



Gratia Christian College
宏恩基督教學院

Programme Handbook
for
Bachelor of Business Administration in Service
Marketing and Management (Honours)

2019/20

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Section 1 Overview of the Institution

1.1 Overview of Gratia Christian College

1.1.1 The Bachelor of Business (Honours) in Service Marketing and Management (BBA (Hons) in SMM) Programme is offered by Gratia Christian College (GCC) (宏恩基督教學院) at 5 Wai Chi Street, Shek Kip Mei, Kowloon, Hong Kong (香港九龍石硤尾偉智街 5 號).

1.1.2 The legal entity of GCC, Gratia Christian College Limited, was registered under Companies Ordinance CAP 32 on 20 December 2013. GCC was granted the degree-awarding status for registration under the Post-secondary Colleges Ordinance and Regulations (CAP 320) as a private, independent, and non-profit-making Christian post-secondary college on 13 July 2015. The ultimate goal of the College is to become a private and independent Christian university in the future.

1.2 Vision, Mission and Values

1.2.1 The Vision of GCC is “To be a private independent Christian university that excels in liberal arts and professional education for developing servant leaders to serve the Chinese and global communities with competence and Christian love.”

1.2.2 The Mission of GCC is to:

- a) Inspire students to develop academically and spiritually, discover complementation between knowledge and faith, think critically with clarity, act professionally with integrity, and work in teams effectively with humility.
- b) Provide professional development and life-long learning programmes for staff in partnership with educational, commercial, and religious organizations.
- c) Engage the Church in inter-faith and inter-cultural dialogues for developing Christian approaches to current and future issues facing the Chinese and global communities.

1.2.3 GCC nurtures its students based on the “CHRIST” values:

“C	H	R	I	S	T”
COMMITMENT	HUMILITY	RESILIENCE	INTEGRITY	SERVICE	TEAMWORK

1.3 Desired Characteristics of GCC Graduates

It is desired that graduates of GCC:

- a) be knowledgeable and professional;

- b) learn independently and think critically;
- c) strive for innovation;
- d) integrate the “CHRIST” values and faith in whole person development;
- e) develop self-confidence, social and interpersonal skills;
- f) be a valuable citizen of society with global perspectives; and
- g) apply the principles of servant leadership in life.

1.4 Servant Leadership

1.4.1 The concept of servant leadership is a core element found in GCC’s vision. It is one of the graduates’ desired characteristics so it is written as a programme objective for all the programmes at GCC. It is also a dominating feature of both the formal curriculum and co-curricular activities.

1.4.2 Adapted from “The Servant as Leader”¹:

“The servant-leader is servant first... It begins with the natural feeling that one wants to serve, to serve first. Then conscious choice brings one to aspire to lead. That person is sharply different from one who is leader first...The best test, and the most difficult to administer, is this: Do those served grow as persons? Do they, while being served, become healthier, wiser, freer, more autonomous, more likely themselves to become servants? And, what is the effect on the least privileged in society? Will they benefit or at least not be further deprived?”

1.5 Programmes on offer

1.5.1 GCC offers three bachelor’s degree, four higher diploma and one diploma programmes. They are shown in the following table:

Year of Launch	Programme
2015	Bachelor of Business Administration (Honours) in Service Marketing and Management
	Bachelor of Psychology (Honours)
	Bachelor of Social Work (Honours)
2017	Higher Diploma in Early Childhood Education
	Diploma in Pre-University Studies
2019	Higher Diploma in Transformative Business Management
	Higher Diploma in Psychology and Counselling

¹ Greenleaf, R. K. (1991). *The servant as leader*. Indianapolis, IN: The Robert K. Greenleaf Center. [Originally published in 1970, by Robert K. Greenleaf]

