



張崑崙書院

COLÉGIO CHEONG KUN LUN
CHEONG KUN LUN COLLEGE

**Rules and Regulations for
Residential College (CKLC)
AY2022-2023**



Management and Operational Rules for Residential Colleges

1. General

1.1 For the purpose of these Rules, RC System includes all constituent colleges of the University of Macau (UM), both in operation and in planning.

1.2 The regime for staff members of the RC System is governed by Chapter 12 of “Regulations of the Personnel Affairs of UM”.

1.3 Once in the premises of a RC, a student of the University or visitor to the University, whether a member of the respective RC or not, shall comply with these Rules and any RC rules thereof, and with any reasonable instruction of the respective College Master. In addition, they also need to comply with the general rules and guidelines of UM.

2. Interpretation

Unless otherwise stated in this document

2.1 “College” refers to a constituent residential college of the UM RC System.

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

2.3 “College members” refer to the members of the College Management, non-residential Fellows and Affiliates, Resident Tutors, and students, resident or otherwise, who are affiliated with a College.

2.4 “Resident College members” refer to College members, student or otherwise, who are in residence at a College. Students in residence are referred to as resident College student members.

2.5 “Non-resident College members” refer to College members, student or otherwise, who are not in residence at a College. Students not in residence are referred to as nonresident College student members.

2.6 “College residents” refer to residing family members of College members and guests authorized by the College Master to reside in a College.

2.7 “Visitors” include all persons who are invited by College members or College residents to visit a College, who are not a member of that College.



Unless in open-house events, a College is closed to the public for security reasons.

3. Administration of These Rules

3.1 The College Master is responsible for the upholding of these Rules in his or her College in order to promote holistic development of students, provide pastoral care, and oversee the overall administration of the College in accordance with the visions and missions of the UM.

3.2 The development and revision of these Rules can be discussed and endorsed by the meeting of RC Matters, subject to further procedure in item 3.4.

3.3 The College Master of a respective RC may make additional rules to those listed in Sections One and Two of this document as deemed necessary for the maintenance of order and discipline in his or her College. These additional rules must however be consistent with the spirit of the Rules herewith, and with other UM governance documents.

3.4 These Rules are subject to endorsement by the VRSA and approval by the Rector, and will take effect from the time of their posting.

4. College Admission

4.1 The UM requires that each first-year student be residential in a College, and actively participate therein unless waived (General Rules Governing Bachelor's Degree Programmes) (AAO-REG.04/201506/021). In cases of exceptional circumstance, petition for a waiver of the residential requirement may be made to the VRSA for consideration and approval.

4.2 All incoming first-year students will be allotted to one of the Colleges after being admitted to UM, following the standing policies of allotment and other UM regulations. Allotment policies are designed to achieve a good mix of the student body in each College, among other education purposes.

4.3 Transfer to another college is in general not allowed unless there is a compelling reason. Transfer requires endorsement by both College Masters concerned and approval by the VRSA.

4.4 Students may apply for readmission to reside at a College after the first academic year if they have such a need. Readmission application will be reviewed by the College and a decision be made by the College Master. Consideration will be given to his/her contribution to college, activity



participation and other performance in college, and justifiable special needs, among other factors. Students who have special need to be readmitted should inform the College Master, Associate Master, or a Residential Fellow as early as possible.

5. Payment of College Fees

5.1 In accordance with the UM regulations, each resident College student member shall pay his/her College Fees in advance unless with an approval of deferred payment. They must also pay a security deposit in line with UM policy. Refunds of fees shall follow the RC fee refund policy

6. Privileges of College Membership

6.1 A resident College student member who has settled all appropriate College charges or who has been permitted to make a deferred payment of these, is entitled to all the rights, privileges and benefits granted to resident College student members during their residency;

6.2 A non-resident College student member can enter and remain in the College during such times and in such manner as prescribed by the College Master.

7. The College House Association

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

7.2 HA is set up as an education platform of management skills and leadership under the supervision and guidance of the College Management. It is not a student self-rule organization.

7.3 The executive members of the HA are normally elected by all members of HA. Executive members of the HA may also be appointed by the College Master. 7.4 The College Master, or his/her representative, and his/her appointees including at least one student will act as returning officers for elections. 7.5 The constitution of the HA and its amendment are subject to the approval by the College Master.

For more details, please refer to the website:

<https://rc.um.edu.mo/>



General RC Operational Rules

1. General Conditions of College Membership

1.1 Besides the general requirements defined for the UM RC System, a College student member, in residence or otherwise, shall comply with any reasonable instruction of the College Master. He or she should attend High Table Dinners and other official College functions as prescribed, as well as meetings to which he or she has been invited by the College Management.

