



澳門大學
UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU



張崑崙書院
COLÉGIO CHEONG KUN LUN
CHEONG KUN LUN COLLEGE

Rules and Regulations for Residential College (CKLC) AY2023-2024

張崑崙書院規則和條例 2023/2024 學年

Remarks:

If there are any discrepancies between the English version and the other translated version (Chinese version), the English version prevails.

Rules and Regulations for Residential College (CKLC) is subjected to periodical review and may be updated accordingly. In case of any dispute, College Management has sole and final discretion of interpretation of these Rules and Regulations.

備註:

一旦英文版本和其他翻譯版本（中文）出現分歧時，以英文版本為準。

張崑崙書院規則和條例會被定期檢視，並可能進行相應更新。如有任何爭議，書院管理對於本檔所載的規則和條例享有最終解釋權。

Management and Operational Rules for Residential Colleges

住宿式書院管理及運營通則

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.

1. 總則

1.1 《澳門大學人事管理規章》第十二章訂定住宿式書院工作人員的制度，並構成本檔的基礎。

1.2 住宿式書院工作人員制度以《澳門大學人事管理規章》第十二章為準。

1.3 一旦進入住宿式書院，大學的學生或訪客，無論是否屬於其所進入書院的成員，都應遵守這些規章及其他相關規則，並遵守相關書院院長的任何合理指示。此外，他們還需要遵守澳門大學的其他通則和指南。

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.

2. 解釋

除非本文件另有說明

2.1 “書院”是指澳門大學住宿式書院系統的一個組成部分。

2.2 “書院管理”是指書院院長、副院長、書院導師和行政人員。

2.3 “書院成員”是指書院管理人員、非駐院導師及附屬單位、書院助教以及隸屬於書院的學生、居民或其他學生。

2.4 “書院宿生”是指在書院居住的書院成員、學生或交換生。居住的學生被稱為書院宿生。

2.5 “非住宿的書院院生”是指不在書院居住的書院成員、學生或其他人。不居住的學生被稱為非住宿的書院院生。

2.6 “書院居民”是指由書院院長授權在書院居住的書院成員的家庭成員和客人。

2.7 “訪客”包括所有受書院成員或書院居民邀請訪問書院的人員，他們不是該書院的成員。出於安全原因，書院在開放日活動以外的時間不對公眾開放。

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.

3. 本規章的執行

3.1 書院院長負責在其書院內維護本規章，以促進學生的全人發展，提供心理關懷，並根據澳門大學的願景和使命監督書院的整體管理。

3.2 本規章的製定和修訂可由住宿式書院事務會議討論和批准，但須遵守第 3.4 項中的進一步程序。

3.3 住宿式書院院長可根據其書院的秩序和紀律維護需要，在本文件下列的第一節和第二節所列規則之外製定其他規則。但是，這些附加規則必須與本規章的精神以及其他澳門大學管理文件保持一致。

3.4 本規章須經副校長（學生事務）/Vice Rector（Student Affairs）認可和校長批准，自發布之日起生效。

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.

4. 書院錄取

4.1 澳門大學要求每個一年級學生在書院住宿，並積極參與，除非獲得豁免（學士學位課程通則）（AAO-REG.04/201506/021）。在特殊情況下，可向副校長（學生事務）/Vice Rector（Student Affairs）提出豁免住宿要求，以供審核和批准。

4.2 所有入學的一年級學生將在被澳門大學錄取後，按照分配政策和其他澳門大學規定分配到其中一所書院。分配政策旨在實現每所書院的學生群體的良好混合，以及其他教育目的。

4.3 除非有令人信服的理由，一般不允許轉到另一所書院。轉院需要得到相關書院院長的認可和副校長（學生事務）的批准。

4.4 學生如有需要，可在第一個學年後申請重新入住書院。重新入住申請將由書院審核，並由書院院長作出決定。審核時將考慮他/她對書院的貢獻、活動參與和其他表現，以及合理的特殊需要等因素。有特殊需要續住的學生應儘早向書院院長、副院長或書院導師提出申請。

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.