Section 2 The Programme

2.1 General Programme Information

2.1.1 The table below gives a brief introduction of the BBA (SMM) (Hons) Programme.

Table 2.1 General Information of the BBA (SMM) (Hons) Programme

Item	Description
1. Programme Title	Bachelor of Business Administration (Honours) in Service Marketing and Management Programme 工商管理榮譽學士(服務營銷及管理)課程
2. Qualification Title (exit award)	Bachelor of Business Administration (Honours) in Service Marketing and Management 工商管理榮譽學士(服務營銷及管理)
3. Name of Granting Body	Gratia Christian College 宏恩基督教學院
4. QF Level	5
5. Mode of Study	Full-time
6. Programme Length	Minimum 4 years; maximum 6 years
7. Total Number of Contact Hours	1,890
8. Total Number of Credits Required for Exit Award	126
9. Curriculum (Credit distribution)	(i) 35.7% (45/126) General Education courses (ii) 64.3% (81/126) Specialized courses
10. Medium of Instruction	English, unless otherwise required by specific courses
11. Host Department	School of Business with the support of the other 3 Schools

Section 3 Programme Objectives and Learning Outcomes

3.1 Programme Objectives

The BBA (SMM) (Hons) Programme is designed to train and educate students who will shape the future of Hong Kong's business organizations and NGOs. Programme objectives of the BBA (SMM) (Hons) Programme are as follows:

- a) Students are inspired to develop academically and spiritually, discover complementation between knowledge and faith, think critically with clarity, act professionally with integrity, and work in teams effectively with humility.
- b) They are nurtured to be servant leaders to exemplify the "CHRIST" values in the service industry and business sector.
- c) They are equipped with the most updated theories, knowledge and skills to be competent professionals in their working environment.
- d) Through integrating the knowledge and skills gained and the servant leadership developed from this Programme, graduates are committed to making significant contributions to the service industry in Hong Kong.

3.2 Programme Intended Learning Outcomes (PILOs)

The programme intended learning outcomes of the BBA (SMM) (Hons) Programme are classified into two aspects, "To do" and "To be". The former focuses on instruction of knowledge and skills while the latter focuses on developing the character of students.

The PILOs are:

(To do)

Graduates will be able to:

- a) establish a solid foundation of theoretical knowledge of Marketing and Management and to generate ideas through application of the knowledge and analysis of abstract information and concepts;
- b) apply a wide range of knowledge and specialized technical, creative and conceptual skills to solve business problems and perform tasks in the service industry or business sector;
- c) communicate effectively through writing, presentation or discussion in English and Chinese tasks in the service industry or business environment;
- d) use information technology effectively for acquiring, learning, communicating and handling business related issues;
- e) critically synthesize, analyze and evaluate data, information, issues, ideas and concepts; and
- f) be adequately prepared to pursue postgraduate training or chosen careers that require Service Marketing and Management knowledge.

(To be)

Graduates of the programme will become:

- a) knowledgeable persons who integrate the “CHRIST” values and faith in the working environment;
- b) valuable citizens of society who have a good understanding of the world, of the communities and cultures in which they may live or work, and of current global issues of importance;
- c) competent professionals who take up careers in the service industry or business sector with good social, communication and interpersonal skills;
- d) problem-solvers who have a broad base of general knowledge and solve problems with creativity and innovation;
- e) life-long learners who have the expertise and skills in gaining knowledge related to and beyond their profession; and
- f) servant leaders who apply the principles of servant leadership to contribute to the well-being of the world with Christian love.

3.3 Professional Recognition/ Exemption

3.3.1 GCC will collaborate with relevant professional bodies to seek their professional guidance in programme development in order that students may articulate with courses run by these bodies and apply for exemptions from part of them. Possible professional bodies with which GCC plans to explore exemption arrangements for the BBA (SMM) (Hons) Programme include the Chartered Institute of Marketing and the Hong Kong Institute of Certified Public Accountants. Our BBA Programme has been accredited by The Institute of certified Management Accountants (ICMA) as equivalent to the Graduate Management Accountant (GMA) Program under the ICMA education framework. Graduates of BBA in SMM Programme (subject to meeting specific educational requirements of ICMA through the selection of subjects in their program(s) are exempted from 16 units of the ICMA professional examination, and may apply for the ICMA designation of Graduate Management Accountant (GMA).