2. Proof of Identity

2.1 At the request of any member of the College Management or security guard, a College member in residence or otherwise, a non-College-member resident, or a visitor, shall present for inspection a current UM Student Card, Staff Card, or appropriate document of identification. Any person who fails to comply with this clause may be refused entry into the College, or may be asked to leave the College.

3. Visitors

3.1 Visitors shall only remain in the College between the hours of 9:00 am and 10:00 pm unless the College Master or his/her representative gives permission otherwise.

3.2 A visitor may be permitted to stay overnight in a College provided that i. prior permission of the College Master or his/her representative has been obtained; ii. payment of a prescribed charge, as the case may be, has been made.

3.3 A College member or a non-College-member resident who invites a visitor shall be responsible for i. the conduct of the visitor while he or she is on the College premises; ii. any charges or cost incurred by the visitor.

3.4 Resident College student members shall not invite any person of the opposite gender to visit residential rooms. Such meetings must take place in prescribed common areas in the College.

3.5 A College Master may prohibit any visitor or any person not being a College member or non-College-member resident 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.



4. Student card and Room Key Cards

4.1 Resident College student members must keep their assigned student card and room key cards in a secure manner. Transfer of cards to any other person, except members of the College Management, for any purpose is strictly prohibited.

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

4.3 Assigned key cards must be returned to the Office when moving out of College.

4.4 Charges will be incurred to a resident College student member in case of: i. loss of key card; ii. late return of key card borrowed from the Security Counter.

4.5 Resident College student members losing the key card for any reason must report the loss immediately to the Office or, after hours, to the Security Guard on duty, and go through the replacement procedure.

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

5. Change of Room

5.1 Change of room is allowed but only with good reason and subject to availability of a suitable room for such purpose. Students who request a room change should first complete the appropriate form at the College general office then make an appointment with the Associate Master. The Associate Master will make a decision thereafter.

6. Respect for Other Residents

6.1 Resident College members and College residents shall avoid actions or behaviors which may disrupt the normal collegial life of other resident College members or College residents, respect other College members' rights to privacy, maintain a reasonably quiet environment to study and rest, use College's facilities in a reasonable manner, and refrain from improper behavior.

6.2 Resident College members and College residents shall not enter the rooms of other residents without consent unless they are doing so on official duty.



6.3 Resident College members and College residents shall not occupy any residential area except their assigned ones without consent unless for official duty.

6.4 Resident College members and College residents should be properly attired in common areas of the Colleges at all times.

7. Personal Property

7.1 Resident College members and College residents are responsible for their personal property in the Colleges. To minimize chances of theft, valuable personal belongings must be kept in a safe place. The room door should be locked when leaving. Colleges are not responsible for any loss of personal property. Personal property such as books or computers should not be left unattended in study rooms or other common areas. Cash and valuable items must be locked in an appropriate place in the residential rooms.

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

8. Public Property

8.1 College members and College residents shall not remove any furniture, fittings, fixtures or facilities provided for use in the College without prior approval from the College Management.

8.2 College members and College residents shall not deface, defile or 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 College Management. College members and College residents who fail to comply with this clause shall be subject to charges imposed by the College Management.

8.3 College members and College residents 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. Areas Out of Bounds

9.1 Resident College student members shall not enter rooftop or balcony areas that are out of bounds in the College building.

9.2 Resident College student members shall not endanger themselves by positioning themselves on the window ledge of the residential room, or any other dangerous place.

10. Fire Safety

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

10.2 Cooking left unattended is strictly prohibited at all times.

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

10.4 Open flames, including candles and incense, are strictly prohibited in any part of the College except when approved by the College Master or his/her representative in the case of specific ceremonies and celebrations.

10.5 Interference of fire service devices is strictly prohibited. 10.6 Attendance of all resident College members and College residents at official fire drills is compulsory, failure of which without permission of the College Management may affect future readmission application.

11. Smoking, Drugs, Alcohol and Gambling

11.1 According to the UM's No Smoking Policy (HSEO.06/201112/101) smoking is strictly prohibited.

11.2 Resident College members, College residents, and their visitors shall not bring into or use in the Colleges any illegal drugs or misuse prescription drugs.

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

11.4 Resident or non-resident College student members shall not engage in any gambling whatsoever on the College premises, or permit such gambling to take place in their residential rooms.