5. 書院費用支付

5.1 根據澳大規定，除非獲得延期支付的批准，否則每位書院宿生應提前支付其書院宿費。他們還必須根據澳門大學政策支付保證金。費用退還應遵循住宿式書院費用退還政策。

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.

6.3 In order to implement the educational concept of “Live and dine together in the same RC”, the university specially provides a certain amount of “communal meal participation” subsidy (or “CMP Subsidy”) for RC students to use in the dining hall of their RC. Students are not allowed to sell or transfer their CMP points to others, or use their CMP points to pay for others. If any violation of the above rules is found, the College will handle it seriously.

6. 書院院生的優待

6.1 已支付所有適當的書院費用或已獲准延期付款的書院宿生，在其住宿期間享有所有住宿式書院學生成員的權利、特權和福利；

6.2 非住宿的書院院生可以在書院院長規定的時間和方式進入和停留在書院。

6.3 為了實踐“同宿共膳”的共膳參與教育理念，大學特意為書院學生提供定額定量的共膳參與津貼於指定的書院的食堂內使用，以達其在書院共膳參與教育之要求及期望。“共膳參與津貼”乃教育津貼，學生不可以把自己的津貼變賣、轉贈其他人或利用自己的津貼替他人付款，如發現以上違規情況，書院將嚴肅處理。

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 College will form the HA Election Committee (with student representatives) to coordinate, arrange and supervise the election of the Executive Committee of the House Association.

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/>

7. 院生會

7.1 每間書院將成立一個院生會 (HA) 或類似的組織。所有住宿和非住宿的書院院生都自動成為院生會的成員。

7.2 院生會是在書院管理層的監督和指導下建立的管理技能和領導能力的教育平臺。它不是一個學生自治組織。

7.3 院生會的執委會一般由院生會全體成員選舉產生。院生會的執委會也可由書院院長任命。

7.4 書院將成立院生會選舉委員會 (含學生代表) , 以協調、指導和監管院生會的選舉。

7.5 院生會章程及其修訂須經書院院長批准。

General RC Operational Rules

住宿式書院運營通則

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.

1. 書院成員的一般條件

1.1 除了澳門大學住宿式書院系統的一般要求外，書院院生（無論是否居住在書院），都應遵守書院院長的任何合理指示。他或她應按規定參加高桌晚宴和其他正式的書院活動，以及受書院管理層邀請他或她參加的會議。

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.

2. 身份證明

2.1 應書院管理人員或保安人員的要求，住宿生或其他書院成員、非住宿的書院院生或訪客應出示當前的澳門大學學生證、工作人員證或適當的身份證明文件以供檢查。任何不遵守本條款的人都可能被拒絕進入書院，或者被要求離開書院。

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.

3. 訪客

3.1 訪客只能在上午 9:00 至晚上 10:00 期間逗留在書院，除非書院院長或其代表另有許可。

3.2 訪客可以被允許在書院過夜，前提是：i. 已獲得書院院長或其代表的事先許可；ii. 已繳付訂明費用（視具體情況而定）。

3.3 邀請訪客的書院成員或非書院住客應負責：i. 訪客在書院場地時的行為；ii. 訪客產生的任何費用或成本。

3.4 書院宿生不得邀請異性到宿舍。此類會面必須在書院規定的公共區域進行。

3.5 書院院長可禁止任何訪客或任何不是作為書院宿生或非住宿的書院院生的人進入書院，要求他/她隨時離開書院，或允許他/她在超出訪客離開書院規定的時間之外留在書院內。

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; One-time door opening for student without key card.

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 or door opening is non-refundable in all circumstances.