3.3.2 The BBA (SMM) (Hons) Programme is designed to meet the demand of both business corporations and NGOs. Students are well equipped to take up different kinds of positions in marketing and management areas. As the Programme intends to provide broad knowledge about service marketing and management, students would have different career options after graduation. For instance, they can work as public relations manager in banks or they can also choose to work as management trainee in logistics or hotel industry. Opportunities available in different fields of the service industry for fresh graduates with service marketing and management skills are listed as follows:

- a) Financial and Banking Service;
- b) Investment Management;
- c) Hotel and Tourism;
- d) Logistics and Transportation;

- e) Wholesale and Retail Trade;
- f) Management Consultancy;
- g) Internet Marketing; and
- h) Advertising Agency.

With a strong service attitude, marketing and management skills, and broad knowledge in business, BBA (SMM) students are trained to fit in a wide range of job positions especially in the service industry. Potential job functions that can be performed by the BBA (SMM) graduates include, but not limited to, those listed in Table 3.1 below:

Table 3.1 Possible Job Functions for BBA (SMM) Graduates

1	Advertising, Promotion and Marketing Communications
2	Marketing and Sales
3	Brand Product Marketing
4	Corporate Communication
5	Public Relations
6	Market Research
7	Event Management
8	Customer Relations Management
9	Digital Marketing and Website Management

Section 4 Programme Content and Structure

4.1 Given that the Vision of the College is to develop servant leaders with professional competence and Christian love, the BBA (SMM) (Hons) Programme is designed to realise the Vision by developing competent professionals to contribute to the service sector with Christian values and a world view. The BBA (SMM) (Hons) Programme consists of four curricular components, namely (1) Foundation Courses offered in the first three years to equip students with the necessary foundation knowledge in business; (2) Major Courses offered from the second to fourth years to enable students to develop a deeper understanding of business knowledge and practical skills for work or further studies; (3) Integration Courses offered in the final year to integrate students' knowledge gained from the previous years of study in the College; and (4) General Education (GE) Courses that are required by the College across the four years of study.

4.2 Components (1) – (3) make up more than 60% of the curriculum to form a sufficiently substantial body of service marketing and management knowledge and skills required in related professions. Component (4) General Education courses take up the entirety of the remaining curriculum.

4.3 The “CHRIST” values constitute a dominant feature in the Programme, especially the GE courses which are designed to build the “Heart”, “Body” and “Soul” of students and focused on “To be” (see PILOs in Section 3) as the learning outcomes. The GE courses run through the 4 years of the Programme and are provided under 7 tailored-made study areas, viz. Life Appreciation, Life Education, Servant Leadership, Communication, Learning Strategy, Technology and Society, and Holistic Wellness. The courses in the seven study areas together with Student Development Programmes offered by the College aim at developing students to be servant leaders with three characteristics, namely Commitment to Life, Character to Serve, and Competence to Lead.

4.4 Credit Unit System

4.4.1 Students' successful completion of courses are recorded on the basis of total credits taken. Unless stated otherwise, a course normally carries 3 credits. One credit will be given for completing a one-hour of study per week throughout a semester of 14 weeks. Students who fail to fulfill the assessment requirements of a course will not be awarded any credits.

4.4.2 The credit distribution of the four major components in the 4-year BBA (SMM) (Hons) Programme is depicted in the following table:

**Table 4.1 Credit Distribution of the Four Components in the BBA (SMM)
(Hons) Programme**

Year				Components	Credits
1	2	3	4		
←————→				Foundation Courses	45 (35.7%)
	←————→			Major Courses	27 (21.4%)
			↔	Integration Courses	9 (7.2%)
←————→				General Education Courses	45 (35.7%)
Total (4 years)					126 (100.0%)

4.5 Courses under the Four Components

4.5.1 4.5.1 The courses under the four major components in the BBA (SMM) (Hons) Programme are shown in Tables 4.2 to 4.5:

Table 4.2 Foundation Courses (45 credits)

Discipline	Course Code	Course Title	Credits
Economics	MM2201	Microeconomics	3
	MM2202	Macroeconomics	3
Accounting	MM2203	Basic Accounting Principles	3
	MM2204	Intermediate Accounting Principles	3
Law	MM2205	Law for Hong Kong Business	3
Finance	MM2206	Principles of Finance	3
Marketing	MM2207	Principles of Marketing	3
Management	MM2208	Management Information System	3
	MM2209	Operations Management	3
	MM2210	Organization Behaviour	3
	MM2211	Corporate Sustainability	3
	MM2212	Servant Leadership	3
	MM2213	Principles of Management	3
Analytics	MM2214	Business Statistics	3
	MM2215	Quantitative Decision Making	3
Total			45

