



# Parent Handbook

2025 – 2026



PLK Tong Nai Kan JS College



## *About the Handbook*

1. This Handbook provides parents with the necessary information regarding school policies and procedures.
2. The word 'Parents' in this Handbook refers to parents or guardians as registered in the school's records.
3. There is an e-version of this Handbook on the College Homepage. The information provided in this Handbook will be accurate and up to date one month before the new school year. Updated information will be posted on the College Homepage whenever necessary. Parents will be informed at the same time of any relevant changes.

### **To the parents**

When parents enroll their children in our college, we assume that they are pledging to work together with teachers and staff members in educating the students. Effective communication between parents and the college is an essential part of this process. You are strongly encouraged to read this Handbook and the students' handbook carefully.

During the school year, please check the Student Handbook every day for messages from the college concerning your child. There is space in the student handbook for you to write to the class teacher of your child too. You are also welcomed to call the General Office regarding any enquiries.

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## Section 1 General Information

### **1.1 School Contact**

Address : 11, Mei Lai Road, Mei Foo Sun Chuen, Kowloon.  
Telephone : 2194 5707  
Fax : 2194 5718  
URL : <https://www.plktnkjsc.edu.hk>  
E-mail : [plktnkjsc@plktnkjsc.edu.hk](mailto:plktnkjsc@plktnkjsc.edu.hk)

### **1.2 Teaching Staff & Technicians**

#### 1.2.1 Teaching staff and their location

<b>Principal</b>	: Mr Wong Chung Ki	1/F General Office (WW)
<b>Vice-Principals</b>	: Ms Chiu Man Ming	1/F General Office (WW)
	: Ms Wong Hiu Tung	1/F General Office (WW)
<b>Assistant Principal</b>	: Ms Leung Pui Fan	1/F General Office (WW)
<b>Associate Principal (STEM)</b>	: Mr Yeung Wing Shing	1/F General Office (WW)
<b>(IT)</b>	: Mr Lai Chun Fai	1/F 141 (NA)
<b>Assistant Vice-Principals</b>	: Mr Kau Chun Ming	2/F 206A (WW)
	: Mr Kwan Siu Ming	2/F 206B (WW)

#### **Faculty of English**

<b>Dean of English</b>	: Mr Cheung Siu Hang	1/F Staff Room 1 (EW)
<i>Department of English Language</i>		
Mr Cheung Siu Hang		1/F Staff Room 1 (EW)
Mr Lam Wai Kin		1/F Staff Room 1 (EW)
Mr Sze Chik Ki		1/F Staff Room 1 (EW)

#### **Faculty of Chinese Language & Culture and History**

<b>Dean of Chinese Language &amp; Culture and History</b>	: Ms Wong Hiu Tung	1/F General Office (WW)
<i>Department of Chinese Language</i>		
Ms Wong Hiu Tung		1/F General Office (WW)
Ms Poon See See		5/F Library (EW)
<i>Department of Putonghua</i>		
Ms Lu Yu Yun		1/F Staff Room 1 (EW)
<i>Department of Chinese History</i>		
Mr Wong Hoi Wang		1/F Staff Room 1 (EW)

#### **Faculty of STEM**

<b>Dean of STEM</b>	: Mr Yeung Wing Shing	1/F General Office (WW)
	: Mr Kwan Siu Ming	2/F 206B (WW)
<i>Department of Mathematics</i>		
Mr Kau Chun Ming		2/F 206A (WW)
Mr Cheng Yuk		1/F Staff Room 1 (EW)
<i>Department of Science</i>		
Mr Kwan Siu Ming		2/F 206B (WW)
Dr Chan Ka Yee		3/F Bio-Tech Lab (SW)
<i>Department of Information &amp; Technology Studies</i>		
Mr Woo Yue Tin		3/F D&T Lab (EW)
Mr Li Chun Ngan		1/F Staff Room 1 (EW)
<i>Department of Living Technology</i>		
Ms Li Man Yee		1/F Staff Room 1 (EW)
<i>Department of Design &amp; Technology</i>		
Mr Woo Yue Tin		3/F D&T Lab (EW)

**Faculty of Humanities**

<b>Dean of Humanities</b>	<b>: Mr Lam Wai Kin</b>	<b>1/F Staff Room 1 (EW)</b>
<i>Department of Social &amp; Cultural Studies</i>		
Mr Yuen Chun Bong		1/F Staff Room 1 (EW)
Ms Chan Wai Ling		1/F Staff Room 1 (EW)
<i>Department of History</i>		
Ms Chiu Man Ming		1/F General Office (WW)
<i>Department of Geography</i>		
Ms Leung Pui Fan		1/F General Office (WW)
<i>Department of Finance &amp; Accounting</i>		
Mr Chan Tsan Sen		1/F Staff Room 1 (EW)
<i>Department of Economics</i>		
Mr Chan Tsan Sen		1/F Staff Room 1 (EW)

**Faculty of Creative & Performing Arts**

<b>Dean of Creative &amp; Performing Arts</b>	<b>: Ms Yip Suet Yi</b>	<b>1/F Staff Room 1 (EW)</b>
<i>Department of Music</i>		
Ms Wong Cheuk Yan		1/F Staff Room 2 (EW)
<i>Department of Visual Art</i>		
Ms Yip Suet Yi		1/F Staff Room 1 (EW)

**Faculty of Sports Science**

<b>Dean of Sports Science</b>	<b>: Mr Kwan Siu Ming</b>	<b>2/F 206B (WW)</b>
<i>Department of Physical Education</i>		
Mr Chung Kai Kin		1/F Staff Room 2 (EW)

<b>Assistant Teachers</b>	<b>:</b>	Mr Lai Ho Lam	5/F Library	(WW)
		Ms Liu Yee Man	1/F Staff Room 2	(EW)
<b>Teaching Assistant</b>	<b>:</b>	Mr. Tam Ying Yung	3/F D&T Lab	(EW)
<b>Library Assistant</b>	<b>:</b>	Ms Wong Hiu Laam	5/F Library	(WW)
<b>Lab Technicians</b>	<b>:</b>	Mr Wong Tsun Kit	4/F Phy Lab	(SW)
		Ms Wong Hiu Man	4/F Phy Lab	(SW)
<b>Tech Technician (STEM)</b>	<b>:</b>	Mr Chau Chin Man	6/F Campus TV	(SW)
<b>(IT)</b>	<b>:</b>	Mr Leung Tak Man	1/F Staff Room 1	(EW)

**1.2.2 Teaching Staff for Consultation on Specific Area**

<u>Area</u>	<u>Teaching Staff</u>	<u>Location</u>
Academic Matters	Ms Wong Hiu Tung	1/F General Office (WW)
	Ms Chiu Man Ming	1/F General Office (WW)
	Mr Yeung Wing Shing	1/F General Office (WW)
	Mr Kwan Siu Ming	2/F 206B (WW)
Application for Student Subsidy	Ms Wong Yin Man	1/F Staff Room 2 (EW)
	Ms Li Man Yee	1/F Staff Room 1 (EW)
Careers Guidance	Ms Leung Pui Fan	1/F General Office (WW)
	Mr Sze Chik Ki	1/F Staff Room 1 (EW)
Discipline & Guidance	Ms Lam Wan Yi	1/F Staff Room 1 (EW)
	Ms Chiu Man Ming	1/F General Office (WW)
	Mr Kau Chun Ming	2/F 206A (WW)
Extra-Curricular Activities	Mr Chung Kai Kin	1/F Staff Room 2 (EW)
	Mr Yuen Chun Bong	1/F Staff Room 1 (EW)
Library Matters	Ms Chan Wai Ling	1/F Staff Room 1 (EW)
	Ms Poon See See	5/F Library (WW)
Lunch Box Arrangement	Ms Wong Yin Man	1/F Staff Room 2 (EW)
	Ms Li Man Yee	1/F Staff Room 1 (EW)
Moral & Civic Education, Community Services	Ms Lu Yu Yun	1/F Staff Room 1 (EW)
	Ms Ng Ka Yan	1/F Staff Room 1 (EW)
Parent Teacher Association	Mr Cheng Yuk	1/F Staff Room 1 (EW)
	Mr Wong Hoi Wang	1/F Staff Room 1 (EW)
School Safety & Insurance	Ms Leung Pui Fan	1/F General Office (WW)
School Website/School Apps	Ms Li Man Yee	1/F Staff Room 1 (EW)

### 1.2.3 Class Teachers

Class	Class Teachers		Location	
1A	Mr. Yeung Yun Loong	Ms. Chan Yan Hei	1/F Staff Room 1 (EW)	1/F Staff Room 1 (EW)
1B	Ms. Yip Suet Yi	Mr. Chu Shiu Cheung	1/F Staff Room 1 (EW)	4/F Phy Lab (SW)
1C	Mr. Cheng Yuk	Ms. Xiong Yiyun	1/F Staff Room 1 (EW)	1/F Staff Room 1 (EW)
1D	Mr. Wong Hoi Wang	Ms. Lam Shu Kei	1/F Staff Room 1 (EW)	1/F Staff Room 1 (EW)
1E	Mr. Yuen Chun Bong	Ms. Lam Lok Man	1/F Staff Room 1 (EW)	1/F Staff Room 1 (EW)
1F	Mr. Chan Tsz To	Ms. Lam Wan Yi	1/F Staff Room 2 (EW)	1/F Staff Room 1 (EW)
2A	Mr. Woo Yue Tin	Ms. Tang Ka Lai	3/F D&T Lab (EW)	1/F Staff Room 2 (EW)
2B	Mr. Chan David	Ms. Xin Yuchen	1/F Staff Room 1 (EW)	1/F Staff Room 1 (EW)
2C	Ms. Li Man Yee	Mr. Chan Kwong Chun	1/F Staff Room 1 (EW)	1/F Staff Room 2 (EW)
2D	Mr. Sze Chik Ki	Ms. Wong Cheuk Yan	1/F Staff Room 1 (EW)	1/F Staff Room 2 (EW)
2E	Mr. Mak Yue Cheung	Ms. Cheng Sau Chun	1/F Staff Room 1 (EW)	1/F Staff Room 1 (EW)
2F	Ms. Law Hon Yin	Mr. Siu Tsz Wang	1/F Staff Room 1 (EW)	1/F Staff Room 1 (EW)
3A	Ms. Lu Yu Yun	Mr. Li Chun Ngan	1/F Staff Room 1 (EW)	1/F Staff Room 1 (EW)
3B	Ms. Chan Wai Ling	Mr. Chan Kui Yuen	1/F Staff Room 1 (EW)	1/F Staff Room 1 (EW)
3C	Mr. Lam Wai Kin	Ms. Ng Hoi Ying	1/F Staff Room 1 (EW)	1/F Staff Room 1 (EW)
3D	Ms. Ng Ka Yan	Mr. Chan Hon Shing	1/F Staff Room 1 (EW)	1/F Staff Room 1 (EW)
3E	Mr. Cheung Siu Hang	Ms. Leung Man Nga	1/F Staff Room 1 (EW)	3/F Bio-Tech Lab (SW)
3F	Mr. Chan Tsan Sen	Ms. Siu Wing Ngan	1/F Staff Room 1 (EW)	1/F Staff Room 2 (EW)

## 1.3 Opening Hours

### 1.3.1 Official Opening Hours

	School Day Mon – Fri	School Holidays	
		Mon - Fri	Sat
General Office	7:30a.m. – 5:45p.m.	9:00a.m. – 4:00p.m.	9:00a.m. – 12:00n.n.
Library	9:00a.m. – 5:45p.m.	Closed	
Library - Study Room (501)	3:45p.m. – 5:45p.m.	Closed	
Remedial Room (142)	3:45p.m. – 5:45p.m.	Closed	
iMac/Fab Lab (220)	3:45p.m. – 5:45p.m.	Closed	

### 1.3.2 Stationing Day and Time of School Social Workers

Monday to Friday of school days from 9:00a.m. to 5:00p.m.

## Section 2 Academic Information

### 2.1 Whole-school Language Policy

#### 2.1.1 Aims

- (a) To further enhance students' proficiency in languages for the new curriculum.
- (b) To enable every student to be prepared for the ever-changing socio-economic demand of Putonghua and English in the 21<sup>st</sup> century.

#### 2.1.2 Objectives

- (a) To develop students' English proficiency in the four skills: reading, writing, listening and speaking.
- (b) To develop students' Chinese (PTH) proficiency in the two skills: listening and speaking.
- (c) To enhance students' exposure to both Putonghua and English and its use in school.
- (d) To facilitate the use of languages in a variety of meaningful contexts.

#### 2.1.3 Medium of Instruction plans in practice

For Secondary 1:

Primarily in English	English as medium of instruction	English Language, Mathematics, Citizenship & Society (NCS), Integrated STEM (Integrated Science, Information & Technology Studies, Design & Technology, Living Technology), Integrated Humanities(Geography, History), Integrated Arts(Music, Visual Art)
	Extended learning in English	Integrated Humanities(Geography, History), Integrated Arts(Music, Visual Art)
Primarily in Chinese	PTH as medium of instruction	Chinese Language, Putonghua
	Chinese as medium of instruction	Chinese Language, Citizenship & Society, Chinese History, Physical Education, Life Education, Library Studies & Project Learning, Life-wide Learning Lesson, OLE Lesson

For Secondary 2:

Primarily in English	English as medium of instruction	English Language, Mathematics, Citizenship & Society (NCS), Integrated STEM (Integrated Science, Information & Technology Studies, Design & Technology, Living Technology), Integrated Humanities(Geography, History), Integrated Arts(Music, Visual Art)
	Extended learning in English	Integrated Humanities(Geography, History), Integrated Arts(Music, Visual Art)
Primarily in Chinese	PTH as medium of instruction	Putonghua
	Chinese as medium of instruction	Chinese Language, Citizenship & Society, Chinese History, Physical Education, Life Education, Library Studies & Project Learning, Life-wide Learning Lesson, OLE Lesson

For Secondary 3:

Primarily in English	English as medium of instruction	English Language, Mathematics, Citizenship & Society (NCS), Integrated STEM(Physics, Chemistry, Biology, Information & Technology Studies), Integrated Humanities (Geography, Finance & Accounting, Economics), Integrated Arts(Music, Visual Art)
	Extended learning in English	Integrated Humanities(Geography, Finance & Accounting, Economics), Integrated Arts(Music, Visual Art)
Primarily in Chinese	PTH as medium of instruction	Putonghua
	Chinese as medium of instruction	Chinese Language, Citizenship & Society, Chinese History, Physical Education, Life Education, Library Studies & Project Learning, Life-wide Learning Lesson, OLE Lesson

For Senior Secondary 1 to 3 (Po Leung Kuk Vicwood K.T. Chong Sixth Form College)

Primarily in English	English as medium of instruction	English Language , Mathematics , Citizenship & Social Development (NCS), Physics , Chemistry , Biology, Combined Science, Geography , Economics , Business Accounting and Financial Studies(BAFS) , Information and Communication Technology, Health Management & Social Care , Tourism & Hospitality Studies , Integrated Arts , Physical Education
Primarily in Chinese	Chinese as medium of instruction	Chinese Language, Chinese Literature, Citizenship & Social Development, Chinese History

#### 2.1.4 The Arrangement of Extended Learning Activities

- (a) Our school has transformed the Extended Learning Activities lesson time into teaching the non-language subjects (Mathematics, Integrated Science, Physics, Chemistry, Biology) in English as medium of Instruction for all Junior form Students.
- (b) Our school would conduct ELA in English for some selected subjects in the following modes:
  - (i) Teaching individual modules or themes in English in the relevant subjects: Non-language subjects involved are: Information & Technology Studies, Geography, History, Economics, Finance & Accounting, Living Technology, Design & Technology, Music, Visual Arts.
  - (ii) Strengthening the bridging programmes of relevant subjects to facilitate a smooth transition for students to adapt the EMI learning at senior secondary levels.

#### 2.1.5 Provisions and supports

- (a) Inside the classrooms
  - (i) Creating language-rich classrooms (e.g. display students' work on the boards, signs, posters, slogans, etc.)
  - (ii) Developing and conducting language-across-the-curriculum learning activities (e.g. Lab Report, cooperation between Language panels and other panels such as Geography, History, etc.)
  - (iii) Providing self-access learning materials and equipment (e.g. books, keynotes, videos, enrichment exercises, etc.)
  - (iv) Designating reading activities (e.g. sharing after reading, introduction of good books, extensive reading scheme, etc.)
- (b) Outside the classrooms
  - (i) Setting up language learning corners/rooms (e.g. language laboratory, multi-media learning center, etc.)
  - (ii) Providing enrichment programs (e.g. summer bridging courses, after-school supplementary lessons, etc.)
  - (iii) Providing interesting talks/activities (e.g. sharing on writing, drama performance, etc.)
  - (iv) Creating a language-rich campus (e.g. English & PTH sharing in morning assembly, English drama activities, etc.)
  - (v) Organizing co-curricular activities/competitions for students of different levels.
- (c) Outside the school
  - (i) Partnership with the community to motivate students to participate in public/inter-school competitions (e.g. speech festivals, debates, etc.)
  - (ii) Emphasizing the importance of gaining exposure through the mass media (e.g. TV programs, movies, magazines, website, etc.)
  - (iii) Collaboration with local schools/institutions in organizing stimulating activities
- (d) Other supportive measures
  - (i) Remedial teaching / split class teaching arrangement for language subjects.
  - (ii) Common slot in timetable for language teachers for collaborative lesson preparation.
  - (iii) Support from Native Speaking Teachers (NETs) to promote a favorable English learning atmosphere for students.



## 2.2 Academic Assessment

There are three examinations each school year. Promotion or not depends on the total mark of the examinations and summative assessment.

### 2.2.1 Calculation of total mark

	Item	Content	Percentage
Assessment	First Exam	Exam mark	25%
	Second Exam	Exam mark	20%
	Final Exam	Exam mark	30%
Summative assessment	Uniform Quizzes	Quiz mark	25% (Different percentage distribution in different subjects)
	Lesson Quizzes	Quiz mark	
	Self-regulated Learning	Performance in self-regulated learning	
	Daily Homework	Assignments	

### 2.2.2 Examination regulations

- Students have to come to school for assessment according to the examination timetable. Latecomers must get permission from the chief examiner before entering the exam center. There will be no extra time given for the exam duration.
- During the examination, students are not allowed to leave early or leave the examination center.
- Students who cheat will be penalized and the subject involved may be disqualified and given zero mark for that examination paper.
- All extra-curricular activities and ball games are cancelled one week before the examination and for the duration of the examination period.
- Students must inform the school on the day they take a sick leave during the examination period. Students have to hand in a parents' letter and the sick leave certificate on the day they come back to school and contact the subject teacher for re-examination. No make-up examination will be conducted if students are absent with no reason or play truant.
- Make-up examination papers will be counted as 80% of the total mark.
- If the EDB announces no school for all secondary school on an exam date, the school will set another date for the examination affected. Examination dates for other subjects remain unchanged.

## 2.3 Promotion and Graduation Requirements

### 2.3.1 Form 1 and Form 2

- Students should get all passes in the three core subjects: English, Chinese and Mathematics.
- The average mark of all subjects should reach 50 marks or above.
- The conduct grade should be Grade B or above.
- Students should have not less than 95% attendance rate.

### 2.3.2 Form 3 (Promote to Sixth Form College)

- Students should get all passes in the three core subjects: English, Chinese and Mathematics.
- The average mark of all subjects should reach 50 marks or above.
- The conduct grade should be Grade B or above.
- Students should have not less than 95% attendance rate.

It will be regarded as a permitted promotion, trial promotion or repetition if students cannot meet the promotion requirements.



## Section 3 Other Learning Experiences (OLE)

In order to achieve the learning objectives of OLE, our school is providing students with a broad and balanced curriculum with diverse learning experience to foster whole-person development through the four areas of OLE (Moral and Civic Education, Community Service, Career-related Experience, Aesthetic Development).

Aims and Expected Outcomes of Other Learning Experiences (OLE):

- To widen students' horizons, and to develop their life-long interests;
- To nurture positive values and attitude; and
- To provide students with a broad and balanced curriculum with essential learning experiences in order to nurture the five essential Chinese virtues, 'Ethics, Intellect, Physical Development, Social Skills and Aesthetics'; and
- To facilitate students' all-round development as life-long learners with a focus on sustainable capacities.

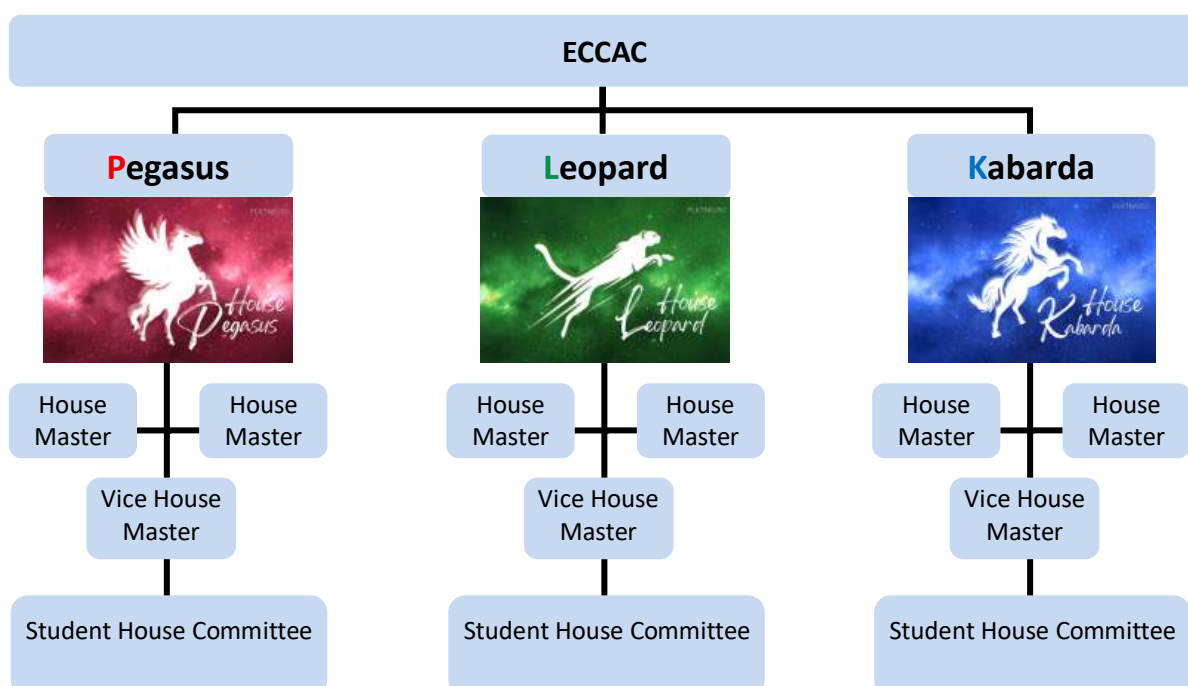
### **3.1 PLK Houses (Pegasus, Leopard, Kabarda)**

#### 3.1.1 Objectives

- To provide an enjoyable school life.
- To strengthen students' sense of belonging to the school.
- To enhance students' participation in school activities and cultivate team spirit.
- To nurture leadership skills among house committee members.

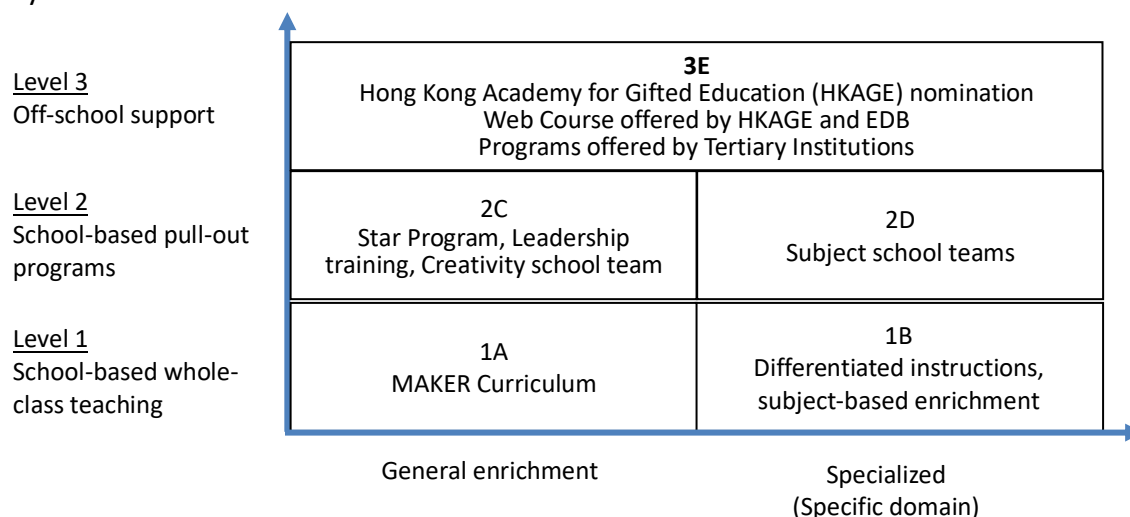
#### 3.1.2 Basic Principles

- All students are evenly assigned to three houses upon admission: HOUSE PEGASUS, HOUSE LEOPARD, and HOUSE KABARDA. Students will not switch houses during their school years.
- Each house has two House Masters and one Vice House Master responsible for coordinating all inter-house activities. Other teachers are evenly distributed among the three houses to assist with these activities.
- Each house has a "House Committee" composed of students, including a House Captain, Vice-Captain, Recreation Officer, Treasurer, and Class Representatives (one per form), making a total of seven core members.
- Each house must participate in all school-organized activities and competitions. Each form of students must also have representatives for every activity and competition.



### 3.2 Arrangement of the Gifted Education (School Teams)

The Gifted Education in our school is planned in accordance with the Three-tier Implementation Model articulated by the EDB.



- Various school teams are provided for our students.
- The updated information of the school teams will be uploaded to the school homepage by the end of August every year.
- Students can join the school teams of their own choices in mid-September every year. The selection of school teams will also be carried out at the same time.