4. 學生證和房卡

4.1 住宿式書院院生必須妥善保管分配給他們的學生證和房卡。嚴禁出於任何目的將卡轉讓給除書院管理人員以外的任何其他人。

4.2 嚴禁複製房卡或持有多張房卡。

4.3 搬出書院時，必須將分配的房卡歸還給辦公室。

4.4 在以下情況下，將向書院院生收取費用：i. 房卡丟失；ii. 延遲歸還從保安櫃檯借來的房卡；iii. 學生未攜帶房卡時的一次性開門。

4.5 書院院生因故遺失房卡，必須立即向辦公室或下班後向值班保安報告掛失，並辦理補發手續。

4.6 為開門或更換房卡所支付的任何費用在任何情況下均不予退還。

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.

5. 換房

5.1 允許更換房間，但必須有充分的理由，並視乎是否有合適的房間用於此目的。請求更改房間的學生應先在書院辦公室填寫相應的表格，然後與副院長預約。副院長將在此後做出決定。

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.

6. 尊重其他居民

6.1 書院院生和書院其他居民應避免做出可能干擾其他書院院生或書院居民正常生活的行為或表現，尊重其他書院成員的隱私權，保持合理安靜的學習和休息環境。以合理的方式使用書院的設施，並避免不當行為。

6.2 除非出於公務，書院院生和書院居民不得擅自進入其他居民的房間。

6.3 除非出於公務，書院院生和書院居民不得擅自佔用除分配給他們的住宿區域以外的任何區域。

6.4 書院院生和書院居民在書院的公共區域應始終穿著得體。

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.

7. 個人財產

7.1 書院院生和書院居民應對其在書院的個人財產負責。為了盡量減少被盜的可能性，貴重的個人物品必須存放在安全的地方。離開時應鎖好房門。書院不對個人財產的任何損失負責。書籍或電腦等個人財產不應留在自習室或其他公共區域無人看管。現金和貴重物品必須鎖在住宿房間的適當位置。

7.2 走廊、人行道和樓梯應保持清潔，不得放置傢俱、垃圾、大小個人物品，如鞋子、自行車或雨傘，以及任何其他物品，以免這些物品在緊急情況下阻塞通道和逃生路線。在走廊、人行道和樓梯上發現的任何物品可能會被移除和處置，恕不另行通知。

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.

8. 公共財產

8.1 未經書院管理層事先批准，書院院生和書院居民不得移除任何提供給書院使用的傢俱、裝置、固定裝置或設施。

8.2 書院院生和書院居民不得污損、玷污或損壞任何牆壁或任何結構，或任何提供給書院使用的傢俱、配件、固定裝置或設施，或在未經院方事先批准的情況下安裝任何新的公用設施或配件。不遵守本條款的書院成員和書院居民將被書院辦公室管理部門收取費用。

8.3 書院院生和書院居民必須對他/她負責的書院傢俱、配件和織物的任何損壞進行補償或賠償，正常磨損除外。

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, unless in special occasions and approved by the College Master.

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.

9. 禁區

9.1 除非有特殊理由並得到書院院長的批准，書院院生不得進入書院大樓的屋頂或陽台區域。

9.2 書院院生不得爬出住宿房間的窗臺或任何其他危險的地方，以免危及自身安全。

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.

10. 消防安全

10.1 嚴禁在書院內做飯，除非在書院院長授權的指定區域內。

10.2 任何時候都嚴禁在無人看管的情況下烹飪。

10.3 嚴禁持有具潛在危險或破壞性的化學品、爆炸物或易燃材料。

10.4 書院任何地方嚴禁使用明火，包括蠟燭和香火，除非在特定儀式和慶祝活動中得到書院院長或其代表的批准。

10.5 嚴禁干擾消防設備。

10.6 所有書院院生和書院居民參加正式的消防演習是強制性的，未經書院管理層許可而不參加者，可能會影響其往後的續住申請。

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.

11. 吸煙、吸毒、酗酒和賭博

11.1 根據澳大的禁煙政策 (HSEO.06/201112/101) , 嚴禁吸煙。

11.2 書院院生、書院居民及其訪客不得攜帶或在書院內使用任何非法藥物或濫用處方藥。

11.3 未經書院院長事先批准, 不允許飲用或存放酒精飲料。

11.4 書院宿生或非住宿的書院院生不得在書院內從事任何賭博活動, 或放縱此類賭博在其宿舍內進行。

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.