Table 4.3 Major Courses (27 credits)

Required/ Elective	Course Code	Course Title	Credits	Total
Required	MM3301	Marketing Research	3	18
	MM3302	Consumer Behaviour	3	
	MM3303	Service Management	3	
	MM3304	Strategic Marketing	3	
	MM3305	Services Marketing	3	
	MM3306	Service Process Design and Management	3	
Elective (3 out of 6)	MM4404	Advertising Management and Integrated Marketing Communications	3	9
	MM4405	Event Marketing	3	
	MM4406	Data Mining and CRM	3	
	MM4407	Project Management	3	
	MM4408	Digital Marketing	3	
	MM4409	Service Quality Management	3	
Total				27

Table 4.4 Integration Courses (9 credits)

Required/ Elective	Course Code	Course Title	Credits	Total
Required	MM4401	Business Honours Project	6	6
Elective (1 out of 2)	MM4402	Service and Management in Practice	3	3
	MM4403	Corporate Studies (Business Case Development)	3	
Total				9

Table 4.5 General Education Courses (45 credits)

Study Areas		Required	Course Code	Course Title	Credits
1	Life Appreciation	√	GE1101	Creative Arts in Daily Life	3
			GE1102	Appreciation of Traditional Art	3
			GE1103	Art of Photography	3
			GE1104	Life Appreciation through Music	3
			GE1106	Chinese Literature and Life Appreciation	3

2	Life Education	√	GE1201	Life Stories of Servant Leaders	3
			GE1202	Meaning of Life	3
			GE1203	The Pursuit of Happiness	3
			GE1204	Christian Spirituality	3
3	Servant Leadership	*	GE1301	Servant Leadership	3
			GE1303	Corporate Social Responsibility	3
			GE1304	Contemporary Ethical Issues	3
			GE1306	Interpersonal Relations and Communication	3
4	Communication	√	GE1401	Public Speaking and Presentation	3
		#	GE1402	Chinese for Professionals	6
		#	GE1403	English for Professionals	6
			GE1404(a)	Chinese for Business	3
			GE1405(a)	English for Business	3
			GE1406	Empathetic Communication	3
5	Learning Strategy	√	GE1501	Critical Thinking	3
		√	GE1502	Information Literacy	3
			GE1504	Multi-media Communication	3
6	Technology and Society	√	GE1601	Information Management and Technology in Society	3
			GE1602	Applications of Innovative Technologies	3
			GE1603	Game Play and Gamification	3
			GE1604	Globalisation, Biculturalism, and Chinese Behaviour	3
			GE1605	The Future We Want	3
			GE1606	Christianity and Social Concern in a Pluralistic Society	3
			GE1608	Sociology of Everyday Life	3
			GE1609	Social Issues, Social Welfare and Social Work	3
7	Holistic Wellness	√	GE1701	Holistic Health	3
			GE1702	Drugs and Behaviour	3
			GE1703	Fitness and Sport	3
			GE1704	Crisis and Coping for Personal Growth	3

* This College-required course is covered in the business foundation course “MM2212 Servant Leadership”.

GE Requirement	Number of Courses	Credits
√: GE course required by College	7	21
#: GE course required by the Programme	2	12
Free GE elective	4	12
Total	13	45

Section 5 Student Development Office (SDO)

5.1 Student Development Office (SDO)

5.1.1 The SDO aims to assist students to develop into servant leaders with Christian love and the desired graduate characteristics in a unique college culture and environment. It provides academic, social, personal, practical and career-related support to students in their study journey. The Office not only helps students to enhance their personal growth, sense of well-being and generic skills, but also supports them to lead a meaningful and fulfilling life. Further information on the SDO can be obtained from:

- a) Office Website: www.gcc.edu.hk/sdo
- b) General Enquiries: 5804 4142 / sdo@gratia.edu.hk

5.2 Staff List

Enlisted in the following are staff serving the SDO, including Student Development Manager, the counsellor who stations in the campus to provide counselling services to students, and administrative staff members supporting the operation of the SDO:

