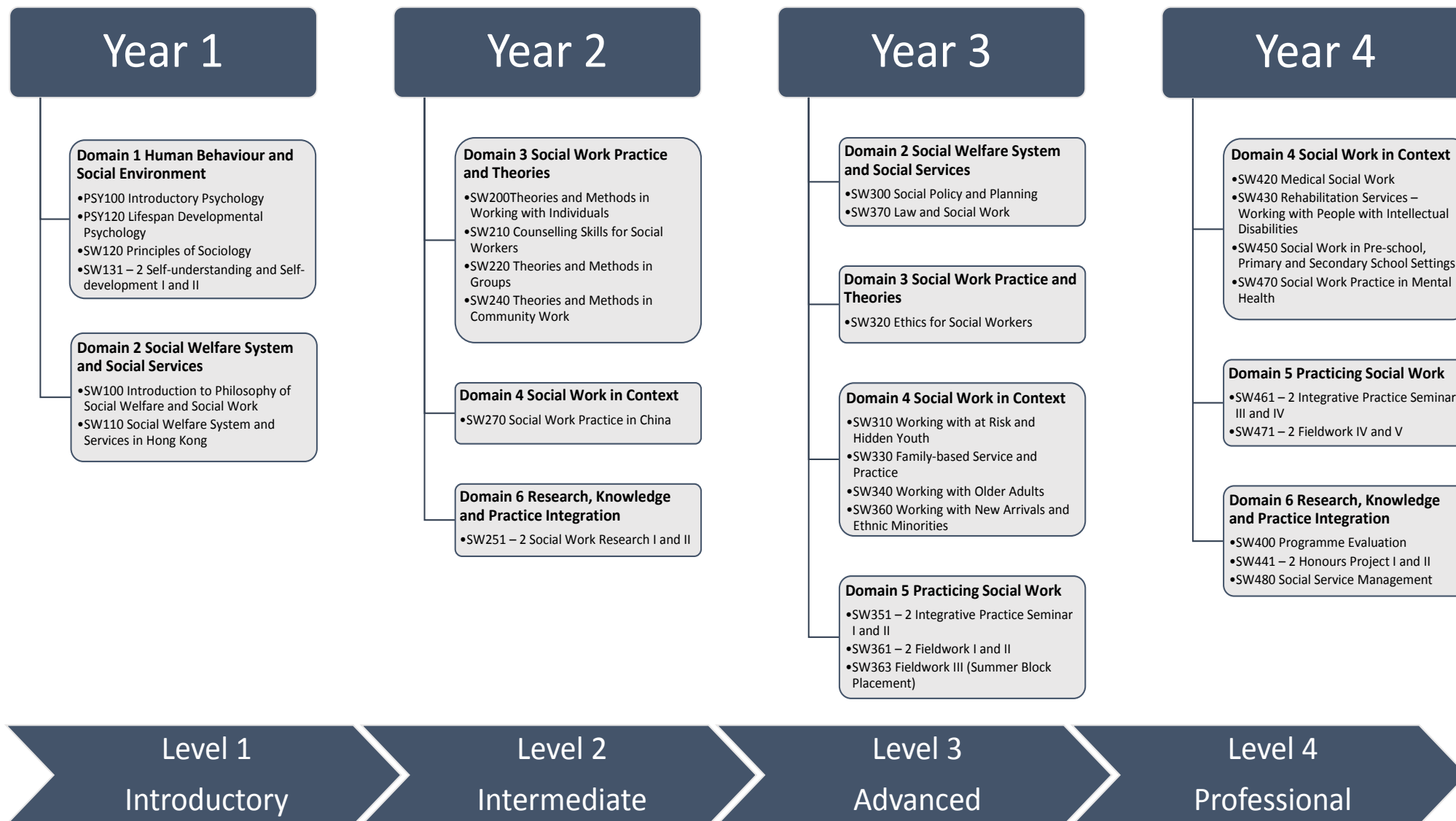


Table 5.2 Alignment of curriculum with PILOS (The configuration of courses contributes to achievement of PILOS)

Core Courses	articulate the objectives, values, ethics and social justice of the social work profession that recognize the unique value and dignity of every human being and the importance of human relationships	critically analyze and evaluate service targets from a person-in-environment perspective	demonstrate theoretical based professional knowledge in using multi-level social work approaches and evidence-based practice	translate and synthesize learnt social work and related knowledge into practical applications in order to cater to the needs of diverse population groups in everyday situations	apply research techniques and evaluation skills to provide innovative solution to practice	practise critical self-reflection	evaluate and align Chinese cultural values with the social work core values and practice
*PSY100 Introductory Psychology		✓					✓
**PSY120 Lifespan Developmental Psychology		✓		✓	✓	✓	
SW100 Introduction to Philosophy of Social Welfare and Social Work	✓						✓
SW110 Social Welfare System and Services in Hong Kong	✓	✓	✓	✓			
SW120 Principles of Sociology		✓				✓	✓
SW131–2 Self-understanding and Self-development I & II	✓	✓				✓	✓
***General Education Programme	✓						✓
SW200 Theories and Methods in Working with Individuals	✓	✓	✓	✓			✓
SW210 Counselling Skills for Social Workers	✓	✓	✓	✓		✓	
SW220 Theories and Methods in Groups	✓		✓				✓
SW240 Theories and Methods in Community Work	✓	✓	✓	✓			✓
SW251– 2 Social Work Research I & II			✓		✓		
#SW270 Social Work Practice in China	✓	✓	✓			✓	✓
SW300 Social Policy and Planning	✓	✓		✓		✓	

Core Courses	articulate the objectives, values, ethics and social justice of the social work profession that recognize the unique value and dignity of every human being and the importance of human relationships	critically analyze and evaluate service targets from a person-in-environment perspective	demonstrate theoretical based professional knowledge in using multi-level social work approaches and evidence-based practice	translate and synthesize learnt social work and related knowledge into practical applications in order to cater to the needs of diverse population groups in everyday situations	apply research techniques and evaluation skills to provide innovative solution to practice	practise critical self-reflection	evaluate and align Chinese cultural values with the social work core values and practice
#SW310 Working with at Risk and Hidden Youth	✓	✓	✓	✓			
SW320 Ethics for Social Workers	✓	✓	✓				✓
#SW330 Family-based Service and Practice	✓	✓	✓	✓			✓
#SW340 Working with Older Adults	✓	✓	✓	✓		✓	✓
SW351–2 Integrative Practice Seminar I & II	✓	✓	✓	✓		✓	✓
#SW360 Working with New Arrivals and Ethnic Minorities	✓	✓		✓			
SW361–2 Fieldwork I & II	✓		✓	✓		✓	✓
SW363 Fieldwork III (Summer Block Placement)	✓		✓	✓		✓	✓
SW370 Law and Social Work	✓			✓			
SW400 Programme Evaluation			✓		✓		
#SW420 Medical Social Work	✓	✓		✓		✓	
#SW430 Rehabilitation Services - Working with People with Intellectual Disabilities	✓	✓	✓	✓			✓
SW441–2 Honours Project I & II			✓		✓		
#SW450 Social Work in Pre-school, Primary and Secondary School Settings	✓	✓	✓	✓			

Core Courses	articulate the objectives, values, ethics and social justice of the social work profession that recognize the unique value and dignity of every human being and the importance of human relationships	critically analyze and evaluate service targets from a person-in-environment perspective	demonstrate theoretical based professional knowledge in using multi-level social work approaches and evidence-based practice	translate and synthesize learnt social work and related knowledge into practical applications in order to cater to the needs of diverse population groups in everyday situations	apply research techniques and evaluation skills to provide innovative solution to practice	practise critical self-reflection	evaluate and align Chinese cultural values with the social work core values and practice
SW461– 2 Integrative Practice Seminar III & IV	✓	✓	✓	✓		✓	
#SW470 Social Work Practice in Mental Health	✓	✓	✓	✓			✓
SW471–2 Fieldwork IV & V	✓		✓	✓		✓	✓
SW480 Social Service Management	✓		✓	✓		✓	

6. Teaching and Learning Methods

6.1 Approaches to Teaching and Learning

Social work is not only a knowledge-based profession but a practice-based discipline. The programme is designed in such a way that learning and assessment is based on interactive learning, reflection and self-understanding. The two major components of teaching and learning in the BSW programme are coursework and fieldwork.

All courses in the BSW programme adopt an outcomes-based teaching and learning approach. We expect our students to demonstrate their ability to integrate their knowledge with practice and be engaged in a vigorous reflective learning process in order to produce the decided positive learning outcomes. Case studies, role play, peer critique and assessment, small group projects and presentations are used.

6.2 Web-based Teaching and Learning

Panopto, a video platform for education, was introduced in September 2019. It is the latest policy of the university to use Panopto for makeup classes. It enables communication between teachers and students outside the classroom and enhances accessibility of the lecture materials including the video clips of the actual lectures. All teaching staff in the department attended the workshops on Panopto provided by ATLC and the training team of Panopto. During the boycott of classes in the first semester of 2019/20, lectures have been conducted on Panopto. Student presentations were either uploaded to Panopto or YouTube.

The University added Zoom to its repertoire in February 2020 in view of the need to suspend all face-to-face teaching due to the highly contagious COVID-19. Zoom offers communication software and app that combines video conferencing, online meetings, chat, webinars and mobile collaboration on all devices. It can be merged with Panopto and Moodle easily.

Apart from Panopto and Zoom, various types of online teaching apps have been used to engage students in class discussion, for example, UReply, Mentimeter, Moodle and Google Classroom, etc. Students welcome these types of apps and

are more willing to participate in the class discussion as well as raising questions during lectures.

6.3 VeriGuide and Detection of Plagiarism

VeriGuide is a system employed by the University to detect plagiarism. VeriGuide assists lecturers to assess whether there are suspected cases of plagiarism among students' submitted assignments. After adopting VeriGuide and the promotion of anti-plagiarism for a few years, students' awareness of plagiarism and using appropriate citation style has been enhanced. Workshops about plagiarism and the use of VeriGuide are conducted by the Department for all Year 1 students. Since 2014/15, VeriGuide is attached as a plugin to Moodle. Students need only submit their assignments once.