12. 電器

12.1 用於必要的個人護理的小型電器可在住宿房間內使用, 但必須處於良好狀態並妥善維護。

12.2 所有其他電器必須經書院管理部門批准。

12.3 禁止在無人看管和超載電源插座時給電池充電。

12.4 書院管理層可以在不事先通知的情況下拆除任何住宿房間或公共區域中可能干擾或危及他人的任何電器。

12.5 學生應努力在書院節約能源。

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. If a student's room is found to be poor in cleanliness when checking out, a cleaning fee will be imposed, which will affect their future residence application.

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 The washing machines and dryers provided by the college are intended solely for the purpose of washing and drying clothes. It is strictly forbidden to place non-clothing items such as shoes, carpets, backpacks,

handbags, etc. into them. Violators of this rule will receive a written warning from the college, a deep cleaning fee for the relevant machine will be imposed on the violator.

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

13. 書院保潔

13.1 書院院生和書院居民有責任保持宿舍房間和浴室的清潔和衛生。書院院生和書院居民應清理並清空其房間內的垃圾箱，將垃圾妥善捆紮在垃圾袋中，然後再將其丟棄到垃圾房。如在退宿時發現院生房間衛生程度惡劣，將會被收取清潔費，並影響其往後的住宿申請。

13.2 公共或公用設施使用後必須保持乾淨整潔。如果發現此類設施不乾淨、不整潔或不衛生，請立即向相關的 RT、RA 或書院管理層報告。

13.3 書院公用的洗衣機及乾衣機僅限於洗滌和烘乾衣物。不得將鞋子、地毯、背包、手袋等非衣物物品放入其中。如有違反者，書院將發出書面警告，違規者需賠償相關機器之深層清潔費用。

13.4 清潔狀況不佳的公共區域的費用可能會轉嫁給責任人。

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.

14. 書院管理人員進入學生房間

14.1 書院或其授權人員可以出於健康、安全、安保和建築維護的目的進入任何房間。通常會提前通知書院院生和書院居民，除非出現緊急情況、放棄或事先通知被認為不可行。之後會在房間內留下進入通知。

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.

15. 推銷和商業活動

15.1 書院禁止營利性商業推銷和活動。未經書院管理層事先批准，不得在書院內銷售任何商品或服務。

15.2 未經書院管理層事先批准，禁止以任何目的分發或張貼宣傳品。

15.3 海報須經書院管理層批准並蓋章。它們只能放置在指定張貼的區域。

15.4 任何出版物的紙質書籍（無論是商業的還是其他目的），在被放置在書院的指定位置之前，必須事先獲得書院管理層的批准。

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.

16. 安靜時間和噪音水準

16.1 各書院與院生會和其他書院成員協商安靜時間並相應公布。

16.2 住宿式書院院生應避免在會議和其他活動進行時在書院的任何地方製造令人不安的噪音。

16.3 學習和考試期間的安靜時間可能會延長。

16.4 在任何時候，書院院生和書院成員都應保持合理的噪音水準，以免對鄰居和書院院生造成滋擾。

16.5 應避免大聲爭吵。未解決的糾紛應提交書院助理（RAs）、書院助教(RTs)或書院管理部門進行調解，以便以友善方式解決。

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.

17. 寵物

17.1 出於健康和安全原因，未經書院院長特別許可，書院宿生或非住宿的書院院生不得將任何寵物帶入書院場所，包括魚缸和昆蟲盒。

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.

18. 危險物品

18.1 禁止書院院生和書院成員攜帶任何可能危及他人健康的物品進入書院。

19. Vehicles

19.1 Bicycle, Electric scooters and all Electric-Mobility Devices are not permitted to bring into College.

19.2 Bicycle, Electric Scooters and all Electric-Mobility Devices should not be ridden in College.

19.3 Bicycles should be parked in the designated public parking areas. Motor bikes and scooters are not to be driven inside College grounds or left in College designated bicycle parking areas.

