



Rules and Regulations for Residential College (CKLC)



Management Rules for Residential Colleges

1. General

1.1 Chapter 12 of “Regulations of the Personnel Affairs of UM” governs the regime for staff members of the Residential College System and form the basis for this document.

1.2 For the purpose of these Rules, Residential Colleges (RCs) include all constituent colleges of the University of Macau (UM) RC System, both operating and planned.

1.3 A student of the University or visitor to the University, whether a member of a Residential College or not, shall comply with these Rules, and with any reasonable order of the Master relating to them and to the general rules and guidelines of UM.

2. Interpretation

Unless otherwise stated in this document

2.1 “Colleges” or “College” refers to all constituent residential colleges of the University of Macau RC System.

2.2 “College Management” refers to Office Administration Staff, College Masters, Associate Masters and Chief of Students, and Resident Fellows.

2.3 “Office” refers to the General Office of the College.

2.4 “Resident” includes students who are admitted as resident members of Colleges, residential staff and their family members, guests of the University of Macau who are temporarily residing in the Colleges.

2.5 “Non-resident” refers to College members who do not reside in the College buildings.

2.6 “Visitor” includes all persons visiting the Colleges, who are escorted by a resident or member of staff.



3. Administration of These Rules

3.1 The College Master shall be responsible for the upholding of these Rules in his or her College. As such the Master is responsible for the promotion of the holistic development of students, pastoral care, and the overall administration of the College which should be in line with the visions and missions of the UM and the UM RC System.

3.2 The Council of Masters is the organ for the development and revision of these Rules.

3.3 The College Master of a respective RC may make additional rules to these outlined below which will be necessary for the maintenance of order and discipline in his or her College. These additional rules must be consistent with the spirit of the Rules herewith, and with other UM governance documents.

3.4 These Rules shall be subject to the due process of endorsement by VRSA and approval by the Rector, and shall be effective from the time of their posting.

4. College Admission

4.1 Application for membership of a College shall be made in the manner prescribed by UM regulation.

4.2 In the establishment phase of the UM RC system, incoming first-year students will be randomly assigned to a specific College, allowing for balance in gender, academic discipline, and local/non-local students. In this phase Inter-College transfer is not allowed unless, in rare cases, there is an unusually compelling reason. Transfer may only happen when supported by both 4.1 Application for membership of a College shall be made in the manner prescribed by UM College Masters concerned and approved by VRSA.

4.3 UM's General Rules Governing Bachelor's Degree Programmes (AAOREG.09/211506/021.r00) require that all first-year students be residential in the College, and actively



participate therein. Exceptional circumstances may allow a waiver of the residential requirement via application to and approval by VRSA.

4.4 Siblings of current or past College members may apply for membership of that College, subject to approval of the College Master.

5. Payment of College Fees

In accordance with the UM regulations, each member of a College shall pay his/her College Fees in advance, except with approved deferred payment. They must also pay a security deposit in line with UM policy. Refunds of fees with premature withdrawal from UM will carry the legislated penalty to be deducted from the refund.

6. Privileges of College Membership

A member of a College who has paid all appropriate College charges or who has been permitted to make a deferred payment of these, shall be entitled to

- a) all the rights, privileges and benefits attached to membership of the College; if a resident member, reside in the College during the academic year;
- b) if a non-resident member of a RC, enter and remain in the College during such times as the College Master may prescribe.

7. The College House Association

7.1 Each College will establish a House Association (HA) or similar organization. All resident and non-resident members of that College are automatically members of the HA.

7.2 The executive members of the HA should be elected by the College membership, resident and non-resident. Other members of the HA may be appointed or elected with the approval of the College Master.



7.3 The College Master or his or her appointees should act as returning officers for elections, including at least one student in the election process.

7.4 The organization and constitution of the HA and amendments thereto shall be subject to the approval of the College Master.

For more details, please refer to the website:

<https://rc.um.edu.mo/management-rules-for-residential-colleges/>



Management Rules for Cheong Kun Lun College

(Management Rules for Cheong Kun Lun College is subjected to periodical review and may be updated accordingly.)

1. General Conditions of College Membership

Besides the general requirements defined for the UM RC System, a member of a College shall comply with any reasonable order from the College Master. He or she should attend High Table dinners and other official College functions, meetings or interviews to which he or she has been invited by the College Master or the College Master's nominee.

2. Occupancy

Accommodation in the College is provided to assigned CKLC members for their personal residence only. Student is prohibited from subletting or giving his or her dorm room to any other person for any purpose.

3. Proof of Identity

At the request of any member of the College staff or security guard, a resident or visitor must present for inspection a current UM Student Card, or appropriate document of identification. Any resident or visitor who fails to comply with this may be refused entry into the College, or may be asked to leave the College.