6.4 Approaches to Assessment

Course intended learning outcomes, (CILOs), teaching and learning tasks, assessment criteria are set out in individual course outlines and students are advised to read them carefully.

6.4.1 Principles of Assessment

The main purpose of assessment is to enable students to demonstrate that they have met the aims and objectives of the academic programme; that they have fulfilled the requirements of each subject and have, at the end of their study, achieved the standard appropriate to the award.

6.4.2 Course Assessment

- a. A student is assessed for every course in which s/he/she has enrolled in the form of any one or any combination of the following: final examination, group projects, individual assignments, term papers, tests and presentations. Where more than one method is used, the weighting of each in the overall subject grade shall be clearly stated in the course outline.
- b. A student is required to take all the tests and examinations and complete all the course work prescribed in the course outline.

- c. A student who fails to attend a test or an examination without a good reason will be given no marks for that test or examination and no supplementary assessment will be given.
- d. A student who, because of illness, or in the event of the decease of a close relative, or on urgent business, is unable to present himself for an examination, may apply for leave of absence to the Registrar in advance, or, in the case of sick leave within three days after the examination with written attestation from a registered medical practitioner recognized by the University. Only when approval is granted by the Registrar may the student apply for a make-up examination.
- e. A Term Examination would be held at the end of each term for some courses offered during that term. A student's academic result is assessed on the basis of his/her class work, written paper, reports, examination results, and his/her attendance and participation in the class. A student is required to pass the examination component of each course in order to be awarded an overall Pass for the course. In the case of Honours Project and Fieldwork courses where there is no Term Examination, the course is assessed entirely on the student's performance in the required project components.

6.4.3 Academic Dishonesty

Courses of BSW Programme are assessed according to the assessment tasks proposed by the Department of Social Work, with the advice of the External Examiner and the Social Work Advisory Board and approved by the Academic Board. There has been ongoing improvement to the content and teaching approaches of existing courses in response to the University's OBTL initiative, feedback from students, lecturers and external advisors. The Department continues to revise teaching and learning activities as well as the grading rubrics in different courses.

Assessment is related to the intended learning outcomes of each course. The outcomes and assessment methods of all courses in the programme are clearly delineated in the individual course documents. All course documents will provide information on assessment criteria so that students know the basis on which they have been given marks or grades for their work. Assessment criteria

will not only guide students' learning but will also help in standardizing the quality of assessment for the sake of consistency and fairness.

A variety of assessment methods have been adopted for the Programme, especially after the implementation of OBTL. Written Assignments, Term Papers, Quizzes, Written Examination, Skills Practice, Project Work, Peer commendation, Role Play and Group/Individual Presentations are used. Reflective journal is also employed by some courses to assess students' performance.

The assessment methods are based on the learning needs of students and designed to test the intended learning outcomes of each course. For example, student groups participate by giving feedback and assessing the standard of other groups' presentation and project work under the peer commendation system. Marks are awarded after discussion between the lecturer and peer commentators. The assessment therefore is continuous and it promotes the sharing of practical experience amongst students. Moreover, in order to ensure the fair assessment on individual performance all of the 44 courses offered in the BSW programme conform to the 70% or above individual assessment rule.

All examination papers, projects and assignments are set and monitored by subject lecturers. All the examination papers are scrutinized internally and externally by peer review and by the External Examiner. This guarantees the academic standard of questions, that they are appropriately expressed and that students are able to understand questions correctly and the best answers could be provided in the examination. Subject lecturers modify questions based on recommendations and advice of the Internal Peer Reviewer and External Examiner. Students are not allowed to proceed to fieldwork placement unless they have successfully completed all core required Social work courses in the relevant year of study.

Table 6.1 Assessment of Courses

Couse Code	Couse Title	Mode of Assessment		
		Continuous Assessment		Examination / Test
		Group	Individual	
SW100	Introduction to Philosophy of Social Welfare and Social Work	30%	20%	50%
SW110	Social Welfare System and Services in Hong Kong	30%	10%	60%

Course Code	Course Title	Mode of Assessment		
		Continuous Assessment		Examination / Test
		Group	Individual	
SW120	Principles of Sociology	20%	40%	40%
SW131	Self-understanding and Self-development I	30%	70%	-
SW132	Self-understanding and Self-development II	30%	70%	-
SW200	Theories and Methods in Working with Individuals	25%	35%	40%
SW210	Counselling Skills for Social Workers	30%	70%	-
SW220	Theories and Methods in Groups	20%	40%	40%
SW240	Theories and Methods in Community Work	15%	25%	60%
SW251	Social Work Research I	25%	50%	25%
SW252	Social Work Research II	10%	90%	-
SW270	Social Work Practice in China	30%	70%	-
SW300	Social Policy and Planning	30%	70%	-
SW310	Working with at Risk and Hidden Youth	30%	70%	-
SW320	Ethics for Social Workers	25%	75%	-
SW330	Family-based Service and Practice	30%	30%	40%
SW340	Working with Older Adults	30%	10%	60%
SW351	Integrative Practice Seminar I	30%	70%	-
SW352	Integrative Practice Seminar II	30%	70%	-
SW360	Working with New Arrivals and Ethnic Minorities	30%	20%	50%
SW361-2	Fieldwork I and II	-	100%	-
SW363	Fieldwork III (Summer Block Placement)	-	100%	-
SW370	Law and Social Work	30%	70%	-
SW400	Programme Evaluation	20%	80%	-
SW420	Medical Social Work	30%	70%	-
SW430	Rehabilitation Services – Working with People with Intellectual Disabilities	20%	30%	50%
SW441-2	Honours Project I and II	-	100%	-
SW450	Social Work in Pre-school, Primary and Secondary School Settings	25%	45%	30%
SW461	Integrative Practice Seminar III	30%	70%	-
SW462	Integrative Practice Seminar IV	30%	70%	-
SW470	Social Work Practices in Mental Health	30%	70%	-
SW471-2	Fieldwork IV and V	-	100%	-
SW480	Social Service Management	30%	20%	50%

6.5 Fieldwork

Fieldwork practice is an integral part of social work education and training. Through this education approach, classroom learning can be integrated and put into practice. Moreover, working in the field can provide students with real-life exposure to different social work settings. It serves as a catalyst in aiding students to become more knowledgeable about the social work profession on a practical level. Such practice also gives students a taste of the basic elements of social work so that they have an opportunity to acquaint themselves in fieldwork practice with core social work knowledge and values.

More importantly, with practical participation, students gain more real-life experience and observation in relation to the needs of service users, the application and effects of related social welfare policies and the management issues of various service settings. The Department requires students to complete three periods of supervised fieldwork practicum in the BSW Hons.

6.5.1 Management of Fieldwork Placement

The Department requires students to undertake 1,024 hours of supervised fieldwork placement and 100 hours of Pre-placement Exposure in Governmental organizations or NGOs. Managed by the Fieldwork Coordinator, assisted by the Assistant Fieldwork Coordinator and the Fieldwork Team, the Department of Social Work has employed a team of part-time fieldwork supervisors in addition to full-time staff to supervise placements and identified a series of NGOs which are able to provide placement opportunities in different settings.

Trained Fieldwork Supervisors with registered social work qualifications are appointed by the University to provide on-the-spot supervision and assessment of practice every week.

The Management of the Fieldwork is mainly carried out by the Fieldwork Coordinator with the Fieldwork Team. Prior to the placement, students are required to identify their own learning needs so that the Fieldwork Coordinator together with the Assistant Fieldwork Coordinator can arrange appropriate placements for them.

In monitoring the placement, the Fieldwork Team manages the selection and matching process, liaises with organizations launches fieldwork related surveys, monitors students' progress, examines and approves placement results.

6.5.2 Fieldwork Arrangements

Students are required to complete 1,024 hours (20 credits) of fieldwork practicum. As recommended by SWRB, the credits have been matched with the placement hours of each respective placement. Details are listed in Table 6.2 below:

Table 6.2 Fieldwork Arrangement

Placement	Year	Credits	Nature	Duration
1 st Fieldwork Placement (SW. 361-2)	3	8	<ul style="list-style-type: none"> ● Concurrent Placement ● 2 Days per Week 	<ul style="list-style-type: none"> ● October to March of next year ● 23 weeks in total, excluding the term examination period
2 nd Fieldwork Placement (SW. 363)	B/w Year 3 and 4	4	<ul style="list-style-type: none"> ● Summer Block Placement ● 4 Days per Week 	<ul style="list-style-type: none"> ● June to August ● 9 weeks in total
3 rd Fieldwork Placement (SW. 471-2)	4	8	<ul style="list-style-type: none"> ● Concurrent Placement ● 2 Days per Week 	<ul style="list-style-type: none"> ● October to March of next year ● 23 weeks in total, excluding the term examination period

6.5.3 Fieldwork Education Advisory Committee

In order to ensure the professional quality of fieldwork education, a Fieldwork Education Advisory Committee has been set up to provide professional governance and advice by means of regular meetings and network communication. The Committee supports the Fieldwork Team of the Department by providing advice on the planning, development and operation of fieldwork practicum. The members include the Department Head, Fieldwork Coordinator, Assistant Fieldwork Coordinator and not more than nine external members.

6.5.4 Pool of Fieldwork Supervisors

All the full-time staff of the Department, who are registered social workers in Hong Kong, will supervise students on fieldwork placement. In addition, a number of part-time Fieldwork Supervisors will be recruited to participate in fieldwork supervision. Part-time Supervisors are assigned to supervise students in the second and third fieldwork placement while the supervision of the first fieldwork placement is usually taken up by full-time teaching staff. The assignment of supervisory work is made in accordance with the expertise of the supervisors.

6.5.5 Nature of Fieldwork Placement and Related Matching Principles

According to the changing societal needs and students' preference, a variety of placement settings in the above welfare agencies and SWD have been successfully negotiated to provide fieldwork places to the Department in the past few years.