19.4 Bicycles are not to be left standing in areas not designated for bicycle parking such as public footpaths. Students from one College cannot park their mobility devices in the designated parking areas of another College.

19.5 Bicycles should only be ridden on bike paths, not in College or pedestrian walkways.

19.6 Starting from AY2024/2025, any wheeled transportation devices or electrically powered vehicles are not allowed within the College premises, including College student rooms and public areas, except otherwise approved by the College Management. Bicycles, Electric Scooters and all Electric-Mobility Devices, particularly those utilizing electric power like Electric Mobility Devices (e.g., electric scooters, electric unicycles, electric hoverboards, electric skateboards, electric bicycles, electric scooter-suitcase, etc.), discovered within the college by College Management on two occasions or found to be in violation of any regulations outlined in Article 19. twice, will lead to termination of privileges in a College, including residency.

19.7 Storage of electrically powered vehicles within the College is strictly prohibited, as well as charging of electric vehicles or their batteries.

19. 交通工具

19.1 自行車、電動車及所有電動可移動工具不能進入書院。

19.2 自行車、電動車及所有電動可移動工具不能在書院內騎行。

19.3 自行車需停靠在指定公共停車區域。摩托車與電動車不得駛入書院內部，或停放在書院指定的自行車停車區域。

19.4 自行車不能隨意停放在其他公共區域，如公共步道。書院院生不能將交通工具停放在另一所書院的指定停車區。

19.5 自行車應只在自行車道行駛，不能在書院或者人行步道行駛。

19.6 由 2024/2025 學年起，禁止任何輪式交通工具或電動車輛進入書院內，包括書院學生房間和公共區域（經書院管理層批准的除外）。自行車、電動車及所有電動可移動工具，尤其是使用電力的「電動可移動工具」（例如：電動滑板車、電動單輪車、電動平衡車、電動滑板、電動單車、電動行李箱等），在書院範圍內被書院管理人員發現兩次，或違反 19.任一附屬條例兩次，將即時終止本學期在書院的優待，包括居住的權利。

19.7 書院內禁止存放電動交通工具，也禁止為電動交通工具或其電池充電。

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.

20. 紀律處分程序

20.1 如果有超出合理懷疑的證據表明違反了規則，並且書院院長認為有必要採取紀律處分，則可以考慮對書院院生採取紀律處分。

20.2 書院院長可根據《澳門大學學生紀律規章》（SAO.03/201406/100）第一條第二項授權的規定和慣例採取紀律處分。

20.3 對任何違反上述規則和規定的不當行為的紀律處分包括接受口頭警告和書面警告。任何進一步違規的書面警告都可能導致進一步的糾正措施。收到共 3 次書面警告將導致終止在書院的住宿。

20.4 任何可能導致終止在書院居住的情況，須經書院院長審核批准。

20.5 書院院長可指派副院長 (AM) 召集書院紀律委員會 (CDC)，就特定案件向書院院長提供協助和建議。書院紀律委員會將由三名成員組成，包括副院長、一名書院導師和一名學生，該學生可以是書院助教、書院助理或院生會管理者的提名人。書院紀律委員會只是建議性的，最終決定權在於書院院長。

20.6 如果紀律案件涉及多間書院，或書院與學院之間，則由澳大學生事務長擔任協調人。

20.7 澳大學生事務長通常將處理所有與住宿式書院相關的紀律決定引起的上訴爭議，如果他不擔任 20.4 規定的協調員，在這種情況下，副校長（學生事務）/Vice Rector（Student Affairs）將代之以處理爭議。

20.8 根據嚴重程度，書院院長可決定採取以下任何紀律處分，或其他被認為更合適的紀律處分措施。i. 暫時或永久終止在書院的優待，包括居住的權利； ii. 拒絕續住； iii. 限制進入書院場地； iv. 轉介澳大學生事務長考慮進一步的紀律處分。

Administration Guidelines for Cheong Kun Lun College

張崑崙書院管理指南

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.