4. Visitors

4.1 College members may invite visitors to the College subject to College rules.



4.2 Visitors may only remain in the College between the hours of 9:00am and 10:00pm unless the College Master or nominee gives permission otherwise.

4.3 A visitor may be permitted to stay overnight in a College provided that

a) The prior permission of the College Master or nominee has been obtained;

b) Payment of a prescribed charge has been made.

4.4 A member of a College who invites a visitor shall be responsible for

a) The conduct of the visitor while he or she is on the College premises;

b) Any charges incurred by the visitor.

4.5 Students may not have members of the opposite gender visit residential rooms. Such meetings must take place in prescribed common areas approved by the College.

4.6 A College Master may prohibit any visitor or any other person not being a member of the College from entering the College, ask him/her to leave the premises at any time, or permit him/her to remain on the premises beyond the time laid down for the departure of guests from the College.

5. Room Key Cards

5.1 Residents must keep their assigned key cards safe. Transfer of key cards is strictly prohibited for residence or College meals.

5.2 Duplication of key card or holding multiple key cards is strictly prohibited.

5.3 Assigned key cards must be returned to the Office when residents move out of College.

5.4 Charges will be incurred to a resident in case of:

a) Loss of key card;

b) Loan of room key card at the Security Counter;

c) Late return of key card borrowed from the Security Counter.



5.5 Residents losing the key card for any reason must report this loss immediately to the Office or, after hours, to the Security Guard on duty, and go through the replacement procedure.

5.6 Any charge paid for key card replacement is non-refundable in all circumstances.

6. Change of Room

Room change request is available in designated periods during the 1st and 2nd semesters to all students as specified in the College guidelines and procedures for room change request. For more details, please refer to Appendix III.

7. Respect for Other Residents

7.1 Actions or behaviors which may interfere with other residents' rights to privacy, time to study and rest, or normal use of facilities in the Colleges should be avoided.

7.2 Residents should not enter the bedrooms of other residents without consent.

7.3 Residents should not behave in any manner which is considered improper in a circumstance.

7.4 Residents should be properly attired in common areas of the Colleges at all times.

7.5 Student residents should not invite members of the opposite gender into their residential rooms. Such meetings should be in prescribed public places in the College.

8. Personal Property

8.1 Residents are responsible for their personal property in the Colleges. To minimize chances of theft, personal belongings should be kept in a safe place. The room door should be locked when leaving. Residential Colleges are not responsible for any loss of personal property. Do not leave unattended personal property such as books or computers in



study rooms or other common areas. Make sure any cash kept in your room is locked in an appropriate place.

8.2 Hallways, walkways and stairs should be kept clear of furniture, refuse, personal belongings large or small, such as shoes or umbrellas, and any other objects, so as not to obstruct passages and therefore escape routes during emergencies. Any items found in hallways, walkways and stairs may be removed without prior notice.

9. Public Property

9.1 Residents shall not remove any furniture, fittings, fixtures or facilities provided for use in the College without prior approval from the Office.

9.2 Residents should not deface, defile or otherwise damage any wall or any structure of any kind, or any furniture, fittings, fixtures or facility provided for use in the Colleges, or install any new utility or fitting without prior approval from the Office. Residents who fail to comply with this clause shall be subject to charges imposed by the College Management.

9.3 College member must make good or pay for any damage to furniture, fittings and the fabric of the College for which he or she is responsible, fair wear and tear excepted.

9.4 Student should switch off air-conditioners, lights and any other appliances when not in use.

9.5 Student is not allowed to reserve a seat or study space by using a note or any personal items.

10. Areas Out of Bounds

10.1 Students must not enter rooftop or balcony areas that are out of bounds in the College building.

10.2 On no account should students endanger life or limb by sitting on the window ledge of the residential room, or any other dangerous place.



11. Fire Safety

11.1 Cooking in the Colleges is prohibited except in the designated areas as authorized by the College Master.

11.2 Cooking left unattended is strictly prohibited at all times.

11.3 Possession of chemicals, explosives or highly combustible materials that are potentially dangerous or damaging is prohibited.

11.4 Open flames, including candles and incense, are prohibited in any part of the College except when approved by the College Master or nominee in the case of specific ceremonies and celebrations.

11.5 Interference of fire service devices is strictly prohibited.

11.6 Resident attendance at official fire drills is compulsory.

12. Smoking, Drugs, Alcohol and Gambling

12.1 According to the UM's No Smoking Policy (HSEO.06/20112/101.r00) smoking is strictly prohibited.

12.2 Residents and their visitors shall not bring into or use in the Colleges any illegal drugs or misuse prescription drugs.