Ms CHEUNG Wai Ling Phyllis
Student Development Manager
Office: Room 301
Email: phyllischeung@gratia.edu.hk
Phone.: 5804 4140 (Ext. 403)

Ms HUI Wai Yue Annie
Counsellor
Office: Room 202 / 405
Email: anniehui@gratia.edu.hk
Phone.: 5804 4140 (Ext. 402)

Mr LIU Hin Nam Jason
Student Development Officer
Office: G00 (Registry)
Email: jasonliu@gratia.edu.hk
Phone: 5804 4140 (Ext. 406)

5.3 Scope of Work

- a) Personal growth and counselling, e.g. personality and mental health workshops
- b) Pastoral care, e.g. mentoring and peer-tutoring schemes
- c) Spiritual education, e.g. college assembly, Christian fellowship
- d) Leadership and service learning, e.g. community and in-house services, student society, citizenship education
- e) Global learning, e.g. international work camp, student exchange etc.
- f) Student welfare and support, e.g. scholarships and financial assistance
- g) Career guidance, e.g. individual career consultation, mock interviews etc.
- h) Student survey, e.g. student opinion survey, graduate survey etc.

5.4 Student Activity Room (Room 202)

5.4.1 Student Activity Room (Room 202) is managed by the SDO. It is designated as a resting and gathering point for all students. If students wish to take a break or chat with fellow schoolmates, Room 202 is the perfect place for them to spend their time. It is hoped that students will find the College a place for growing and bonding, as well as a second home for everyone.

Section 6 In-house and Community Services

6.1 In-House Service

- 6.1.1** The In-house Service Programme is a College-initiated programme guided by the College vision. Through serving in specific units of the College, students will be able to develop their character, acquire knowledge, skills and attitudes for serving others, and act as servant leaders and contribute to the development of the College.
- 6.1.2** Total serving hours: at least 20 hours of service required for all year 1 degree students (year 3 direct entry students are excluded).
- 6.1.3** Serving Units: Library, IT Services Office, Registry, Student Development Office, Facility Management Office and Special Project

6.2 Community Services

- 6.2.1** The spirit of serving comes first in servant leadership. To cultivate such an attitude to life, Gratia puts emphasis on serving the community and nurturing students to become servant leaders. Our ultimate goal is to impart a twin sense of care and justice to students so as to boost their interpersonal skills and help them develop a civic sense as well as “CHRIST” values.
- 6.2.2** All Gratian students are obliged to complete 20 hours of community service which is one of the exit requirements for graduation as shown in the table below:

Programme Type	Number of Hours Required	Duration
Degree	20	Within 4 years
Degree (Year 3 entry)	20	Within 2 years
Higher Diploma	20	Within 2 years
Diploma	10	Within 1 year

Section 7 College Assembly

7.1 Purposes of the College Assembly

The College Assembly serves the important purposes of sharing the vision of the College among all staff and students, cultivating a spirit of oneness in Christ, widening the horizons of students and enhancing students' development in servant leadership. Apart from announcement of information/events and conduct of certain student activities, etc., prominent speakers and faculty staff are invited to deliver talks on particular issues and topics of interests.

7.2 Schedule

The assemblies are held on a regular basis usually on Monday mornings in the Assembly Hall on the first floor. There are altogether 10 assemblies for each academic year.

7.3 Attendance requirement

The College Assembly is a compulsory but non-credit bearing event. Students should attend all College Assemblies. Attendance rate less than 80% would result in a remark of "Attendance Requirement of College Assembly Not Fulfilled" putting on the transcript upon graduation. Students who are absent for more than 30 minutes would be counted as absence.