They are:

- Family services (IFSC / FLE / Family support service / Family resource centre)
 - Elderly Services (DECC / NEC / Day care centre / Elderly home / services for persons suffering from dementia)
 - Community development services (NLCDP / Community service centre)
 - Children and youth services (ICYSC / OR / YND / CSSS / Boys' and Girls' Home / School SW/ Prevention of youth smoking)
 - Medical and Rehabilitation service (ICCMW / SCCC / EETC / Medical social work / Hostel / Half-way house / Long stay care home / Sheltered workshop / Day activity centre / Parent resource centre /Adult training centre)
 - Services for the blind and the deaf (Day centre / Residential service)
 - Services for ex-offenders and drug addicts (Residential service / community centre)
 - Services for chronically-ill patients (Self-help group)
 - Services for ethnic minorities and the homeless
 - Employment placement and labour-related services
 - Suicide prevention service
 - Women's services
 - Social enterprise
- In order to maximize the benefits of the placement to both students and service users, the following criteria are applied when selecting placement settings:
- ✚ Non-governmental organizations (preferably member agency of Hong Kong Council of Social Service);
 - ✚ Providing social welfare service to service users (preferably direct service);
 - ✚ Having Registered Social worker as the agency representative of the placement unit to provide professional support to students;
 - ✚ Willing to provide sufficient learning opportunities to placement students.

- In addition, the following principles are applied:
 - ✚ Students are placed in three placements of a different service nature (e.g. service user groups, mode of service delivery etc.);
 - ✚ Students are matched with a different Fieldwork Supervisor for each placement; and
 - ✚ Students are assigned a different ‘field mate’ for each placement.

6.5.6 Pre-requisite for Fieldwork Practicum

The pre-requisites for fieldwork practicum are clearly listed in the Fieldwork Handbook. Details are shown below:

1. Requirement for 1st Fieldwork Placement: Concurrent Placement

To enroll in the 1st placement, a student must attain a cumulated G.P.A. of 2.0 or above, and pass in all social work courses in the first 2 years of study.

2. Requirement for 2nd Fieldwork Placement: Summer Block Placement

To enroll in the 2nd placement, students must attain a cumulated G.P.A. of 2.0 or above, and pass in all social work courses in the first 3 years of study.

3. Requirement for 3rd Fieldwork Placement: Concurrent

To enroll in the 3rd placement, students must attain a cumulated G.P.A. of 2.0 or above, and pass in all social work courses in the first 3 years of study.

Remarks:

1. The 1st (concurrent) placement is regarded as a pre-requisite of the 2nd (summer block) placement and the 3rd (concurrent) placement. Students who fail in the 1st (concurrent) placement must re-take the said placement in the 4th year of study, the 2nd (summer block) placement in the same academic year and the 3rd (concurrent) placement in the 5th year of study.
2. Students who fail in the 1st (concurrent) or 2nd (summer block) placement are not allowed to undertake the subsequent placement in the same academic year. Accordingly, students are required to re-take the placement in the next academic year and obtain a “Pass” grade to proceed to the next placement.
3. Students who fail in any 2 placements throughout 3 years of study are not allowed to undertake a further fieldwork practicum and will be dismissed.

6.5.7 Pre-placement Exposure and Pre-placement Workshops

Prior to fieldwork practicum, students are required to participate in voluntary work in social service settings and attend workshops organized by the Department. Since 2019/20 academic year, thematic workshops are launched in line with the development of Creativity, Empathy and Resilience in order to equip students to become professional social workers. For fruitful exposure, students must actively participate in various service settings and practice voluntary work that require management and organizational skills rather than one-time/passive participation only. It has been found that this 100-hour fieldwork exposure is useful for students' adjustment to a new service setting and the related experience has also been recognized by placement agencies.

In addition, a further 30 hours of pre-placement workshops (ten hours before each fieldwork placement) is scheduled to prepare placement students with knowledge and skills in relation to the placement settings they would be matched with.

6.5.8 Fieldwork Assessment Mechanism

The Fieldwork Assessment Mechanism including scoring and rating, internal moderation, failure and appeal are described in detail in the Fieldwork Handbook (Ch. 12 and 13).

7. Medium of Instruction/Assessment

7.1 Medium of Instruction

The languages of teaching and learning adopted for each individual course are determined by the Department and indicated clearly in a programme document. The Department may exercise flexibility on the languages for teaching and learning after due consideration of the factors below, as well as the language habits, the linguistic competence and the cultural background of the students and teachers. English is the main medium of instruction in Social Work Courses. Cantonese may be used in small group discussions and practical sessions if necessary.

7.2 Medium of Assessment

All written assignments in Social Work Courses are in English, except in Fieldwork practicum in which some assignments might be permitted to be written in Chinese subject to Fieldwork Coordinator's approval.

8. Admission

Minimum Entrance Requirements

For HKDSE applicant:

- Chinese language: Level 3 or above;
 - English language: Level 3 or above;
 - Mathematics: Level 2 or above;
 - Liberal studies: Level 2 or above; and
 - One elective subject: Level 2 or above.
- *Merits in Applied Learning subjects may be used for additional consideration.*

For Associate Degree/ Higher Diploma applicant:

- Hong Kong Associate Degree / Higher Diploma Holders (of locally accredited programmes); or
- Completion of one year's study at a locally accredited Hong Kong Associate Degree / Higher Diploma programme with a GPA of 2.5 (out of a 4.0 scale) or above
- All Associate Degree/ Higher Diploma applicants who admit to the BSW programme will start the study from Year 1.

For General Certificate of Education applicant:

- Three passes in GCE A-level subjects. Two AS subjects are considered to be equivalent to one A-level subject. The same subject will not be counted at both the A-level and AS-level.

For International Baccalaureate (IB) Diploma applicant:

- Overall score of at least 24 points

For Mature Students applicant:

- Mature applicants must be over the age of 25 by 1 September of the year of admission and be able to demonstrate sufficient motivation, knowledge and potential to indicate a high probability of being able to complete the programme successfully. Prospective mature applicants are invited to discuss their application with the Head of Department concerned in advance of the application period. Successful mature candidates will be admitted on an individual and exceptional basis.

For applicant with other Qualifications:

- Other equivalent academic qualifications (subject to assessment by the University).

9 Registration

9.1 New Students

9.1.1 A new student who has been offered a place at the University must complete the necessary registration procedures stipulated in the acceptance letter in early August for local students and in late June for non-local students. If a student fails to do so without prior notice and permission, his/her admission status will be cancelled automatically.

9.2 New Students Aged under 18

9.2.1 Students aged under 18 do not have the full legal capacity to enter into contracts or give valid consent, therefore, their parents/guardians will be requested to sign a **Letter of Consent** to the University upon students' acceptance of the University's offer and before they complete their registration procedures at the University.

9.2.2 The University has the right to inform parents of their children's academic performance, disciplinary actions or any issues concerning students' health, safety or financial problems and warranting parental attention.

9.2.3 For non-local students under 18, their parents are also required to authorise either an adult staying in Hong Kong or HKSYU to be the local guardian who serves as the sole contact person in Hong Kong in the case of communication.

9.3 Current Students

9.3.1 Confirmation of enrollment for current students is on a semester basis. A payment notice will be issued by Registry in November/December (for Semester 2) and in May/June (for semester 1 of the next academic year) via Moodle.

9.4 Maximum Period of Registration

9.4.1 The total period of time for which any student may study at the University shall not exceed six years including approved leave of absence and suspension of study. All students are permitted to repeat for one year only.

9.5 Leave of Absence

9.5.1 Application of sick leave for classes supported by a valid medical certificate from a registered doctor in original form or in certified true copy must be submitted to individual course lecturer(s) in advance or immediately after the date of absence. If multiple leave applications are required, students are reminded to bring the original medical certificate to the Information Office at the G/F of Academic Main Building for certification of their photocopies as true copies.

9.5.2 Application of sick leave for examinations supported by a valid medical certificate from a registered doctor in original form together with application for make-up examination should be submitted to Registry for approval as soon as possible.

9.5.3 Application for leave due to serious illness or other extenuating circumstances in writing should be submitted to concerned lecturer(s) or Registry in advance for approval. A student who is on approved leave with a cumulative day of leaves over one third of the total period of a course in a given semester will be barred from taking the examination and is required to repeat the course.

9.5.4 Unapproved leaves will be considered as absenteeism. A student whose total leave of absence has reached one third or above of the total class periods in an individual course shall be barred from the examination of that course and receive a grade F for the course; and whose accumulated leave of absence is one

third or above of all the classes of the whole semester, will be requested to discontinue his/her studies or to withdraw from the University.

9.6 Transfer of Study

9.6.1 A student is only eligible to apply for internal transfer of study upon completion of one full year study at the University with a Total GPA of 2.0 or above. Applications should be made in writing to the Senior Registrar in July for consideration. Subject to availability of places, performance of academic results and extra-curricular activities, Registry will make recommendation to the Head of the receiving department for decision.

9.6.2 Approval of transfer will be subject to the academic performance of the applicant and the availability of places in the proposed programme.

9.7 Suspension of Study

9.7.1 Suspension period is normally up to one full academic year. Applications should be made in writing for consideration by the Registrar. Upon receipt of the application, an appointment will be arranged for applicant to present his/her circumstances to the Registrar in person.

9.7.2 For re-admission to the study programme in the following year, a student is required to register on a specified date stipulated in the approval letter for suspension. If s/s/he fails to register, s/s/he will be considered as unofficial withdrawal.

9.8 Withdrawal of Study

9.8.1 If a student wishes to discontinue his/her study at the University, s/s/he should complete following procedures:

- Obtaining and completing an application form from the Information Office;
- Clearing outstanding matters with OSA and Library (e.g. settling outstanding fees/fines and library loans; clearing your locker);
- Seeking approval from Registry;
- Submitting a complete application together with the student card to the Information Office, G/F, Academic Building for refund of indemnity deposit (if applicable).

- 9.8.2 If the above procedures have not been fully completed, a student will be considered as unofficial withdrawal and the indemnity deposit paid at first registration will be forfeited.
- 9.8.3 Students are reminded that withdrawal from the University without completing a full year of study would lead to permanent removal of student record and no issue of transcript/testimonial/certification will be allowed.