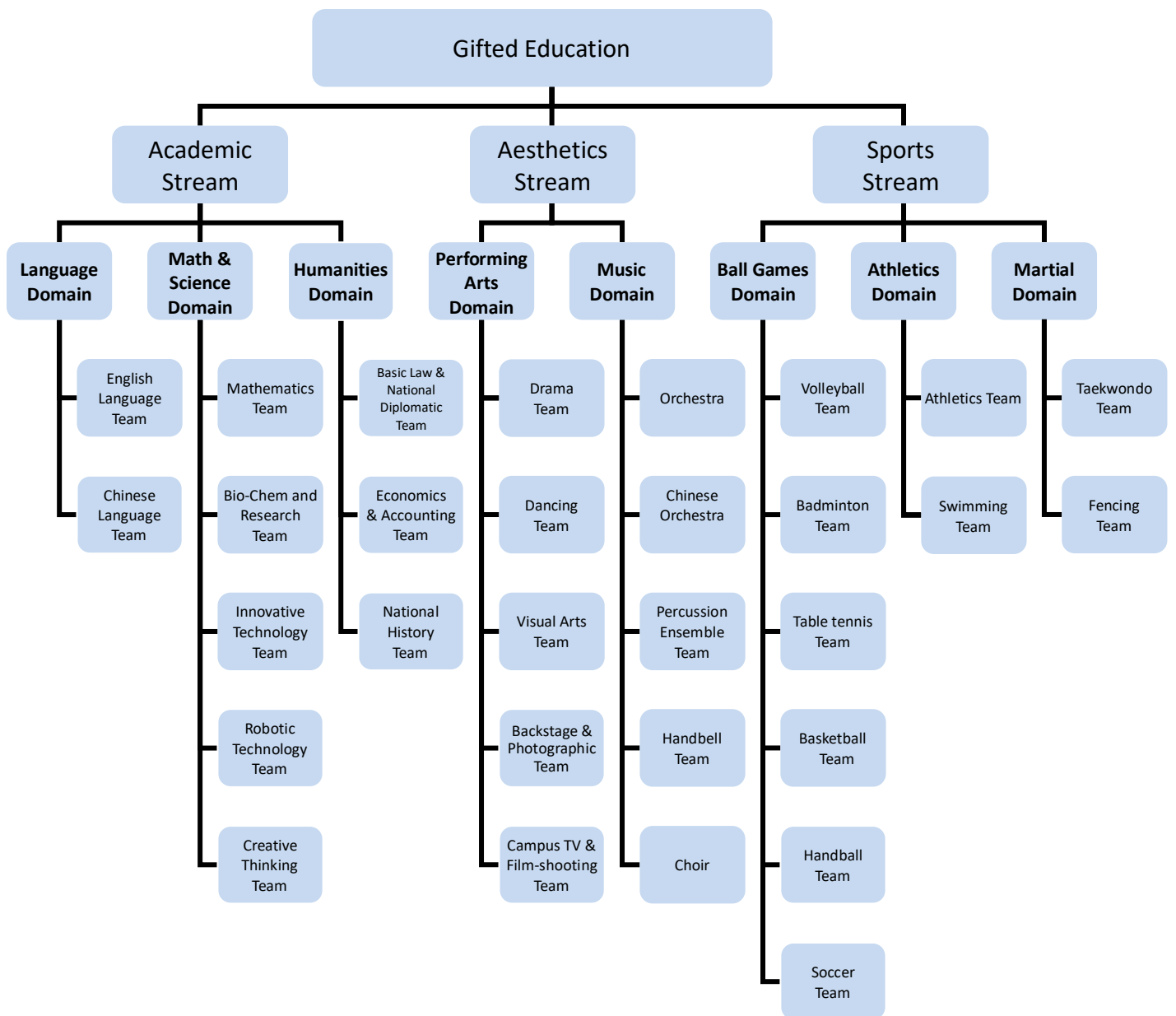
#### 3.2.1 Star Program

- Our school has launched the “Star Program” since 2017 to provide more systematic nurture to gifted students with high potentials in our school.
- Students can be nominated by teachers and parents in the following domains: Chinese Language, English Language, Mathematics, Science, Humanities, Computer & Technology and Leadership.
- Members in the Star Program will have priority in being nominated and receiving subsidy from the school for Level 3 Gifted Education Programs. Members will also have the priority in being selected to participate in gifted education-related exchange programs.
- Major Level 3 Gifted Education Programs:

*(for reference, information will be released via parents’ letters and on school website when confirmed)*

<u>Program</u>	<u>Organizer</u>	<u>Application period</u>
1. Dual Program	The Hong Kong University of Science and Technology (HKUST)	September
2. Program for the Gifted and Talented	The Chinese University of Hong Kong (CUHK)	October and April
3. Nomination for membership	The Hong Kong Academy for Gifted Education (HKAGE)	September to October
4. Online Web Course	HKAGE and EDB	October

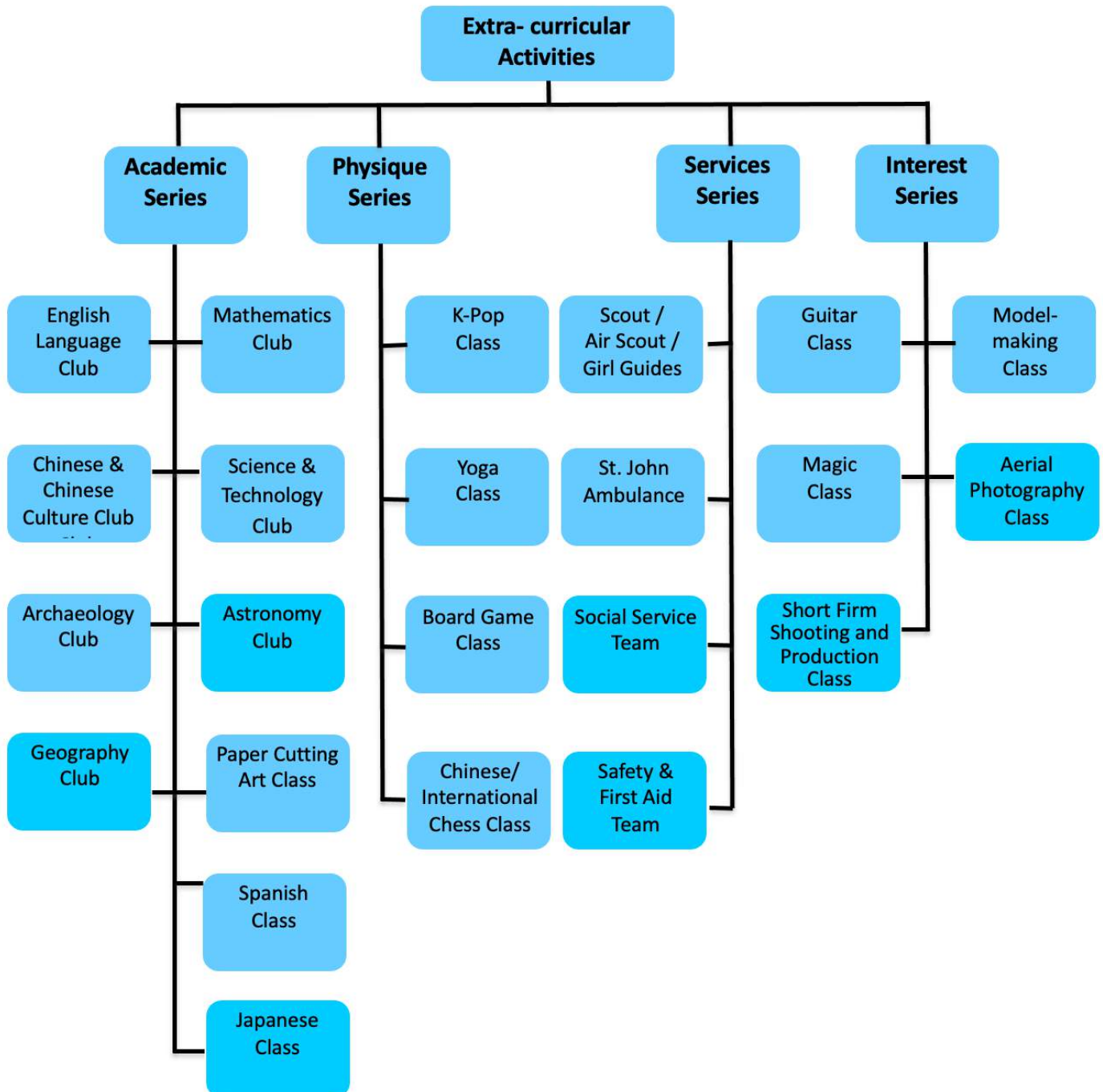
The following chart summarizes the details of the Gifted Education (School Teams).



### 3.3 Arrangement of the Extra-Curricular Activities Lesson (ECAs)

- According to students' interests and school's situation, various clubs or classes are established.
- Several ways, such as bulletins, posters, banners, public announcements, newsletters and personal contacts will be used to keep students and parents be informed about the activities.
- Student should take at least one of the ECAs to fulfill the "One Student, One ECA" policy.
- Students can choose their interested ECAs on Recruitment Day by filling in the ECA application form.
- Some ECAs may require students to pay for the course materials / coach fee.

The following chart shows the details of the extra-curricular activities:



### 3.4 Requirement for Services

Every student is required to participate in voluntary service for at least three hours each year. When a student leaves junior secondary college after three years, they should have at least nine hours of voluntary service.

## Section 4 Other School Support

### **4.1 Student Subsidies**

#### 4.1.1 Application for Student Health Service

- (a) The applications for the Student Health Service will be submitted online. Parents are advised to pay attention to the relevant application details.
- (b) Parents will receive a login account and a dedicated application link for our school in early September. It is essential for parents to register their children online for the Student Health Service within the specified dates.
- (c) For further details on the registration process, please refer to the instructional videos below:
  - Cantonese Version: <https://youtu.be/wYiiZrVxqXE>
  - English Version: <https://youtu.be/LdWd7KBTSfU>
  - Mandarin Version: <https://youtu.be/FO1mPVPJ4bQ>

#### 4.1.2 Application for Personalized Octopus Card (Student Travel Scheme)

- (a) Students who would like to apply for the MTR Student Travel Scheme must apply for a Personalized Octopus Card first.
- (b) Students can apply for a Personalized Octopus with "Student Status", or to activate or renew the "Student Status" on their existing Personalized Octopus online through the MTR webpage: [http://www.mtr.com.hk/en/customer/tickets/student\\_travel\\_scheme.html](http://www.mtr.com.hk/en/customer/tickets/student_travel_scheme.html).
- (c) Besides, application form can also be obtained from the MTR Customer Service Centre or downloaded from the MTR website: <https://www.mtr.com.hk/ch/customer/tickets/terms.html>. All application forms should be submitted to the General Office before 31st October 2025 for the school stamp. After obtaining the stamp, students should submit the stamped application form and pay the fee to the MTR Customer Service Centre in person.

#### 4.1.3 Application for the School Textbook Assistance / Student Travel Subsidy Schemes / Subsidy Scheme for Internet Access Charges

- (a) Parents can apply for the Assessment of Eligibility from May each year.
- (b) If applicants have provided all necessary information and can pass the means test, a notification of the result will be issued by the Student Financial Assistance Agency (SFAA) to the applicants in late August of the same year.
- (c) For families who can pass the means test, Eligibility Certificates (ECs) will be issued to those children whom the applicants have indicated the need for an EC in the application form.
- (d) Parents receiving the Eligibility Certificates should select the appropriate scheme(s) in the ECs for their children and submit the completed ECs to the class teacher.
- (e) In general, the SFAA will not accept any EC submitted after the deadline. Parents should fill in the Eligibility Certificate and return it to school on or before the deadline within the academic year.
- (f) From the date of 1<sup>st</sup> September until January, parents should submit the Eligibility Certificate to class teachers or SAC teacher-in-charge as soon as possible during this period. Otherwise, the financial assistance will not be released after the deadline even if they pass the means tests.
- (g) Families that have serious financial difficulties should apply for the scheme with a written letter and return it to the school with the Eligibility Certificate.
- (h) For those who have not received any Eligibility Certificates and would like to apply for the Assessment of Eligibility within the academic year, Application Form A can be obtained from the General Office, the Home Affairs Department, the Regional Education Office or the Student Financial Assistance Agency within the office hour on or before March each year.
- (i) For those who have any enquiries concerning the eligibility and application procedures may visit the SFAA website: <https://www.wfsfaa.gov.hk/sfo/en/index.htm> or contact the SFAA at 2802 2345.

## **4.2 Locker Arrangements**

- The aim of providing lockers is to build self-management skills of our students.
- Students are required to lock their lockers properly and are responsible for taking care of their personal belongings.

### 4.2.1 Learning Supplies Locker

- (a) A learning supplies locker is assigned to each student in September of every academic year.
- (b) The lockers are located in the corridor of each floor.
- (c) Students are required to take their belongings home during long holidays.
- (d) Students may use their lockers until the last day of the final term.
- (e) No food or drinks are allowed to be stored in the lockers.
- (f) Students need use their student cards to open their lockers.

### 4.2.2 Phone Locker

When on campus, students should always turn off their mobile phones and lock them in their phone lockers.

- (a) A phone locker is assigned to each student in September of every academic year.
- (b) The phone lockers are located outside the tuck shop on the ground floor (G/F).
- (c) Students must place their phones in their phone lockers upon arriving at school.
- (d) Students must collect their phones from their phone lockers before leaving the school.
- (e) Students may use their phone lockers until the last day of the final term.
- (f) No food or drinks are allowed to be stored in the lockers.
- (g) All students can only open their phone lockers with their own student card.

### 4.2.3 iPad and Valuables Locker

When on campus, students should keep their iPads in their iPad lockers.

- (a) An iPad locker is assigned to each student in September of every academic year.
- (b) The iPad lockers are located in each home classroom.
- (c) Students are required to place their iPads in their iPad lockers when they arrive in the classroom, unless using their iPads for online learning under a teacher's supervision.
- (d) Students must collect their iPads from their iPad lockers before leaving the school.
- (e) Students may use their iPad lockers until the last day of the final term.
- (f) No food or drinks are allowed to be stored in the lockers.
- (g) All students can only open their iPad lockers with their own student card.



## **4.3 e-Learning Policy**

### **4.3.1 BYOD (Bring Your Own Device) Policy**

#### **A. Objective**

- By the development of BYOD and fully implementation of e-learning, students' learning will become more personalized and mobile.
- Various IT teaching and learning materials will be adopted in lessons, to raise the learning effectiveness.

#### **B. Rules**

When on campus, students can use approved tablet computers or headsets for learning activities during lesson and non-lesson periods under the instructions of teaching staff.

- (a) Without the school's permission, students cannot use their tablet for learning activities in school such as photo taking, video recording, and sound recording.
- (b) Except for the tablets that have been enrolled in the mobile management system and under the school's supervision, students must not bring other electronic devices into the classroom.
- (c) Smart lockers for mobile phones and smart watches are placed on the G/F outside the tuck shop. Upon their entry into the campus, students must place their mobile phones and smart watches into the phone lockers immediately. They must switch off their phones and smart watches and disable the timer/alarm beforehand.
- (d) If students forget to bring their student cards or are late for school, they should keep their mobile phones in the smart lockers in the DGC room.
- (e) For students who have applied for early leave, they should go to the General Office to seek help from the staff to open the smart lockers for them.
- (f) Smart lockers for iPads are available in each home classroom.
- (g) If students have school team trainings after the end of the school day, they should get back their electronic devices before leaving. For other students, they should get back their electronic devices before 5:45 p.m. (or 2:00 p.m. during examination weeks).
- (h) All electronic devices cannot be kept in the storage overnight. The school will not take the responsibility if there is any electronic device loss or damage after the school closes.
- (i) Students must ensure that their iPads are always kept properly and safely, and parents should also teach students to use them wisely. Students are solely responsible for any electronic device losses, thefts or damages resulting from their negligence. The school will not take any responsibilities for that matter.
- (j) Students are responsible for the maintenance and charging of the battery of their devices. To ensure productivity, students are expected to come to school every day with a fully charged iPad.

### **4.3.2 Information Literacy and Information Security Policy**

#### **A. Objective**

- Information literacy and information security are important skills for students today.
- Being information literate also helps students be more thoughtful, ethical, and respectful when using information.
- It supports an academic and social environment where people understand and respect each other.

#### **B. Rules**

When on campus, students should observe the following rules:

- (a) All student iPads are under full control and management by the school, where they are not permitted to download any apps by themselves.
- (b) All student iPads are connected to the internet via the Wi-Fi set up by the school only, where the password is hidden for security purposes.
- (c) Access to the internet by students is all subject to the school firewall protection, where inappropriate and irrelevant contents will be blocked from their access.
- (d) Students should use their electronic devices properly in school, and in a way that respects others.

- (e) Students should obey the intellectual property laws of the HKSAR, and should not use unauthorized photos, sound effects, music pieces or videos in their homework.
- (f) If students use the electronic devices improperly, a penalty will be given according to the severity of the misbehavior. If students violate the regulations a second time, the electronic devices will be kept in the school, and parents are required to come to school to get them back.
- Improper Use of Electronic Devices (Mobile Phones/ Smart Watches and the like) (moderate level): including, but not limited to, playing mobile games in the Mei Foo area, browsing websites with improper content, using electronic devices when crossing the road, etc.
    - 9 conduct marks will be deducted for the first violation,
    - 9 conduct marks and 1 demerit will be deducted for the second violation, and
    - 9 conduct marks and 1 minor offence will be deducted for the third or more violations.
  - Improper Use of Electronic Devices (Mobile Phones/ Smart Watches and the like) (serious level): including, but not limited to, taking photos or videos inside the school campus, taking photos or videos of any teacher or classmate, or recording their sound without the school's permission, etc.
    - 27 conduct marks and 1 minor offence will be deducted for the first violation,
    - 27 conduct marks and 2 minor offences will be deducted for the second violation, and
    - 27 conduct marks and 1 major offence will be deducted for the third or more violations.
- (g) Both parents and students will need to agree with the policy listed out in the acceptance use policy while using their iPads at school.

#### **4.4 Common Log-on for All Websites and Apps**

To help parents manage various school app accounts conveniently, the school has provided a Google account for all parents and students for common log-on purposes. Parents can use the **assigned school Google account** to log into the following:

- school website: **w.TNKJSC**
- school library website: **l.TNKJSC**
- various school app services, including:  
**m.TNKJSC, p.TNKJSC, x.TNKJSC, b.TNKJSC, s.TNKJSC and v.TNKJSC.**

**Account details:**

<b>Example student's account:</b>	<b>s1234@plktnkjsc.edu.hk</b>
<b>Example parent's/guardian's account:</b>	<b>p1234@plktnkjsc.edu.hk</b>

**Log-in passwords:**

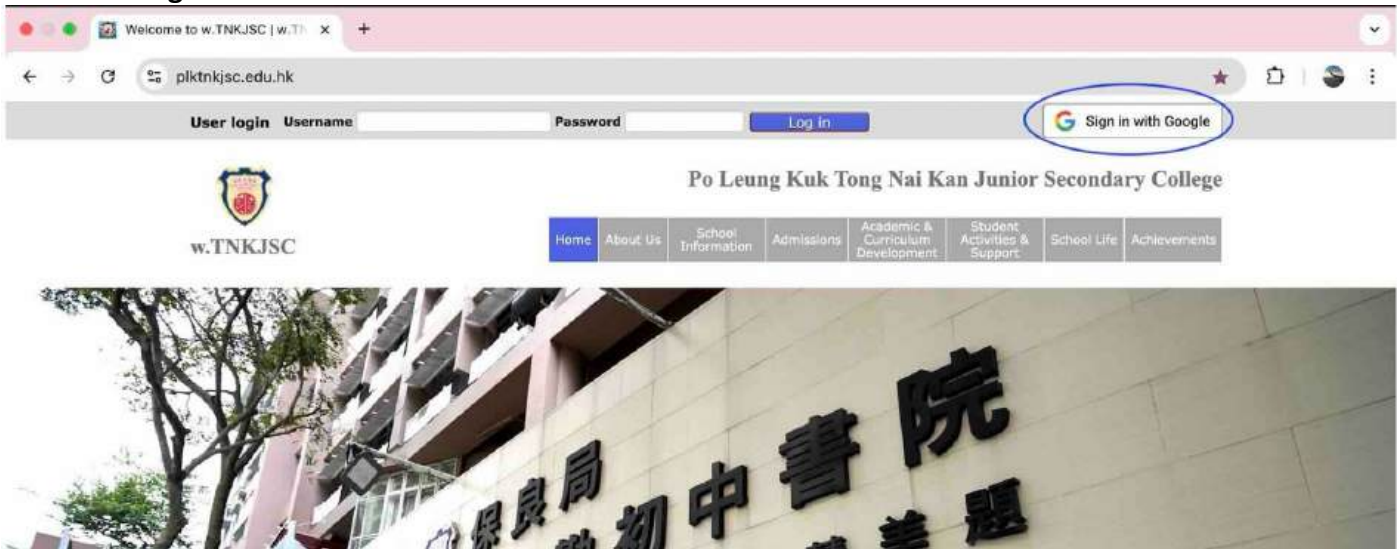
- For Form 1, the default passwords are pre-set by the school and distributed to parents during the S1 Orientation Day.
- For Form 2 and Form 3, the passwords remain the same as those currently in use.

## 4.5 Useful Websites

### 4.5.1 School Website [w.TNKJSC]

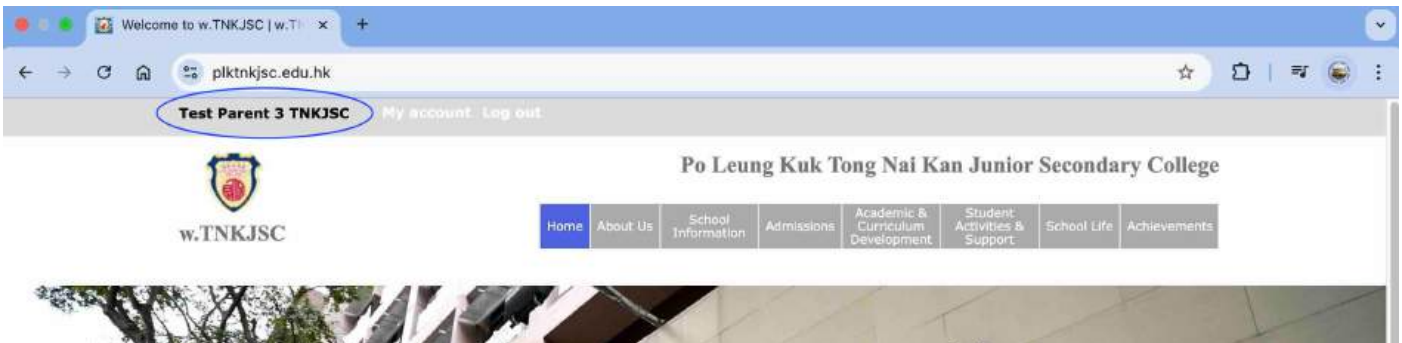
#### A. Login & account settings

Step 1) Log into the school website via the following URL: <https://www.plktnkjsc.edu.hk/> with **your school Google account**.



**Example student's account: s1234@plktnkjsc.edu.hk**  
**Example parent's/guardian's account: p1234@plktnkjsc.edu.hk**

Step 2) If you have successfully logged in, **your Google account name** will be displayed on the top menu bar.



#### B. Website sessions

##### 1) Frontpage

- On the frontpage, you may find the navigation menu and homepage tabs at the top, and the sitemap at the bottom.
- Some information **requires users to log in** to access.



Navigation menu and homepage tabs



Sitemap

## 2) Latest Notices (requires log in)

- Parents may find electronic copies of school notices in 'Latest Notices' (or under 'School Life' > 'Notice to Parents').
- The school notices are in PDF format. Click on the PDF link to view and download the notice.



### Downloading the Adobe Acrobat Reader for Viewing the Notices.

- If you are using a Windows platform, you may need to install Adobe Acrobat Reader to view the e-copies. You can download the software from the Adobe Homepage using the link below:  
<http://get.adobe.com/tw/reader/>
- Refer to the steps below to download and install the software:

1. 顯示“開啟”對話方塊時，單擊“儲存檔案”。



2. 顯示“下載”視窗時，雙擊檔案。



3. 顯示“安全警告”對話方塊時，單擊“執行”。

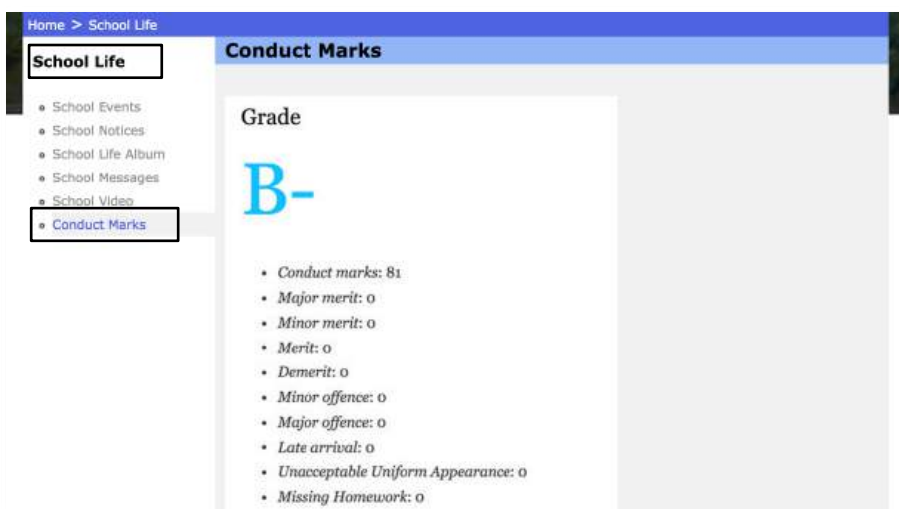


4. 顯示“使用者帳戶控制”對話方塊時，單擊“確定”。



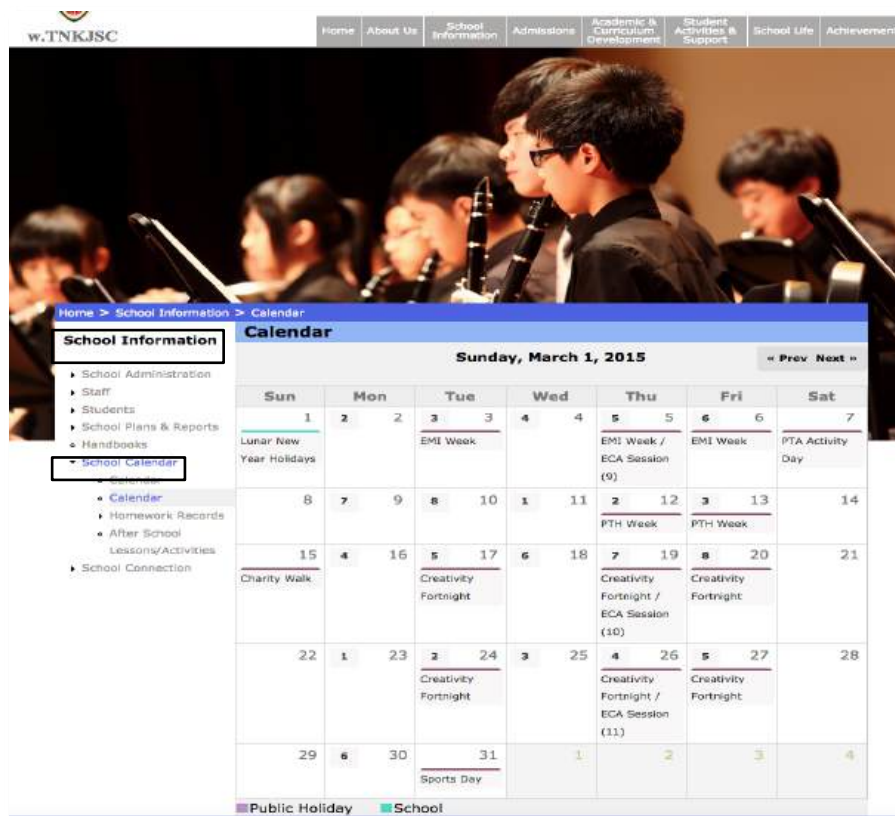
## 3) Student Conduct Marks (requires log in)

- Students and their parents can view their conduct mark summary under 'School Life' > 'Conduct Marks'.



