



**LIFELONG LEARNING PROGRAMMES
ENROLMENT GUIDELINES AND CLASS RULES**

**EXECUTIVE TRAINING PROGRAMME: MACAU ACADEMY OF COMPARATIVE
ALTERNATIVE DISPUTE RESOLUTION (MACADR)**

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APPLICATION

Registrants must complete the registration through the “Online Registration Form” (click [here](#)) during the specific application period, and ensure all the required information is filled. After completing the online registration form, an application email of the enrolment details will be sent to the provided e-mail address.

ENROLMENT DETAILS

Notified registrant is required to complete the enrolment procedures including required documents submission and payment settlement within 3 working days after the online registration is made, the detailed information will be sent to the email provided by the registrant. Registration will be considered invalid if the enrolment is not completed during the required period.

WITHDRAWAL

Registrants of programmes confirmed to commence can request a withdrawal before any payment is made, though the course tuition fee will not be refunded.

After payment settlement, admitted applicants requesting withdrawal for personal or any other reasons before or after the commencement of a programme will not be refunded for any fees and they are not transferable.

Course fees paid will be refunded to unsuccessful applicants to the relevant programme, otherwise the settled payment is not refundable unless very exceptional circumstances have been accepted by the University (see below). Applicants must send a request to the Lifelong Learning Office via E-mail with the necessary documentary proof to support their request, and the request and supporting documentation will be considered by the Senior Management of the University. The paid tuition fee and other payment (if any) will be refunded only if approval is given by the Senior Management of the University in respect of:

- course cancellation due to insufficient enrolment;
- course cancellation, postponement, or re-scheduling due to the University’s decision or other circumstances such that the applicants are unable to participate in the course, in event of which he/she is required to send a payment refund request to the Lifelong Learning Office via E-mail for further refund arrangements;
- Illness or *force majeure* circumstances such that the applicants are unable to participate in, and complete, the course, in the event of which he/she is required to send a payment refund request to the Lifelong Learning Office via E-mail for further refund arrangements.



After the payment refund is approved by the University, *LOCAL* applicants who are holding permanent or non-permanent Macao Residence Identity Card and currently stay in Macao, it is required to collect the refund within 3 months of receipt of the notification from the Lifelong Learning Office; no refunds are given after that period of time. In the event of the payment refund needed to be collected by the third-person at the Finance Office during office hours, both applicant and authorized representative must have an authorization letter and sign on its letter, with both applicant and authorized representative's signature, and submit to the Finance Office together with the representative presenting a soft copy of the Macao Residence Identity Card in order to collect the payment refund.

For other identity documents holder (e.g. non-local resident who is holding non-resident worker's identification card (blue card); student visa, etc. and eligible for staying in Macao), he/she also needs to visit our office (Ilha Verde Campus) in person to collect the refund.

For *NON-LOCAL* applicants, the payment refund will proceed through bank transfer transition. Lifelong Learning Office will contact the registrant separately for further arrangement.

LECTURE DELIVERY

Online Lecture (videocon tool: Zoom)

CLASS RULES

- Participants must attend all the lessons in person through videocon tool and must not ask another person to take their place or accompany the participant during the lessons.
- Participants may not change the class without any permission; in the event of this being found to have occurred, the participants' right of attendance will be terminated and no refund of the course tuition fee will be made.
- Participants must not be absent from class without sufficient reason, as absenteeism adversely affects learning progress. Make-up lessons or refund for absences are not available.
- In the event of any class change arrangements being made, due to contingency (e.g. class cancellation or re-scheduling, etc.), the Lifelong Learning Office will notify all participants via E-mail, and participants should abide by these arrangements.
- Please switch off mobile phones, any sound- and/or light-emitting devices, or turn such devices onto silent mode in order to avoid disturbing other participants or the Instructor.



- Participants must behave in an orderly manner, respect the Instructors and others, and observe all the University's rules and the laws of Macao. In the event of these requirements being broken, the Lifelong Learning Office reserves the right to remove the participant from the class, and the paid course tuition will not be refunded.

CLASS SUSPENSION

The Lifelong Learning Office follows the University's bad weather (Typhoon and Rainstorm Warning) for the classes and examination arrangements. The office will notify the participants of relevant arrangements via E-mail. Please click [here](#) for the details of arrangements during bad weather.