12.3 Consumption or storage of alcoholic beverages without prior approval from the College Master is not allowed.

12.4 Students should not engage in any gambling whatsoever on the College premises, or permit such gambling to take place in the residential room without prior approval of the College Master.

13. Electricity Appliances

13.1 Light electrical appliances intended for necessary personal care may be used in the resident's room but must be in good order and properly maintained.

13.2 All other electrical appliances must be approved by College Management.

13.3 Do not charge batteries unattended; do not overload electrical outlets.



13.4 College Management may remove any appliances which may disturb or endanger others.

13.5 Residents should endeavor to save energy in the College.

14. Cleanliness

14.1 It is the resident's responsibility to keep the residential room and bathroom clean and hygienic. Cleaning equipment is available on each floor.

14.2 Common or communal facilities must be left in a clean and tidy condition after use. If such facilities are found to be in an unclean, untidy, or unhygienic condition, please report immediately to the relevant RTs, RAs, or RC Office.

14.3 Cost of cleaning common areas left in poor condition may be passed on the students responsible.

15. Commercial Activities

15.1 Commercial promotions and activities are prohibited in the Colleges. Sale of any goods or services in the Colleges is not allowed without prior approval of the College Management.

15.2 Without prior approval of College Management, distribution of promotional items is prohibited.

15.3 Only posters with the stamp of the RC Office may be placed in those areas designated for posting.

15.4 Commercial and other publications may only be placed in the College with the permission of College management. The location of said publications when approved will be decided solely by the College.

16. Quiet Hours and Noise Level

16.1 Specifically designated Quiet Hours are from 22:00 through 9:00 every Monday to Sunday.

16.2 Students should avoid creating noise in any parts of the Colleges when meetings and other functions are in progress.



16.3 Quiet Hours may be extended during study and examination periods.

16.4 At all times, residents should keep noise levels reasonable so as not to cause nuisance to neighbors and fellow residents.

17. Pets

For health and safety reasons, a member of a College shall not, without special permission from the College Master, bring onto the College premises any pet, including fish tanks and insect enclosures.

18. Dangerous Objects

Residents are forbidden to bring any object into the College which could endanger the wellbeing of others.

19. Bicycle Parking

18.1 Motor bikes and scooters are not to be driven inside College grounds or left in College designated bicycle parking areas.

18.2 Students from one College cannot park their bikes in the designated parking areas of another College.

18.3 Bikes are not to be left standing in areas not designated for bicycle parking such as public footpaths.

18.4 Bicycles should only be driven on bike paths, not inside College grounds or pedestrian walkways.

20. Failure to Abide

The Master reserves the right to impose penalties. Failure to abide the Rules may result in fines or expulsion from the College.

21. Disciplinary Procedures

21.1 A College Master may take disciplinary action in accordance with regulations and practices as authorized by



Item 2, Article of “Student Disciplinary Regulations of the University of Macau” (SAO.03/201406/100.r00).

21.2 The Associate Master (AM) who is also the Chief of Students may convene the College Disciplinary Committee (CDC) to assist and advise the Master in carrying out his or her responsibilities in this regard. The CDC will consist of the AM, one Resident Fellow, one Resident Tutor / one Resident Assistant, and two nominees from the House Association Executive. (For more details of CDC, please approach College office to ask for more information)

21.3 In the event that a disciplinary need crosses two or more Colleges, or between College and Faculties, the Dean of Students of UM will act as mediator.

22. Room Entry Policy in Emergency

While the College respects the student's rights for privacy within the group living and learning environment, there are circumstances in which emergencies happen and the College emergency team may enter student rooms without the consent and the presence of the student(s). For more details, please refer to Appendix III, Point 3.



Administration Guidelines for Cheong Kun Lun College

(Administration Guidelines for Cheong Kun Lun College is subjected to periodical review and may be updated accordingly.)

1. Guidelines for Room Change Request

In order to facilitate community education, Cheong Kun Lun College (CKLC) allocates rooms and roommates for all students. Although we hope that all living situations are successful ones, we understand that living problems may at times arise. In case you have a strong reason to apply for room change, please refer to the following guidelines and procedures for room change request:

- 1) Application for room change will not be accepted only 1 month after the semester starts (for example in September and February, depends on the actual situation).
- 2) Each student can only apply for room change ONCE per academic year with strong reasons.
- 3) In case there is a need to change room, the student should inform the Resident Assistant (RA)/Resident Tutor (RT) of his/her concern/need.
- 4) If the concern/need is not resolved by mediations, the Resident Fellow will require a meeting with the roommates to discuss the situation.