Section 8 Scholarships and Bursary

8.1 Scholarships

8.1.1 College Scholarship Scheme

The College Scholarship Scheme is established to encourage and recognize students' accomplishment in academic and non-academic areas. There are six categories of scholarship awards under the Scheme for the Programme, including:

- a) Best Progress in Academic Performance
- b) Best in Academic Performance
- c) Best in In-house Service
- d) Best in Community Service
- e) Spiritual Leadership Scholarship
- f) Gratia Scholarship

8.1.2 Self-financing Post-Secondary Scholarship Scheme (SPSS)

To promote the development of the self-financing post-secondary sector, the Self-financing Post-secondary Scholarship Scheme is set up under the Self-financing Post-secondary Education Fund to offer scholarships and awards to students pursuing full-time locally-accredited self-financing sub-degree or bachelor's degree (including top-up degree) programmes at non-profit-making education institutions. There are five types of scholarships established under the Scheme, namely:

- a) Outstanding Performance Scholarship
- b) Best Progress Award
- c) Talent Development Scholarship
- d) Reaching Out Award
- e) Endeavour Scholarship

8.2 Bursary

8.2.1 Financial Assistance Scheme

GCC students can apply for the financial assistance schemes provided by the [Working Family and Student Financial Assistance Agency \(WFSFAA\)](#).

Starting from Academic Year 2017/18, all eligible students must submit their applications through E-link: <https://www.wfsfaa.gov.hk/sfo/en/elink/elink.htm>.

The following schemes are available for students:

- a) Financial Assistance Scheme for Post-secondary Students (FASP)
- b) Non-means-tested Loan Scheme (NLSPS)
- c) Student Travel Subsidy (STS)
- d) Community Care Fund Enhanced Academic Expenses Grant
- e) Community Care Fund Enhanced Academic Expenses Grant – for SEN students with financial needs
- f) Scheme for subsidy on Exchange for Post-Secondary students (SSE)
- g) Scheme for Subsidy on Exchange to “Belt and Road” Regions for Post-secondary Students (SSEBR)

8.2.2 Student Emergency Fund

The Student Emergency Fund (SEF) is intended to provide financial assistance to students who are unable to meet immediate and essential expenses arising from temporary hardship due to emergency. The application period is open throughout the year.

Section 9 Graduation Requirements and Attendance

9.1 Graduation Requirements

In order to be eligible for the BBA(SMM) qualification, students must fulfil all the attendance requirements and have:

- a) completed and been assessed on at least 126 credits;
- b) obtained an overall GPA of 2.0 or above across all courses in which they were assessed;
- c) obtained a Grade D or better on at least 120 credits;

9.2 Attendance

Students are requested to note and observe the following attendance regulations:

- a) Attendance rate should be at least 80% (for all programmes).
- b) A student whose attendance during the official contact hours of a course is less than 80% will not be permitted to take the end-of-course examination or submit the major assessment for that course.
- c) Students will be deemed as absent in the following circumstances:
 - unapproved absence;
 - failing to attend the scheduled class within the first 30 minutes.

9.3 Grades and Grade Points

The relationship between grades, grade points and interpretation is set out in the table below:

Grade	Grade Point	Broad Interpretation
A	4.00	Outstanding
A-	3.67	
B+	3.33	Good
B	3.00	
B-	2.67	
C+	2.33	Satisfactory
C	2.00	
C-	1.67	
D	1.33	Marginal
Fail	0.00	Unsatisfactory

Section 10 ITSO, Computer Laboratory and Library

10.1 ITSO (Information Technology Services Office) and Facilities Management

The ITSO team's job is to create a favorable learning environment to support your learning. To do that, the following are made available to you:

10.1.1 Computing services

- Campus Data Network (LAN and Wireless)
 - Data Link to the Internet
 - Network and Data Security
- User Profile and Data Storage
 - Electronic ID & Student Card
 - Safe and secure data storage
- Email, Printing, Scanning and Photocopying
- Learning Management Systems
 - Moodle
 - Room Booking
- Equipment loan (subject to availability)
 - Tablet computer
 - USB Charging cables
 - Power bank
 - Tripod

10.1.2 Places for gathering

Monday to Friday	8:30 am to 8:00 pm
Saturday	9:00 am to 12:30 pm

- Computer Common (Room G02)
 - The only computer room in which food is allowed;
 - A place for discussion, information searching and, perhaps, relaxing during your free time;
 - 36 desktop computers installed with unlimited supply of open source software.
- Psychology Laboratory (Room 306)
 - An organised and, yet, cosy, computer room for your distinct quest for knowledge;
 - 20 Windows OS based desktops computers installed with Adobe Creative Suite, SPSS, ePrime, MPlus and etc.
- Practice Centre (405)
 - You can hear the sound of silence in this place which is ideal for workshop like role-play or one-on-one counselling;
 - On-demand video recording equipment is available for teaching

- purposes;
- You need to make prior booking and be accompanied by a teaching staff.
- Lecture rooms (201, 203, 204, 205, 302, 303, 304, 305 and Glass Rooms in the Library)
 - You may use them if they are NOT occupied;
 - You are encouraged to make a booking in advance.