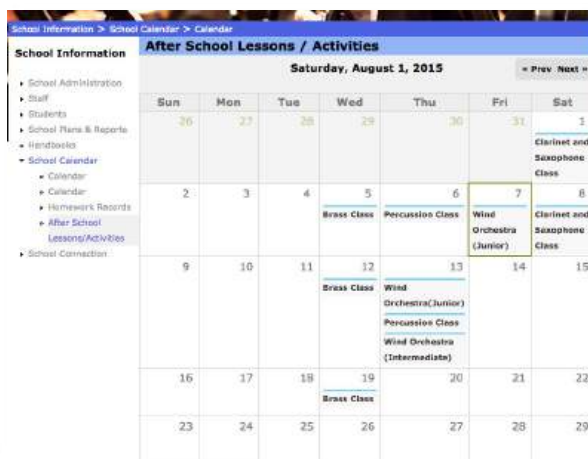
#### 4) Calendar (requires log in)

- School Calendar shows all relevant events to the corresponding users (or under the ‘School information’ > ‘School Calendar’).

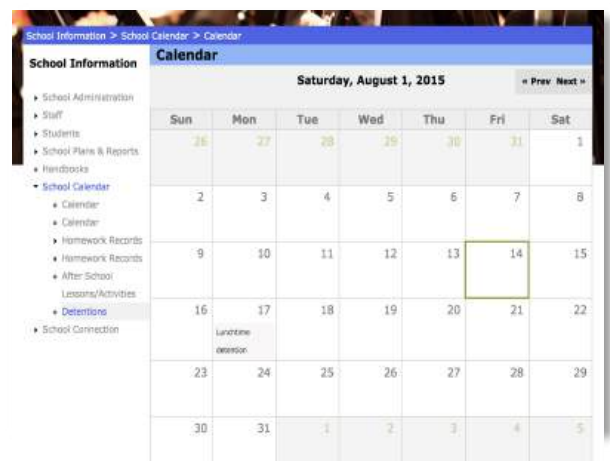


- There are several frequently used calendars in this tab, which shows all relevant records and events according to the classes, study groups and activity groups of the corresponding users.

#### After School Lessons / Activities



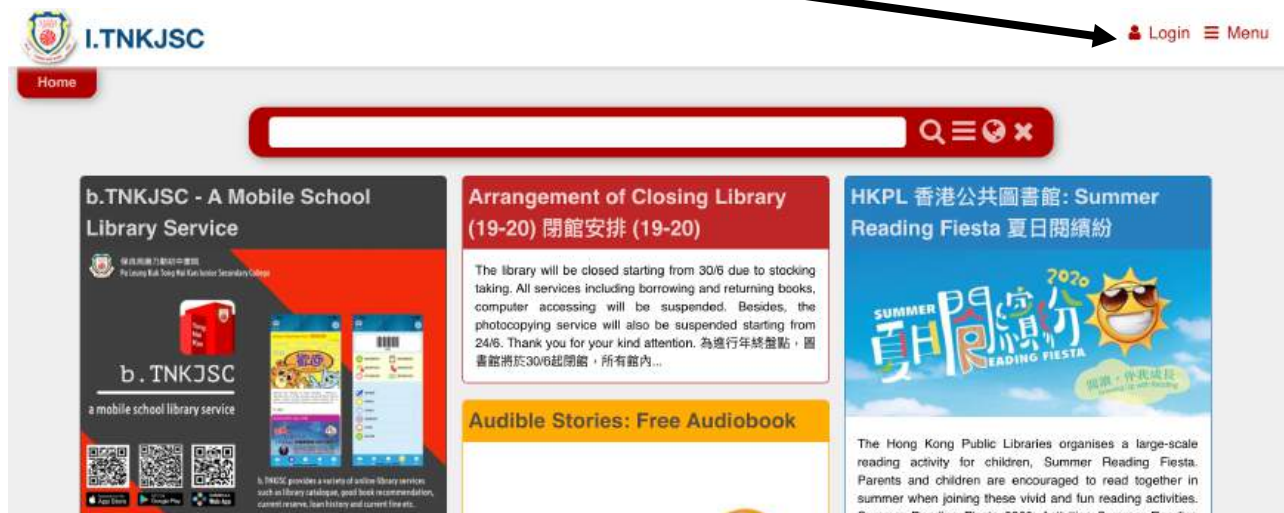
#### Detention



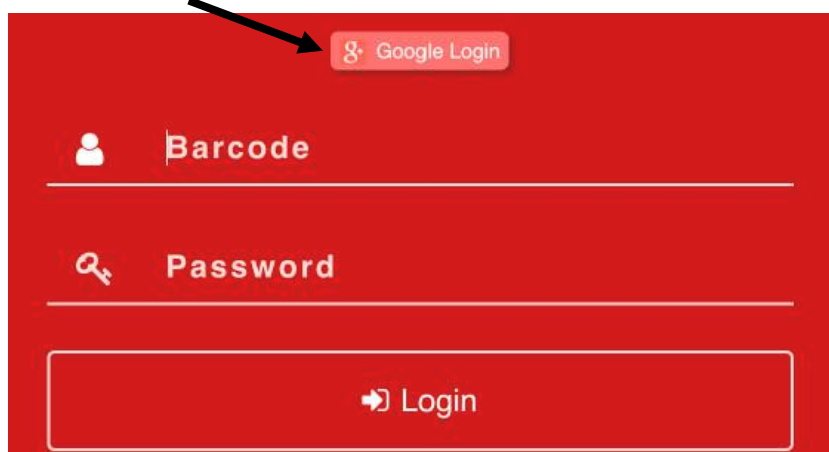
## 4.5.2 Library Website [I.TNKJSC]

### A. Login & account settings

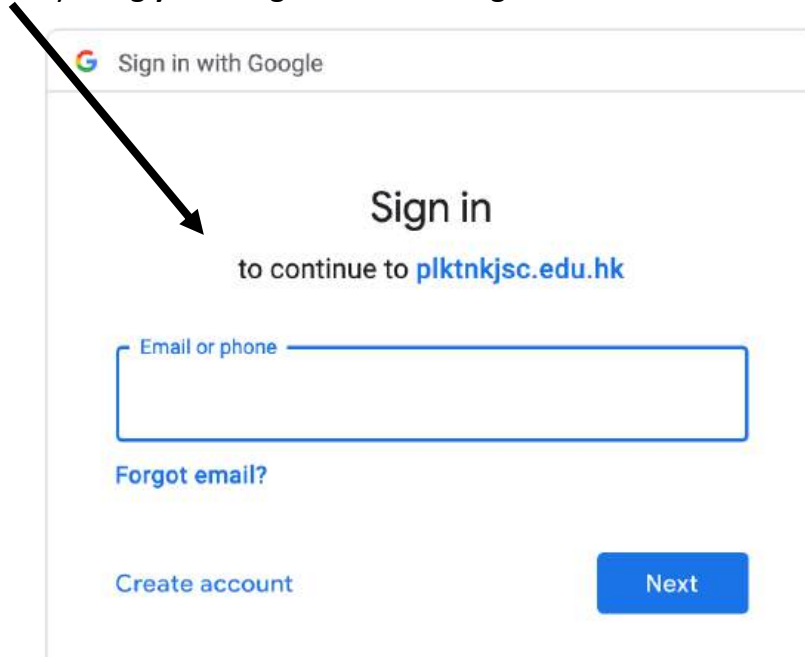
Step 1) Once you **have** been given your user credentials, you can log in to the school website by opening <http://library.plktnkjsc.edu.hk> in your web browser and **log in** at the top right corner of the page.



Step 2) To use Google mail to **log in**, press “Google Login” in the middle of the page.



Step 3) You can log in by using your assigned school Google account.



Step 4) Log Out – Simply click “Logout” in the “Menu” to **log out** your account.

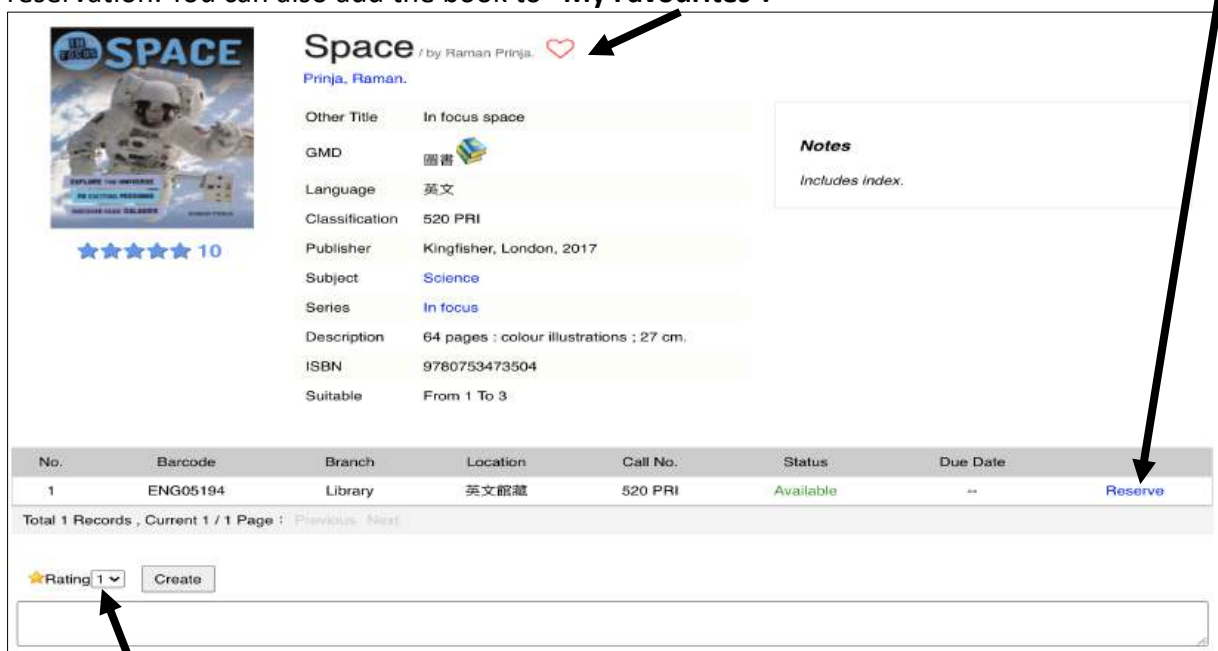
## B. Functions

- There are many functions you can use under the “Menu” section. The “Home” button directs you to the homepage.
- 1) Browse
    - You can browse all the books which are collected in the library. “Search” function is also available. You can simply enter the keywords and related information, such as ISBN, to the search bar and search the books.

- You can press the **book title** which you needed.



- You can check the detailed information, such as author, publisher, call number, and make reservation. You can also add the book to **“My Favourites”**.



- You can rate the book and submit an online book review.

## 2) New Books

- You can browse the new arrivals.

## 3) Recommended

- You can browse the recommended booklists.

## 4) Top List

- You can browse different statistical reports, such as top resources, top borrowers and top classes.

Resources					
2019-09-01 - 2020-08-31					
Ranking	Title	Author	Publisher	Publication Year	Total
1	天下事全知道：名人逸事		新雅文化事業有限公司	2002	73
2	醫生札記	梓翔 作者	突破出版社	2003	72
3	邊城	沈從文 作者	潮光書店	1990	63




## 5) Information Box

- You can check the updated information of the library.



## 6) My profile

- You can browse your profile, e.g. name and email.

 <a href="#">Upload Image</a> <a href="#">Change Password</a>	Barcode DEMO003	Sex Male
	F.Name 測試用帳戶	P.Name Demo003 Library
	Nickname	Contact Person
	Email demo003@plktnkjsc.edu.hk	Telephone
	Address	
	Remarks	

## 7) My Favorites

- You can see the books you added to “My Favorites”.

## 8) Book Review

- You can see the book reviews that you have written before.

## 9) Overdue Notice

- You can see the overdue notice.

## 10) Current Fine

- You can see the fine history.

## 11) Current Loan

- You can see your current loan. If renewal is allowed, you can go to “current loan” to renew the books that you borrowed.

## 12) Current Reserve

- You can see the status of your reservation.

## 13) Loan History

- You can see the booklist that you borrowed and returned.

## 14) Fine History

- You can see the payment history.

## 4.6 Series of Useful Apps

### 4.6.1 School App [m.TNKJSC]

- m.TNKJSC is a universal app for both Android and iOS devices.
- It displays updated information about the school.



Android phone



iOS devices



#### A. Procedure for downloading



##### (a) From the school website

- You may go to the school website using your Android or iOS device(s) (Android Phone, iPhone or iPad), and navigate to 'School Connection' > 'School Apps' to find the download links.
- You may also scan the following QR codes to get to the download pages directly.



For iOS in App Store



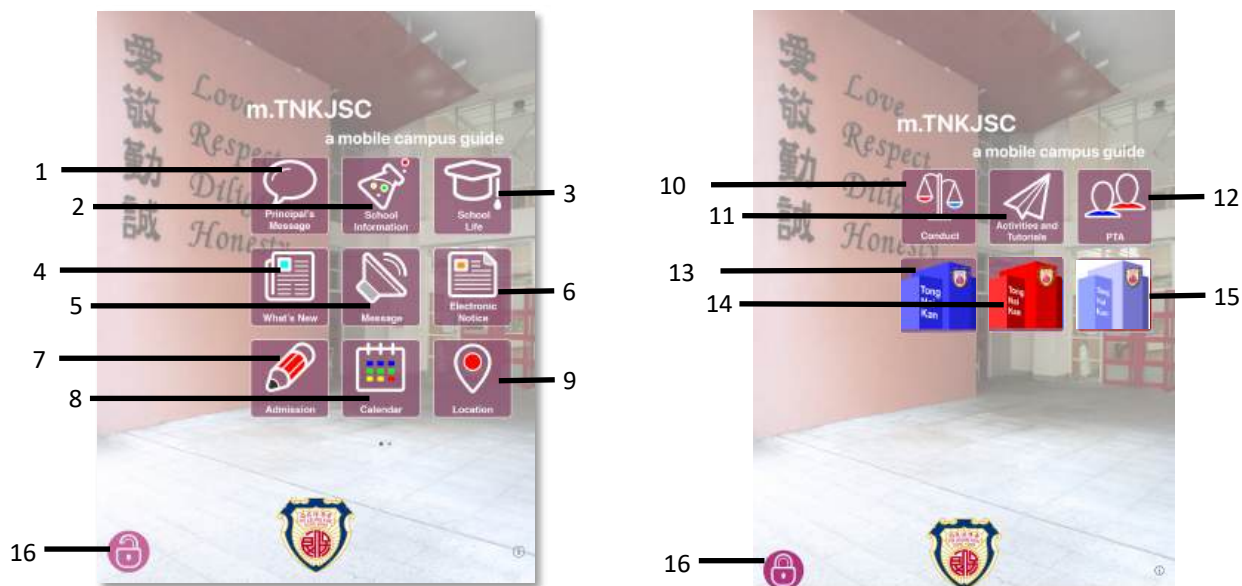
For Android in Google Play

##### (b) Search in App Store / Google Play

- You may go to the App Store (for iOS devices) or Google Play (for Android devices) and search for 'm.TNKJSC' to download the app.

## B. App Functions

### (a) Home



- There are 2 pages of icons for the users to access in the app. Swipe left or right on the home screen to switch between the pages.

1. Principal's Message	10. Conduct
2. School Information	11. Activities and Tutorials - After school activities
3. School Life - Photos and Videos	12. PTA
4. What's New - News & Events and Achievements	13. x.TNKJSC (Communication App)
5. Message - School announcements	14. b.TNKJSC (Library App)
6. Electronic Notice - School notices	15. p.TNKJSC (SchoolLink App)
7. Admission	16. Login - user log in status
8. Calendar - Important events and holidays, including school days and cycle info	
9. Location - Contact details, including map and street view	

### (b) School Life

- In this section, users can access to the school photos and videos, users can search photos for up to 6 academic years. *(including current academic year)*

Action button for Save, Copy, or Email current photo.

You can use the spread and pinch gestures to zoom in the photos, as well as swiping left or right to flick through the photos just like the iOS's built-in Photos app.

Search bar to narrow down selection by title.

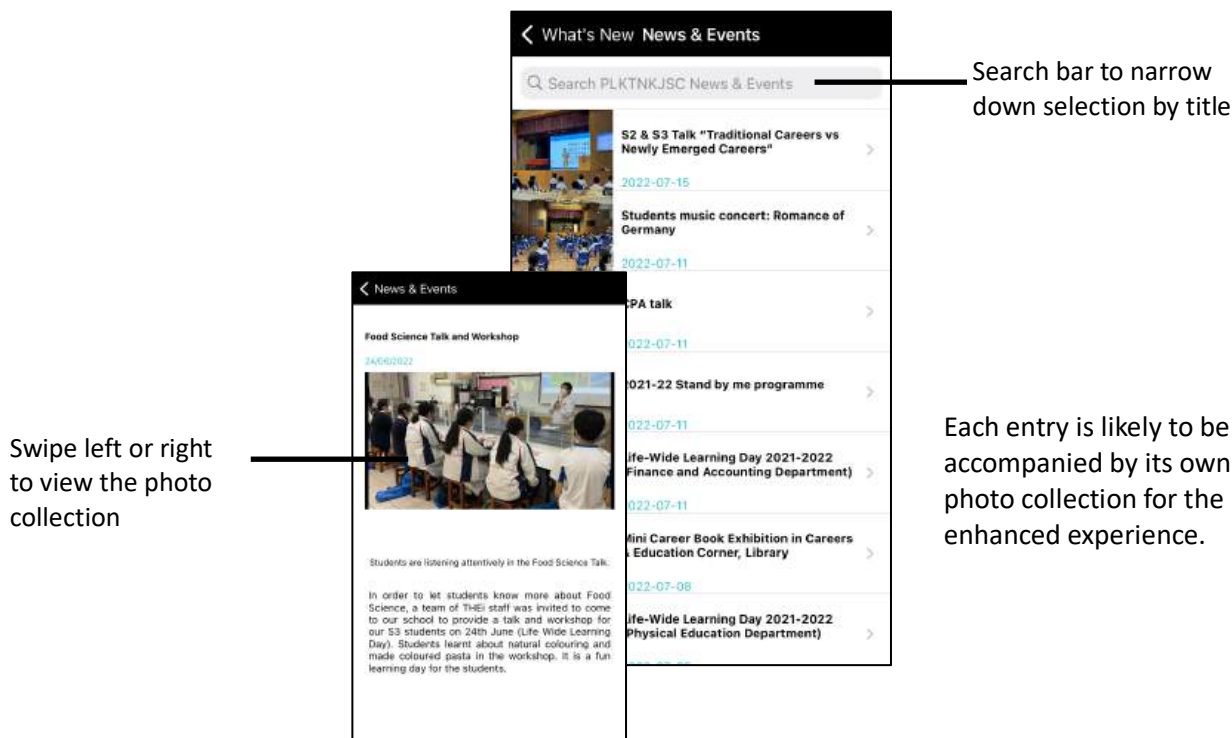
Tap "More" for additional year selection

(c) What's New

- Under “What's New”, there are two sections, including the “**News and Events**” and “**School Achievements**”

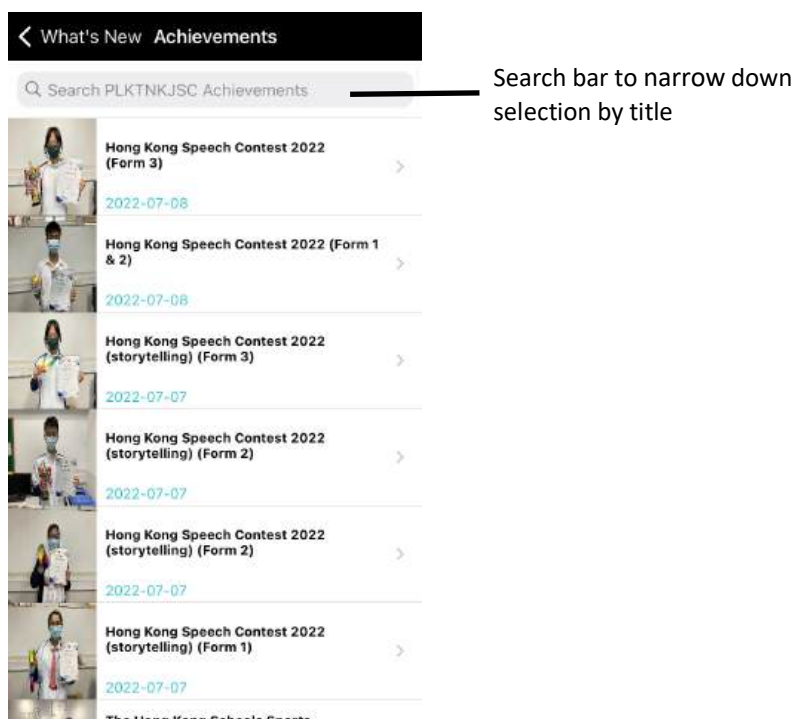
(i) News and Events

- The News & Events section keeps you inform of the latest news at the school.
- Users can get more details including the descriptions and the photos of different events.



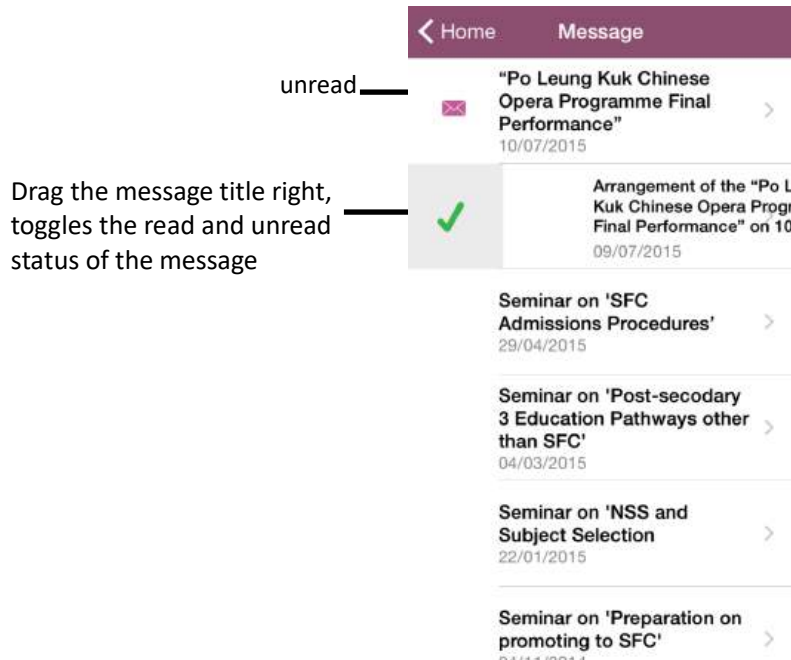
(ii) School Achievements

- The Achievements section lists students' scholarships and both academic and non-academic achievements.
- You can quickly narrow down entries of interest using title search and type filtering.
- By tapping on the desired entry, a list of student names will be displayed.



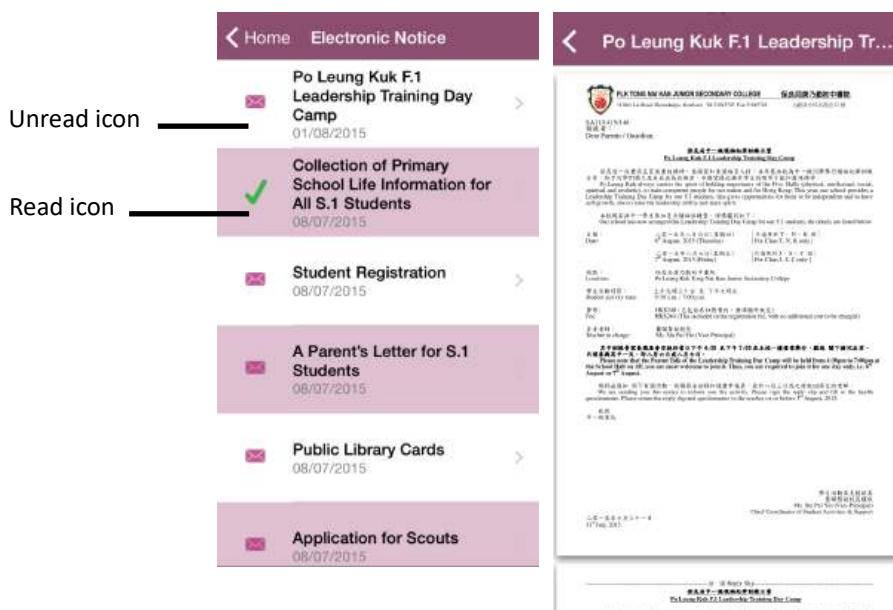
(d) Messages

- The message section allows teacher users to send messages to individuals, specific groups of students, particular classes, or even an entire form of students. *(User menu and procedures for uploading and sending messages will be provided when the function is ready for use.)*
- This section also lists the latest school announcements and personalized messages for logged-in users *(see the Log in section).*



(e) Electronic Notices

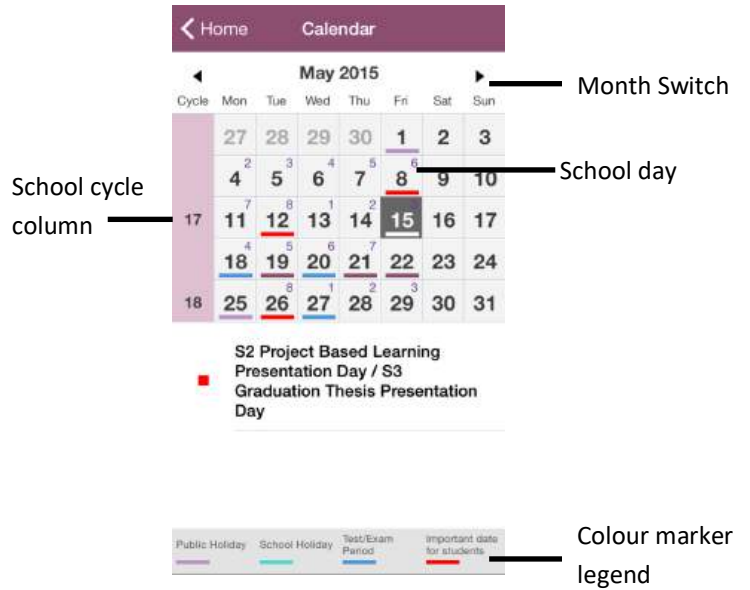
- Electronic notices are available for logged-in users only. (For instructions on signing the e-notices, please see SchoolLink)



Notices can be zoomed in and out by the spread and pinch gestures.

(f) Calendar

- Users can refer to the calendar to view the important days in each month, the school cycle and the day in the cycle.
- The calendar is filled with important school events and holiday details.
- All the events of the month are listed below the calendar, and you can tap on a specific date to view only the events for that date.
- Different events are individually colour-coded, with explanations provided in the legend at the bottom.
- The current month is displayed by default, but you can switch to different months using the month switch arrows at the top of the calendar.
- School cycle information is displayed on the left column.
- School day information is shown in the top right corner of each date cell.