9.9 Course Registration

- 9.9.1 All students are required to enroll not more than 21 credits and not less than 12 credits in a semester unless prior approval is sought from Registry.
- 9.9.2 Students should select courses from a list set up by the department during the specified period via on-line personal WebSIMS system or paper application subject to the arrangement of your department. Courses offered by individual department for selection may be by individual courses or by a cluster of courses (Pattern). Course selection is normally carried out in late July/early August for Semester 1 and late November/early December for Semester 2. No selection is required for compulsory courses in Year 1 for Semester 1 as courses are being pre-assigned by the departments. A reminder for course selection will be issued on Moodle or Registry noticeboard in due course.
- 9.9.3 Students are reminded that:
- A student shall only be permitted to register on Semester 2 of a one-year course if s/he/she has registered on the course in Semester 1.
 - If a course has a pre-requisite requirement, students who have not taken and passed the pre-requisite requirement are not eligible to take the course.
 - Students should login to the WebSIMS system again after the course registration period to ensure that all relevant procedures have been successfully completed.
 - Year 3 and 4 students are prohibited from enrolling in Level 1 elective course(s) except in special circumstances approved by the Head of Department (normally if the course is a requirement in the student's declared Concentration/Stream/Strand or the student is retaking a required course). The grades of any approved Level 1 courses taken in Year 3 and 4 will not be counted towards the FGPA.

10. General Education

10.1. Students admitted into Year 1 shall complete a total of 12 credits of General Education courses consisting of 3 credits in each of the four main areas listed below in order to fulfil graduation requirements:

Area 1: Chinese Culture in the 21st Century

Area 2: Communication and Literacy

Area 3: Global Citizenship

Area 4: Interdisciplinary Perspective

Detailed information can be found at <http://www.hksyu.edu/ge/>

10.2. Year 3 and 4 students are prohibited from enrolling in Level 1 elective course(s) except in special circumstances approved by the Head of Department (normally if the course is a General Education requirement or forms part of the student's declared Minor or the student is retaking a required course). The grades of any approved Level 1 courses taken in Year 3 and 4 will not be counted towards the FGPA.

11. Add/Drop of Courses and Change of Course Sections

11.1 Change of Courses

Change of courses enrolled is carried out online via personal WebSIMS account during the 2nd week of a semester in the main round but the clearing round is conducted by paper application on a first-come-first-served basis. A reminder will be issued on Moodle nearer the time. The followings should be noted:

- enrollment of courses is subject to availability;
- course offering department has the right to cancel the offer of an elective course if the class size is too small;
- they should re-login into the WebSIMS system to ensure all relevant procedures have been successfully completed.

11.2 Course Selection

A student should select his/her courses in accordance with the requirements of

his/her Major and/or Minor programme and the General Education programme. S/he shall be responsible for ensuring the timely completion of all requirements for graduation. Without prior permission from the Head of Department, a student shall not add or drop any courses to or from the assigned course list or take any of the courses offered to students of higher years. A student shall not repeat any course which s/he has passed or from which s/he has been exempted, except in the case of a final year student who has failed to graduate and is required to retake course(s) in order to improve his/her GPA/FGPA to fulfil the graduation requirements.

11.3 Course Exemption and Credit Transfer

11.3.1 Students who have completed a similar course from another institution of higher learning may apply for course exemption and/or credit transfer to the host department before commencement of the academic year subject to scrutiny of individual course syllabi. Students to whom course exemptions are granted will be required to take additional elective credits to complete the specified total number of credits for graduation.

11.4 Make-up Examinations

11.4.1 Students in circumstances listed below are eligible for applying a make-up examination at Registry after the examination results are released. Make-up examinations are to be held after the end of a semester, or at the beginning of the following semester.

- (i) who receives a Grade E in a course;
- (ii) who was absent in an examination due to sickness supported with a valid medical certificate from a registered doctor; or
- (iii) who was absent in an examination due to serious illness or other extenuating circumstances and had sought prior approval from Registry except under special circumstances.

11.4.2 Students in categories (i) and (ii) are informed that Grade C is the highest mark for a make-up examination, and the overall course grade will be determined after taking into consideration the weighted marks obtained in the continuous assessment component of the course.

11.4.3. Student in category (iii) will not be subject to Grade capping in the make-up

examination, and the overall course grade will be determined by the weighted marks received respectively in the continuous assessment and examination components of the course.

11.4.4 A student who has failed in one third or more of the total credits taken in a semester, is not eligible for taking any make-up examinations.

11.5. Retaking of Courses

11.5.1 A student who fails in a make-up examination for a compulsory course must repeat that course in the following academic year.

11.5.2 If a student fails in two or more courses taken in any one semester of an academic year, s/he shall not be allowed to take more than five courses with a total of 15 credits in the following semester.

11.6. Expulsion

11.6.1 The University has the final authority to terminate the study of a student under following situations:

- (i) who scored a Total GPA 1.0 or below;
- (ii) who under probationary status failed to score Total GPA 2.0 or above;
- (iii) who has already repeated one year in the University and failed to meet the progression requirement;
- (iv) proven case of forged documentation;
- (v) proven case of academic dishonesty/misconduct by Student Discipline Committee;
- (vi) who violates the University regulations.

12. Plagiarism and Academic Misconduct Policy

12.1. Object

The object of the Plagiarism and Academic Misconduct Policy is to promote an educational environment where academic honesty and fairness are valued as promoting personal integrity and maintaining the academic standards of the University.

12.2 Definitions

- (A) 'Academic misconduct' in relation to academic work means any form of cheating or dishonest conduct, including but not limited to plagiarism and assisting another person to engage in academic misconduct.
- (B) 'Plagiarism' means, in relation to work submitted for assessment, the unacknowledged use by a person of the ideas and materials of others in such a manner as to objectively convey the impression that those ideas and materials are his/her own.

12.3 Training Programmes

- (A) Workshops will be conducted or prescribed by the University in order to promote a consistent understanding of this Policy and issues involving plagiarism and academic misconduct.
- (B) It is the responsibility of all staff members to provide appropriate instruction and guidance to students in relation to plagiarism issues, including the methods of referencing appropriate to the discipline in question.
- (C) General guidance in relation to plagiarism, with reference to examples, will be made available on the University's plagiarism web page.

12.4 Cover Sheets

For all assessable work other than examinations, students are required to attach a cover sheet to the front of the work. The cover sheet will be in a format determined by the University and, in addition to details as to student name(s) and number(s) and course name and number, will include a signed certification by the student(s) to the following effect:

I/we certify that the material now submitted is entirely my/our own work and I/we have cited all sources used and have faithfully indicated their origin.

12.5 Disciplinary Procedures

12.5.1. Where there is an allegation of academic misconduct, the matter may be

considered and determined by the course examiner responsible for the work in question, the Board of Examiners, the Head of Department responsible for the course in question acting as Chair of the Board of Examiners, or the Student Discipline Committee; subject to the qualification that the penalties that can be imposed by those individuals or those bodies are as set out in paragraph 4. Where the Head of Department considers that the matter is sufficiently serious, s/he may refer the allegation to the Senior Registrar/the Dean of Student Affairs; for consideration by the Student Discipline Committee.

12.5.2. The student shall be given a reasonable opportunity to respond to an allegation of academic misconduct before any determination is made or penalty imposed.

12.5.3. Penalties for academic misconduct:

- (i) A reprimand and warning.
- (ii) A requirement to resubmit the work in question [no more than a minimum pass can be given for any resubmitted work].
- (iii) Marks deducted or no marks given for the work in question.
- (iv) A fail grade entered for the course involving the work in question.
- (v) Suspension of the student from the University for a specified period.
- (vi) Expulsion of the student from the University.
- (vii) Non-award of the degree for which the student has been studying.

12.5.4. Where the responsible individual or body is satisfied that academic misconduct has been established, the following penalties can be imposed:

- (A) By the course examiner, the penalties at paragraphs 3 (i) to (iii).
- (B) By a Board of Examiners or the Head of Department acting as Chair of the Board of Examiners, the penalties at paragraphs 3 (i) to (iv).
- (C) By the Student Discipline Committee, the penalties at paragraphs 3 (i) to (vii).

12.5.5. The student will be advised of any determination made and has a right of appeal against a finding of academic misconduct or any penalty imposed, as follows:

- (A) Where the determination is made by the course examiner, to the Board of Examiners or the Head of Department acting as Chair of the Board of Examiners, save that where the Head of Department is the course examiner then to either the Academic Vice President or the Board of Examiners. The Academic Vice President may impose the same penalties as the Board of Examiners.

- (B) Where the determination is made by the Board of Examiners, or the Head of Department acting as Chair of the Board of Examiners, to an Appeal Panel in accordance with the provisions of Academic Regulations XIV.
- (C) Where the determination is made by the Student Discipline Committee, to the Academic Vice-President.

12.5.6. Subject to the limitations referred to in paragraph 4, where a finding of academic misconduct is upheld on appeal, the penalty can be varied at the discretion of the individual or body conducting the appeal.

12.5.7. Any finding of academic misconduct, and all relevant details, will be reported to the Head of Department and copied to the responsible administrative officer for recording on the file of the student in question. All penalties imposed by or on behalf of the Board of Examiners will be recorded in the minutes.

13. Progression

13.1. Grade Point Average (G.P.A)

13.1.1 Students are required to meet both the minimum Total GPA and credits requirements listed below for promotion to a higher year:

Year	GPA	Credits
1 to 2	1.8	30
2 to 3	2.0	65
3 to 4	2.0	95

13.2. Academic Probation

13.2.1 Academic probation system is implemented to give prior warning to students with a marginal yearly GPA of less than 2.0 who need to make improvement in order to fulfill the GPA requirement of the University.

13.2.2 A student will only be permitted for one year probationary status during the study at the University. S/he has to obtain a Total GPA of 2.0 or above in that given academic year or else s/he will be required to withdraw from the study programme.

13.3. Examination Periods and Timetable

13.3.1 Examinations are to be conducted in December for Semester 1 and in May for Semester 2. Examination timetable is released on WebSIMS in November for Semester 1 and April for Semester 2. If any conflict of examination schedule is being identified, students should report the situation and register for rescheduling of an examination at the Information Office at G/F of Academic Main Building within the window specified in the notice laid down in Moodle by the Registry.