If a class suspension decision is taken by the University or Lifelong Learning Office (e.g. the Instructor is ill), the Lifelong learning Office will inform participants via E-mail regarding the lesson cancellation arrangement.

The Lifelong Learning Office will inform the participants regarding the reschedule/make-up lesson(s) for the cancelled lesson(s) arrangements via E-mail after further discussion with the Instructor and participants.

RECORDING ATTENDANCE

Participants should attend all classes/lessons punctually and no lateness or early leave are permitted. It is regarded as absent if the applicant is late, leaves early or leaves the classroom during lessons' teaching period.

LEAVE OF ABSENCE

- Participants failing to attend above 80% of the course (with or without the justification of absence) will not be awarded the Certificate of Completion.
- Illness or *force majeure* circumstances are eligible to be considered as justified absence. A participant must submit a doctor's certificate with signature and stamped on its statement by a registered medical institution(s) and to submit it to the Lifelong Learning Office within the next day of the leave date for an application for leave of absence through e-mail. Justified absence cannot exceed 80% of the total course duration.
- For a leave of absence request, applicants must fill out the "Leave Application Form for Lifelong Learning Programmes" and submit it to the Lifelong Learning Office before the leave is taken *or* after 2 working days of its request, (click [this link](#) to download the form). Failure to do this will mean that, the unpunctual participants will be recorded as absent for that particular class session.



- Submission of leave of absence application form: Submit this in person at the Lifelong Learning Office (Ilha Verde Campus) with the necessary documents **or** send the scanned copies of the leave form and necessary document(s) to the Lifelong Learning Office via E-mail.

COURSE EVALUATION

Course content may include assignments, quizzes, or activities (e.g. group discussion, presentation, etc.) which may appropriate for the participant as a course evaluation, the result will not affect the issuance of a certificate of completion.

Participants fulfilling the required attendance and other requirements, if applicable, will be awarded the Certificate of Completion. Credit and course result transfer to Undergraduate and Graduate Degree programmes at the University of Saint Joseph will not normally be granted for participants based on studies at joining Lifelong Learning Programmes.

ISSUANCE OF CERTIFICATE

A qualified participant(s) who successfully completes the lifelong learning programme and is eligible for the award of a Certificate of Completion will receive an E-mail notification sent by the Lifelong Learning Office for collecting the certificate.

For *LOCAL* applicants (who are holding permanent or non-permanent, or, non-local resident who are currently eligible for staying in Macao), please **either** visits the Lifelong Learning Office in person at the Ilha Verde Campus **or** authorizes a representative to collect the certificate of completion.

The designated location for collecting the course certificate of completion is: the Lifelong Learning Office at the Ilha Verde Campus.



Procedures for collecting a certificate of completion:

Step 1	Fill out an online reservation for counter service (click here)	
Step 2	Collect in Person	After receiving an appointment confirmation E-mail and SMS which sent by Lifelong Learning Office, visit the Lifelong Learning Office at the Ilha Verde Campus with an original copy of Macao Residence Identity Card or other identity documents (for non-local residence) at your reserved period;
	Collect by an authorized representative (third party)	After receiving an appointment confirmation E-mail and SMS sent by the Lifelong Learning Office, please prepare the following documents for collecting the certificate: <ul style="list-style-type: none">➤ Soft copy of valid Macau Identity Card/Passport Copies of both the participant and the authorized representative, and;➤ “Authorization Letter for Lifelong Learning Programme Certificate Collection” (click here) to download this.

For *NON-LOCAL* applicants, the Lifelong learning Office will further notify the qualified applicants who successfully completed the training course(s) through e-mail. The certificate of completion (paper format) will be sent by postal mail service upon request, further arrangement will be notified by E-mail to the registrants.

Please note that if the certificate of completion of the lifelong learning programme is not collected within 6 months of the date of award announcement, it will be confidentially destroyed without further notice and will not be re-issued. The certificate of completion for lifelong learning programmes is a unique document and no duplicate copy is issued, through the certificate may be offered in an electronic version for re-issuance in the case of loss or damage of an original certificate. In the event of any dispute concerning the matters in this document, the Lifelong Learning Office of the University of Saint Joseph reserves all rights to make the final decision.

University of Saint Joseph
Lifelong Learning Office

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