(g) Activities and Tutorials

- This section enables users to check after-school activities or tutorials that students need to attend.



- ✧ After-school activities, tutorials and the students involved can be viewed.
- ✧ Available records are marked on the calendar.
- ✧ The current month is displayed by default, but you can switch to different months by using the month switch arrows at the top of the calendar.
- ✧ Tapping on the entries below the calendar will list the students involved.

(h) Student Conduct Marks

- Student conduct marks can be checked in the mobile school app **m.TNKJSC**.
- Swipe to the 2<sup>nd</sup> page of icons and tap **“Conduct”** icon to view conduct marks summary.



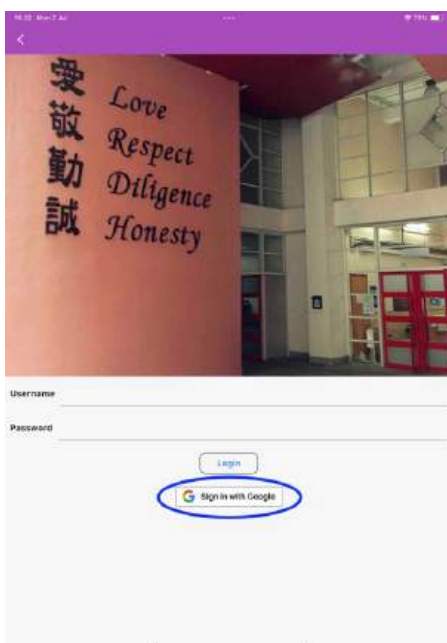
(i) Log in

- School users can log in with their **assigned school Google account** for a personalized experience, which includes personal messages and electronic notices.



The login button can be found on the home screen:

- ✧ **Closed padlock:** Logged out.
- ✧ **Opened padlock:** Logged in; more information can be viewed.



A logged-in user (refer to the Login section) may receive personal messages and has the option to send replies back to the school.

#### 4.6.2 SchoolLink App (Attendance, e-Notice & e-Payment) [p.TNKJSC]

The school has introduced the SchoolLink App to provide electronic services to various stakeholders, including teachers, parents and students.



# p.TNKJSC

Services include:

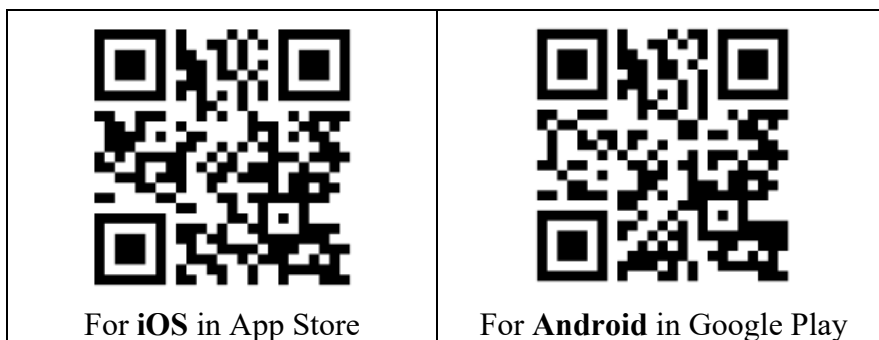
(a) Attendance

- Parents and teachers can check students' daily arrival status using card swiping records.
- Push notifications will be sent to parents, and both teachers and parents can view students' arrival status online.

(b) e-Notice and e-Payment

- Parents can read and sign electronic notices online through the mobile app.
- Electronic payments can be made via the platform with proper credit card association.

Step 1) Search for and download the mobile app “**p. TNKJSC**” from the App Store (iOS) or Google Play Store (Android).

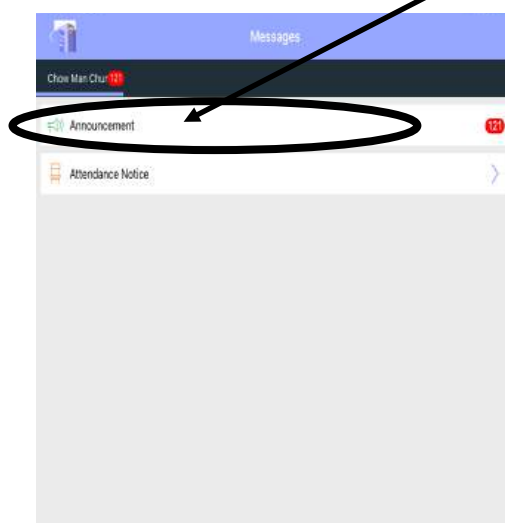




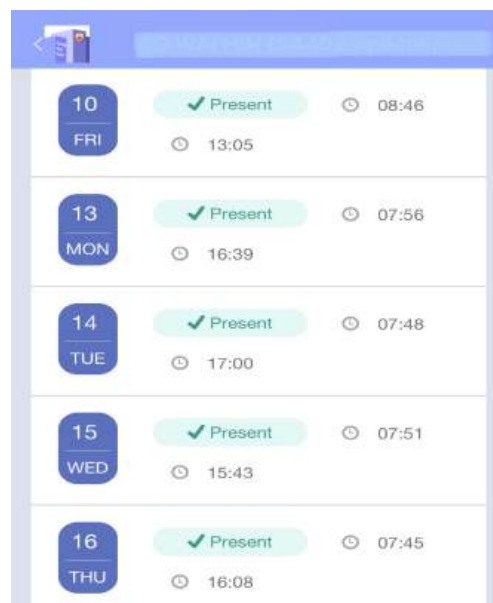
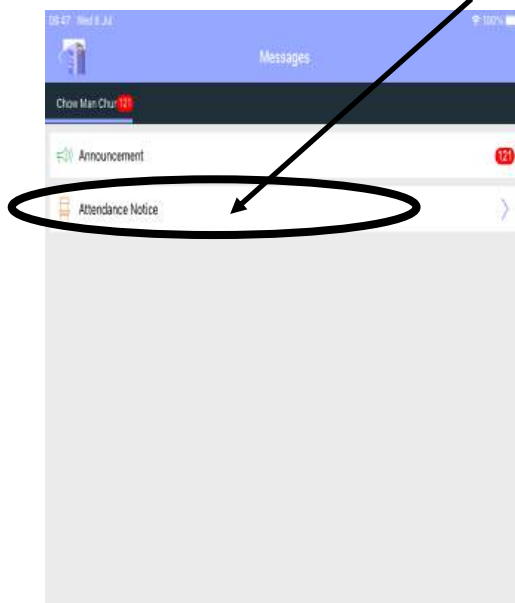
Step 2) Click **Google Login** to log in using your assigned school Google account.



Step 3) Parents can tap **Announcement** to view and sign the notices.



Step 4) Parents can tap **Attendance Notice** to view their child's arrival status and attendance record.

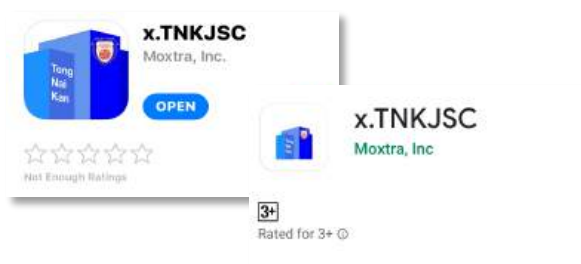


#### 4.6.3 Moxo App (e-Message & Online Learning) [x.TNKJSC]



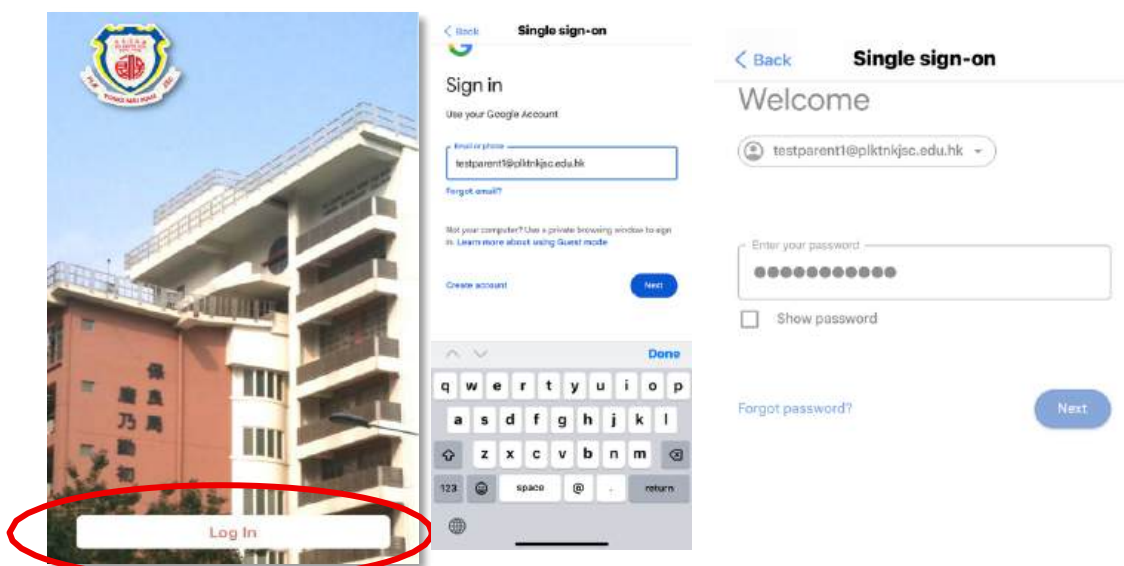
##### A. Procedure for downloading, installation, login and messaging

Step 1) Visit the school website using your Android or iOS device (Android Phone, iPhone or iPad). Navigate to **'School Connection' > 'School Apps'** to find the download links. Parents, guardians and students can also download **"x.TNKJSC"** from the App Store (iOS) or Google Play (Android).



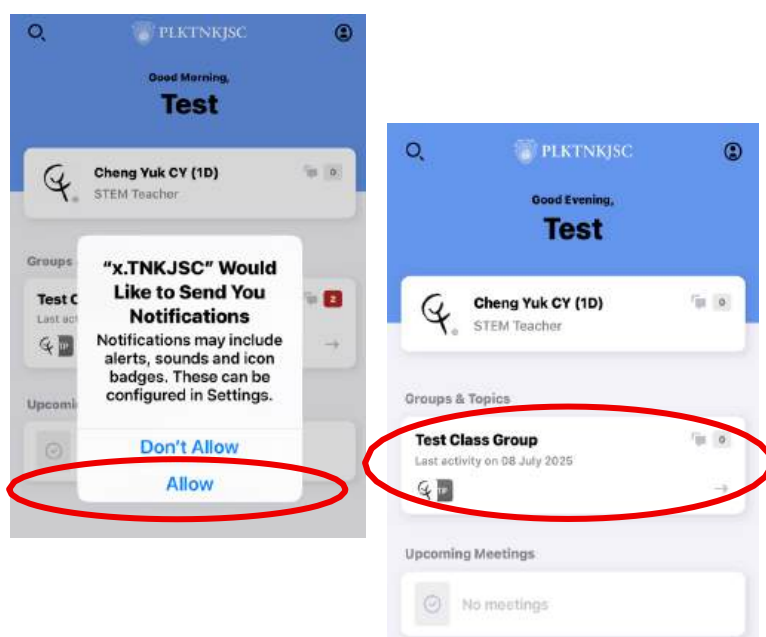
Step 2) Open the app after installation and login for messaging.

- i. Choose **'Log in'** and enter the **assigned school Google account** to login.



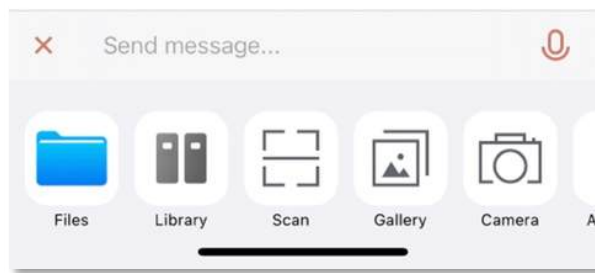
*\*Please refer to the section of Common Log-on for Google login details.\**

- ii. Click **'Allow'** to enable using Google login and push notification function.
- iii. Upon successful login, parents and students can **tap on the contacts and groups** on the front page to communicate with related parties.



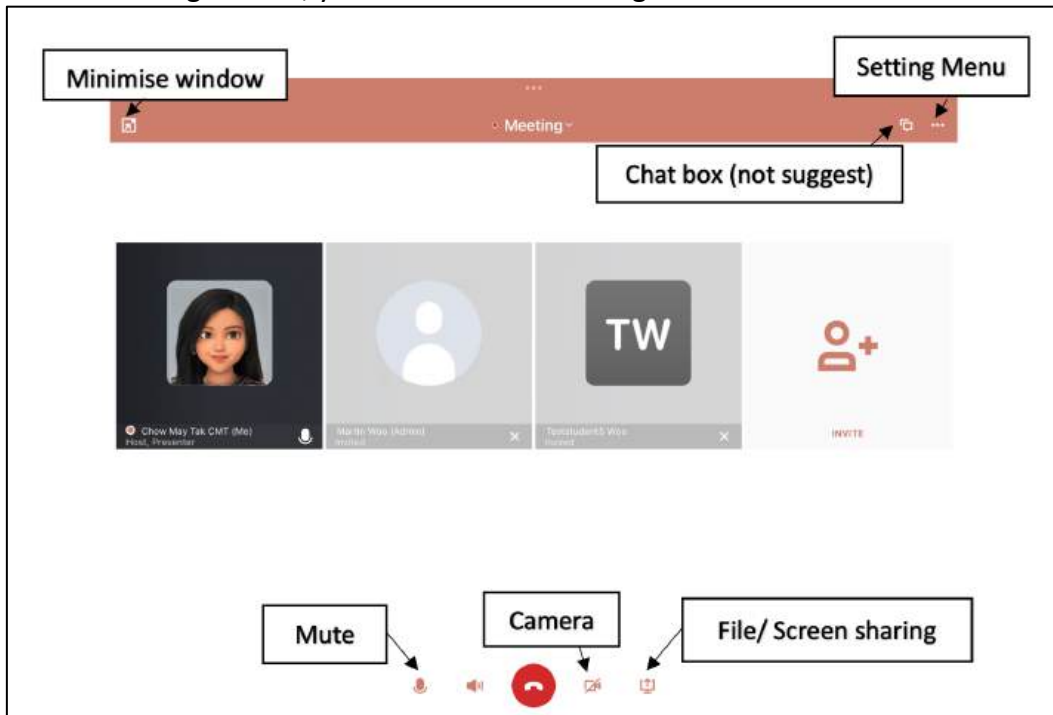
## B. Useful functions

Users may use different functions at the bottom of the conversation window, such as instant messaging, file transfer, whiteboard, video conferencing, etc.

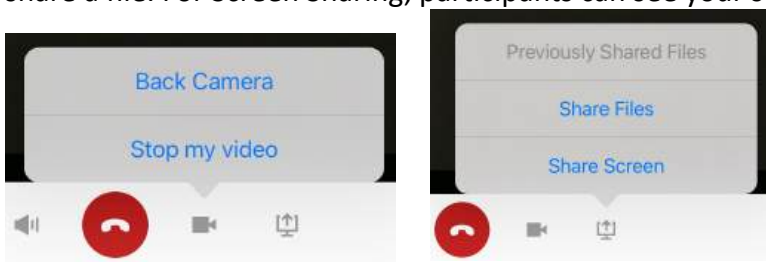


### 1) Video Conferencing

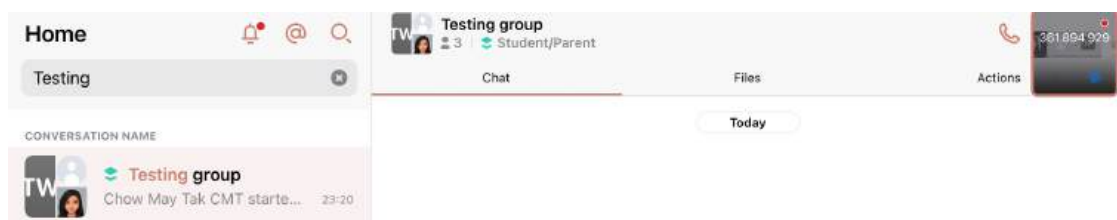
- After answering the call, you can see the following conference interface:



Step 1) Select **“Camera”** icon to turn on front/back camera. Select **“File/Screen Sharing”**, to send or share a file. For Screen Sharing, participants can see your screen.

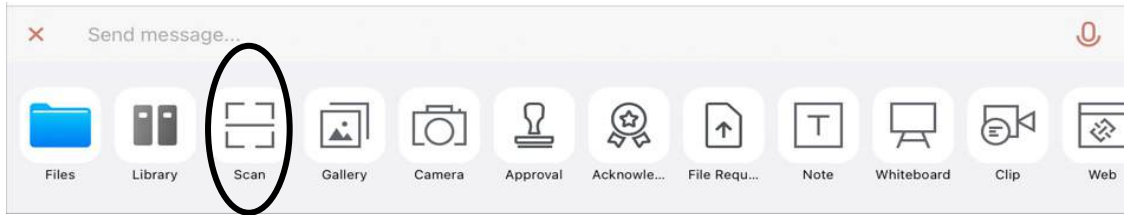


Step 2) Select **“Minimize Window”** to see the conversation and chat there.

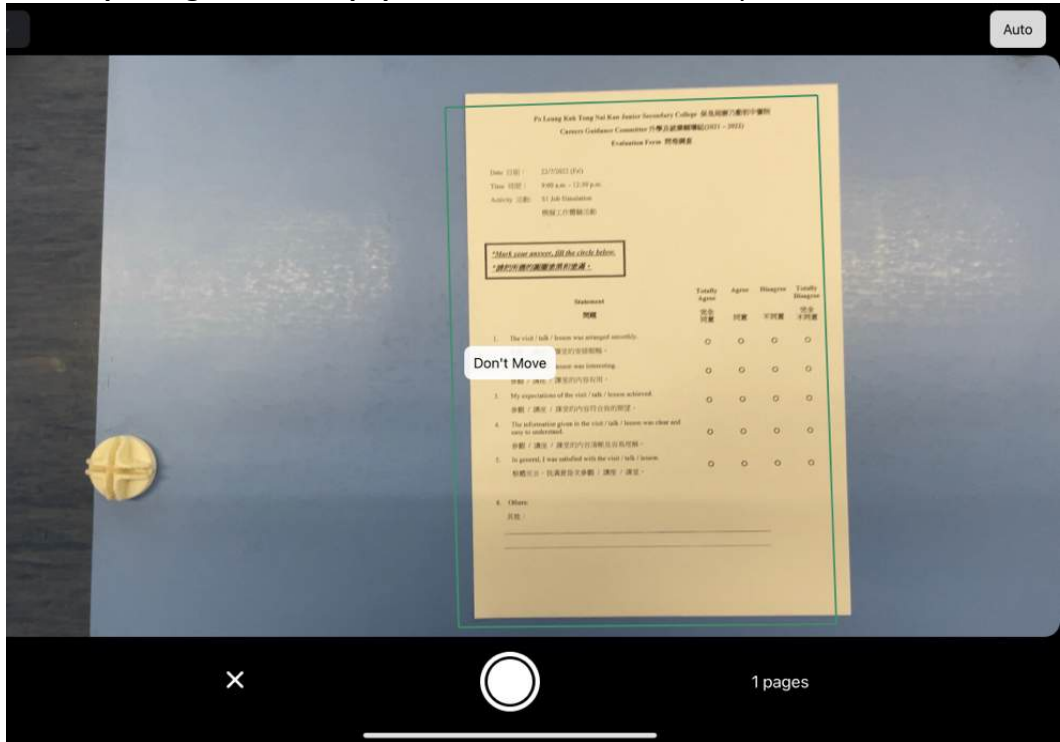


## 2) Scan

Step 1) Click “+”, select “Scan”.



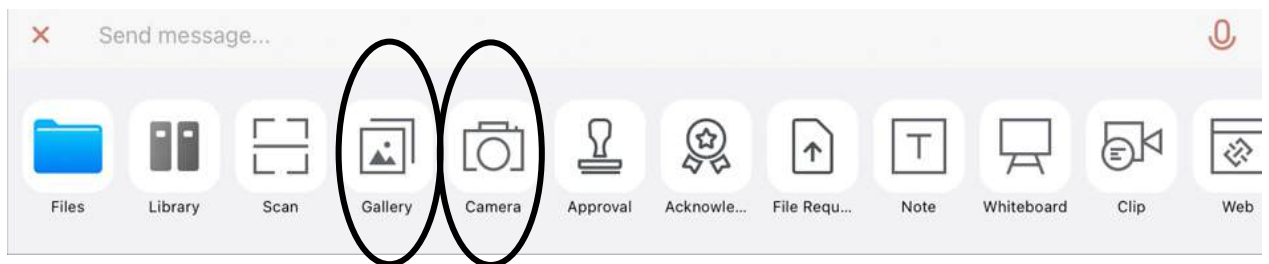
Step 2) Make sure capturing the whole paper, and it will automatically scan the file.



Step 3) Click “Send”, a pdf file will be sent out.

## 3) Camera

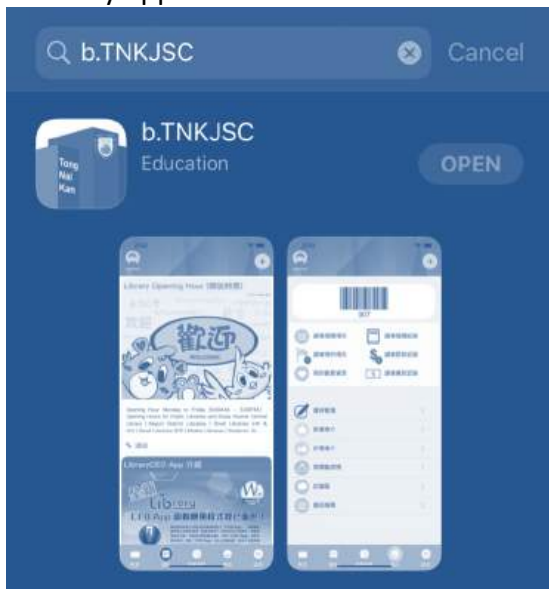
Step 1) Click “+”, select “Gallery” or “Camera” to send a photo.



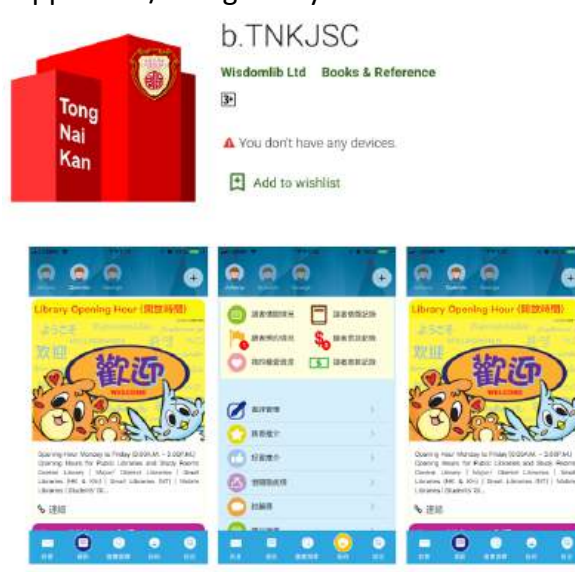
#### 4.6.4 e-Book App (Library Book Reservation) [b.TNKJSC]

##### A. Installation & Login

Step 1) The library app “b.TNKJSC” can be downloaded from App Store / Google Play.

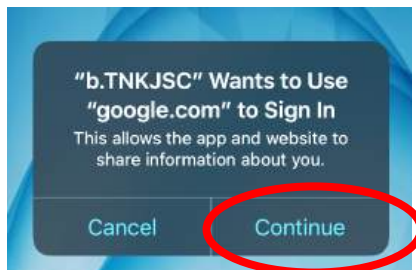


App Store

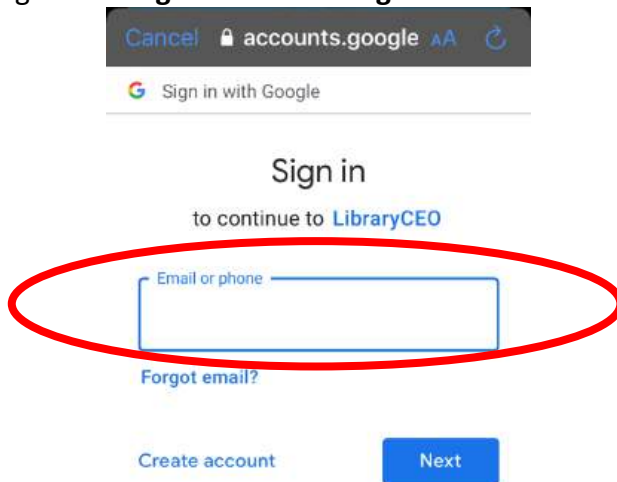


Google Play

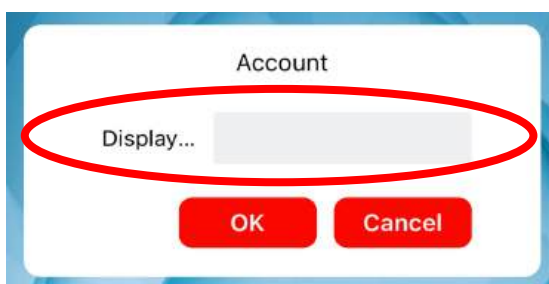
Step 2) After installation, open “b.TNKJSC” and click “Continue” to enter the login page.



Step 3) Users can login by using their assigned school Google account.



Step 4) Enter “Display Name” for the account, such as user’s name.



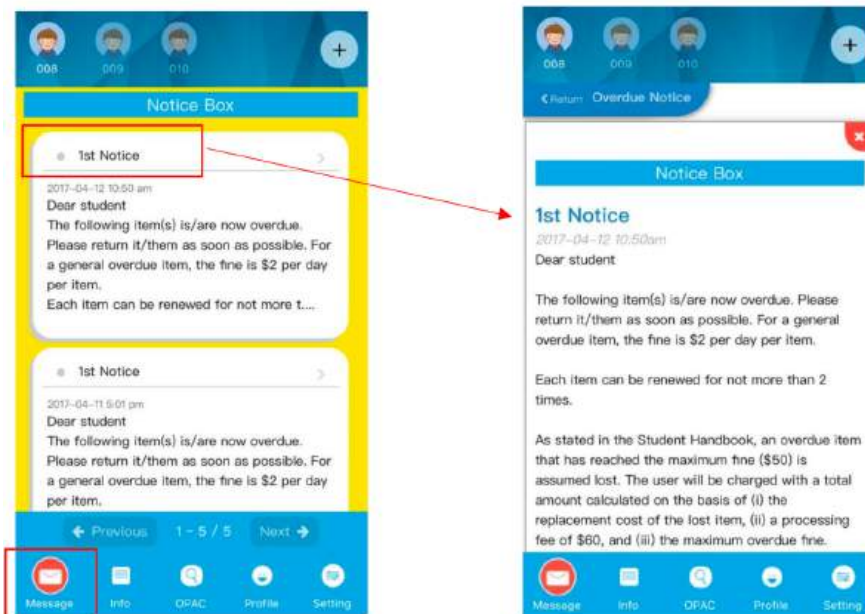
Step 5) Login successfully.



