



### Class Timetable for School of Continuing Education

**Course:** HO022 - City & Guilds "International Introductory Award in Customer Service" (English)

**Date:** 02/09/2019 - 11/09/2019

**Hours:** 9.00 Hours

#### Detail Schedule:

**T8851902 - City & Guilds "International Introductory Award in Customer Service" (English) (Teacher: NUNES LUIS DE NEWTON, FONG CHI KUONG)**

Date	Day Of Week	Time	Venue
02/09/2019	MON	19:00 - 22:00	2nd Floor I-208 (Inspiration Building Classroom at Mong-Ha Campus)
04/09/2019	WED	19:00 - 22:00	2nd Floor I-208 (Inspiration Building Classroom at Mong-Ha Campus)
09/09/2019	MON	19:00 - 21:00	2nd Floor I-208 (Inspiration Building Classroom at Mong-Ha Campus)
11/09/2019	WED	19:00 - 20:00	2nd Floor I-208 (Inspiration Building Classroom at Mong-Ha Campus)

**Remark:** Exam will be held on September 11.

獲以下認證:  
Certificado pela:  
Certified by:



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### Things to note:

#### 1. Attendance

- Students should attend classes on time while tardiness will be counted as absence.
- Students whose attendance is less than 70% per subject is not allowed to take the final examination and no certificate will be awarded.
- Final examination will be carried out in the last class unless otherwise stated.
- Deferral policy is not applicable to School of Continuing Education courses, except Tour Guide & Diploma Courses.

#### 2. Arrangements (please refer QR code for details)

#### 3. Student Card

- UTM does not issue student cards. Students can print (if necessary) the student cards at the kiosks next to our Pedagogic Affairs Department.

#### 4. Certificate

- Students who have successfully passed the course will be given a certificate within 2.5 months upon completion (excluding International Qualification Courses). SMS and email notification will be sent for collection procedure.
- The certificate needs to be collected within 180 days (Counting from the SMS and email notification date). Authorisation Form with ID copies of both parties are needed if the student cannot come in person. Re-application of certificate collection is needed if it is not collected in due course.

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