Service Charter of Group Programmes

(Including tailor-made and open groups)

Group Programmes are organized for full-time and part-time students as one of the University’s Strategic Actions to enhance students’ all-round development.

WHAT YOU CAN EXPECT FROM US

We are committed to:-

- Stimulate you to broaden your horizons beyond your academic and professional pursuit.
- Encourage you to build up your core competencies conducive to the all-round development.
- Motivate you to pursue life-long learning.

We promise to:-

- Offer a wide variety of interesting group programmes all around the year.
- Ensure that novelty, diversification and students’ needs are taken into consideration during group programme planning.
- Provide enjoyable learning experience by encouraging interactive learning and teaching activities such as discussions, games, case study, role plays, etc.
- Closely liaise with teaching staff of academic departments to discuss your learning and developmental needs.
- Closely monitor the quality of group programmes.
- Upgrade the ways in which we deliver our services, in line with improvements in technology and your changing needs.
- Seek further improvement at all times.
- Always welcome your feedbacks, comments and suggestions.

HOW YOU CAN HELP US HELP YOU

We can help you best benefit from group programmes if you:-

- Check the most updated programmes information at http://www.polyu.edu.hk/sao/pdp/ for enrollment and before coming to class.
- Treasure the learning opportunity by attending all group sessions punctually.
- Take the initiative to communicate your expectations, progress and needs to the trainers.
- Respect trainers and classmates and observe discipline in group sessions or other student related activities.
- Respect the confidentiality of information shared amongst group members.
- Actively participate in group activities and reflect on your progress to consolidate what you have learnt.
- Make good use of the materials recommended by the trainers.
- Help us improve the programmes by responding to the questions in the Student Feedback Questionnaire in a critical and constructive way.
- Comply with the copyright laws and avoid alteration, reproduction, adaptation, distribution, dissemination, translation or making available of programme materials to the third party.

FEEDBACK

😊 Please feel free to contact us at sapgm@inet.polyu.edu.hk.