13.4. Conduct of Examination

13.4.1 You are required to note the following rules governing the conduct of examinations. Failure to observe any of these rules may result in disqualification from examination, suspension of study, expulsion from the programme of study:

- (ii) Students should be seated according to the seating plan indicated on the examination venue.
- (iii) A student card should be placed on the top left corner of your desk.
- (iv) Mobile phone and beeping devices should to be switched off during the examination. Only writing instruments/stationary and other permitted items (if applicable) indicated on the covering sheet of the question paper, should be used in the examination. All your personal belongings such as wallet, mobile phone, books, notes and papers, pencil case/box should be put inside a bag that can be properly closed with a zip/buckle and place it under your seat.
- (v) If you have to go to the toilet during the examination, you must raise your hand and seek consent from an invigilator. Answer book and question paper should be retained by the invigilator when you are away from the examination venue. Please make sure that no electronic devices or unauthorized articles are in your pockets, on your desk or body.
- (vi) No form of communication between students or reference to any unpermitted written materials is allowed during an examination.
- (vii) You are not allowed to sit for an examination on behalf of another person.
- (viii) Answer booklet should be kept clean and tidy.
- (ix) Students are not allowed to take away from the examination venue any examination materials, such as question paper, answer sheets, backing sheets or graph paper, and should hand in the answer script when instructed by the invigilator.

- (x) Students are not allowed to enter the examination venue after the examination has been commenced for 30 minutes nor to leave 15 minutes before the examination time is up.
- (xi) No student is allowed to leave the examination venue within the first 30 minutes of an examination.
- (xii) When an examination time is up, the invigilator will come and collect question paper and answer script from your desk. You are required to be remained seated and silent until the invigilator instructs you to leave.
- (xiii) By the end of an examination, a question paper should be sandwiched between an answer booklet and be placed on your desk for collection by the invigilator.
- (xiv) You are not allowed to leave the examination venue or to talk with others during an examination or remain at the venue after an examination without permission.
- (xv) You should fill in all the personal and course information on the covering page of your answer booklet. You should inform the invigilator immediately if there is any omission of such information.
- (xvi) Violation of any of the above rules, subject to consideration, will be penalized by granting an F grade in the concerned course, a demerit, for discontinuation of studies or expulsion.
- (xvii) Conduct of examinations regulations was endorsed by the President for implementation and revision by Registry.

13.5. Assessment Results

- 13.5.1 Assessment results will be announced via WebSIMS in late February for Semester 1 and in early July for Semester 2.
- 13.5.2 For Semester 1, request for a Grade Report, which is not equivalent to a transcript, may be submitted to Information Office at G/F of Academic Main Building within two weeks after the examination results are released; for Semester 2, at the time of registration in late August.
- 13.5.3 Each student is only entitled for one copy and request for additional copies will not be entertained.

13.6. Appeal against Assessment Results

13.6.1 A student may appeal against an individual assessment result, the recommended category of award, failure of the programme or discontinuation of studies. In the case of an Appeal against an individual assessment result the appeals process is a two-stage procedure. All students wishing to make such an appeal must complete Stage 1 before proceeding to Stage 2. Stage 1 provides an opportunity to check that the result awarded has not been affected by any error or oversight on the part of the Board of Examiners.

13.6.2 A fee of \$200 and \$500 will be imposed for Stages 1 and 2 respectively.

13.7. Application for Graduation

13.7.1 Year 4 students who have fulfilled the graduation requirement will receive an invitation to the graduation ceremony from the OSA in late September for Graduation Ceremony to be held in November/December. The invitation letter contains information of on-line registration for the ceremony; online employment survey and details for graduation gown rental. Students are advised to register well before the deadline stipulated in the letter.

13.7.2 After registration, each student will receive two guest tickets to the ceremony by post before the ceremony.

14. Credit and Grading System

14.1. Grading System

- a. A term examination should be held at the end of each term for any course offered during that term. A student's academic result is assessed on the basis of his/her class work, written paper, reports, examination results, and his/her attendance and participation in the class. A student is required to pass the examination component of each course in order to be awarded an overall Pass for the course. In the case of Honours Projects and Fieldwork courses or courses where there is no term examination, the course is assessed entirely by continuous assessment.
- b. The passing Grade is 'D' in any subject. A student earns no credit for any

course in which s/he has failed. A student who receives a grade 'E' for one semester course, may be allowed to sit for a make-up examination but for once only.

- c. A student who fails in a make-up examination for a compulsory course must repeat that course in the following academic year.
- d. A student who received an 'F' will not have any make-up examination and must repeat the course.
- e. If a student fails in two or more courses taken in any one term of an academic year, s/he shall not be allowed to take more than five courses with a total of 15 credits in the following term.
- d. If a student fails in more than one third of the courses taken in any one term of an academic year, his/her right to sit for make-up examinations will be forfeited, even though his/her failed courses may reach grade 'E' and s/he shall be advised to reduce the number of courses to be taken accordingly in the following semester.
- f. A student who has a grade point average of 1.0 or below will be required to discontinue his/her studies in the University.

14.2. Grades

Grades are awarded according to the following system:

Grade	Academic Reference	Grade Point Value	Grade Points (for a 3-credit course)
A } A- }	Excellent	4.0	12.0
B+ } B }		3.7	11.1
B- } C+ }	Good	3.3	9.9
C }		3.0	9.0
C- } D+ }	Fair	2.7	8.1
D }		2.3	6.9
E }	Average	2.0	6.0
F }		1.7	5.1
	Pass	1.3	3.9
		1.0	3.0
	Bare Pass	0	0
	Redeemable Failure	0	0
	-Failure	0	0
P	Passed in "Passed / Not Passed" only Course	0	0
NP	Not Passed in "Passed / Not Passed" only Course	0	0
TR	Credits Transferred from Exchange Programmes	0	0

$$\text{Grade Point Average} = \frac{\text{Total Grade Points}}{\text{Total Enrolled Credits}}$$

14.3. Requirements for Promotion

The requirements for promotion to a higher year are specified as follows:

- a. For promotion from First Year to Second Year, a student must have
 - (i) obtained a GPA of 1.8 or above;
 - (ii) earned a minimum of 30 credits or above in the First Year; and
- b. For promotion from Second Year to Third Year, a student must have

- (i) attained a GPA of 2.0 or above; and
 - (ii) earned 65 cumulative credits or above.
- c. For promotion from Third Year to Fourth Year, a student must have
 - (i) attained a GPA of 2.0 or above; and
 - (ii) earned 95 cumulative credits or more.

15. Appeals against results of assessment and against category of award, failure of a programme or discontinuation of studies

15.1 Appeals process

A student may appeal against an individual assessment result, the recommended category of award, failure of the programme or discontinuation of studies. In the case of an Appeal against an individual assessment result the appeals process is a two-stage procedure. All students wishing to make such an appeal must complete Stage 1 before proceeding to Stage 2. Stage 1 provides an opportunity to check that the result awarded has not been affected by any error or oversight on the part of the Board of Examiners.

15.2 Appeal against an assessment result

Stage 1: Request for Review of Decisions of Board of Examiners

15.2.1 A student may submit a request through the Registrar for reassessment of his/her course grade on the following grounds:

15.2.1.1 the assessment was not conducted in accordance with the Academic Regulations or the arrangements prescribed for the course;

15.2.1.2 an administrative, or other material irregularity has occurred;

15.2.1.3 there are extenuating circumstances that, for valid reasons, the applicant was unable to bring to the attention of the Board of Examiners before its meeting. Such circumstances must be supported by contemporaneous, independent medical or other evidence. It should be noted that additional medical evidence will normally only be accepted if the original condition was drawn to the attention of the Board of Examiners before the consideration of results.

15.2.2 Any application for a review of the decisions of the Board of Examiners must

first be made in writing to the Registrar within ten (10) days of receipt by the student of the printed Grade Report. A fee of HK\$200 is required. The fee is refundable in full if an error is found or if the Appeal is upheld.

15.2.3 Upon receipt of the request, the Registrar will instigate the rechecking procedure:

- (A) Refer the request to the Chair of the Board of Examiners concerned requesting a clerical check on the grades submitted to the Board of Examiners.
- (B) Report evidence of extenuating circumstances for consideration by the Chair of the Board of Examiners.

15.2.4 Outcomes:

- (A) Where a clerical error is confirmed or extenuating circumstances are accepted, the Chair of the Board of Examiners may adjust the grade approved by the Board of Examiners.
- (B) The Chair of the Board of Examiners will return the result of the reassessment to the Registrar, who will inform the student of the outcome as soon as possible.

Stage 2: Appeal against decisions of the Board of Examiners

15.2.5 If, having completed Stage 1 above, the student is not satisfied with the decision of the reassessment, s/he may appeal in writing to the Registrar within 10 days of receipt of the notification of the outcome of the Stage 1 process, giving full reasons in support of the appeal.

15.2.6 The valid grounds for appeal are listed in 2.1.1 (A), (B), (C), above. No appeal will be allowed on the grounds that, although the decision of the Board of Examiners was properly made, the student believes that the Board of Examiners has erred in its academic judgement of the standard the student has achieved.

15.2.7 Students considering making an Appeal under Section 2.2.1 are strongly advised to consult the Registrar in advance of making a formal submission. The Registrar will review the case and advise whether there are grounds for re-consideration. A student's right to appeal is not affected by the Registrar's advice.

15.2.8 Formal submission of an appeal must be made, in writing, to the Registrar, and be accompanied by a fee of HK\$500. The Registrar will reconsider the case in consultation with the course instructor concerned and the Chair of the Board of

Examiners in the first instance. If deemed appropriate, the Registrar may convene an Appeals Panel to review the case and to make a final decision.

15.2.9 An Appeals Panel convened by the Registrar is composed of four members as follows:

- The Academic Vice President (AVP) or his/her nominee in the Chair;
- A senior academic nominated by the AVP from outside the Department associated with the appeal;
- Associate Academic Vice President (Teaching and Learning Development)
- The Registrar;

15.2.10 The student seeking the review and the Chair of the Board of Examiners must be invited to the meeting of the Appeals Panel to present their evidence. Students have the right to be accompanied at the meeting by a member of the University of their own choosing. (Subject to the individual's agreement s/he may be a fellow student, a representative of the Students Union, a member of staff of the OSA, or a member of academic staff who did not participate in the Board of Examiners that made the decision that is the subject of the appeal). After submitting their evidence and answering questions from the Panel, the student and the representative will be asked to withdraw while the Panel deliberates on the case.