1.房間變更需求指引

為了促進社區教育，張崑崙書院（CKLC）將為所有學生分配房間和室友。儘管我們希望所有學生的書院生活都一帆風順，但我們清楚生活問題仍時有發生。如果您有充分理由申請房間變更，請參考以下房間變更需求的指引和程序：

- 1) 在學期開始後 1 個月內（如 9 月和 2 月，具體準則根據實際情況），將不接受房間變更的申請。
- 2) 每名學生每學年只能申請一次房間更換，且必須有充分的理由。
- 3) 如果需要換房間，學生應先將其問題或需求告知書院助理（RA）/書院助教（RT）。
- 4) 如果問題或需求無法通過調解解決，書院導師將要求與室友會面討論情況。

- 5) 書院導師將通知室友他們決定是否批准重新分配房間。
- 6) 如果房間變更申請獲得批准，學生將從書院導師處領取“房間變更申請表”。
- 7) 學生必須填寫表格並將其提交給書院辦公室，獲得院長最終批准。
- 8) 提出房間變更請求的學生有義務自行尋找另一名學生進行一對一的交換。
- 9) 房間變更申請需要雙方室友的同意。
- 10) 一旦申請獲得批准，書院辦公室將安排學生交換房間，並在 7 個工作日內通知 RT/RA 以及所有書院工作人員。
- 11) 房間變更申請中不包括空房間。
- 12) 只有當學生的房間乾淨且狀況良好或損壞已經得到補償或修復時，學生才能交換房間。
- 13) 學生不能私下更換房間。所有房間變更都必須得到書院的批准。
- 14) 書院保留最終決定權。

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.

2. 退宿指引

- 1) 學生必須在退宿前至少 3 個工作日向書院辦公室預約。
- 2) 學生必須在指定的退宿時間內搬離並交還房卡 (週一至週五 09:30-13:00 ; 14:30-17:00 , 公眾假期除外) 。
- 3) 如果學生在上述退宿時間無法離開 , 應向書院提交有效證明以獲得特別批准。
- 4) 學生應親自完成整個退宿手續。
- 5) 整個退宿流程包括 :
 - A) 向書院辦公室預約 ;
 - B) 學生收拾所有個人物品 , 打掃房間 , 恢復房間原狀 ;
 - C) 書院工作人員檢查房間狀況 , 包括清潔度 ;
 - D) 提交“退房表格”和“設備檢查清單” ;
 - E) 交還房卡和任何其他澳大財產設備。
- 6) 在退宿之前 , 房間和公共區域的所有個人物品和垃圾都應清除。
- 7) 如果發現房間不乾淨或無法恢復到原始狀態 , 可能會收取清潔費和垃圾清除費。
- 8) 如果發現任何損壞/丟失的物品 , 學生應承擔損壞或丟失物品的罰款。
- 9) 學生必須在整個退宿流程完成後離開房間。
- 10) 房間和公共區域中所有無人認領的物品都將被丟棄。張崑崙書院對任何損失概不負責。
- 11) 退宿程序的詳細安排應在每年 4 月或 5 月宣佈。
- 12) 張崑崙書院保留最終決定權。

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.

3. 緊急情況下的房間進入政策

雖然書院尊重學生在團體生活和學習環境中的隱私權，但在某些情況下會發生緊急情況，書院應急小組可在未經學生同意和本人在場的情況下進入學生房間。緊急情況或潛在緊急情況包括但不限於以下內容：

- 1) 有合理理由認為存在違法行為時；
- 2) 有合理理由認為違反了大學/書院的政策、規則或條例時；
- 3) 當發生對生命、安全、健康或財產的潛在危險時；
- 4) 當需要緊急維護、維修服務或安全檢查時；
- 5) 當宿生不在場時出現破壞性噪音，例如鬧鐘聲或播放令人不安的聲響，並且有必要消除噪音時。
- 6) 當緊急情況需要立即提供治療時。