- 5) The roommates will be informed by the Resident Fellow of their decision to grant/not grant a room reassignment.
- 6) If the room change application is granted, student will get the "Room Change Application Form" from the Resident Fellow.
- 7) Student must complete the form and submit it to the college office for College Master's final approval.
- 8) The student who raises the room change request have the responsibility to search for another student for a one-for-one swap.
- 9) Room change application requires the consent of both roommates.
- 10) Once the application is approved, the College general office will arrange students to exchange rooms and notify RT/RA as well as all college staff within 7 working days.
- 11) Empty rooms are excluded in room change application.
- 12) Students can only exchange rooms when his/her room is clean and in good condition or the damages have been compensated or repaired.
- 13) Students cannot change rooms privately. All room changes must be approved by the college.
- 14) The college reserves the final right of decision.



2. Guidelines for Move-out

- 1) Students must make reservation with the college general office at least 3 working days before moving out.
- 2) Students must move-out and return key card within indicated move-out hours (Mondays-Fridays 09:30-13:00; 14:30-17:00, except public holidays).
- 3) If a student is not able to leave during the aforesaid move-out hours, a valid proof should be submitted to the College for special approval.
- 4) Students should complete the whole move-out procedure in person.
- 5) The entire move-out procedure includes:
 - a) Make reservation with college general office;
 - b) Students pack all personal belongings, clean up their room and restore the room back to its original condition;
 - c) College staff check the room condition including the cleanliness;
 - d) Submit the "Move-out form" and "Equipment check list";
 - e) Return room key card and any other UM properties.
- 6) All personal belongings and garbage in room and common areas should be removed before moving out.
- 7) A cleaning fee plus garbage removal fee may be imposed if the room is found unclean or unable to be restored back to its original condition.



- 8) If any damaged/lost item is found, student shall bear the fine for the damaged or lost item.
- 9) Students must leave the room after the entire move-out procedure is complete.
- 10) All unclaimed items in rooms and common areas shall be discarded. Cheong Kun Lun College bears no responsibility for any lost.
- 11) Detailed arrangements of the move-out procedure shall be announced in April or May every year.
- 12) Cheong Kun Lun College reserves the right of final decision.



3. Room Entry Policy in Emergency

While the College respects the student's rights for privacy within the group living and learning environment, there are circumstances in which emergencies happen and the College emergency team may enter student rooms without the consent and the presence of the student(s). Emergency or potential emergency situations are including but not limited to the following:

- 1) When there is reasonable cause to believe that there is a violation of law;
- 2) When there is reasonable cause to believe that University/College policies, rules, or regulations are being violated;
- 3) When potential danger to life, safety, health or property happens;
- 4) When there is a need of an emergency maintenance, repair service or safety inspection;
- 5) When there is a disruptive noise in the absence of residents, such as the alarm of a clock or a stereo playing at a disturbing level, and a necessity to eliminate the noise.
- 6) When there is an emergency situation that requires immediate treatment.

Procedure for room entry:

- 1) The student will be notified of the entry and the reason for the entry.
- 2) A student's room will not be entered without knocking.



- 3) A sufficient time lapse will be allowed to provide the residents ample opportunity to open the door. If no response is received, the room may be entered.
- 4) Before entering a room, staff members will identify themselves.
- 5) Entry should be made by at least two individuals.
- 6) Authorized staff members who may enter a student's room include University staff members, security guards, Resident Tutors and Resident Assistants, and University contract service providers.



4. Guidelines for Making Suggestions

Procedure:

1. Fill the form to provide details of the suggestion with the description of problem(s) and suggesting action(s) to be taken for dealing with the problem(s).
2. Notification of receipt will be sent within 5 working days and response will be given afterwards via email upon the revision.
3. All suggestions will be under revision and good suggestions will be notified and rewarded.

Rules:

1. This procedure applies to the suggestions made by all current College members.
2. Suggestions regarding facilities and environment of the college, as well as suggestions about service procedure and College learning are involved into the scope.
3. Only reasonable and feasible suggestions will be taken into consideration.
4. The concerned authority has the right to decide whether a suggestion is reasonable and feasible.

For any suggestions for College, please submit here:

https://umac.au1.qualtrics.com/jfe/form/SV_6nbQI9BLK7JmT3f



5. Guidelines for Handling Complaints

Rules:

1. This procedure applies to all current College members.
2. A Complaint here is defined as any type of problem, concern or grievance about College, College environment or College management, which has an adverse impact on the Complainant's educational experience, and that is not covered by other College procedures or policies.
3. The Complaint must be able to demonstrate that it is based on evidence which the Complainant honestly and reasonably believes to be true or substantially true.
4. Complaints made anonymously will not be accepted for investigation. Complainants should identify themselves properly.
5. Complaints will be handled with regard for procedural fairness, confidentiality and privacy, including the use and storage of any information, data and records related to the Complaint.