15.2.11 If the Appeals Panel accepts that there are grounds for a review, it may require the Board of Examiners to review its decision. The review must take place promptly and may include blind double marking of the original script by another member of the Board of Examiners as appropriate. The decision of a reconvened Board of Examiners is not subject to further appeal.

15.2.12 If the Appeal is successful, the HK\$500 fee and the Stage 1 fee of HK\$200 will be returned to the student.

15.3 Appeals against Category of Award, Failure of a Programme and Discontinuation of Study

15.3.1. A student may, upon payment of a fee of HK\$500, appeal against the award of a particular class of degree, failure in a programme or a decision to discontinue study on the following grounds:

- an administrative, or other material irregularity has occurred;
- there are extenuating circumstances that, for valid reasons, the applicant was unable to bring to the attention of the University before the decision was made.

15.3.2. Appeals against a decision on the above grounds shall be made in writing to the Registrar, within 10 days of the decision having been sent, in writing, to the student's last known address, giving full reasons and providing evidence in support of the appeal. The Registrar will refer the appeal to the Chair of the Board of Examiners concerned for advice.

15.3.3. The Registrar will determine if there are grounds for re-consideration:

- If it is considered that there are no grounds for the appeal, the original decision will be upheld and the decision is final;
- If the appeal is accepted, an Appeals Panel (see 2.2.5- 2.2.8 above) will be convened to consider the case. A decision of the Appeal Panel is final.

15.3.4. If the appeal against category of award, failure of a programme or discontinuation of studies is successful, the HK\$500 fee will be refunded in full.

15.3.5. The Registrar will inform the appellant of the outcome of the appeal as quickly as possible.

16. General university requirements for graduation

16.1. Requirement of Students

- to complete the credit requirements in the programme;
- to pass all compulsory and elective courses stipulated in the programme; and
- to attain a Total GPA (cumulative GPA from Years 1 - 4) and a Final GPA (cumulative GPA from Years 2 - 4) of 2.00 for graduation. The award of honours classifications is subject to achieving the following minimum final GPA scores:

Honours Classification	Minimum FGPA¹
First Class	3.40
Upper Second Class	3.00
Lower Second Class	2.50
Third Class	2.20
Pass	2.00

Please refer to the Academic Regulations (學則)/ Regulations Governing Assessment, Progression, Graduation and Award of Honours Classification for details.

17. Award and Certification

17.1. Academic Transcript

17.1.1 An academic transcript is a complete and official record of course results of your study at the University. A fee of HK\$50 will be charged for each copy. Application for transcripts should be made at the Information Office, G/F, Academic Main Building by cash or by crossed cheque made payable to “**Hong Kong Shue Yan University**” or “**香港樹仁大學**”.

17.1.2 Application form can be downloaded at
http://www.hksyu.edu/index.php/Info/reg_download.html

17.2. Grade Report

17.2.1 Grade report is an unofficial record of course results of one semester of your study at University and which is not equivalent to your transcript.

17.2.2 Request for grade report should be made through Moodle for collection at the Information Office at G/F of Academic Main Building. Each student is entitled for one copy/semester and request for additional copies will not be entertained.

¹ Threshold of honours classification may be adjusted subject to the overall academic performance of the cohort and final approval from the Academic Board.

17.3. Testimonial

17.3.1 A Testimonial is a letter of certification of your study at the University excluding course assessment results. A fee of HK\$20 per copy will be charged. Application should be made at the Information Office at G/F of Academic Main Building by cash or by crossed cheque made payable to “**Hong Kong Shue Yan University**” or “**香港樹仁大學**”.

17.3.2 Application form can be downloaded at
http://www.hksyu.edu/index.php/Info/reg_download.html

17.4. Honour Roll and President’s List²

17.4.1 The purpose of the Honour Roll is to recognize good academic achievement of undergraduate students on a semester by semester basis and the President’s List acknowledges sustained outstanding performance over two semesters in any given academic year.

17.4.2 The requirements are as follows:

Honour Roll: Threshold criteria GPA of 3.3 or top 20% of students, whichever is less, and completion of 12 or more letter graded credits in a semester.

President’s List: Overall GPA for the academic year of at least 3.5 and listed on the Honour Roll for two consecutive semesters in a given academic year.

17.4.3 Honour Roll certificates will be issued in the beginning of the following semester for collection at the Information Office.

17.4.4 For President’s List recipients, an award presentation ceremony hosted by the President will be organized in October.

17.5. Certification of Award

17.5.1 If students have lost their Degree Certificate, no replacement will be made. However, they can apply for a testimonial to certify the award attained.

² Year 4 students would be excluded from Honour Roll in 2nd Semester and President’s List of their final year as they would be placed under the honours classification system.

18. Student Support

18.1. Student Development

The University not only provides opportunities for students to acquire professional knowledge and skills for their future career, it also recognizes the importance of fostering students' all-round development through various extra-curricular activities. As such, the Department, in collaboration with students, regularly organizes a number of activities including volunteer services and training workshops to broaden students' exposure and experience.

18.2. Voluntary Services

Students can benefit from completing 100 hours of community service in fulfillment of the Pre-placement Exposure requirement of the fieldwork placement of the BSW Programme.

18.3. Year Coordinator and Personal Tutor System

Under the management of the Students, Alumni, Publicity and Development Sub-committee, the Year Coordinator and Personal Tutor System was established in 2002 in order to provide guidance to students. Student development in the Department emphasizes four themes:

- Year 1: "Adjustment and Adaptation to Tertiary Education"
- Year 2: "Preparation for Pre-placement Exposure"
- Year 3: "Adjustment to Fieldwork Placements and Reflection on Learning"
- Year 4: "Preparation for Future Career"

Based on the above themes, Year Coordinators organize activities, for instance, training workshop on job interview and hunting, and offer individual consultations to students who may encounter personal problems. When necessary, a task group including the Department Head, Year Coordinators and subject lecturers will operate to provide guidance and support to those students who are experiencing difficulties.

18.4. Orientation for New Students

Orientation for new students is conducted every academic year before the commencement of classes. It aims at helping students to better understand their 4 years study schedule and to promote their ownership of the Programme so that engagement and participation in learning is facilitated.

18.5. Office of Student Affairs

Activities for students are vital to the development of a well-rounded personality. Major responsibility for extra-curricular activities lies with the Office of Student Affairs. The Office is responsible for identifying students' extra-curricular needs and for providing student services. It helps students apply for various kinds of financial assistance and solve their study and personal problems. The Office arranges various student activities such as the Orientation Day, Athletic Meet, University Festival, Academic Exchange Programmes, Community Service and Skills Training Programme and offers advice to students on opportunities for employment and further study. It helps to improve students' interpersonal skills, raise their social awareness, and develop their team spirit.

18.5.1. Student Activities and Student Liaison

The OSA also provides guidance to students' Societies and Associations to organize their activities and provides facilities, such as equipment and space, for their functions.

The Social Work Society recruits Social Work students to become members each academic year. The Society organized a number of activities for its members in the past years to increase interaction between students. The Head of the Department acts as Honorary Advisor to the Society.

18.5.2. Student Financial Assistance and Scholarships

Financial assistance in the forms of grants, tuition fee concession and loans is offered to students in need. The Office of Student Affairs helps students to apply by offering advice on what information is required and on how to complete the forms. It also helps students seek out new sources of financial support.

Scholarships are awarded to students with outstanding academic performance. The OSA assists the Student Finance Committee to select students for the awards and arrange the presentation ceremony. It also liaises with donors who include firms, organizations, professional bodies and individuals, for the scholarships.

18.5.3. Student Counselling and Career Services

Personal Development and Counselling

Adopting a holistic and balanced approach in student development, the services of OSA's Counseling Section is organized around personal-growth programs and counseling services.

The maintenance of mental health is instrumental for students in adapting to the university life and achieving academic success. In every year, the completion of DASS (Depression, Anxiety and Stress Scales) for all new students helps us understand their baseline mental health condition. The DASS is currently uploaded in our webpage (<http://www.hksyu.edu/osa/counseling.html>) and students can complete the DASS at any time if they are interested in knowing their mental health condition.

Organization of programs is focused on students' self-growth to accentuate the objective of holistic development. In every year, different workshops are held to strengthen students' life skills e.g. interpersonal skills and communication, and to build up their resilience and self-awareness e.g. the MBTI workshops. As part of the community in the university, all students are welcome to participate and you can login our webpage to look for the upcoming programs (<http://www.hksyu.edu/notices/osa/>).

Students are welcome to register for our individual counseling services when they encounter difficulties in mental health issues, study or career aspirations. These services are strictly confidential, you can reach the counseling team via the following channels and we will respond to you within 2 working days:

1. Dial 21048222 and leave a voice message
2. Email us: counsel@hksyu.edu
3. Logon to our webpage and fill in an electronic form for us (<http://www.hksyu.edu/osa/counseling.html>)

Career Services and Further Studies

Aiming to assist students in exploring their career opportunities, enhance their understanding of the job market and equip them with the skills / knowledge required in their target fields, Career Services team organizes recruitment talks, skills enhancement workshops, agency visits and career fairs throughout the year.

The Career Website (www.hksyu.edu/osa/career) is a one-stop platform to share updated news of career development/ further studies, workshops and events, external career-related activities, job hunting tips and job postings through HKSJU's own job portal for students. Career Resources Corner at 4/F of Residential and Amenities Complex offers books on loan service for a variety of reference books like IELTS, GMAT and CRE examination guides.

OSA encourages students to check their university email account regularly for monthly e-newsletters to keep themselves abreast of our services and make individual appointment for career and further studies advice through email at osa_career@hksyu.edu.

18.5.4. Physical Education and Sports Activities

The OSA helps to organize the Annual Athletic Meets and various sports activities and competitions. It also helps to coordinate University-wide and inter-institutional sports activities and to provide sports facilities for students' activities.

Athletic Meet is one of the major events in the University. Over hundreds of students would take part in the event to be held in March/April each year at a LCSD sports ground. The Athletic Meet aims to provide an opportunity for students to enrich their university life, build up their team spirit, express their potentials in sports and encourage regular exercise to maintain a healthy life style.