## B. Features

### 1) Message

- To read messages, press the **“Message”** button at the bottom.
- Tap the title of the message to view the full content.



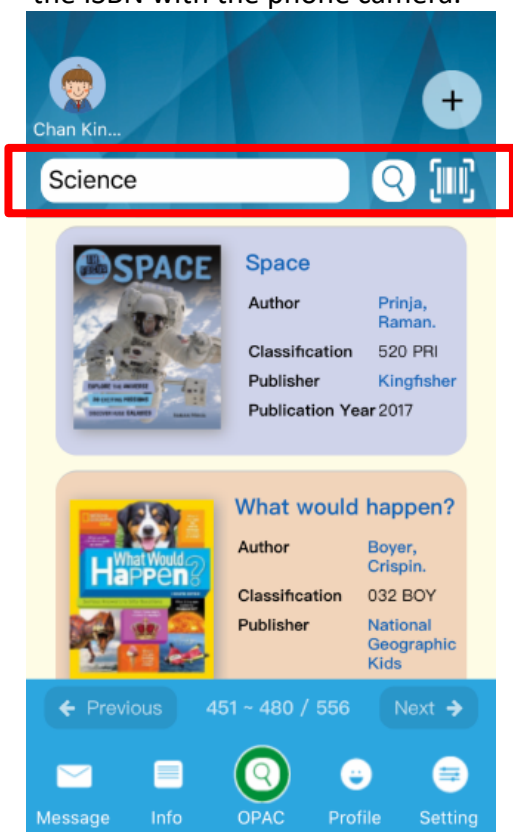
### 2) Info

- To browse the latest library news, press the **“Info”** button at the bottom.

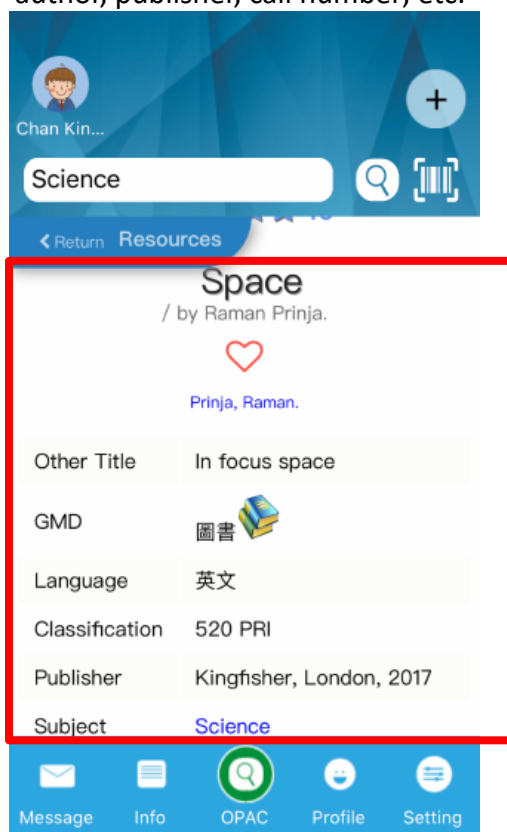


3) OPAC

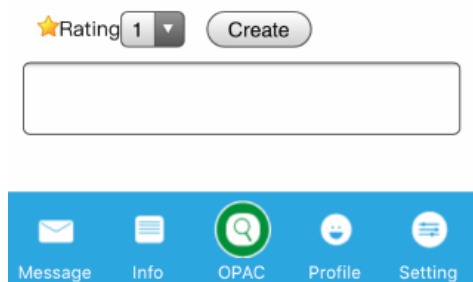
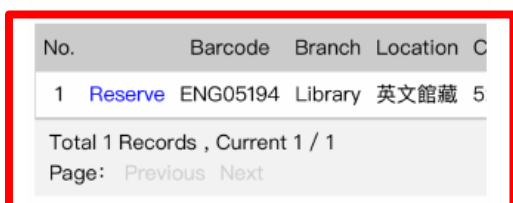
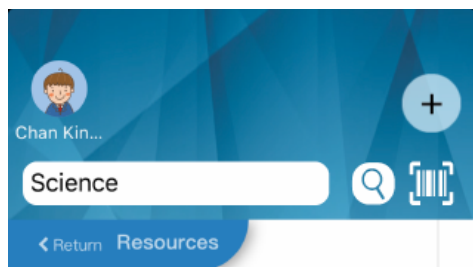
(a) Please press the "OPAC" button at the bottom and enter the keywords or scan the ISBN with the phone camera.



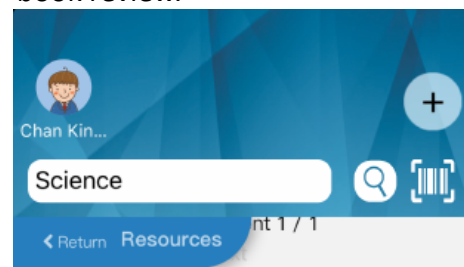
(b) Press the book title which you need and check the detailed information, such as author, publisher, call number, etc.



(c) Make reservation.

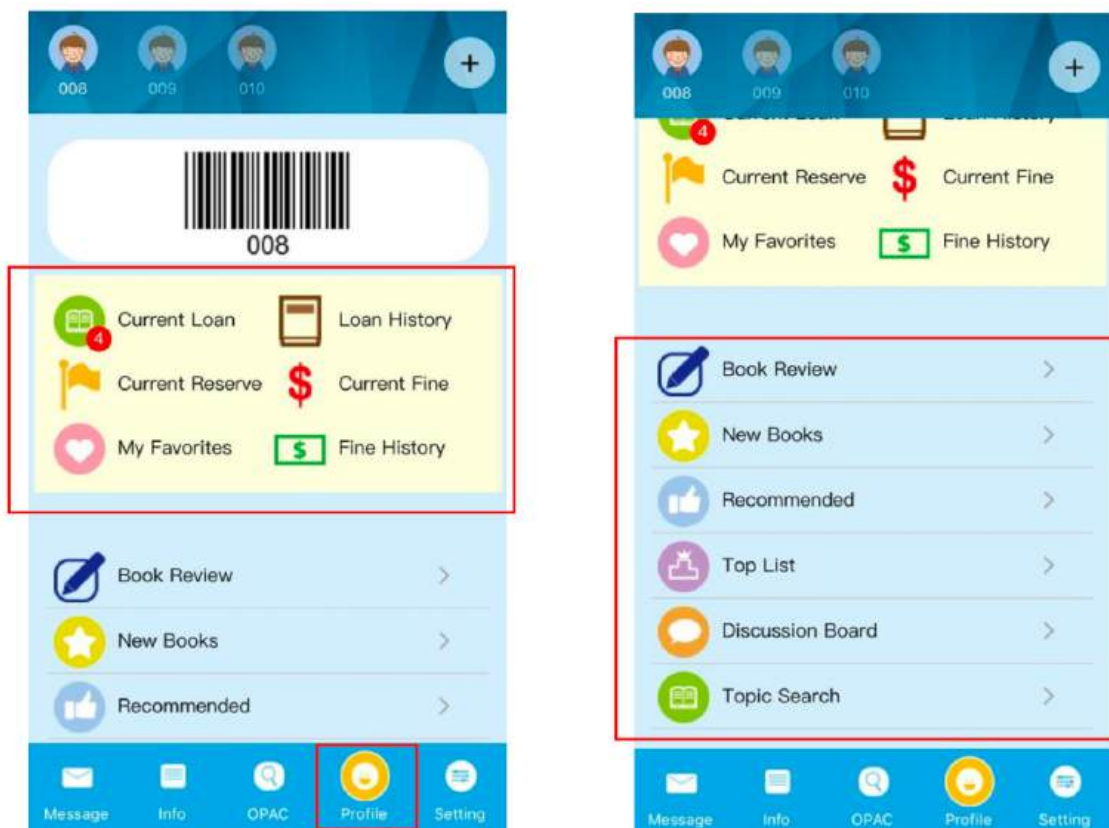


(d) Score the book and submit your online book review.

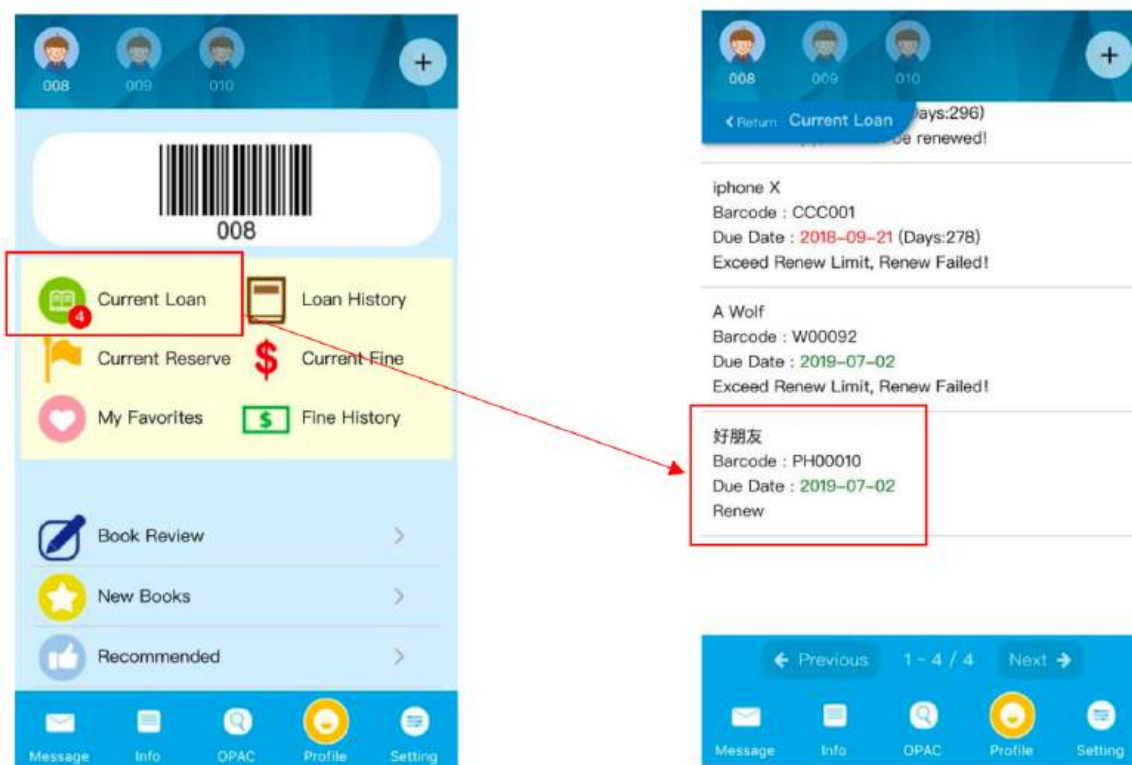


#### 4) Profile

- Press the “Profile” button at the bottom.
- You can check current loan, current reserve, my favorites, loan history, current fine, fine history, book review, new books, recommended, top list, discussion board and topic search.



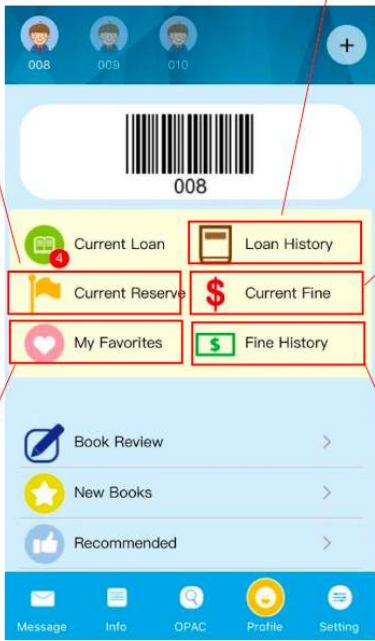
- If renewal is allowed, you can go to “current loan” to renew the books that you borrowed.





In 'Current Reserve', you can see the status of your reservation.

In 'Loan History', you can see the book list that you borrowed and returned.



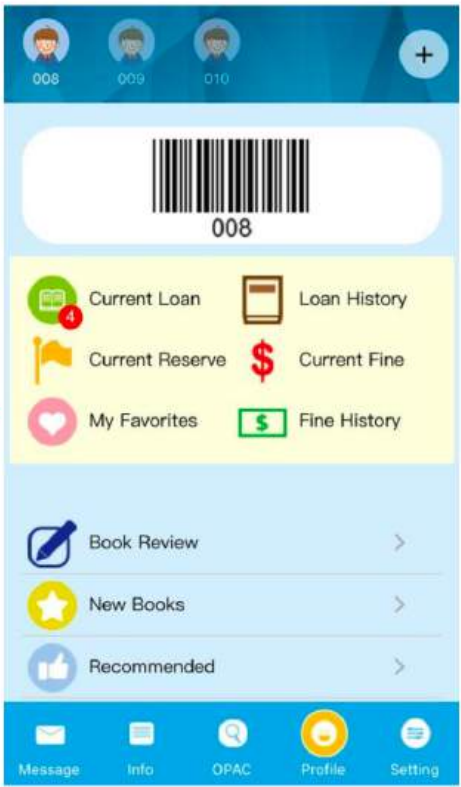
In 'Current Fine', you can see the fine history.

In 'My Favorites', you can see the books you added to 'my favorites'.

In 'Fine History', you can see the payment history.

5) Others

- Double-clicking on the "Message", "Info", "OPAC" or "Profile" button can enable you to return to the information of that button's first page.



Double click

#### 4.6.5 Self-learning App (Self-Assessment Platform) [s.TNKJSC]



s.TNKJSC  
Education

##### A. Login

- Using **your assigned school Google account** to login the app.

Announcement  
沒有公告/No announcement

Username

Password

Log in

Remember Me

Sign in with Google

Sign in with Google

Choose an Account  
to continue to octopus-tech.com

S1234@plktnkjsc.edu.hk

Use another account

English Help Privacy Policy Terms of Service

##### B. Landing page

Po Leung Kuk Tong Nai Kan Junior Secondary College abc (Student)

My course Unsubmitted homework list My performance report Star ranking Student exercise Flash Card

My Certificate

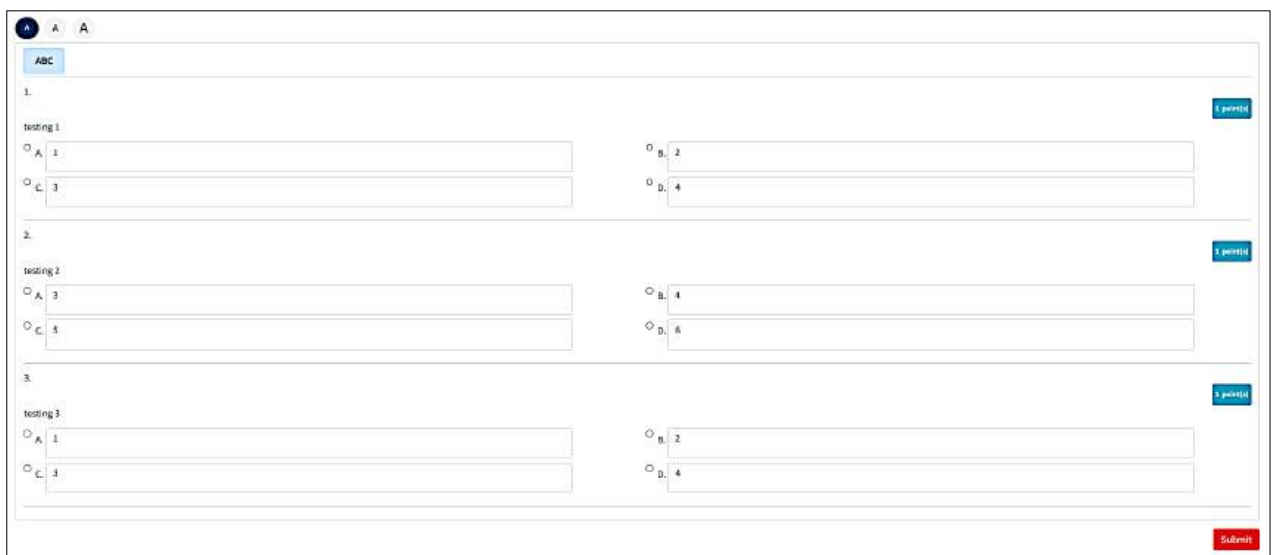
- My course - All subjects of the academic year will be shown
- Unsubmitted homework list - List of the overdue assignments
- My performance report – Check the score of each course
- Star ranking - The reward list of star rankings of assignments (State: Obtained; if any)
- Student exercise – Questions assigned by teachers and require submission (If any)
- Flash card – For self-revision use based on the content for a specific module (If any)
- My Certificate - Certificate of achievement (If any)

### C. How to submit an assignment or assessment? (Assignment ABC as an example)

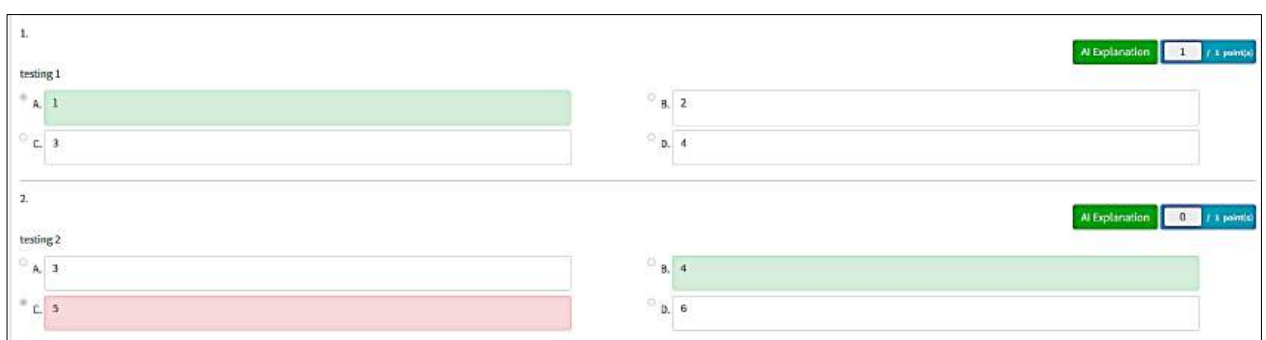
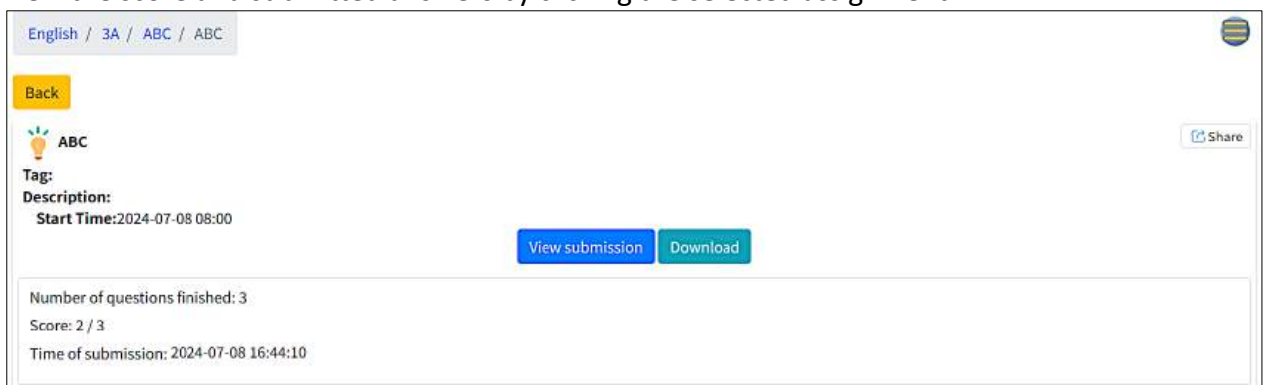
Step 1) Choose the assignment from the 'Topic' section.



Step 2) Start the assignment and the time duration will be counted until the submission.

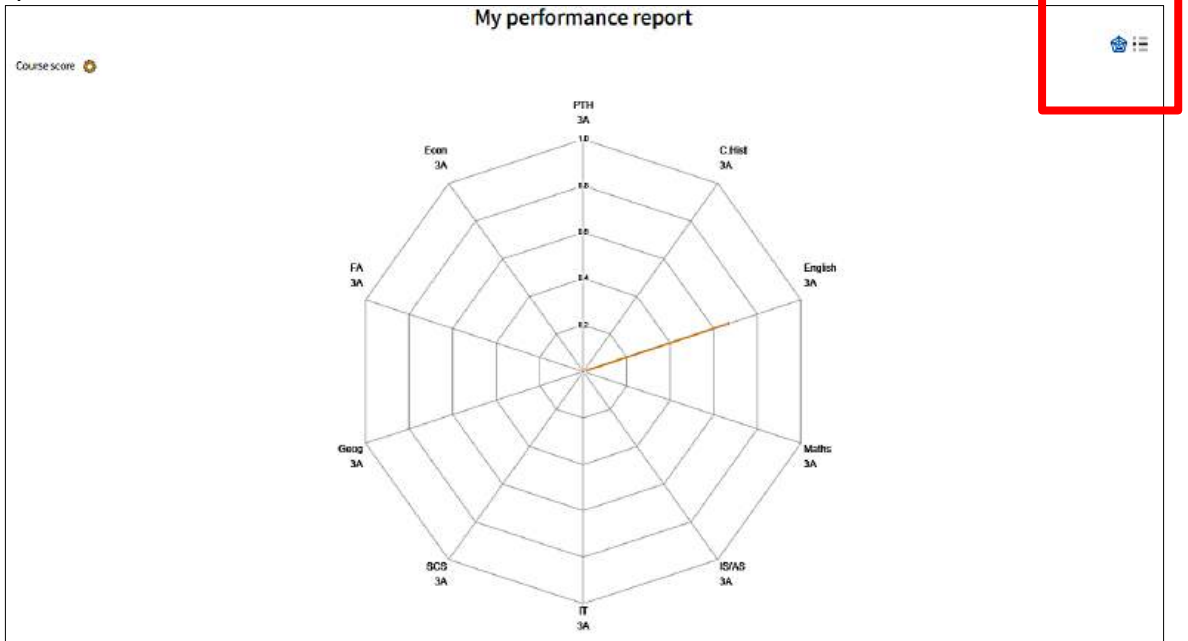


Step 3) View the score and submitted answers by clicking the selected assignment.



Step 4) My performance report

- Two types of layout (Refer to the top right corner):
  - spider chart



(b) list format

The list format shows a table with columns for Subject, Course, and Average score. A red arrow points to the filter dropdowns at the top left, and a red box highlights the top right corner menu.

Subject	Course	Average score
PTM	3A	-
C.Hist	3A	-
English	3A	66.67%
Maths	3A	-
IS/AS	3A	-
IT	3A	-
SCS	3A	-
Geog	3A	-
FA	3A	-
Econ	3A	-

- Filter for selecting courses (Refer to the top left corner)

Step 5) Click one course and the detail report will be shown



The detail report for PTM 3A shows a table with columns for Start Time, Topics, Assignment name, Statuses, and Score.

Start Time	Topics	Assignment name	Statuses	Score
2024-07-08 08:00:00	ABC	ABC	Marked	2
2024-03-10 08:00:00	S3	Oliver Twist: Worksheet 3 - Chapters 4 to 6	Unfinished	
2024-02-08 12:23:00	Course Resources	S.3_Reader_Oliver Twist WS1	Unfinished	

## Step 6) Unsubmitted homework list

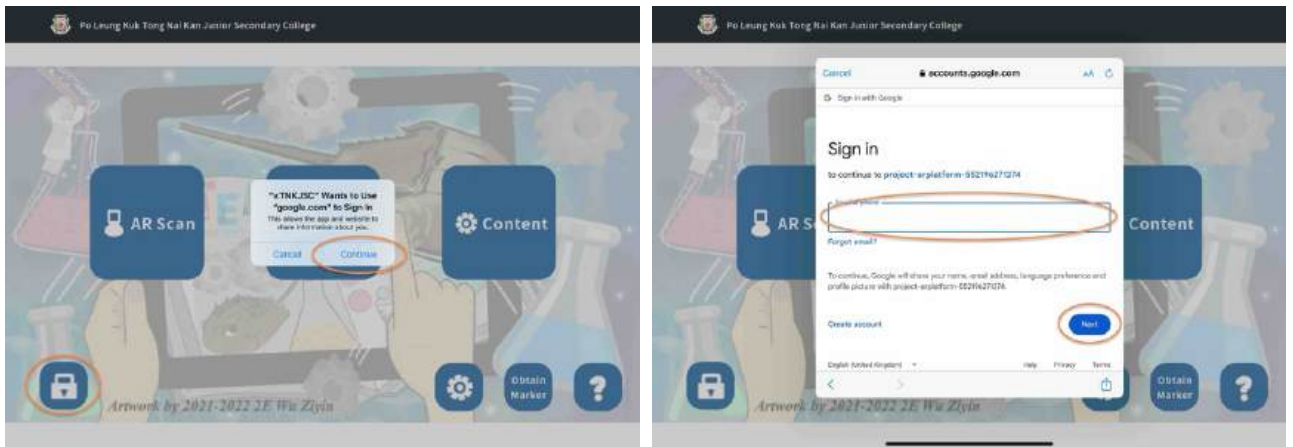
- Those overdue assignments will be shown

Unsubmitted homework list 2024-6-25 ~ 2024-7-8 E-Homework(0) Physical homework(0) Correction(0) Redo(0) Unsubmitted X

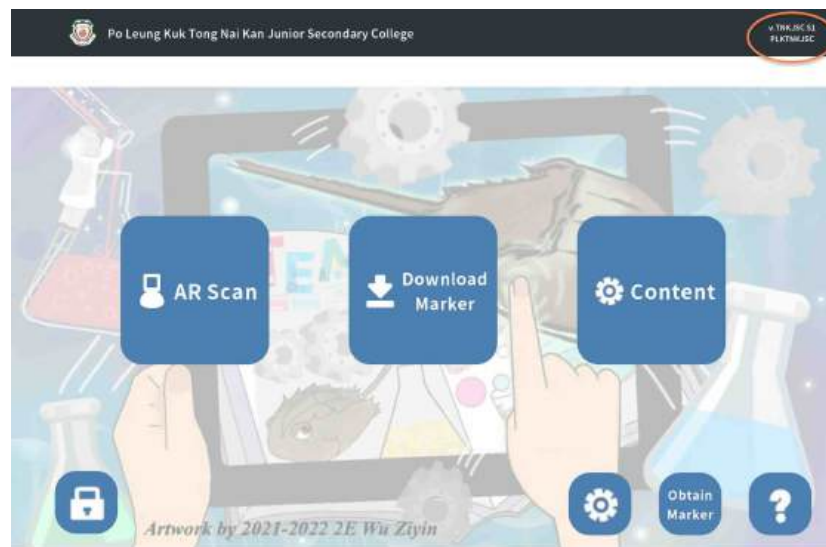
PTH	3A	
C.Hist	3A	
English	3A	
Maths	3A	
IS/AS	3A	
IT	3A	
SCS	3A	
Geog	3A	沒有未交家課/No unsubmitted assignment
FA	3A	
Econ	3A	



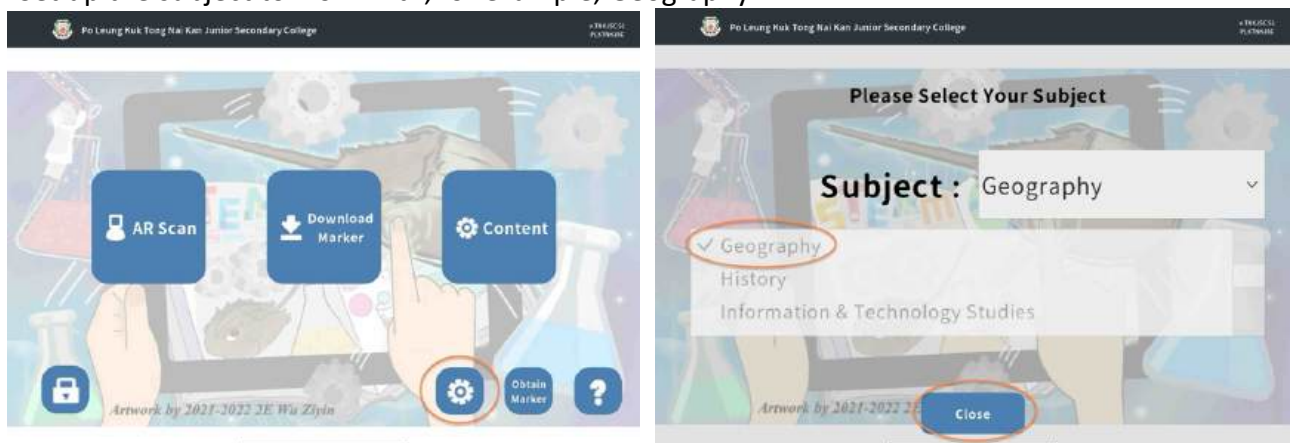
Step 1) Touch the bottom left icon (the lock) to sign in with the **assigned school Google account** for students.



