

PERFORMANCE PLEDGES

Note: *Performance Pledges are the service standards that we commit to our students and other stake-holders. They should be exhibited or made available to the stake-holders for them to know their expected service standards from us.*

Teaching

- Deliver the complete syllabus within the scheduled time;
- Prepare teaching materials 1 week before delivery;
- Finish marking students' work/assignments within 2 weeks;
- Attend to students' enquiries and learning needs promptly; specifically, provide guaranteed advice/assistance to students within the first 45 minutes after school;
- Offer remedial session to the bottom 5% of F.6 students after the mid-term examination.

Registry

- Release results within 3 hours on applications for F.6 admission received on the day of the release of HKCEE result;
- Respond within 3 working day to applications for F.6 admission received after the day of the release of HKCEE results;
- Arrange interviews for applicants of PAD, AD, Top-up and Degree Programmes within 2 working days after receiving applications;
- Reply to applications for withdrawal of studies within 5 working days;
- Process requests for change of students' personal particulars on the school record within 3 working days;
- Release results of fee remission to
 - F.6/7 applicants before the end of November each year;
 - Top-up applicants before the end of October each year;
- Answer promptly to requests for academic transcripts, syllabuses of diploma programmes and modules outlines of PAD/AD/Top-up/Degree Programmes; issue the documents requested to the concerned parties within 10 working days;
- Release examination results to
 - F.6/7 students within 20 working days after the last day of the examination period;
 - PAD/AD/Top-up/Degree students within 30 working days after the last day of the examination period;
- Respond to request for access and correction of personal data of graduates within 30 working days;
- Respond to general enquiries on admission/programmes received by the General Office immediately. Refer specific enquiries on admission/programmes to relevant staff/committees concerned for handling within 2 working days.

Student Services and Activities

- Disseminate information related to internal and external student services and activities within one working day.
- Respond to student comments on student services and activities within one month after receiving the report of student survey.

Community Service

- Provide a list of organizations for students to choose from to fulfill the community services requirement at the beginning of the academic year.
- Provide training to students before they perform any community services.
- Provide information on vacancies of voluntary services organized by outside organizations.

Civic Education

- Co-ordinate a well-balanced assembly program for F.6/7 students.
- Organize at least one F.6/F.7 assembly on civic education every term.
- Organize at least one F.6/F.7 class tutor period every year.
- Organize at least one school-wide activity every term.
- Deliver information on external activities or competitions on civic education organized by external organizations and liaise with them to arrange students to participate in their activities or competitions.

ECA

- Offer an “ECA Management Training Programme” on management skills, accounting skills and secretarial techniques to committee members of clubs/teams each year within 2 weeks after all the committee members of clubs and school teams selected.
- Provide various ECA activities to students mainly in four categories: academic clubs, art and cultural activities, interest groups, and sports activities.
- Approve financial support to ECA clubs or school teams within 2 weeks after all clubs and teams have handed in the budget.
- Approve coach fees to various school teams at the beginning of the school year.
- Invite at least one teacher advisor to each club and team to smooth the management in club/team and enhance teacher-student relationship.
- Announce information of ECA activities or competitions organized by other associations upon receiving by
 - (i) posting it on the ECA boards on 2/F within 1 week.
 - (ii) making notice in the OTL.
 - (iii) making announcement through public-address system.
- Individual feedback of each club will be collected at the end of each term.

Student Hostel

- Organize an Orientation Programme for new boarders and their parents in the beginning of an academic year.
- Organize at least one General Boarders’ Meeting every academic year.
- Set up Boarder Representatives Committee in the beginning of an academic year.
- Distribute all important notices and boarders’ events by OTL E-mail system and through posting them up in the hostel notice boards.
- Provide hygienic environment and high quality of equipment for boarders’ use.
- Report all maintenance requests to E&M Department within 2 working days whose actions taken will be followed up by the warden(s).
- Handle complaints concerning the hostel within 7 working days.

Leadership Development

- Provide generic skills or leadership training programmes to F.6, PAD and AD students every year.
- Announce relevant information of leadership training programmes organized by local organizations or universities to students within 1 working day upon receiving.
- Handle all application of training programmes within the deadline.
- Meet F.6&7 Student Union and PAD&AD Student Union monthly.
- Respond to enquiries within 1 working day.

Pastoral Care

- Provide pastoral care to all students through class tutor and personal tutor system.
- Organize at least one personal tutor-tutees meeting per semester.
- Take immediate action within one working day to help those needed students with discipline,

academic or emotional problems.

- Keep all discipline and counselling cases confidential.
- Deliver Growth and Development Course to all F.6 students.

Study & Careers Guidance

- Students may approach team members for assistance & enquires by telephone, email or in person.
- All telephone enquires will be handled immediately.
- All emails will be responded within one day.
- Face to face interview will be arranged between members and students at the earliest convenience.
- All relevant study & careers information will be announced to students and staff via OTL within one working day upon receiving.
- All study & careers related services will be handled within the deadline.
- External enquires will be responded promptly depend on the complexity of the matter.

ITSU

- Offer solution for in-person enquiries at IT Service Room within 15 minutes;
- Respond to requests of teaching related technical issues within 5 minutes;
- Respond to requests of IT equipment loan service within 1 day;
- Provide service system availability in school days at a level approaching 99%.

President's Office

- Provide reliable and efficient service as committee secretary:
 - Issue notice of committee meeting, prepare agenda and meeting paper (if applicable) according to the timeline set out by individual committees;
 - Finish draft minutes of meeting within 5 working days after the meeting;
- Support the senior management in both internal and external communication and observe timeline for different writing tasks:
 - Internal memo/notice: within 1/2 working day;
 - Letter to external parties: within 1 working day;
 - For more complex tasks, such as drafting paper, report or proposal: follow the time specified in each case.

General Office

- Answer all enquiries and complaints immediately and politely;
- Attend to all requests immediately; specifically, the targeted completion time for various services provided is as follows:
 - typing of teaching materials and examination papers, etc.: before the agreed deadline;
 - offset printing (small volume): 1-working day;
 - offset printing (large volume/binding required): before the agreed deadline;
 - photocopying: 1-working day;
 - providing assistance/support to teaching staff on use of audio-visual and multi-media equipment in classroom: within 15 minutes;
 - fixing equipment breakdowns: within 1 hour;
 - shooting and production of multi-media teaching materials: 2 to 3 working days;
 - processing students' applications of various sorts: before the agreed deadline.

Updated on 31 August 2010