18.5.5. New Students Profile Survey

A survey of newly registered students is conducted each year to identify their background and needs. The information is passed to the Department Heads to inform future programme planning and services delivery.

18.5.6. Graduate Employment Survey

The OSA also conducts the Graduate Employment Survey annually. The survey collects general employment information of the graduates by means of a survey questionnaire that is sent to graduates in November each year. Supplementary phone calls or face-to-face interviews are conducted to verify the status of unemployed and other data.

18.5.7. Academic Staff and Students' Input on Student Affairs

The working policy and procedures of the Office of Students Affairs are made known to academic staff and students through wide representation of academic staff from different Departments on the Student Affairs Committee. The Student Affairs Committee is chaired by the Associate VP (Student Affairs) and one elected student representative is appointed to the Committee.

Academic staff from different Departments are also represented on the Student Finance Committee. The Committee is responsible for matters relating to grants, loans and scholarships and meets at least once per term. The two committees provide an efficient mechanism whereby students' needs and wishes can be channeled to the wider University community.

18.6. Knowledge Exchange Programme for Students

18.6.1. The Study Abroad Scheme offers opportunities for Shue Yan full-time students to complete part of their undergraduate education in a partner institution outside Hong Kong. Students may study abroad for one or two semesters during Years 2 to 4, and/or for summer vacation throughout their study at Shue Yan. Through the participation in the Scheme, students will be able to:

- enrich their academic experience through learning in different contexts;
- meet people from around the world and build an international network
- enrich their life experience;
- enhance their competitive edge via international exposure and acquisition of transferable skills;
- engage in a multicultural environment and experience a new culture;
- improve their language skills;
- build up self-confidence; and
- learn to be more independent and for personal development.

18.6.2 Besides outgoing students, the Study Abroad Scheme provides opportunities for students from our partner institutions to come and study at Shue Yan for one or two semesters as an exchange student. Through such arrangement, the Scheme will create chances for Shue Yan students, who cannot afford to go for studying abroad, to make new friends from different regions or countries and to build an international network.

The Department has full autonomy to determine student's eligibility for credit transfer. In general, a student will be eligible for credit transfer of courses satisfactorily completed at the host institution. Students may consult the International Unit or Department for any department-specific requirements and for advice on course selection once you have been nominated by Shue Yan to the host institution.

18.6.3. The Department will try to give student an indication as to whether the courses that s/he undertakes in the host institution are transferable before the commencement of exchange/study abroad. Having said that, student should note that credit transfer will only be confirmed by the Department upon his/her return to Shue Yan through review of the work completed at the host institution. Hence, students returning from exchange/study abroad are required to provide the Department with a full set of course materials and the official transcript issued by the host institution.

18.6.4. The courses completed abroad must fit into the programme requirements of the Bachelor's Degree programme that a student is enrolled into in order to be eligible for credit transfer. Hence, going on exchange/study abroad may lead to deferral of study and graduation, especially for final year students.

19. Programme Management and Quality Assurance

19.1. Departmental Level Quality Assurance

19.1.2 Programme Committee

The Programme Committee consists of the Departmental Committee of the host department together with representatives of key contributing Departments. The Programme Committee, chaired by the Head of Department, has specific responsibility for degree programme development and validation and for the Annual Programme Review process.

19.1.3 Departmental Board of Examiners

The functions of Departmental Board of Examiners include the following:

1. To approve student grades for all courses offered by the Department.
2. To discuss special circumstances relating to the conduct of examinations.

3. To determine special awards.
4. To consider appeals against examination results from individual students.
5. To review and comment on the examination question papers, marking schemes and grading of each course, and to make recommendations for improvement, which will be incorporated in the Annual Programme Review report submitted to the Academic Board.

Its membership includes the following:

Chairman: Head of Department

Members: External Examiner(s)

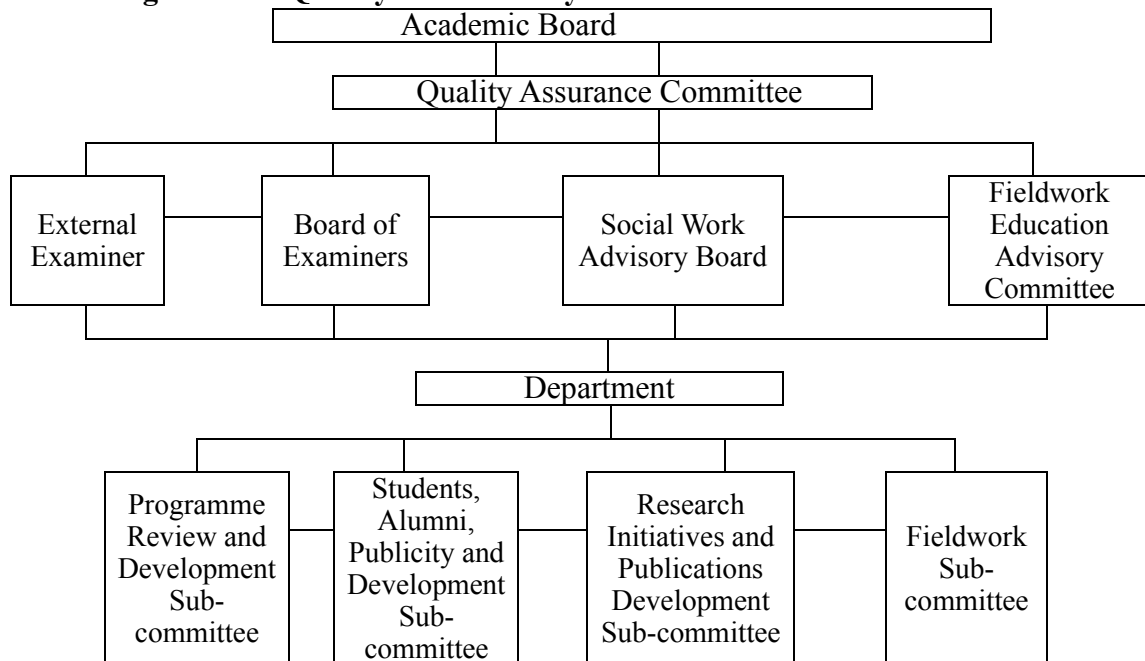
All of the full- and part-time teaching staff in each Department

In attendance: Academic Vice-President, Administrative Vice-President or Senior Registrar

Secretary: A staff member of the Registry

Since the BSW (Hons.) programme launched in 2002, the Department has developed a quality assurance system to ensure an effective feedback, evaluation and revision and implementation cycle for continuous improvement.

Figure 19.1: Quality Assurance System



While being accountable to AB, the Department also seeks advice from Social Work Advisory Board (SWAB) and the Fieldwork Education Advisory

Committee (FEAC) on programme implementation and development. The External Examiner, the External Programme Assessor, members of the SWAB and FEAC are appointed by the Academic Board to ensure the academic credibility and standard of the Programme.

The Social Work Advisory Board (SWAB) was established in May 2001. It consists of seven external members including academics and agency heads. Its main role is to advise on the development of the Programme. In the past nineteen years, advice, consultation and endorsement were sought by means of formal meetings, sharing through Annual Programme Review reports as well as web and tele-communication with members.

The Fieldwork Education Advisory Committee (FEAC) was formed in 2002 on the advice of the Validation Panel of the Hong Kong Council of Academic Accreditation. Through its structured composition, it helps to monitor the quality of fieldwork education.

External Examiner: Professor Eric Chui Wing Hong, Department of Applied Social Sciences, City University of Hong Kong has been appointed as the External Examiner for the Department of Social work. After internal moderation, examination question papers samples are sent to the External Examiners for comments and moderation. After the examination, samples of marked scripts and continuous assessment assignments are sent for comment.

External Examiners provide constructive recommendations and advice before the meeting of the BoE. They are members of the BoE and are expected to attend meetings if they are in Hong Kong. Overseas EEs are invited to attend a meeting of the BoE at least once in every 4-year contract. After the examinations are over they are required to provide an annual report with recommendations for improvement. The comments from the EEs are discussed at the departmental meeting and form an important aspect of the feedback considered as part of the APR process. QAC and AB consider the feedback from EEs and Departmental responses annually.

The Departmental Committee, chaired by the Head of Department, is the core quality assurance mechanism of the Department and it is planned that representatives will be included as members for the Department. It monitors the quality of the Programme. For the purpose of continuous improvement, four

sub-committees have been established within the Department as follows:

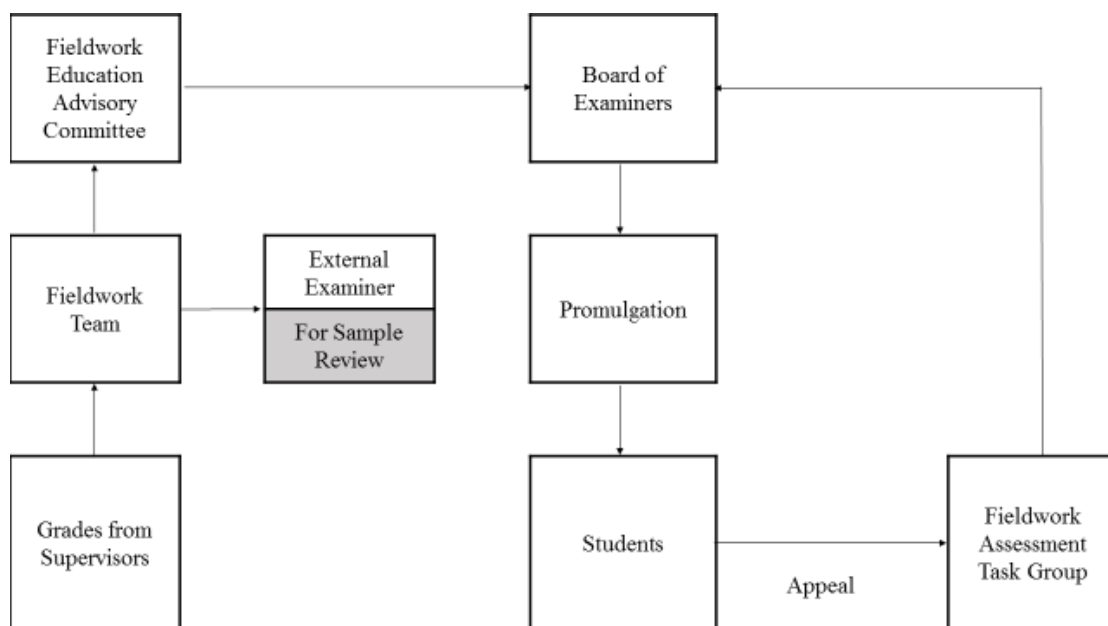
1. Programme Review and Development Sub-committee
2. Students, Alumni, Publicity and Development Sub-committee
3. Research Initiatives and Publications Development Sub-committee
4. Fieldwork Sub-committee

Student Consultation Meeting: Since 2004/2005, the Student Consultation Meeting, one of the mechanisms under the Programme Review and Development Sub-committee, has been established to collect feedback and requests from students. It meets twice a year. All staff and two to four student representatives are elected by each Year to reflect their opinions, feedback and requests to all staff in the meeting. Programme Review and Development Sub-committee of Department is responsible for ensuring that follow-up actions are taken in response to student feedback.