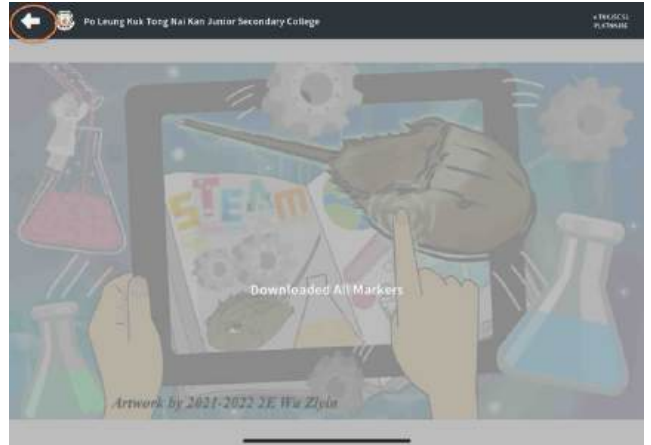
Step 2) When signed in successfully, the username will be displayed at the top right corner of the home screen:



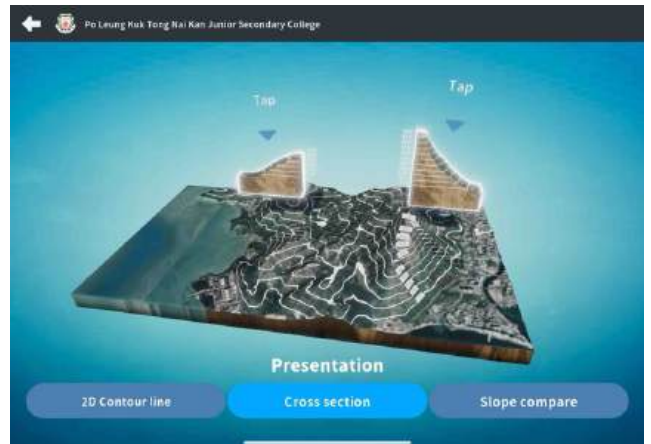
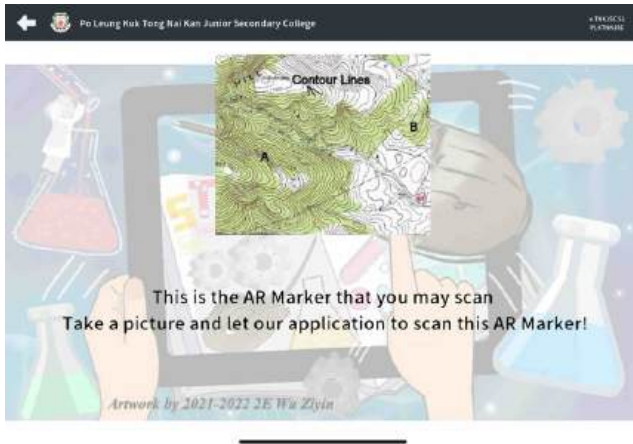
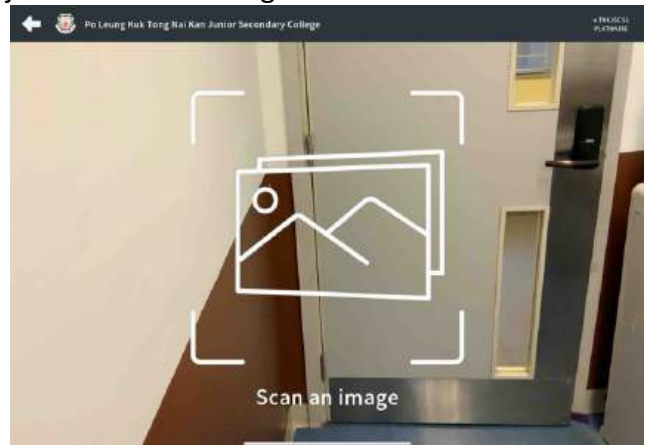
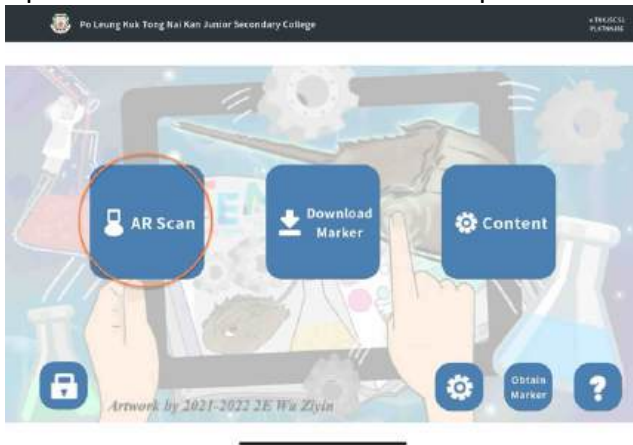
Step 3) Set up the subject to work with, for example, Geography:



Step 4) Download the markers of the subject selected:



Step 5) Open AR Scan to scan a marker to explore the subject area for learning:





## Section 5 Home-School Connection

### **5.1 Parent Teacher Association**

Name in English : Po Leung Kuk Tong Nai Kan Junior Secondary College Parent Teacher Association  
Name in Chinese : 保良局唐乃勤初中書院家長教師會  
Address : Inside Po Leung Kuk Tong Nai Kan Junior Secondary College, 11 Mei Lai Road,  
Mei Foo Sun Chuen, Kowloon  
E-mail : pta@plktnkjsc.edu.hk

#### 5.1.1 Objectives:

- a) To enhance cooperation between teachers and parents to achieve the best educational outcomes.
- b) To establish a good relationship between the school and parents for better communication.
- c) To foster a close partnership between parents and teachers to take utmost care of students' personal development and academic achievement.

#### 5.1.2 The 21<sup>st</sup> PTA Executive Committee:

	Chairperson	Vice Chairperson	Treasurer	Secretary	Recreation	Publicity	Publication
Parent	Ms. KWAN Tsui Man	Ms. CHEN Ying Gui	Ms. MO Ka Yi	Mr. CHAN Fun Keung Cary	Ms. LAM So Yi	Ms. SU Wending	Mr. KWOK Wai Kin
Teacher	---	Mr. CHENG Y	Mr CHAN KY	Mr CHU SC	Mr. WONG HW	Ms NG KY	Ms. POON SS

The executive committee shall meet at least three times every academic year.

### **5.2 Notices to Parents**

- 5.2.1 School notices foster communication between the school and parents/guardians. They are distributed to keep parents informed about school policies, programs and activities.
- 5.2.2 All signed reply slips for hard copies of school notices should be collected the following day.
- 5.2.3 Please read all notices carefully to understand school policies and programs. Reply slips must be signed by parents and/or approved guardians.
- 5.2.4 The signature on all school documents must match the signature on record in the student handbook.
- 5.2.5 School notices regarding the special examination arrangements for students with special educational needs are issued in early September. Parents are welcome to contact the Student Support Team or SENCO for more information.
- 5.2.6 Other means of communication  
To ensure high quality education for our students, it is important for teachers, parents and students to get involved and stay informed of the educational process. Apart from regular notices, the school communicates with parents through a variety of means:
  - a) S1 Parents Orientation Day and S2 & S3 Parents Night are held in late-August and mid-September respectively to present the academic curriculum and other important aspects of school life.
  - b) Parents are kept informed of their child's progress via report cards that are issued three times per year.
  - c) Parents' Days are held in January, April and July each year.
  - d) Parents are advised to check and sign the *Record of Merit / Demerit* and *Message from school to parents* in the student handbook / p.TNKJSC regularly.
  - e) Important and urgent messages are posted on our school webpage.
  - f) Students are requested to call their parents if they need to stay after school for homework or study issues.
  - g) Parents are encouraged to call the school to discuss with teachers if they have questions or concerns.

### 5.3 Preventing Communicable Diseases in School

With reference to the guidelines provided by the Department of Health, the diseases shown in the following list are communicable. To prevent the outbreaks of such diseases, parents must refrain from letting their children go to school until they have fully recovered if they have contracted any of these diseases.

The followings are examples of statutory notifiable communicable diseases, please refer to the following link for the most updated list from Centre for Health Protection:

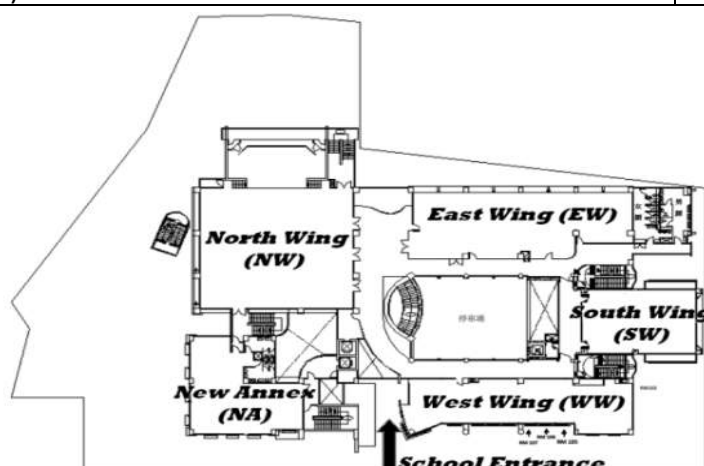
[https://cdis.chp.gov.hk/CDIS\\_CENO\\_ONLINE/disease.html](https://cdis.chp.gov.hk/CDIS_CENO_ONLINE/disease.html)

- Bacillary dysentery, 桿菌痢疾
- Chickenpox, 水痘
- Cholera, 霍亂
- Conjunctivitis, 紅眼症
- Coronavirus disease 2019 (COVID-19), 2019 冠狀病毒病
- Diphtheria, 白喉
- Hand, foot and mouth disease, 手足口病
- Measles, 麻疹
- Meningococcal infections, 腦膜炎雙球菌
- Mumps, 腮腺炎
- Poliomyelitis, 小兒麻痺症
- German measles, 德國麻疹
- Scarlet fever, 猩紅熱
- Tuberculosis, 肺結核
- Typhoid fever, 傷寒
- Viral gastroenteritis, 腸道傳染病
- Viral hepatitis A, 甲型肝炎

## Section 6 Miscellaneous

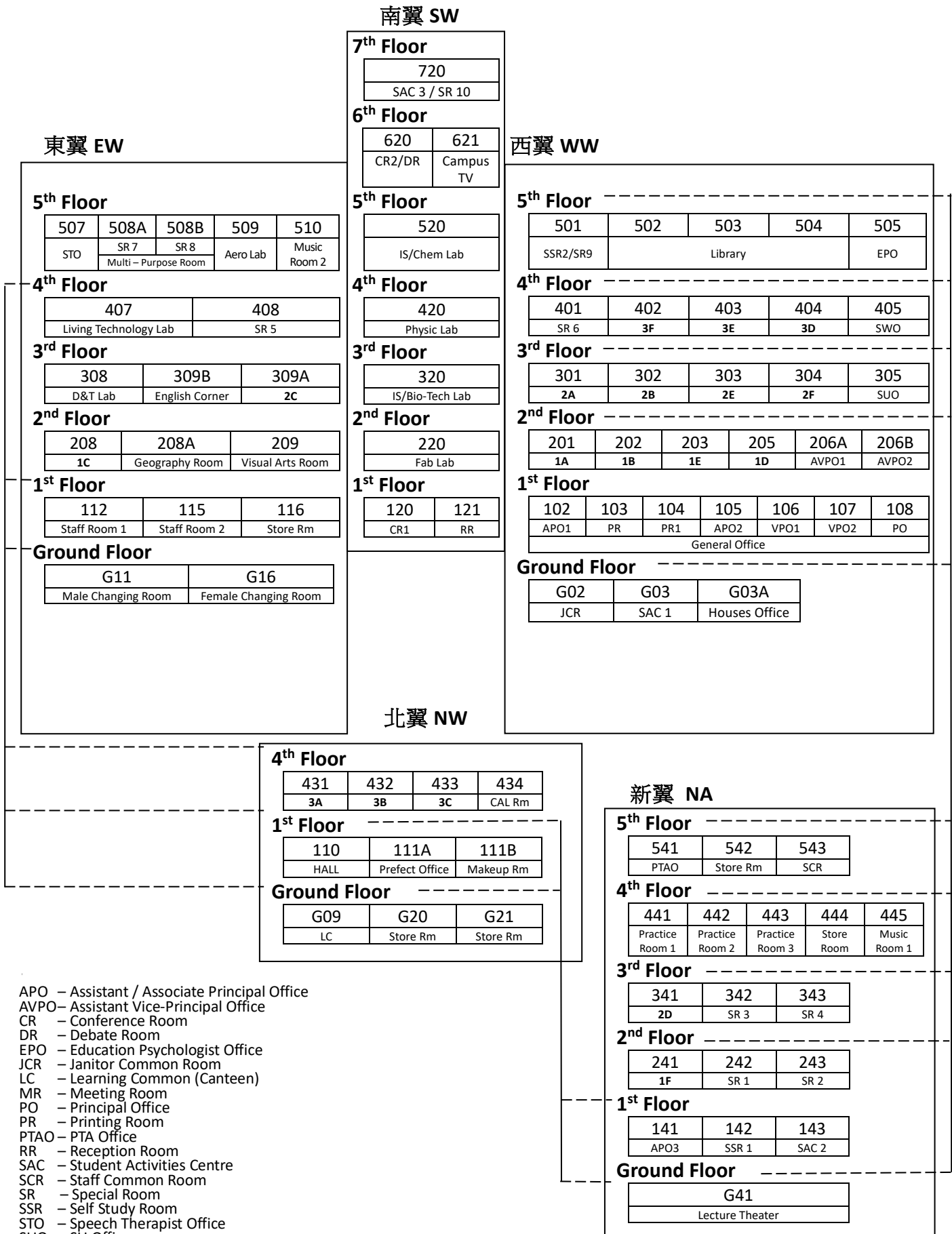
### 6.1 Location of Special Rooms

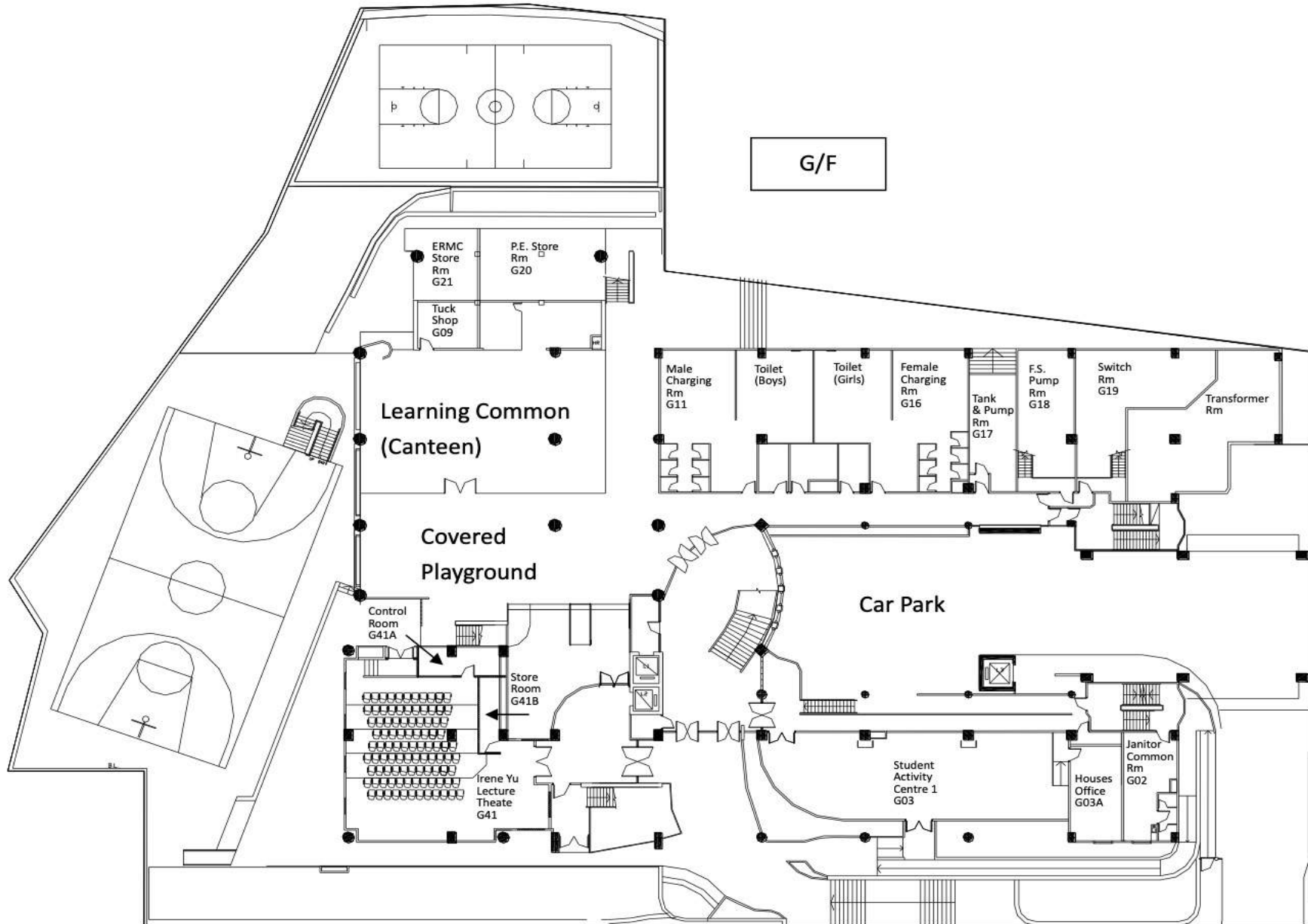
Room/Place	Location	
	Block	Floor
Bio-Tech Lab (320)	SW	3
Campus TV Room (621)	SW	6
Chemistry/IS Laboratory (520)	SW	5
Computer Room (434)	NW	4
Conference Room 1 (120)	SW	1
Debate Room / Conference Room 2 (620)	SW	6
Design & Technology Lab (308)	EW	3
Detention Room (142)	NA	1
Fab Lab (220)	SW	2
Geography Room (208A)	EW	2
Hall (110)	NW	1
Language Centre (309B)	EW	3
Learning Common (Canteen)	NW	G
Lecture Theatre (G41)	NA	G
Library (503)	WW	5
Living technology Lab (407)	EW	4
Multi-Purpose Room (508)	EW	5
Music Room 1 (445)	NA	4
Music Room 2 (510)	WW	5
Physics Laboratory (420)	SW	4
Student Activity Centre 1 (G03)	WW	G
Student Activity Centre 2 (143)	NA	1
Student Activity Centre 3 (720)	SW	7
Study Room (501)	WW	5
Visual Art Room (209)	WW	2
Assistant Vice-Principal (Academic & Development) Office (206B)	WW	2
Assistant Vice-Principal (Student Activities & Support) Office (206A)	WW	2
Associate Principal (IT) Office (141)	NA	1
Education Psychologist Office (505)	WW	5
General Office (102 – 108) Vice-Principal (Academic & Development) Office Vice-Principal (Student Activities & Support) Office Assistant Principal (General Administration) Office Associate Principal (STEM) Office Medical Room	WW	1
PTA Office (541)	NA	5
Social Workers Office (405)	WW	4
Speech Therapist (507)	EW	5
Staff Room 1 (112)	EW	1
Staff Room 2 (115)	EW	1

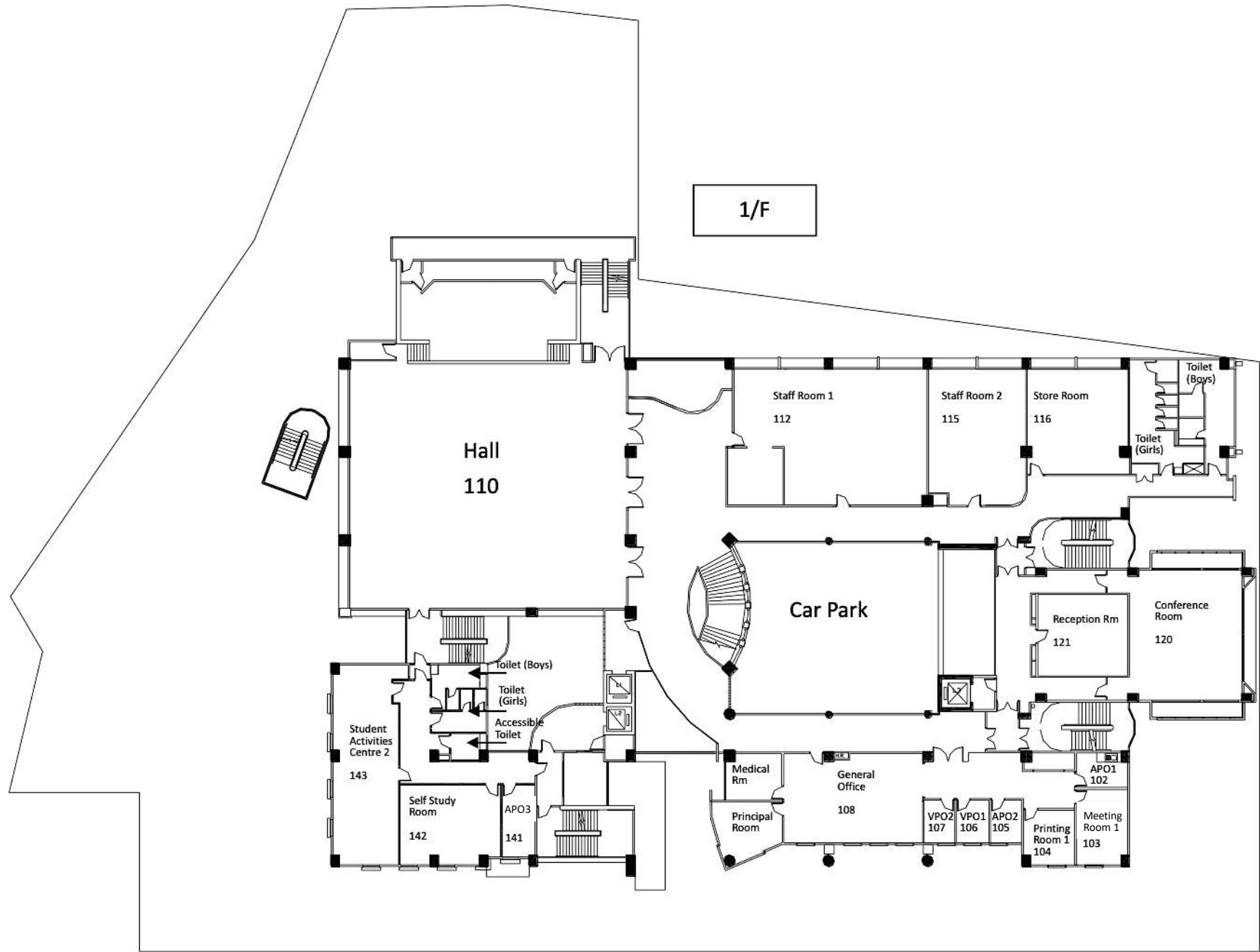


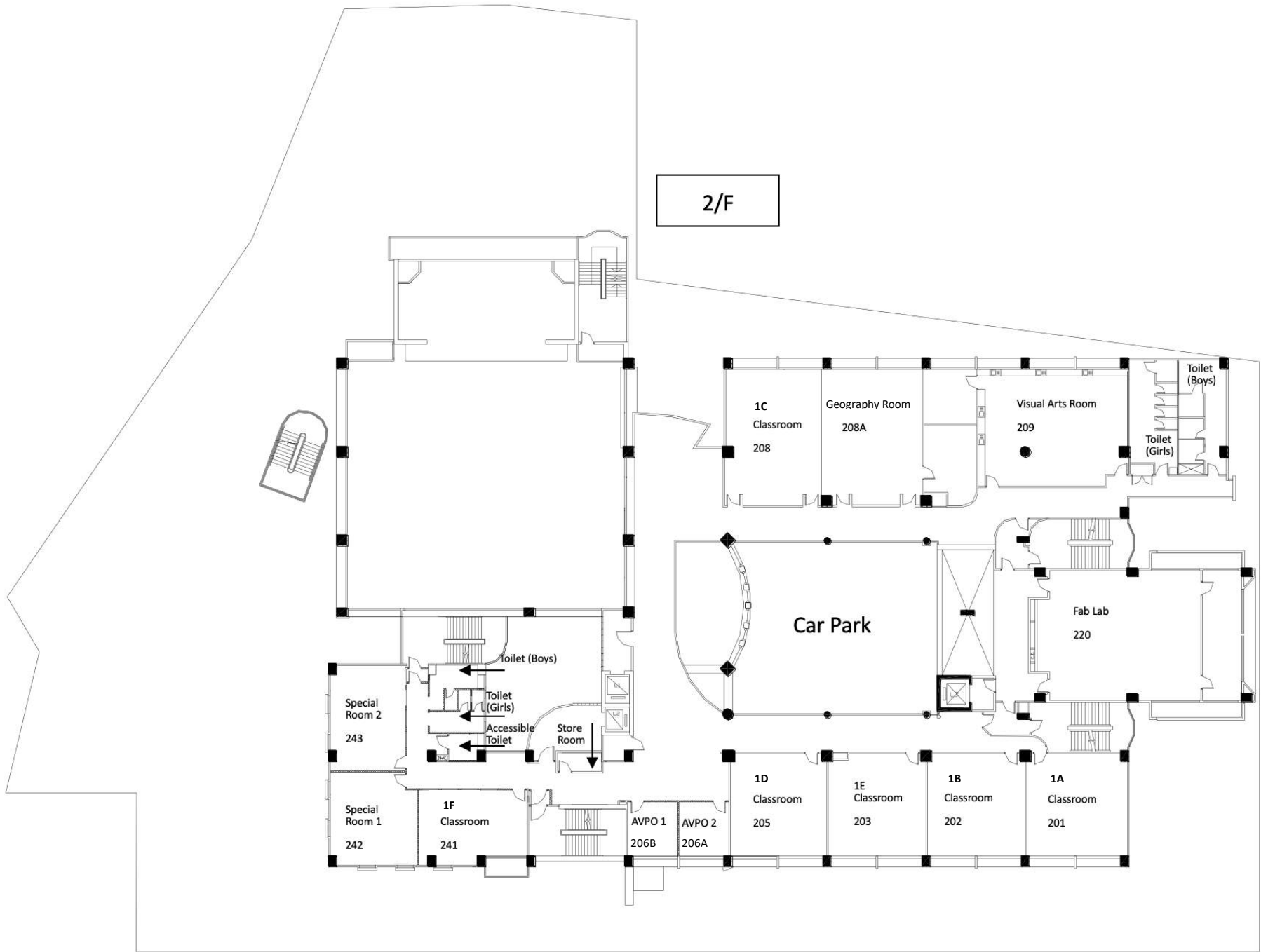
## 6.2 Floor Plan of Campus & Emergency Evacuation Procedures