進入房間的程序：

- 1) 學生將收到進入和進入原因的通知。
- 2) 學生的房間不會在不敲門的情況下進入。
- 3) 將允許足夠的時間間隔，為宿生提供充分的機會開門。如果沒有收到回復，則可以進入房間。
- 4) 在進入房間之前，工作人員將表明自己的身份。
- 5) 應由至少兩人一起進入。
- 6) 可以進入學生房間的授權工作人員包括書院工作人員、保安人員、書院助教、書院助理以及大學合同服務提供者。

4. Guidelines for Making Suggestions

Procedure:

If there are any suggestions regarding facilities and environment of the college, as well as suggestions about service procedure and College learning, please send email to cklcollege@um.edu.mo via your UM email address. 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.

4. 提出建議的指南

程序：

如果有關於書院設施和環境的建議，以及有關服務程序和書院學習的建議，請通過您的 UM 電子郵箱發送電郵至 [CKLC 辦公室郵箱：cklcollege@um.edu.mo](mailto:cklcollege@um.edu.mo)。所有提交的建議都將被審核，良好的建議將被公佈和獲得獎勵。

規則：

1. 該程序適用於所有現任書院成員提出的建議。
2. 合適的建議包括：關於書院設施和環境的建議，以及關於服務程序和書院學習的建議。
3. 只有合理可行的建議才會得到考慮。
4. 只有有關部門有權決定建議是否合理和可行。

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.

5. 處理投訴的指南

規則：

1. 此程序適用於所有當前的書院成員。
2. 此處的投訴被定義為對書院、書院環境或書院管理的任何類型的問題、擔憂或不滿，這些問題、擔憂或不滿對投訴人的學習體驗產生不利影響，並且不受其他書院程序或政策所涵蓋。
3. 投訴必須能夠證明它是基於投訴人誠實合理地認為真實或實質上屬實的證據。
4. 匿名投訴將不被接受進行調查。投訴人應該表明自己的身份。
5. 投訴將根據程序公平性、保密性和隱私性進行處理，包括使用和存儲與投訴相關的任何資料、數據和記錄。

Procedure:

The Complaint procedure is divided into three stages:

程序：

投訴程序分為三個階段：

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.

第 1 階段 (非正式)

這是可以非正式處理的投訴過程。投訴人應首先提出投訴，與最相關的人討論此事（例如與相關工作人員聯繫，瞭解具體的行政程序）。如果投訴人對第一階段的結果不滿意，可以在第二階段提出正式投訴。

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.

第 2 階段 (正式)

2.1 所有投訴應從第一階段開始。投訴人應在投訴原因發生後 2 週內，填寫所附表格並提供必要的資訊，向辦公室提出正式投訴。

2.2 投訴人應提供以下資訊：

- A.關於投訴性質的明確書面聲明；
- B.描述和解釋第一階段為解決投訴而採取的步驟，以及第一階段的結果被認為不令人滿意的原因；
- C.支持投訴或證明其正當性的證據和/或相關材料。

2.3 將在收到投訴後 5 個工作日內發送一封電子郵件以確認。

2.4 副院長或其被提名人應儘早考慮此事，並可在收到投訴後 5 個工作日內進行初步調查，以下列決定之一回復投訴人：

- A. 因毫無根據而駁回投訴；或
- B. 確定投訴微不足道，不會採取進一步行動；或
- C. 確定投訴是惡意的或無理糾纏的；或
- D. 向投訴人提出非正式解決方案；或
- E. 確定該事項應由學生投訴委員會進一步調查

2.5 在決定進一步調查後，在收到投訴通知後 7 個工作日內，將成立一個學生投訴委員會，與以下成員進行正式調查：副院長、一名相關的書院導師、一名相關的 RT/RA、一名行政人員、另一名 RT/RA、委員會任命的學生代表。任何參與非正式過程的個人都不應被納入委員會。

2.6 委員會將初步審查申訴人提供的資訊。如有必要，可能需要更多資訊或採訪。

2.7 委員會應及時完成正式調查，通常在收到投訴後 15 個工作日內完成。調查完成後，包含事實調查結果和建議的報告將以保密方式以書面形式反饋給投訴人。

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:

- Dismissal of the appeal as unfounded;
- Proposal of a resolution to the appellant;
- 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.