19.2. Quality Assurance of Fieldwork Education

To ensure the quality of fieldwork education as well as the standard and performance of students, the Department uses the following Fieldwork Assessment Mechanism. The continuous assessment process includes weekly onsite supervision, Mid-term Evaluation, Final Evaluation, Student Self-evaluation and Agency Feedback. The details are as follows:

Figure 19.2: Fieldwork Assessment Mechanism



The initial fieldwork grades are submitted to the Fieldwork Education Advisory Committee for endorsement before being sent to the Departmental Board of Examiners for approval. Appeals from students are handled by the Fieldwork Assessment Task Group composed of a member of the Fieldwork Team; a full-time teaching staff specialized in the service of the placement, an external member from the Fieldwork Education Advisory Committee; and/or a third party, e.g. Centre-in-Charge of the placement agency who worked closely with the student concerned.

19.3. External Programme Assessor (EPA)

The role of EPA in relation to the review and revalidation of a validated degree programme is to provide the Academic Board with expert advice in relation to the five-year review and revalidation of the programme concerned. Specifically, the EPA is asked to ascertain whether:

- The programme has continued to meet the benchmark standards for programme validation and review since the initial validation or most recent review;
- The recommendations of PVRC at the initial validation or most recent revalidation have been properly addressed;
- The programme has responded to the changing needs of the profession/society and enhanced the employability of graduates; and
- The proposed continued development of the programme as described in the 5 year Academic Development Plan is aligned with the University Mission and Strategic Plan and will enable it to achieve the stated objectives, and deliver the intended learning outcomes at the designated QF level in the future.

The EPA will make recommendations to the Academic Board on the acceptability of the proposal for the continued offering and development of the programme, including recommendations for amendments to the programme and its delivery.

The EPA will be expected to assess the structure, balance, relevance, overall content and development of the programme in the light of the above, and to submit a report to the PVRC advising whether the programme has met the standards for revalidation.

19.4. University Level Quality Assurance System

19.4.1 Annual Programme Review

The Annual Programme Review exercise is conducted at the end of the academic year to provide an opportunity for the critical review of all aspects of the operation of the programme. The HoD/Programme Director is charged with the responsibility of managing the on-going academic review and development of the programme. This should ensure that the necessary data and information are assembled and that a draft Annual Programme Report is presented for the Programme Committee's endorsement before submission to the QAC for consideration. The HoD/Programme Director is also responsible for ensuring that comments or advice made by the Programme Committee or the AB are taken into consideration in revising the Report and that appropriate actions are taken.

The process enables the Programme Committee to propose changes and improvements to the Academic Board by systematically addressing continuous improvements in the areas of programme aims and learning outcomes, curriculum, teaching, learning and assessment methods, admission and quality of students and staff and resources support. The Department submits the Annual Programme Review (APR) to the Quality Assurance Committee for discussion. Then, the Academic VP conducts a detailed examination of all of the Annual Programme Reviews and makes a report to the Academic Board at its September meeting, highlighting key themes and outcomes with recommendations for further action which influence the direction of academic development across the university.

19.4.2 Academic Board

The supreme academic decision making body of the University, the Academic Board (AB) is responsible for overall quality assurance of academic programmes, assessment and all academic policy and development. It approves all new programme proposals and programme changes; examination results and honours classification; Annual Programme Reports; revalidation of programmes.

19.4.3 Programme Validation and Review Committee

The Programme Validation and Review Committee (PVRC) provides for a

rigorous, independent external review of new programme proposals and submissions for five-year review and revalidation in support of AB's decision making in relation to programmes with Programme Area Accreditation (PAA) status.

In the case of revalidation of programmes, the PVRC makes recommendations for improvement for consideration and approval by the Academic Board.

19.4.4 Quality Assurance Committee

The Quality Assurance Committee (QAC) was established in 2011. Chaired by the Associate Academic Vice-President (Teaching and Learning Development), it is responsible on behalf of the AB, for the development and implementation of the academic quality assurance framework as it relates to all types and levels of study within the University. Among its various roles, the QAC considers preliminary draft submissions to the HKCAAVQ/PVRC for Programme Validation and/or Review and proposals for major changes to programmes and makes recommendations for improvement. To this end, the QAC monitors all guidance and requirements issued by the HKCAAVQ, particularly in relation to Periodic Review, Programme Validation/Revalidation and academic standards at Qualifications Framework levels 5 and 6 and initiates and coordinates action as appropriate. The QAC is also responsible for considering Annual Programme Reviews to monitor quality assurance and enhancement mechanisms at programme and departmental levels. In summary, the QAC acts as a discussion forum for the planning and promotion of developments in academic quality assurance whether internally driven or externally indicated. QAC has delegated responsibility from the Academic Board to approve the appointment of External Examiners and External Programme Assessors.

19.4.5. Examination Results Committee

The Examination Results Committee (ERC) considers the assessment results for both undergraduate programmes and postgraduate programmes on behalf of the AB; identifies issues relating to student performance; and makes recommendations to the AB with respect to the approval of results and honours classifications recommended by the Departmental Boards of Examiners (BoEs).

20. Programme Development and Management

20.1. New Programme Development Procedures

20.1.1 All Departments wishing to introduce a new programme are required to submit a preliminary proposal to the AB. If approval to proceed is given, the Department establishes a new Programme Committee and develops a detailed Programme Proposal.

20.1.2 After AB approval to proceed has been given, an Academic Advisory Board is established and an EPA appointed for each proposed new programme to advise the Department on development of the new programme.

20.1.3 Based on input from the AAB, the Programme Committee prepares a draft proposal for consideration by the EPA. Having obtained the feedback and suggestions from the EPA, the Programme Committee then prepares the draft submission for approval by AB via the QAC.

20.1.4 The programme development and validation process is depicted in **Figure.20.1**

Figure 20.1: Flow Chart of the Programme Validation Process



20.2. Programme Review and Management Procedures

The day-to-day management of a validated programme is carried out, on a collaborative basis, by the HoD, Programme Director, Course Coordinator(s) (where sectional teaching approach is adopted) and subject lecturers. Subject

lecturers are responsible for safeguarding the standard of the courses they teach, and must review curricula and ensure that course content is updated regularly. They are also required to submit their course syllabi to the HoD.

20.3. Feedback from Stakeholders

20.3.1 All feedback from external advisers, external examiners, industry experts, internship providers and prospective and actual employers is carefully examined for relevant application to the programme. The input is received at the Programme Committee and from other committees/channels at departmental and institutional levels at different stages during the process of programme development, management and review and consideration.

20.3.2. Students are our major stakeholders and their views have always been valued by the University.

20.3.3. Student feedback on academic programmes and teaching and learning is collected from the following means:

- (i) At the preliminary stages of programme design, current students being the potential and targeted applicants are polled for their preferences on scheduling (part-time or full-time), level of interest, intent and reasons for applying to the proposed programme.
- (ii) Once a programme has been launched, student representatives are invited to bring comments, requests and questions to departmental meetings for discussion. All concerns are duly recorded in the minutes and a detailed response is provided to students in writing regarding measures taken to address any issues that may have arisen over the course of the semester.
- (iii) At the end of every course, students fill out SLEQ questionnaires to provide direct anonymous feedback on their experience of the course and instructor.

20.3.4. Student Learning Experience Questionnaire (SLEQ)

The Student Learning Experience Questionnaire (SLEQ) is one of the indicators to reflect the quality of teaching and learning. It has been introduced since 2014/2015 to collect feedback from students on courses and teaching in the Programme. It aims to improve the quality of courses and teaching and to provide an opportunity for students to give feedback on the Programme's

learning experience in a more considered manner. The University uses an online survey to collect students' views on each course they have taken. Individual student identities will not be available to teaching staff, and the information collected will only be reported in aggregate for the use of Academic Staff, Heads of Departments and University Management so that improvements can be made as necessary. There are also other channels for you to convey your comments and suggestions on the courses you take if you wish to do so.

20.3.5. Student feedback on important academic development policies and quality issues are gathered via the student representation to the AB and its committees.

The Boards/Committees which currently have student member(s) include the following:

- (i) Institutional Level: AB, Library Management and Development Committee, QAC, Student Affairs Committee, Student Discipline Committee and Student Finance Committee.
- (ii) Departmental Level: Departmental Committees and/or Student-Teacher Consultative Meetings.

20.3.6. Closing the Feedback Loop

The AB, with the QAC as its delegated development and implementation arm, is at the heart of the quality assurance process in the University. The AB regulates the academic affairs of the University, reviews policies and regulations for the admission of persons, regulates examinations, appoint internal examiners, approves the appointment of EEs and EPAs. The QAC has delegated responsibility from the AB for the development and implementation of the academic quality assurance framework. The QAC acts as a discussion forum for the planning and promotion of development in academic quality assurance, and shares local and international good practices. All examination results require AB's approval. The inclusion of a student representative on AB since 2006 has ensured that the students' voice can be heard on policy matters affecting the student body before any decision is made. The AB and QAC provides an effective mechanism for the receipt of feedback, a collegial forum for debate and decision making and a reliable vehicle for the dissemination of policy initiatives to the wider academic community.