### 6.2.1 Floor Plans & Emergency Escape Routes of Campus



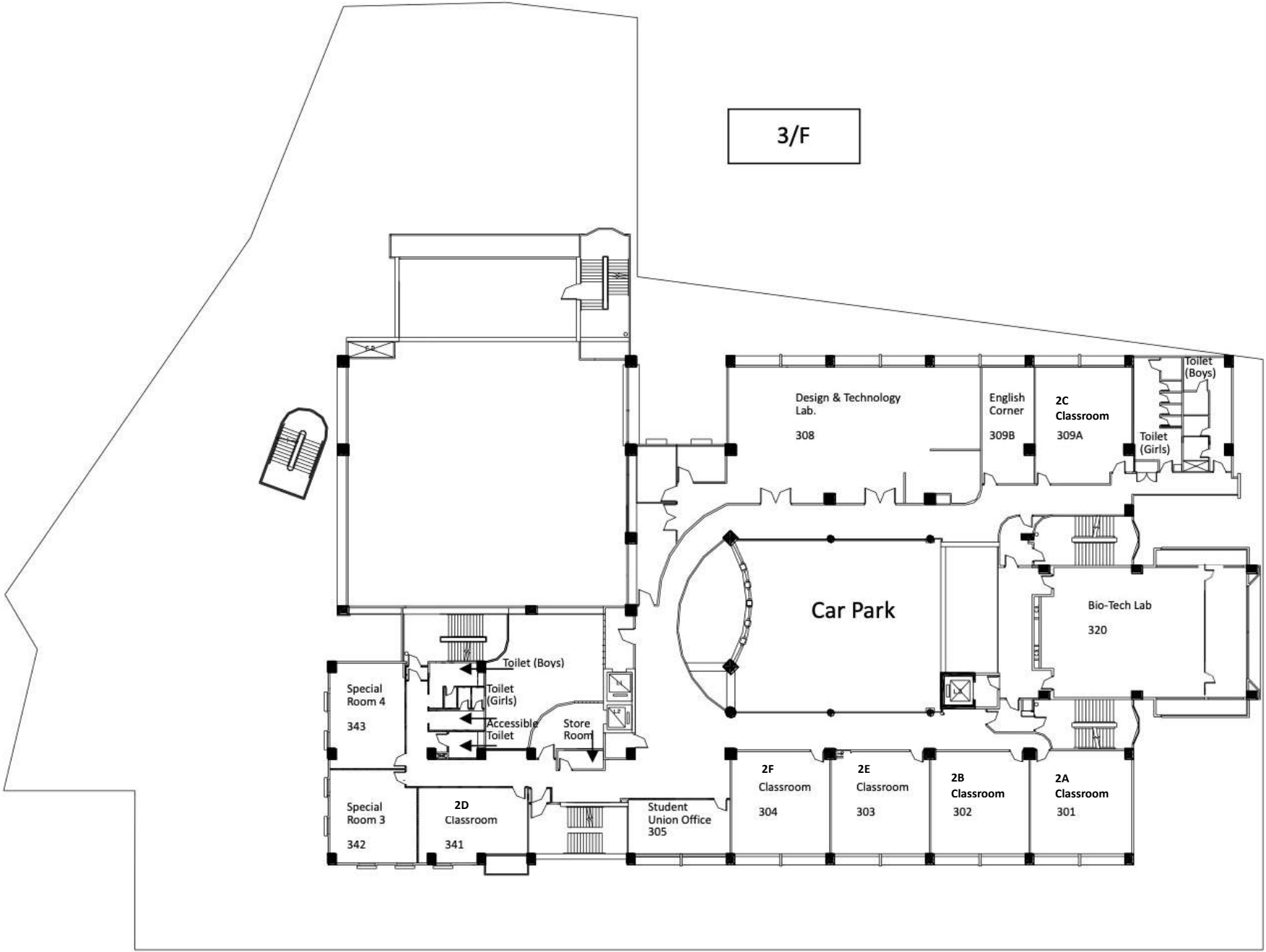






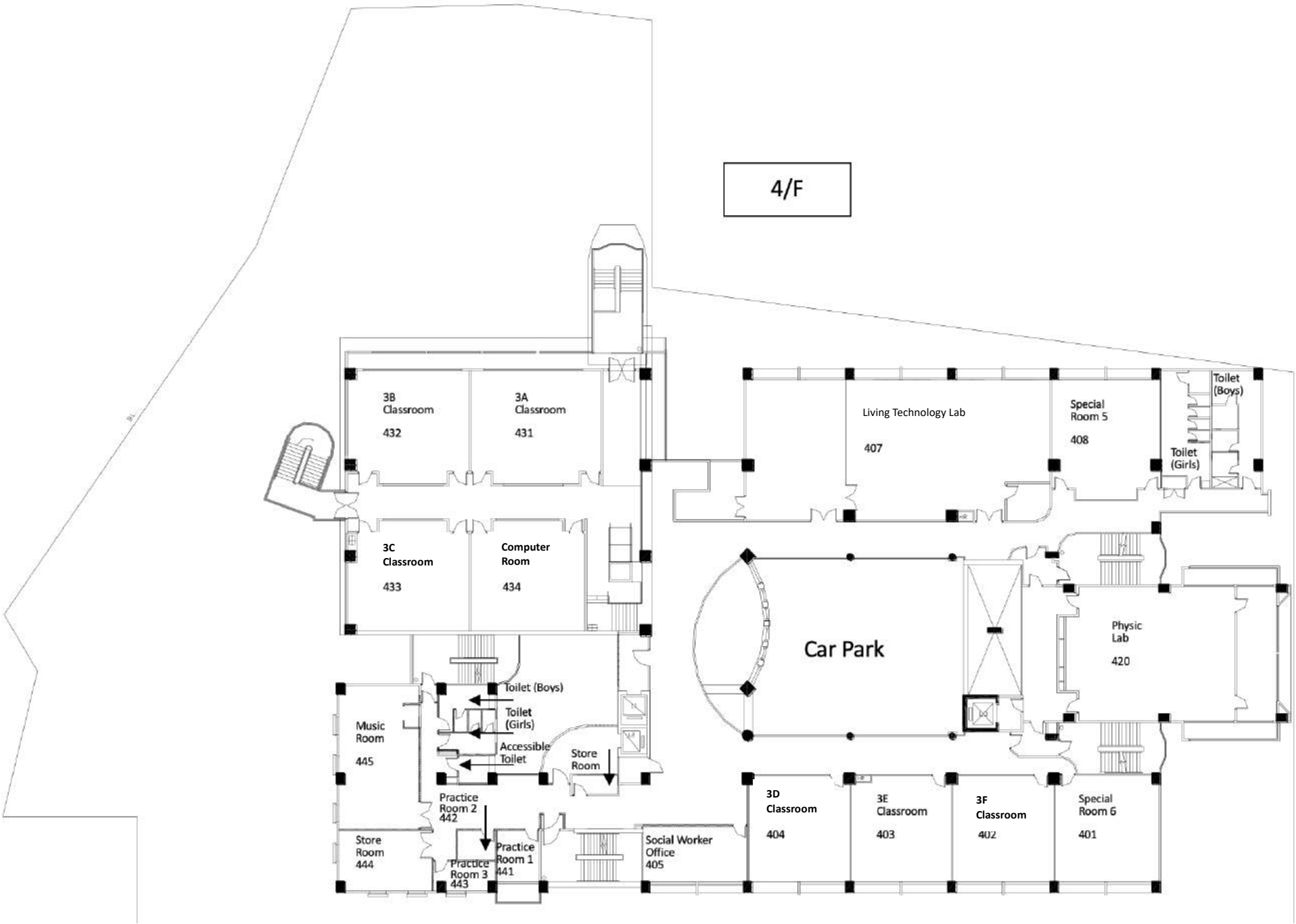
2/F

3/F

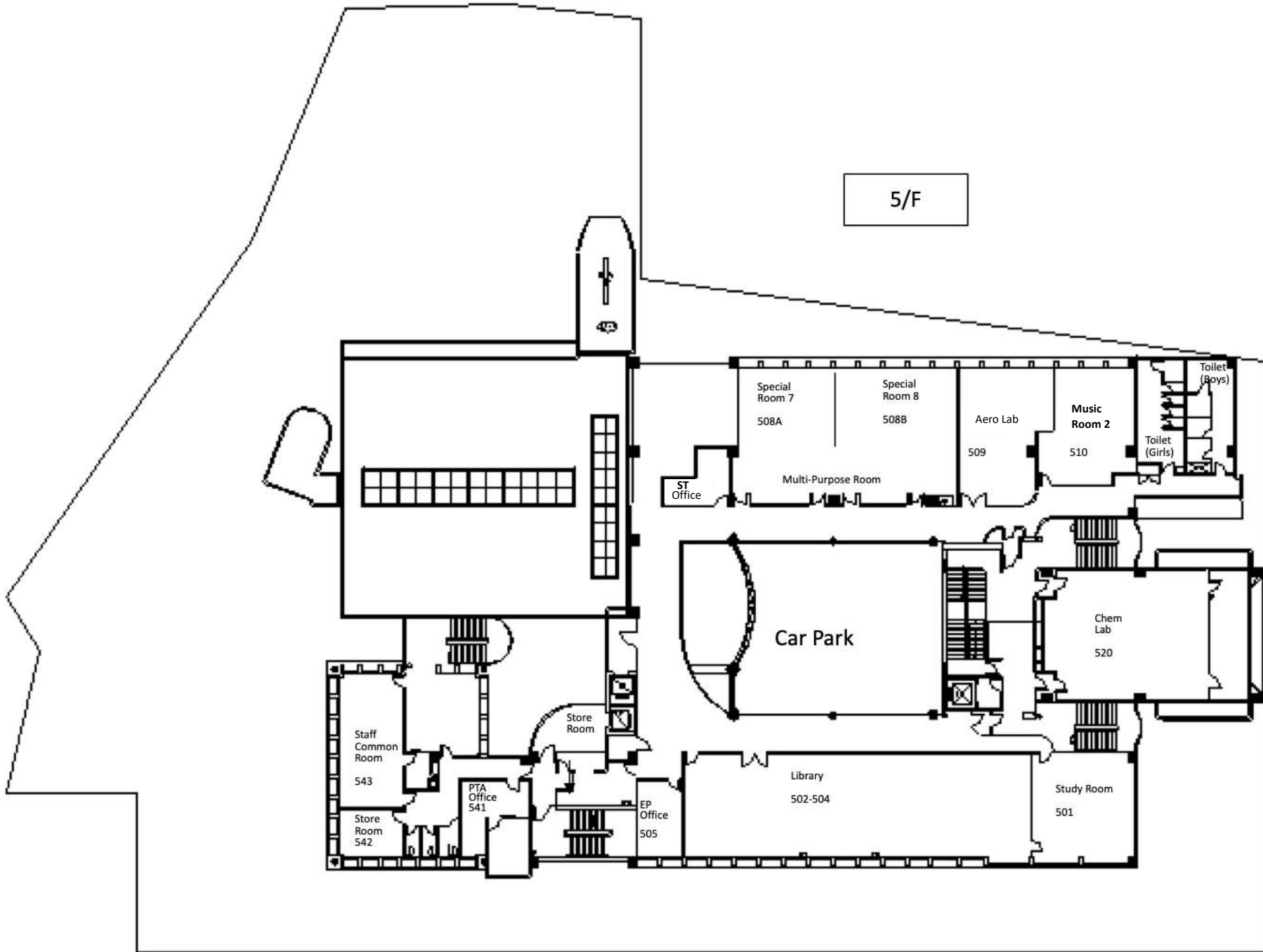


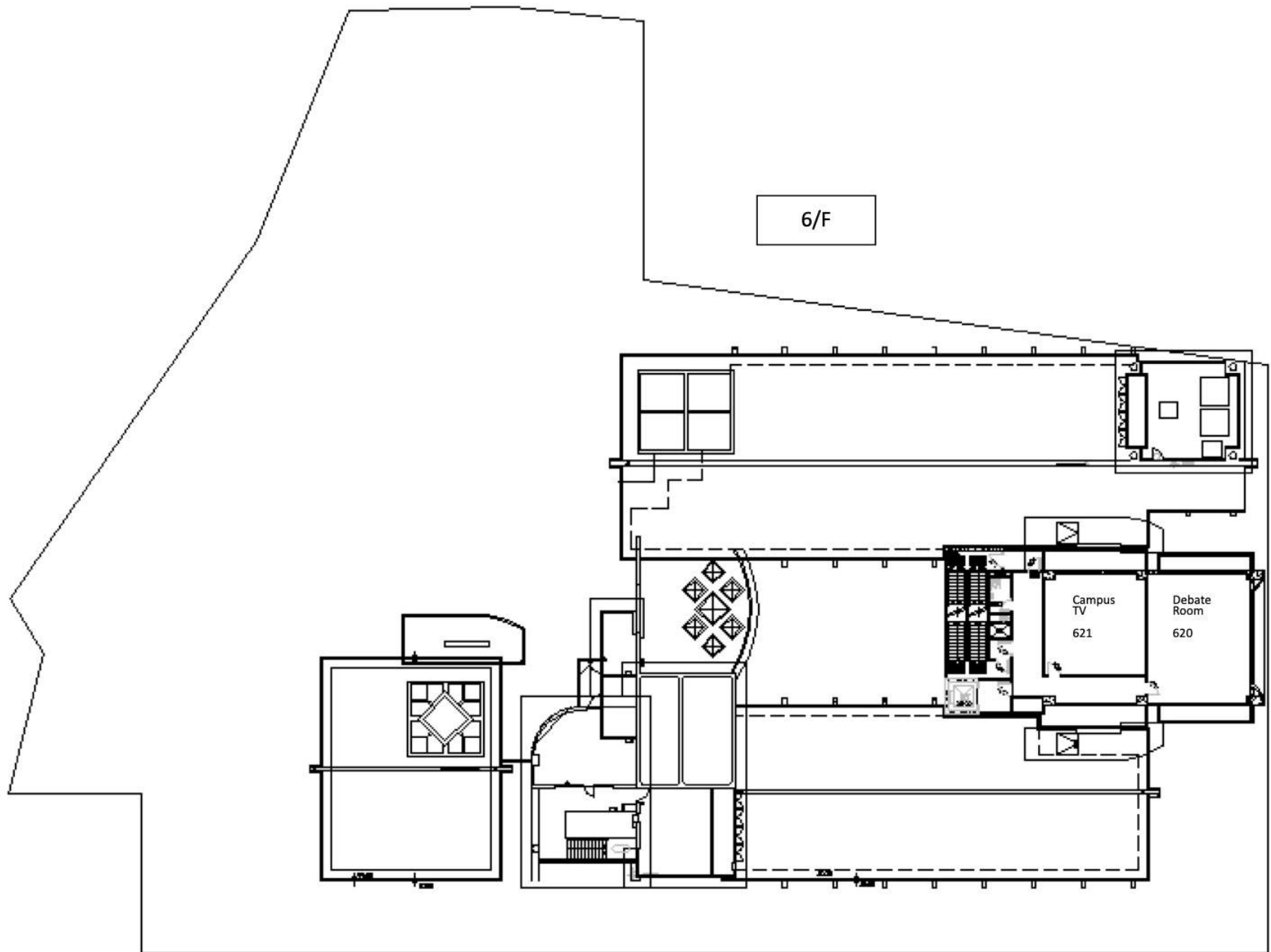


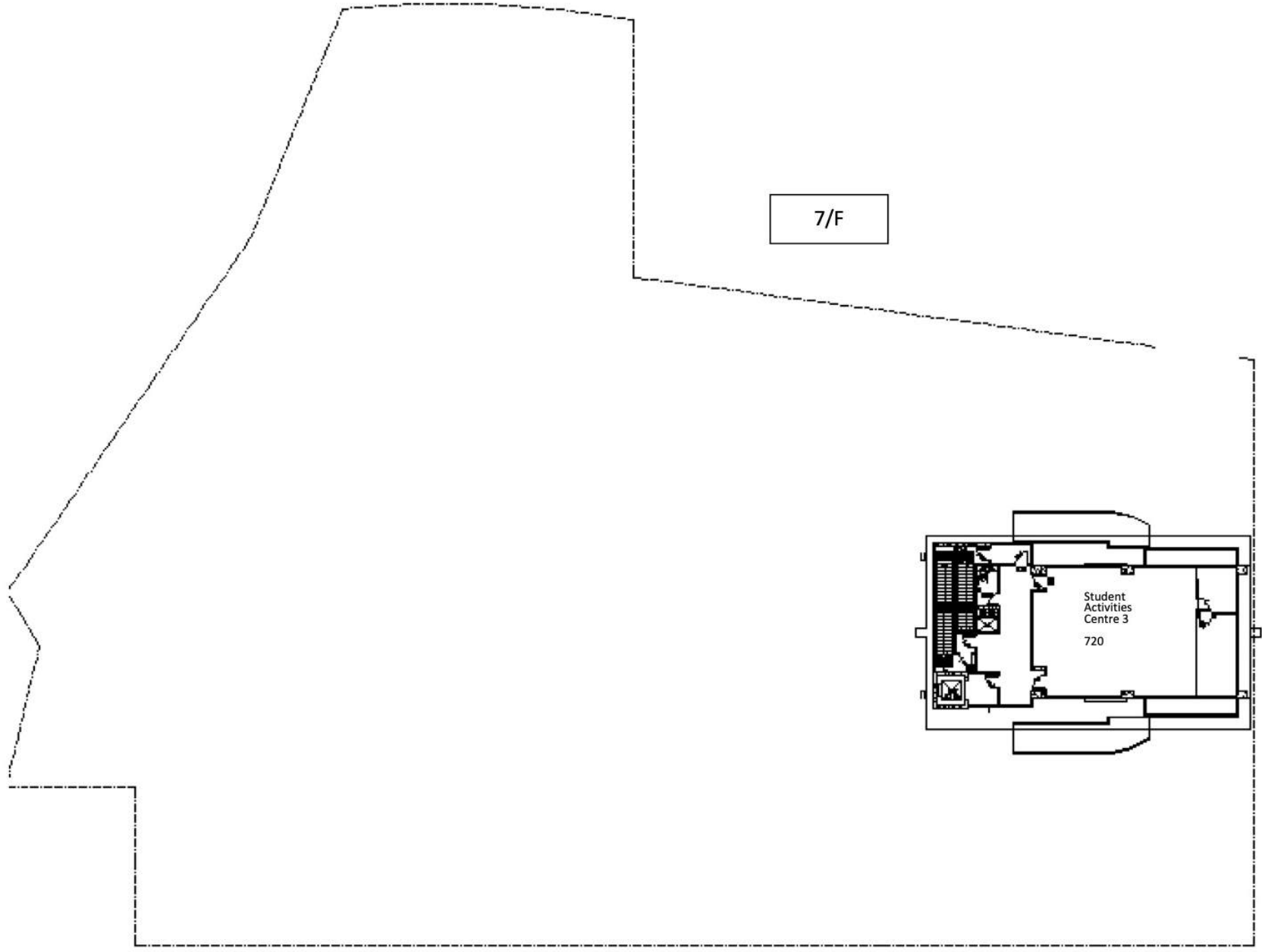
4/F



5/F

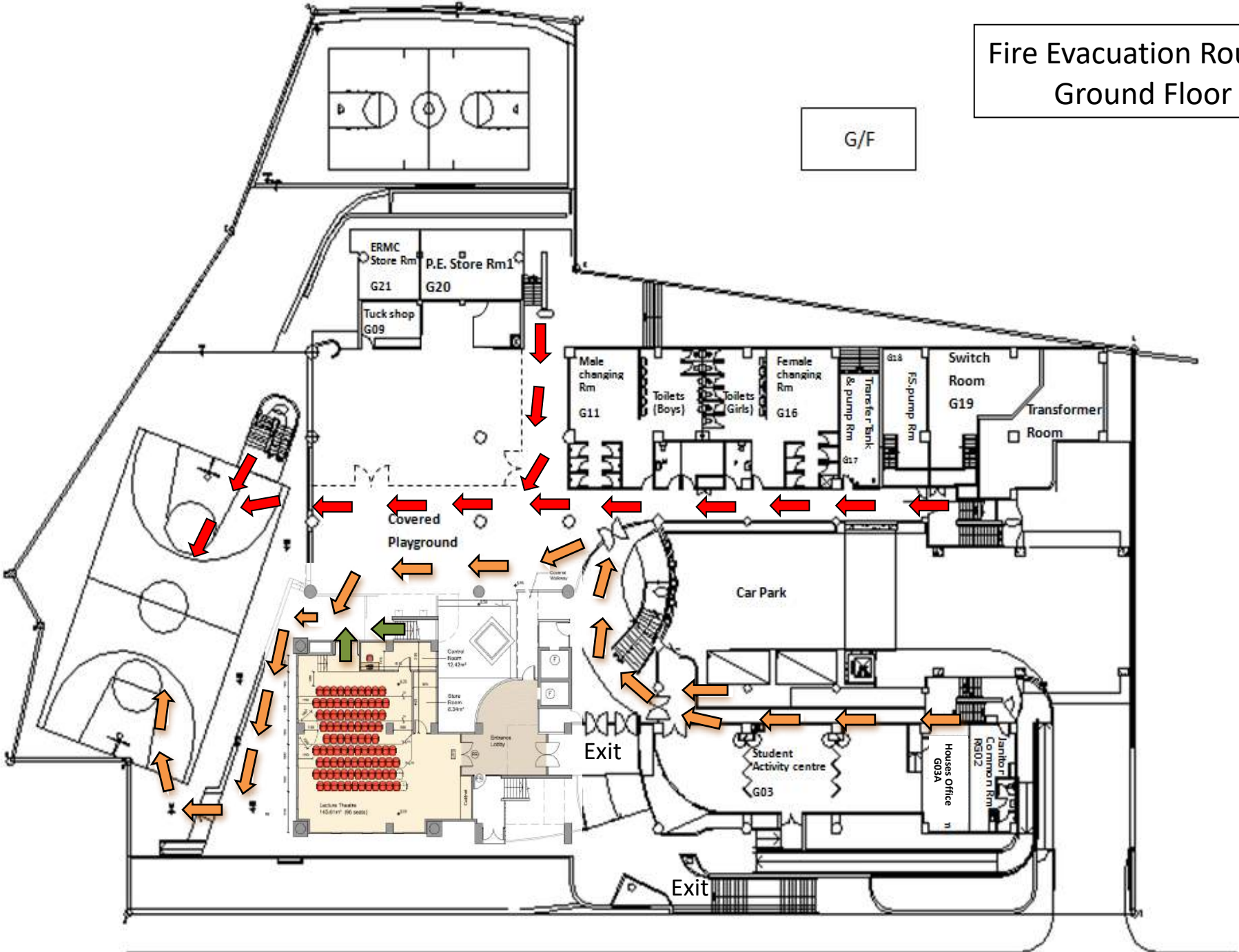






# Fire Evacuation Routes Ground Floor

G/F



### 6.2.2 Whole School Emergency Evacuation Procedure

- (a) All students and staff are required to evacuate the building immediately when a fire alarm sounds, or some other evacuation signal is given.
- (b) Follow the evacuated layout instructions posted in each room to leave the building and assemble in the school playground.
- (c) The last person to leave an office, classroom, or lab will close the door behind them.
- (d) Keep calm and follow the instruction of teachers.
- (e) Use the nearest exit to leave the building.
- (f) Use the stairwell only (hold on to the handrails).
- (g) Do not use elevators.
- (h) Never attempt to travel through smoke-filled or other imminently hazardous areas.
- (i) If you encounter smoke in the stairwells, close the door and use a different exit.
- (j) Never assemble near exits or fire lanes.
- (k) Do not return to the evacuated building unless you are told to do so by the teachers in-charge.

### 6.2.3 Bad weather warning procedures

(Tropical Cyclone Warning Signal No.8 or above / Red or Black Rainstorm Warning Signal)

Bad Weather Warning Hoisting Time	School Condition	Notice to parents
Before 6:15 a.m.	<ul style="list-style-type: none"> <li>• School is closed</li> </ul>	<ul style="list-style-type: none"> <li>• Parents should pay attention to the announcements of the Hong Kong Observatory or Education Bureau (EDB) about school suspension on TV/Radio.</li> </ul>
During 6:15 a.m. to 8:00a.m. (school starting time)	<ul style="list-style-type: none"> <li>• School remains open for the students who have arrived</li> </ul>	<ul style="list-style-type: none"> <li>• Staff/Teachers will look after arrived students.</li> <li>• Students will remain in school until a parent or guardian picks them up.</li> <li>• If parents or guardians cannot come to the school, students will remain on the school premises. With permission from parents or guardians, students can leave the school after contacting them by telephone under safe condition.</li> </ul>
Tropical Cyclone Warning Signal No.8 or above is/will be hoisted during 8:00 a.m. to 3:45/4:30 p.m. (school time)		<ul style="list-style-type: none"> <li>• When the Hong Kong Observatory announces that the bad weather conditions are persisting and will worsen imminently, all students will be arranged to leave the school for home <u>within 1 hour</u>. Students should contact their parents or guardians by telephone before leaving the school.</li> </ul>
Red or Black Rainstorm Warning Signal is/will be hoisted during 8:00 a.m. to 3:45/4:30 p.m. (school time)	<ul style="list-style-type: none"> <li>• School remains open</li> </ul>	<ul style="list-style-type: none"> <li>• School operates as normal.</li> <li>• If the bad weather conditions persist after school, students will remain at school until the weather improves.</li> <li>• If parents want to pick up students themselves, they may contact the school (Tel. No.: 2194 5707) before 3:30 p.m. Students will be arranged to stay at school until 5:30 p.m.</li> </ul>

### 6.2.4 Suspected gas leakage

- (a) In case of suspected toxic gas leakage, the school will immediately inform the police and the Fire Services Department.
- (b) If it is determined that the school is not safe to remain, all students will be dismissed. Class teachers will individually contact the parents or guardians by telephone.
- (c) A letter will be sent to parents on the next school day.

