

在職家庭及學生資助事務處
學生資助處

Working Family and Student Financial Assistance Agency
Student Finance Office



在職家庭及學生資助事務處
Working Family and Student
Financial Assistance Agency



服務承諾

PERFORMANCE PLEDGES

目錄 CONTENTS

Vision, Mission & Core Values	01
理想、使命和信念	02
Services We Deliver	03
服務範圍	04
New and Improved Services in 2018/2019	15
二零一八/二零一九年度新增及改善服務	16
E-link services of the Student Finance Office	17
學資處電子通服務	18
Access to Information & Personal Data	19
公開資料和披露個人資料	20
Effective Monitoring	19
有效監察	20
Customer Liaison Group	19
顧客聯絡小組	20
Suggestions And Complaints	21
意見和投訴	22
The Public's Role and Right of Appeal	23
市民擔當的角色和申訴權利	24
Enquiries and Information Seeking	25
查詢及索取資料	26



VISION, MISSION & CORE VALUES

OUR VISION

Our Vision is to assist all qualified students in need of financial assistance to achieve the education level they aspire to, and to reward and encourage students who have excelled in their studies.

OUR MISSION

Our Mission is to process every application for financial assistance or scholarship in a fair, just and efficient manner in order to ensure that timely and appropriate financial assistance or awards are provided to the successful applicants.

OUR CORE VALUES

- Communication
- Commitment
- Courtesy
- Fairness
- Efficiency
- Team Spirit





理想、使命和信念

我們的理想

我們的理想，是協助所有合資格及需要經濟援助的學生達到心目中的教育水平，以及獎賞和鼓勵學業成績優異的學生。

我們的使命

我們的使命，是致力以公平、公正和有效率的方法處理每宗申請資助或獎學金的個案，確保盡早給予申請獲得接納的學生適當的資助或鼓勵。

我們的 基本信念

- 重視溝通
- 以禮待人
- 講求效率
- 盡責承擔
- 公平公正
- 群策群力





Services We Deliver

Application Dates & Scheduled Time for Notification of Results

Financial Assistance for	Application Dates#	Notification of Results	% Meeting Targets (2016/17 Academic Year)^
* Kindergarten and Child Care Centre Students			
- Kindergarten and Child Care Centre Fee Remission Scheme	Normally from June	Normally within two months from receipt of application if complete information is provided	99.8%
* Continuing Applicants (who have successfully applied for fee remission in the previous school year)			
* First-time Applicants (including those who have not received fee remission in the previous school year)	Normally from August		
- Pre-primary Education Voucher Scheme (eligibility assessment) Ω	Throughout the year	Normally within six to eight weeks from receipt of application if complete information is provided	100%
* Primary and Secondary Students			
Application for Financial Assistance for Primary and Secondary Students (Family-based)		Normally from August	100%
* Continuing Applicants (who have successfully applied for textbook assistance in the previous school year)	Normally from April		
* First-time Applicants (including those who have not received textbook assistance in the previous school year)	Normally from May		



服務範圍

申請日期及通知結果的時間

資助對象	申請日期 #	通知結果時間	達到承諾的百分比 (二零一六 / 一七學年)^
* 幼稚園及幼兒中心學生			
- 幼稚園及幼兒中心學費減免計劃			
* 持續申請人 (即在上一學年成功獲發學費減免的申請人)	通常由六月開始	如申請人提供的資料齊備， 通常可在接獲申請日期起計 兩個月內	99.8%
* 首次申請人 (包括在上一學年未有獲發學費減免的申請人)	通常由八月開始		
- 學前教育學券計劃 (資格評估) Ω	全年均接受申請	如申請人提供的資料齊備， 通常可在接獲申請日期起計 六至八個星期內	100%
* 中、小學生			
- 中、小學生資助申請 (以家庭為單位)			
* 持續申請人 (即在上一學年成功獲發書簿津貼的申請人)	通常由四月開始	通常由八月開始	100%
* 首次申請人 (包括在上一學年未有獲發書簿津貼的申請人)	通常由五月開始		



Services We Deliver

Application Dates & Scheduled Time for Notification of Results

Financial Assistance for	Application Dates#	Notification of Results	% Meeting Targets (2016/17 Academic Year)^
Types of assistance scheme (a) School Textbook Assistance Scheme * Continuing Applicants * First-time Applicants (b) Student Travel Subsidy Scheme (c) Subsidy Scheme for Internet Access Charges (Family-based) * Continuing Applicants * First-time Applicants		Timing of Payment: Normally from end July Normally from October after submission of Eligibility Certificates to schools by applicants in September Normally from October Normally from end July Normally from October after submission of Eligibility Certificates to schools by applicants in September	100% 100% 100%