12. Electricity Appliances

12.1 Light electrical appliances intended for necessary personal care may be used in the residential room but must be in good order and properly maintained.



12.2 All other electrical appliances must be approved by the College Management.

12.3 Charging batteries when unattended and overloading electrical outlets are prohibited.

12.4 College Management may remove without prior notice any appliances in any residential rooms or common areas which may disturb or endanger others.

12.5 Residents should endeavor to save energy in the College.

13. Cleanliness

13.1 It is responsibility of the resident College members and College residents to keep the residential room and bathroom clean and hygienic. The resident College member and College residents should clean and empty trash bins in his / her room, tie up the trash in a garbage bag properly before disposing it in the refuse rooms.

13.2 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 the College Management.

13.3 Cost of cleaning common areas left in poor condition may be passed on to those responsible.

14. College Management's Entering into a Student's Room

14.1 The College, or its authorized persons, may enter any rooms for purposes of health, safety, security, and building maintenance. Prior notice will normally be given of such entry to resident College members and College residents, except in cases of emergency, abandonment, or where prior notice is deemed not viable. A notice of entry will be left in the room thereafter.

15. Promotion and Commercial Activities

15.1 For-profit 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 or posting of promotional items for any purpose is prohibited.



15.3 Posters shall be approved and stamped by the College Management. They can only be placed in those areas designated for posting.

15.4 Hard copies of any publications, commercial or otherwise, shall have prior approval of the College Management before being placed in designated locations of the College.

16. Quiet Hours and Noise Level

16.1 Individual Colleges will negotiate quiet hours with the House Association and other College members and post them accordingly.

16.2 Resident College student members should avoid making disturbing 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, College members and College residents should keep noise levels reasonable so as not to cause nuisance to neighbors and fellow College members.

16.5 Quarrelling loudly should be avoided. Unsettled disputes should be referred to Resident Assistants, Residential Tutors, or the College Management for mediation in order to be resolved in an amicable manner.

17. Pets

17.1 For health and safety reasons, a College member or a non-College-member resident 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


18.1 College members or College residents are forbidden to bring any object into the College which could endanger the well- being of others.

19. Bicycle Parking

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

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

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



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

20. Disciplinary Procedures

20.1 Disciplinary action may be considered against a resident College student member if there is evidence beyond reasonable doubt that rules are violated to the extent that such disciplinary action is deemed warranted by the College Master.

20.2 The College Master may take disciplinary action in accordance with regulations and practices as authorized by Item 2 of Article 1 of “Student Disciplinary Regulations of the University of Macau” (SAO.03/201406/100).

20.3 Disciplinary action for any misbehavior violating any of the above rules and regulations include receiving verbal and written warning. Any one written warning with further irregularity may result in further corrective action. A total of 3 written warnings will result in termination of residence in the College.

20.4 Any case which may result in termination of residence in the College shall be reviewed and approved by the College Master.

20.5 A College Master may assign the Associate Master (AM) to convene the College Disciplinary Committee (CDC) to assist and advise the College Master regarding a particular case. The CDC will consist of three members, including the AM, one Resident Fellow, and one student who can be either a Resident Tutor, a Resident Assistant, or a nominee from the House Association Executive. The CDC is only advisory and the final decision rests with the College Master.

20.6 In the event that a disciplinary case involves more than one Colleges, or between College and Faculties, the Dean of Students of UM will act as coordinator.

20.7 The Dean of Students of UM will normally handle all appellate disputes arising from RC related disciplinary decision if he does not serve as the coordinator as prescribed in 20.4, in which case the VRSA will handle the dispute instead.

20.8 Depending on the degree of severity, a College Master may decide to take any of the following disciplinary actions, or other disciplinary measures as deemed more proportional. i. Temporary or permanent termination of privileges in a College, including residency; ii. Exclusion



from readmission; iii. Restriction from entering the College premises; iv. Referral to the Dean of Students of UM for consideration of further disciplinary action.



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_6nbQl9BLK7JmT3f

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.
Except public holidays.

Website: <https://cklc.rc.um.edu.mo/>



Official Website



Event Calendar



Instagram



CKLC Facebook



WeChat
Public Account

Emergency Contact 緊急求助電話

Campus Security Centre 校園保安中心	8822 4126
Campus Security Centre Emergency Hotline 校園保安組緊急求助熱線	8822 4000
Emergency (Ambulance service) 緊急求助 (救護車服務)	999
Fire Services Bureau (emergency hotline) 消防局緊急報案熱線	119 / 120