### **6.3 School Environmental Protection Education Policy**

The school organizes many activities and implements various measures to enhance students' sense of responsibility to the community and the world, particularly in the area of environmental education. The goal is to cultivate their awareness of the Earth and the importance of natural resources.

This policy is designed to enable every member of the school to work together and take advantage of every opportunity to avoid waste. The aim is to raise students' awareness and empower them to take action through personal experience. Teachers teach students the knowledge, attitudes, and skills needed for environmental education and encourage students to take the initiative to protect the environment.

Measures on:

#### **(a) Energy Saving**

- Use more energy-efficient electrical appliances.
- Turn off all power when leaving the classroom.
- Choose air conditioner models with appropriate cooling capacity for the room size.
- Clean air conditioners and air filters regularly.
- Keep doors and windows closed to prevent hot air infiltration when air conditioners are on.
- Open windows when the temperature is lower than 25.5 °C.
- Maintain the temperature at 23-25 °C when using air conditioners.
- Use blinds to reduce room temperature when sunlight enters directly through windows.
- Encourage use of natural light when possible.
- Install energy-efficient T5 light tubes in all classrooms.
- Apply insulation film to some classroom windows to reduce temperature.
- Only turn on computers and projectors when necessary, and turn them off when not in use.
- Constantly remind teachers and students to save resources.
- Regularly broadcast videos about "carbon footprint" on campus.
- Install a smart classroom system on the 2/F and 3/F to manage energy usage efficiently.

#### **(b) Paper Saving**

- Encourage employees to use "green paper" or double-sided printing/photocopying.
- Set up "paper recycling bins" next to the photocopiers.
- Place "paper recycling bins" in all classrooms, special rooms and on all floors.
- Encourage students to reuse old exercise books.
- Use electronic systems to archive and compile documents.
- Delete unnecessary electronic files, merge/shrink forms, records and notices.
- Use green paper as draft paper.
- Utilize "Duplex" and "Multi-page to print on 1 page" functions to save paper.
- Use recycled single-sided paper for original copies or prints.
- Collect used envelopes for reuse.
- Communicate and deliver messages via e-mail.
- Store and distribute documents/school info using electronic archives.
- Encourage students to use e-cards for congratulating staff and classmates.
- Install dry handsets in all toilets to reduce paper towel usage.

#### **(c) Water Saving**

- Save water consumption.
- Encourage all members to save water, cherish resources, and remember to close taps after use.
- Install infrared sensor device in all toilets to save water.

(d) Environmental Management and Maintenance

- Focus on maintaining the beauty, tidiness, and security of the campus environment.
- Encourage employees and students not to casually place items around.
- Encourage employees and students to cherish the school's public facilities and equipment, and make good use and preservation of them.
- Develop good habits and self-discipline attitudes among members regarding the use of school facilities and the importance of keeping the campus clean.

(e) Environmental Procurement

- Buy environmentally friendly cleaning agents for campus cleaning, to reduce environmental pollution.
- Buy durable and easy-to-repair products.
- Buy refillable or partially refillable products.
- Purchase products that can be recycled.

(f) Waste Utilization

- Reuse old envelopes, notice board decorations or single-sided used paper.
- Set up recycling/environmentally friendly boxes in the staff room and school office.

(g) Green Campus

- Place waste paper and waste plastics recycling bins in each classroom.
- Encourage students to put plastic bottles and aluminum cans in the collection boxes in the covered playground.
- Encourage students to actively participate in the school's recycling activities.
- Encourage staff to put waste paper and waste plastics into the recycling boxes in the staff rooms.

(h) Green Plant Campus

- Plant a variety of plants on campus to help students appreciate nature and cherish the environment.
- Offer students the opportunity to participate in planting activities to cultivate their appreciation for life.

Environmental activities of the school:

- "School Recycling Campaign"
- "Environmental Ambassadors" and "Energy Ambassadors"
- "Light off half an hour" Plan
- "After school three minutes tidy up" Program
- "Understanding the Carbon Footprint"
- "Environmental School"
- "No Air Conditioning Day"
- "Environmental Training Seminar"
- "Green Christmas"
- "Beam Plus 2.0"
- "Feed-in Tariff Scheme"



#### **6.4 National Security Education Policy**

National Security Education (NSE) is an important component of value education, which is inseparable from national education and indispensable in school curriculum. To better implement national security education in the school, different committees and subjects will carry out the following:

(a) Academic Committee (AC)

- Instruct all subjects to review the curriculum according to the National Security Education Curriculum Framework and Value Education Curriculum Framework of the Education Bureau, to ensure the curriculum complies with the regulations.
- Review all subject curricula to ensure major fields of national security are covered, and organize learning activities for areas that are not covered.
- Develop policies to instruct all subjects to review teaching and learning materials to fully comply with national security education regulations.

(b) Moral, Civic and National Education Committee (MCNEC)

According to the National Security Education Framework of the Education Bureau, Moral, Civic and National Education Committee promotes national security education through classroom teaching and life-wide learning activities, such as flag-raising ceremonies, lectures, workshops, visits, etc., to strengthen students' understanding of the law, national situation, and the importance of national security, to enhance students' national identity. In addition to national security, relevant content also helps students learn about national situation, strengthen their understanding of the country's history, culture and latest development, and to deepen their understanding of national security, the Constitution and the Basic Law.

(c) Subjects

- Follow the instructions of the Academic Committee (AC) to:
  - review the curriculum annually according to the National Security Education Curriculum Framework of the Education Bureau to ensure compliance with the regulations;
  - review the curriculum annually according to the Value Education Curriculum Framework of the Education Bureau to ensure compliance with the regulations;
  - review the subject curriculum to identify major fields covered in the curriculum for national security education.
- According to AC's policy, review all teaching and learning materials to ensure they fully comply with the national security education regulations.
- Cooperate with the AC and MCNEC to organize national security education activities so that students can understand different fields of national security.

## **6.5 Mandatory Reporting of Child Abuse Policy**

### 6.5.1 Objective

To comply with Hong Kong Law Chapter 650, the 'Mandatory Reporting of Child Abuse Ordinance,' which comes into effect on January 20, 2026, professionals in the social welfare, education, and healthcare sectors will be required to report serious child abuse cases. The aim is to identify and intervene in such cases early, thereby creating a comprehensive and effective protection network for children.

### 6.5.2 Reporting Scope and Procedures

1. "Serious harm" includes injuries related to physical abuse, psychological abuse, sexual assault, and neglect.
2. If designated professionals (such as teachers, social workers, educational psychologists, clinical psychologists, speech therapists, etc.) have reasonable grounds to suspect that a child is experiencing serious harm or is at actual risk of serious harm, they must report the case as soon as possible under the mandatory reporting mechanism.
3. In urgent situations requiring immediate protective action for the child, the injured child will first be taken to the hospital for examination, or law enforcement may be requested to intervene immediately to protect the child in question.
4. The following situations may be exempt from reporting:
  - Serious harm resulting from an accident not caused by the negligence of the person responsible for the child;
  - Serious harm inflicted by the child themselves;
  - Serious harm caused by other children (excluding harm resulting from sexual acts).

## **6.6 Guidelines for Handling School Complaints**

### 6.6.1 Objective

The school would like to establish a good communication culture and maintain a close partnership with our stakeholders so as to enhance the effectiveness of handling of public enquiries, opinions and complaints.

### 6.6.2 Scope of Application

- (a) This is applicable to the handling of the following types of complaints lodged by parents, students, or the public through various means, including post, fax, email, phone or in person:
- In the spirit of school-based management, the Education Ordinance has entrusted the Incorporated Management Committees (IMCs) with the power and responsibility to manage schools. Schools should, therefore, collaborate closely with their sponsoring bodies to develop their school-based mechanism and procedures for handling school affairs, including complaints related to schools. A complainant should lodge his/her complaint directly to the school for effective handling if it concerns the daily operation and internal affairs of the school;
  - The school should handle complaints about daily operation and internal affairs in accordance with the Education Ordinance, Education Regulations, Codes of Aid, relevant circulars, guidelines and codes of practice to ensure compliance with the relevant requirements;
  - If a complaint is about education policies, Education Ordinance and services directly provided by the EDB, it should be lodged to the EDB for direct handling, even though the case may have taken place in the school. If complaints related to suspected breaches of other legislations of Hong Kong should be lodged to and handled by the relevant law enforcement agencies (e.g. the ICAC, Hong Kong Police Force);
  - If a complaint involves both school(s) and the EDB, it should be handled by the particular school(s) and related division(s)/section(s) of the EDB.
- (b) The Guidelines are **not applicable** to handling of the following types of complaints:
- Complaints related to ongoing legal proceedings;
  - Complaints under the jurisdiction of other organisations / government departments;
  - Complaints governed by other ordinances or statutory regulations such as complaints against corruption, fraud or theft;
  - Complaints lodged by school staff (if a school receives any such complaints, it should handle them in accordance with the specifications of the school-based or the sponsoring body's mechanism and guidelines for staff complaints [if applicable]; if the EDB receives such complaints, it will handle them in accordance with the current procedures and reply to the complainant direct.)
- (c) In general, the school **need not handle** the following types of complaints:
- (i) Anonymous complaints
- Whether the complaint is made in written form or in person, the complainant should provide his/her name, correspondence/e-mail address and/or contact phone number. If in doubt, the school may request the complainant to show his/her identity documents. Should the complainant fail or refuse to provide these personal details, thus rendering it impossible for the school to investigate the complaint and reply in writing, the complaint will be deemed anonymous and the school may not handle it.
  - However, under special circumstances (e.g. when there is sufficient evidence or when the case is serious or urgent), the middle or senior management of the school may decide whether to follow up with an anonymous complaint, such as treating it as an internal reference, informing the respondent about the complaint, or taking appropriate remedial and improvement measures. If follow-up actions are considered unnecessary, the school should briefly state the reasons and put on file for record.

- (ii) Complaints not made by the person concerned
  - Generally speaking, the person concerned should lodge the complaint by himself/herself. Anyone who seeks to file a complaint on behalf of the person concerned has to obtain his/her prior written consent. If the case involves a student (or a minor, or an intellectually disabled person), then his/her parents/guardian, or the person authorised by the parents/guardian, may lodge a complaint on his/her behalf.
  - If a complaint is lodged by more than one person on behalf of the person concerned, the school may require the person concerned to appoint one of them as the contact person.
  - Sometimes a complaint is lodged on behalf of the person concerned or referred by other organisations/groups such as Legislative councillors, district councillors, trade unions or the media. Since there is no current legislation which empowers any organisation/group to complain on behalf of someone else, schools/sponsoring bodies may stipulate in their school-based mechanism whether they would accept such kind of complaint. If, however, the organisation/group has obtained prior written authorisation from the person concerned, schools should handle the complaint in accordance with their prescribed procedures.
- (iii) Complaints involving incidents that happened more than one year
  - Normally, complaints related to the daily operation of school should be lodged within the same school year. If the incident involved had happened more than one year, the environment might have changed or evidence might have disappeared, or the complainant/respondent might have already left his/her post or the school. The school will not be able to investigate the complaint because of the difficulty in collecting evidence. To provide greater flexibility, the one-year limit within which a complaint may be lodged should be one calendar year from the occurrence of the incident involved.
  - Even though the complaint is filed after the incident had taken place more than one year, the school may decide to conduct an investigation under special circumstances, e.g. when there is sufficient evidence, or when the nature of the complaint is serious and urgent.
- (iv) Complaints with insufficient information
  - The school may require the complainant to provide concrete information regarding a case. If the complainant fails to provide sufficient information to allow investigation to proceed, the school may not handle the complaint concerned.

### 6.6.3 Guiding Principles for Handling Complaints

#### (a) Clear and transparent mechanism

- The school will consult teachers and parents to ensure that the relevant procedures are accepted by all stakeholders.
- The school will prepare guidelines for stakeholders on the relevant policies, procedures and responsible staff for handling complaints. We may make parents and staff fully aware of the details of the procedures through different channels, e.g. school websites, circulars, student handbooks, staff meetings, parent-teacher meetings, seminars and school events.
- The school will ensure that all staff responsible for handling inquiries and complaints understand and comply with the relevant policies and guideline.
- The school will regularly review the complaint handling policies and guidelines by consulting our staff and parents, and revise the handling procedures whenever necessary.

#### (b) Timely and efficient handling

- The school will handle and respond to all verbal or written inquiries, opinions or complaints as soon as possible to prevent any uninviting situation from worsening. Upon receipt of an inquiry/a complaint, our frontline staff will either directly handle it or immediately refer it to the designated staff/task force for action. If the responsible staff cannot resolve the problem, they will seek help from their seniors.

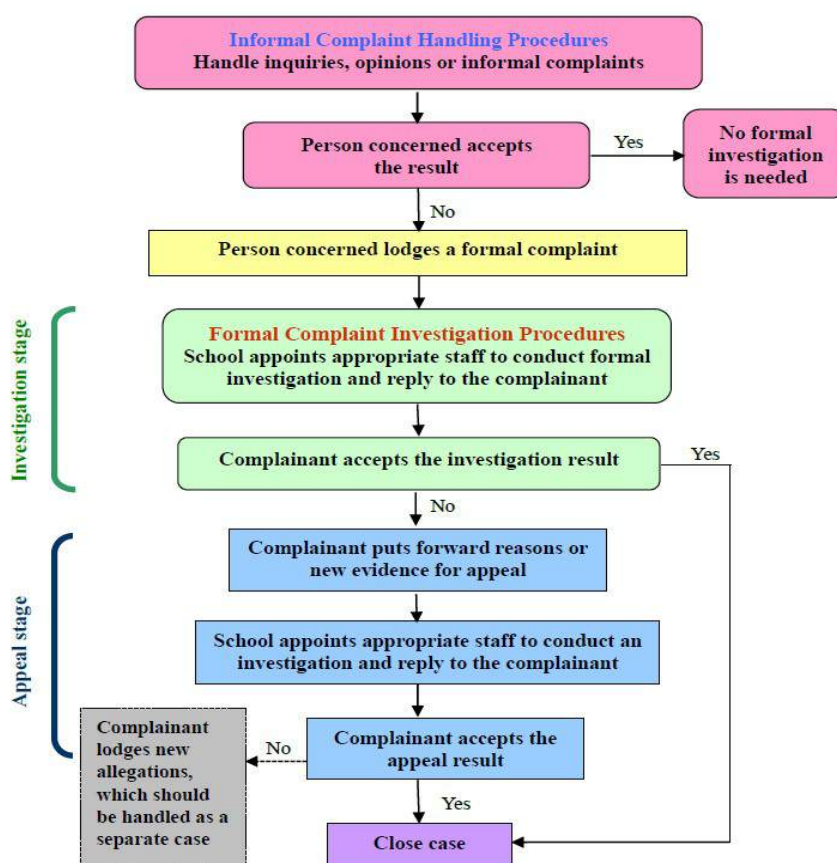
### (c) Confidentiality

- All contents and information of complaints should be kept strictly confidential and restricted to internal reference or reference by relevant persons only.
- When the school need to collect personal data during the handling process or when they receive requests for the disclosure of data/records in respect of the complaint case, they should observe the regulations and recommendations laid down in the Personal Data (Privacy) Ordinance. This includes clearly stating the purpose and the form of collection of personal data, and that the data will only be used for handling the complaint or appeal cases.
- The school should adopt appropriate security measures to protect personal data and privacy, such as keeping the data in safe places (e.g. cabinets under lock and key).
- The school should establish procedures to ensure that only authorised persons are allowed access to information relating to the case. The responsible persons should not disclose or discuss in public any contents or information relating to the case without authorisation.
- The school can incorporate the arrangements for interviews or meetings with relevant parties into the school-based complaint handling mechanism. To avoid misunderstanding, schools should:
  - (I) state clearly whether the person(s) concerned can be accompanied by others (e.g. relatives, legal representatives) during the interview/meeting and reiterate this stance before the interview/meeting starts; and
  - (II) indicate before the interview/meeting starts whether audio/video recording is prohibited or whether the consent of all attendees must be obtained if the session is to be audio/video recorded. This stance should be reiterated before the end of the interview/meeting.

### (d) Fair and impartial handling

- The school should approach complaints positively and treat the complainants and respondents of the complaints fairly. The school should ensure that sufficient appeal channels are provided and consider inviting independent persons to participate in the complaint/appeal handling process, if necessary.
- Before an investigation begins or where appropriate, the designated staff and related individuals should declare interests. If there is any conflict of interest, the persons concerned should not be involved in handling the case or have access to information relating to it.
- To avoid conflict of interest, any staff member who is the respondent of the complaint should not be involved in handling the case, supervising the investigation, or signing and issuing letters to the complainant.
- The school should see to it that the rights of the complainants or other persons involved in the complaint are being protected and that their future communication and contact with the school would not be affected.

**Diagram 1: Flowchart of School Complaint Handling Procedures**



(a) Informal Complaint Handling Procedures

(i) Immediate/prompt handling

- If the school receives an inquiry, opinion or informal complaint from the public, whether verbal or written, the frontline staff should clearly distinguish its nature and take appropriate action. In general, if the case does not require an investigation involving evidence collection, or the person concerned does not request a formal written reply, the frontline staff may handle the matter following the informal complaint handling procedures of the school.
- The frontline staff should listen to the concerns of the inquirer/complainant with care and understanding. If the incident is not serious, they should provide whatever assistance or information required or promptly respond to the concerns raised by the inquirer/complainant and help resolve the problems involved.
- If necessary, the school staff in charge of the relevant issue should have direct talks or interviews with the person(s) concerned to explain the schools' stance and remove any misunderstanding, misgivings or worries of them.
- If necessary, the frontline staff should refer the case to a designated staff or a senior officer for prompt follow up actions and resolutions. The principal may decide whether to take up the handling of the case, depending on the situation of the school and the nature of the case.

(ii) Replying to complaints

- For verbal inquiries/opinions/complaints handled by the informal complaint handling procedures, oral replies will suffice and written replies are normally not required. For opinions/complaints which are presented in written form or if the school wishes to make clear its stance or provide necessary details, the responsible staff may decide whether a simple written reply to the person(s) concerned/complainant is appropriate.

(iii) Complaint records

- Cases handled by the informal complaint handling procedures normally need not be documented in formal written records. If an inquiry/complaint has been answered or resolved instantly, it is suggested that the designated staff or the principal may record the key points in a log book for future reference.

(iv) Appropriate follow-up

- The school should review whether the policies or procedures regarding complaints have been properly followed and suggest appropriate measures to improve the handling of similar cases or prevent similar cases from recurring. If necessary, the responsible staff may brief the person(s) concerned on the follow-up actions that the school has adopted and the results that follow.

(b) Formal Complaint Investigation Procedures

If the school has made its best efforts to resolve the problem through the informal complaint handling procedures but the complainant still does not accept the school's response or the problem remains unresolved, the formal complaint investigation procedures will be initiated by the school.

Investigation Procedures:

If the school receives any formal complaints, a special complaint investigation team with not less than 3 persons will be setting up by the school to follow the complaints; if the complaint is regarding the Principal, the case will then be referred to PLK education department to follow.

(i) Handling Time

- acknowledge receipt of the complaint within 7 working days, seek the complainant's consent to obtain his/her personal data and information relating to the complaint, and inform him/her of the name, post title and phone number of the staff responsible for handling the case for contact purposes.
- the school will complete the investigation within two months after sending out the acknowledgement of complaint, and send a written reply to inform the complainant of the investigation result. Meanwhile, a copy of the investigation result will be sent to PLK education department. If the investigation is still in progress, the school will also inform the progress of the complaint to complainant; an appeal system will also be embedded into the written reply so that complainant will know the whole system thoroughly.

(ii) Investigation Stage

- when school receives formal complaints, assign appropriate staff or special team to investigate the complaint;
- all complaint details should be recorded in the complaint register;
- the designated staff or the special team will start the preliminary checking to see if all the evidences are valid. If yes, the designated staff or the special team will start the investigation; if no, the case will be closed and be recorded;
- if necessary, contact the complainant and other persons involved or arrange meetings with them in order to have a better grasp of the situation or request them to provide relevant information;
- handle the complaint according to our committed handling time, and send a reply to inform the complainant of the investigation result;
- if the complainant accepts the investigation result, conclude the case officially, but if the complainant does not accept the investigation result or the way the school handled the complaint, and is able to provide new evidence or sufficient justification, the complainant can lodge an appeal.

(iii) Reporting Procedure

Reporting to IMC

The school should report to IMC regularly about all complaint cases.

Complaints about the staff

The special complaint investigation team should report the result and all follow up work to the Principal. After seeking the approval by school supervisor, Principal can issue warning to the staff who has been proved to be misbehaved or under-performed.

Complaints about the Principal

The case will be followed by PLK Education Department and the result will be reported to CEO and school supervisor. Reply to complainant will be signed by school supervisor.

Appeal system

- if the complainant accepts the investigation result, conclude the case officially; and
- if the complainant does not accept the investigation result or the way the school handled the complaint, and is able to provide new evidence or sufficient justification, he/she may lodge an appeal in writing against the school's decision within 14 days from the date of its reply. PLK Education Department will be responsible for all appeal cases. PLK Education Department will complete the investigation within a month and send a written reply to inform the complainant of the appeal result.
  - ❖ if the complainant accepts the appeal result, conclude the case officially;
  - ❖ if the complainant does not accept the appeal result or the way the PLK Education Department handled the appeal, the PLK Education Department should cautiously review the appeal process to ensure that proper procedures have been followed;
  - ❖ if the complainant raises other new allegations, the school/PLK Education Department should handle them separately to avoid mixing up the old complaints with the new ones.

(iv) Monitoring

- If the case is handled by the school, the school should keep a clear record, including correspondences, investigation reports and interview records. This record should be signed by the Principal.
- If the case is followed by the PLK Education Department, PLK will keep a clear record. The record will be signed by CEO regularly.

The school should keep statistics of complaints and appeals lodged through either the informal or formal handling procedures for 3 years for future reference.

6.5.5 Review of Complaints

- (a) Some complaints may remain unresolved after the investigation and appeal stages. Complainants or relevant organizations (including schools/the EDB) may request the "Review Board on School Complaints" (Review Board) to review these cases under the following circumstances:
- The complainant provides substantial grounds or new evidence to show that the school/EDB has handled the case improperly.
  - The complaint has been properly dealt with through established procedures by the school/EDB but the complainant refuses to accept the investigation result and continues to complain.
- (b) All review cases should have already passed through the investigation process and appeal arrangement by the school and the PLK Education Department respectively. In requesting a review, the complainant should state explicitly in the application the reasons for his/her discontent (e.g. the case has not been handled according to proper procedures or the investigation result is prejudiced) and provide substantial justifications or new evidence. The EDB will then forward the case to the Panel to decide whether a review should be conducted.
- (c) For the membership of the review board, the functions and powers of the review board, review procedures and the result of review, please refer to the Guideline Handbook for handling school complaint provided by EDB.



### 6.6.6 Handling of Unreasonable Behaviour

Under general circumstances, schools should not put any restrictions on complainants making contact with the school. However, sometimes certain unreasonable behaviour of complainants may have a negative impact on schools, e.g. draining a considerable amount of the schools' human resources, interrupting their operations or services, as well as threatening the safety of staff and other stakeholders. Schools may therefore develop appropriate policies and measures to handle this kind of unreasonable behaviour to ensure that their operation would not be affected.

#### (a) Definition of unreasonable behavior

Complainants' unreasonable behaviour can generally be classified into the following three types:

##### (i) Unreasonable attitude or behaviour, such as:

- Acts of violence or intimidation
- Making complaints with abusive language or in an insulting and discriminatory tone
- Providing false data or deliberately concealing facts

##### (ii) Unreasonable demands, such as:

- Requesting a huge amount of information or demanding special treatment
- Making telephone calls incessantly to ask for a dialogue or an interview, or to command a certain staff member to reply
- Commanding a certain staff member to meet at a specific time and place

##### (iii) Unreasonable persistent complaints, such as:

- Insisting on rejecting the explanations and findings of the school/EDB, and/or requiring the school/EDB to discipline certain person(s), even after appropriate investigation procedures have been taken
- In respect of the same case, repeatedly making the same complaints or presenting similar justifications as before without providing any new evidence
- In respect of the same case, persistently bringing in new allegations or new complaint targets, but failing to present concrete evidence
- Interpreting things in an unreasonable or irrational manner, or wrangling over trivial details

#### (b) Handling of unreasonable behaviours

##### (i) Unreasonable attitude or behaviour

- Any unreasonable attitude or behaviour, including acts of violence, intimidation, and abusive/offensive conduct or language, whether performed face-to-face, by phone, or in writing are unacceptable. The staff member handling the complaint should convey this message clearly to the complainant and demand that he/she stop acting in such a way. If the complainant refuses to comply after the warning, the staff member may terminate the meeting or conversation with him/her.
- Schools should develop contingency measures and guidelines to remind staff responsible for handling complaints to stay alert and take suitable action to protect their own safety. Schools should empower the staff member to make decision, depending on the situation, on whether to terminate the interview or dialogue with the complainant and ask the complainant to leave, if his/her behaviour poses an immediate threat to the staff's personal safety or damages their personal interests. In an emergency or if it is deemed necessary, the school should take appropriate and decisive action, such as reporting to the police or taking legal action.

(ii) Unreasonable demands

- If a complainant makes unreasonable demands which have an adverse impact on the school, e.g. interrupting its operation/services or other stakeholders are affected by the unreasonable behaviour of the complainant, the school may consider putting restrictions on the complainant's contacts with the school, including specifying the time, frequency, date, duration and modes of communication (for example, requiring the complainant to make an appointment before visiting the school, submit his/her views in writing, or contact only with the staff designated by the school). The school must notify the complainant in writing of such arrangements and handling procedures.
- If the complainant's behaviour improves, the school may consider whether the restrictions should be lifted. If the school decides to keep the restrictions, it should regularly review the conditions for imposing them.

(iii) Unreasonable persistent complaint

- Faced with these complaints, if the school has carefully examined the case and handled it properly under the prescribed investigation and appeal procedures, and sent a detailed and unbiased written explanation regarding the outcome to the complainant, the school may decide whether to restrict or stop contacts with the complainant, and cease handling the case altogether.
- To avoid any unrealistic expectations on the part of the complainant, the school should communicate to him/her in a firm manner that a final decision has been made regarding the case and that the decision is irreversible.
- In response to these complaints, the school may send a "Reply Card" to the complainant, referring him/her to the replies previously given, and reiterate that the school will neither respond to the same complaint nor contact him/her again.