Procedure:

The Complaint procedure is divided into three stages:

Stage 1 (Informal resolution)

This is the process for the complaints which can be handled informally. The Complainant should raise initially the complaint discuss the matter with the most relevant



person(s) (e.g. Approach the relevant staff for specific administrative procedure). If the complainant is not satisfied with the result of Stage 1, a formal complaint can be made at Stage 2.

Stage 2 (Formal consideration)

2.1 All complaints should start at Stage 1. A formal complaint should be made by completing the attached form with necessary information to the General Office within 2 weeks of cause for the complaint.

2.2 The Complainant should provide the following information:

- a. A clear written statement of the nature of the Complaint;
- b. Description and explanation of the steps which have been taken at Stage 1 to resolve the Complaint and the reason why the outcome of Stage 1 is not considered as satisfactory
- c. Evidence and/or relevant materials to support or justify the Complaint.

2.3 An email will be sent to acknowledge receipt of the complaint within 5 working days of receipt.

2.4 Associate Master or his nominee shall consider the matter at the earliest practicable opportunity and may undertake the initial investigation to respond to the Complainant with one of the following decisions within 5 working days of receipt of the Complaint:



- a. Dismissal of the Complaint as unfounded; or
- b. Determination that the Complaint is trivial and that no further action be taken; or
- c. Determination that the Complaint is malicious or vexatious; or
- d. Proposal of an informal resolution to the Complainant; or
- e. Determination that the matter shall be further investigated by the Student Complaint Committee

2.5 With the determination for further investigation, in 7 working days upon the notification of the Complaint, a Student Complaint Committee will be established for formal investigation with the following members: Associate Master, a Resident Fellow (the related one), an RT/RA (the related one), an administrative staff, the other RT/RA, a student representative appointed by the committee. No individual involved in the informal process shall be included in the committee.

2.6 The Committee will initially review the information provided by the Complainant. Further information or interviews may be required if necessary.

2.7 The Committee shall complete the formal investigation in a timely manner, normally within 15 working days of receipt of the complaint. Upon finishing the investigation, the report with the findings of fact and recommendations will be released to the Complainant in writing on a confidential basis.



Stage 3 (Appeal process)

3.1 If the Complainant is not satisfied with the results of the formal investigation, he/she may consider to submit an appeal within 5 days of receipt of the report from Student Complaint Committee.

3.2 An appeal will only be accepted with the following concerns:

- a. Irregularities in the investigating procedure;
- b. Fresh evidence which is with appropriate reasons for not being provided during Stage 2.

3.3 Master or her nominee shall consider the appeal at earliest practicable opportunity, normally within 5 working days and respond to the appellant with one of the following decisions:

- a. Dismissal of the appeal as unfounded;
- b. Proposal of a resolution to the appellant;
- c. Convene a Complaint Appeal Committee to consider the appeal.

3.4 With the Master or her nominee's decision to further consider the appeal, in 7 working days upon the notification of the Appeal, Complaint Appeal Committee will be established with the following members: Master, a Resident Fellow, an administrative staff, an RT/RA, and a student representative appointed by the Committee. No individual involved in Stage 2 will be included in Complaint Appeal Committee.



3.5 The Complaint Appeal Committee will decide to confirm the decision of Student Complaint Committee or to propose an alternative resolution to the appellant.

3.6 The decision of the Student Complaint Committee is the final decision.

3.7 The Committee shall respond in a timely manner, normally within 15 working days of receipt of the complaint. The decision will be released to the appellant in writing on a confidential basis.

Contact Information

College General Office

Address: Cheong Kun Lun College, G003,
University of Macau, W34
Avenida da Universidade, Taipa,
Macau, China

Telephone no.: +853 8822-9520
Fax no.: +853 8822-2381
Email address: cklcollege@um.edu.mo
Office hours: Monday to Thursday:
09:00-13:00, 14:30-17:45
Friday: 09:00-13:00, 14:30-17:30

Website: <https://cklc.rc.um.edu.mo/>
Facebook Page: <https://www.facebook.com/CKLCollege/>



CKLC
Website



CKLC Event
Calendar



CKLC Facebook
Discussion Group

Security & Emergency Contact

In case of any emergency or security issues, you can contact any of the following units at any time:

CKLC Security Centre: +853 8822-9510 / +853 6520-0013

UM Security Enquiry Contact: +853 8822-4000



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