10.1.3 Other facilities

- Fresh water fountain (located in the patio on 2nd floor)
- Drinks and snacks vending machine
- Audio-visual equipment
- Multi-function printers

10.1.4 Campus security and hygiene

They are safeguarded by the team of facility management under the management of ITSO. The following tasks are being carried out on a routine basis:

- Cleaning (e.g. food waste collection)
- Fire and security patrol
- Video surveillance in public areas
- Energy saving control

Most importantly, a considerate and reasonable attitude while enjoying the above facilities and services shall ensure you a wonderful study time with your classmates at GCC.

10.2 Library Resources, Services and Facilities

10.2.1 The College Library aims to support teaching and learning at GCC. Presently, we have more than 409,000 books and ebooks, and approximately 10,000 print and electronic journals. Library staff can help students to navigate resources and offer training in referencing skills and the use of referencing software. The Librarian works closely with academic departments to maintain and develop the resources needed for courses and to provide assistance to students.

10.2.2 The course reserve provides resources for supporting teaching, learning and research. While Information Literacy is a core subject for students of certain academic programmes, the Library also provides library workshops for all students for enhancing their learning development. With wifi access and presentation hardware and software available, seminars and group discussion activities can take place in the Library. The information needs of College staff and students can also be met with the resources from the University of Hong Kong Libraries through the local libraries' Circle of Friends project.

Section 11 Opening Hours

11.1 Campus Opening Hours

Monday – Friday	8:30 am – 8:00 pm*
Saturday	8:30 am – 5:00 pm
Sunday and Public Holidays	Closed

*Campus will remain open when evening classes are scheduled.

11.2 Library Opening Hours

	Semester 1 & 2*	Semester Break*
Monday – Friday	<ul style="list-style-type: none"> ● 9:15 am – 6:00 pm ● 9:15 am – 7:30 pm (exam period) 	9:15 am – 6:00 pm
Saturday, Sunday and Public Holidays	Closed	Closed

*Details of opening hours for supporting evening classes and during semester breaks/exam periods will be announced in advance via Moodle.

11.3 Adverse Weather Arrangement for Typhoon and Rainstorm

When Tropical Cyclone Warning Signal No.8 (or above) or the Black Rainstorm Warning is in force, the following arrangements shall apply:

For Morning Classes	Warning signal issued at or after 7:00 am	All morning classes (i.e. 9:00 am – 1:00 pm) will be cancelled
For Afternoon Classes	Warning signal cancelled between 6:00 am and 11:00 am	All afternoon classes (i.e. 1:00 pm – 6:30 pm) will be held as scheduled
	Warning Signal in force at or after 11:00 am	All afternoon classes (i.e. 1:00 pm – 6:30 pm) will be cancelled
For Evening Classes	Warning signal cancelled between 11:00 am and 4:00 pm	All evening classes commencing after 6:30 pm will be held as scheduled
	Warning Signal in force at or after 4:00 pm	All evening classes commencing after 6:30 pm will be cancelled

Section 12 Key Contact Numbers and Emails

Office	Telephone	Email
President's Office	5804 4149	presidentoffice@gratia.edu.hk
Finance Office	5804 4140 (Ext. 601)	financeoffice@gratia.edu.hk
Registry	5804 4143	registry@gratia.edu.hk
Student Development Office	5804 4142	sdo@gratia.edu.hk
Library	5804 4141	library@gratia.edu.hk
IT Services Office	5804 4148	itso@gratia.edu.hk
Facility Management Office	5804 4148	fmo@gratia.edu.hk

For staff directory in Gratia Christian College, please refer to:

<http://www.gcc.edu.hk/staff-directory>.

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