第 3 階段 (上訴)

3.1 如果投訴人對正式調查結果不滿意，他/她可以考慮在收到學生投訴委員會的報告後 5 天內提出上訴。

3.2 只有出於以下顧慮才能受理上訴：

A.調查程序中的違規行為；

B.新證據,有正當理由未在第一階段提供。

3.3 院長或其被提名人應儘早，通常在 5 個工作日內審議上訴，並以下列決定之一回應上訴人：

·以毫無根據為由駁回上訴；

·向上訴人提出解決方案；

·召集投訴上訴委員會審議上訴。

3.4 隨著院長或其被提名人決定進一步審議上訴，在上訴通知後 7 個工作日內，將成立投訴上訴委員會，由以下成員組成：院長、書院導師、行政人員、RT/RA 和委員會任命的學生代表。任何參與第二階段的個人都不會被納入投訴上訴委員會。

3.5 投訴上訴委員會將判定批准學生投訴委員會的裁定，或向上訴人提出替代解決方案。

3.6 學生投訴委員會的決定是最終裁決。

3.7 委員會應及時回應，通常在收到投訴後 15 個工作日內做出回應。該決定將以書面形式向上訴人保密。

STUDENT AFFAIRS OFFICE (SAO) :

PSYCHOLOGICAL COUNSELLING & DISABILITY SUPPORT SERVICE

- 1) Psychological Counselling Service: SAO provides confidential and professional psychological counselling, aiming at enhancing students' adjustment to university life, capability to cope with challenges and psychological well-being. To make an appointment or learn more about the service, please contact us:

Appointment form : <https://go.um.edu.mo/ue3vtd9b>



Email : sao.counsellor@um.edu.mo

Tel : 8822 9000

Webpage : <https://scs.sao.um.edu.mo/>

Wechat Official Account: UM 心輔



- 2) Disability Support Service: SAO provides disability support services so students with permanent or temporary disabilities can have equal opportunity in education, university life and other services in the university. If you have physical, visual, hearing, speech, learning or psychological impairment(s) which substantially limit your learning or activities of daily living, please contact SAO directly. SAO will assess your special educational needs and communicate with your instructor so as to provide you with the most appropriate support. To learn more about the service, please contact us:

Email: sao.disability@um.edu.mo

Tel: 8822 4901

Webpage: <https://scs.sao.um.edu.mo/>

學生事務部：心理輔導及身心障礙支援服務

1) 心理輔導服務：

學生事務部為同學提供保密及專業的心理輔導服務，讓同學更有能力去適應大學生活，克服面臨的挑戰，並達致身心健康發展。若想預約心理輔導或了解更多服務的詳情，歡迎聯絡我們：

預約登記表：<https://go.um.edu.mo/5897ls30>



電郵：sao.counsellor@um.edu.mo

電話：88229000

網頁：<https://scs.sao.um.edu.mo/>

微信公眾號：UM 心輔



2) 身心障礙支援服務：

學生事務部為有永久性或暫時性身心障礙的同學提供相應的支援，以便他們在大學裏享有平等的教育機會、大學生活以及其他服務。若同學有肢體、視力、聽力、語言、學習或心理方面的障礙，導致在學習或日常活動中受到嚴重的限制，同學可以與學生事務部直接聯繫。學生事務部將評估同學的需要，並與老師商議，為同學提供適切的支援。若想了解更多服務的詳情，歡迎聯絡我們：

電郵：sao.disability@um.edu.mo

電話：88224901

網頁：<https://scs.sao.um.edu.mo/>



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/>



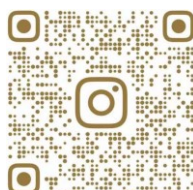
Official Website



Event Calendar



Xiaohongshu



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
CKLC Security Hotline 書院緊急求助 (保安)	6298 1327