*** Students attending evening secondary courses provided by the Approved Course Provider(s)**

Financial Assistance Scheme for Designated Evening Adult Education Courses - Fee Reimbursement * Application for Assessment of Eligibility (Family-based) * Application for reimbursement through submission of Eligibility Certificates to the Approved Course Provider(s)	Normally from May Normally in November	Normally from August Timing of Payment: Within six weeks from receipt of confirmation from the Approved Course Provider(s) of the students' eligibility for reimbursement	100% 100%
- Extended Non-means-tested Loan Scheme (ENLS)	Throughout the year	Within three weeks from receipt of application with complete information	100%



服務範圍

申請日期及通知結果的時間

資助對象	申請日期 #	通知結果時間	達到承諾的百分比 (二零一六 / 一七學年)^
各項資助計劃			
(a) 學校書簿津貼計劃 * 持續申請人 * 首次申請人		發放資助時間： 通常由七月底開始獲發津貼 通常申請人在九月遞交資格證明書予學校後，在十月開始獲發津貼	100%
(b) 學生車船津貼計劃		通常在十月開始獲發津貼	100%
(c) 上網費津貼計劃（以家庭為單位） * 持續申請人 * 首次申請人		通常由七月底開始獲發津貼 通常申請人在九月遞交資格證明書予學校後，在十月開始獲發津貼	100%
* 修讀由認可辦學機構提供的夜中學課程的學員			
指定夜間成人教育課程資助計劃			
- 學費發還			
* 資格評估申請（以家庭為單位）	通常由五月開始	通常由八月開始	100%
* 遞交資格證明書予認可辦學機構以申請學費發還	通常在十一月	發放資助時間： 本處接獲認可辦學機構確認學員符合學費發還資格後的六個星期內	100%
- 擴展的免入息審查貸款計劃	全年均接受申請	如申請人提供的資料齊備，於接獲申請日期起計三個星期內	100%



Services We Deliver

Application Dates & Scheduled Time for Notification of Results

Financial Assistance for	Application Dates#	Notification of Results	% Meeting Targets (2016/17 Academic Year)^
* Students of Diploma Yi Jin Programme			
- Fee Reimbursement			
* Application for Assessment of Eligibility (Family-based)	Normally from May	Normally from August	100%
* Application for reimbursement through submission of Eligibility Certificates to institutions	Normally in October	Timing of Payment: Within six weeks from receipt of confirmation of subject results and student information from institutions	100%
- Extended Non-means-tested Loan Scheme (ENLS)	Throughout the year	Within three weeks from receipt of application with complete information	100%
- Student Travel Subsidy Scheme / Subsidy Scheme for Internet Access Charges / Flat-rate Academic Expense Grant (for full-time students only)			
* Application for Assessment of Eligibility (Family-based)	Normally from May	Normally from August	100%
* Submission of Eligibility Certificates to institutions	Normally in October	Timing of Payment: Normally from November after submission of Eligibility Certificates to institutions by applicants in October	



服務範圍

申請日期及通知結果的時間

資助對象	申請日期 #	通知結果時間	達到承諾的百分比 (二零一六 / 一七學年)^
* 毅進文憑課程學員			
- 學費發還			
* 資格評估申請 (以家庭為單位)	通常由五月開始	通常由八月開始	100%
* 遞交資格證明書予院校以申請學費發還	通常在十月	發放資助時間： 本處接獲院校確認科目成績及學員資料後的六個星期內	100%
- 擴展的免入息審查貸款計劃	全年均接受申請	如申請人提供的資料齊備，於接獲申請日期起計三個星期內	100%
- 學生車船津貼計劃 / 上網費津貼計劃 / 學習開支定額津貼 (只適用於全日制學生)			
* 資格評估申請 (以家庭為單位)	通常由五月開始	通常由八月開始	100%
* 遞交資格證明書予院校	通常在十月	發放資助時間： 通常申請人在十月遞交資格證明書予院校後，在十一月開始獲發津貼	



Services We Deliver

Application Dates & Scheduled Time for Notification of Results

Financial Assistance for	Application Dates#	Notification of Results	% Meeting Targets (2016/17 Academic Year)^
*Full-time Students of Locally-accredited, Self-financing Post-secondary Programmes			
- Financial Assistance Scheme for Post-secondary Students (FASP)			
* Continuing Students	Normally from May	(a) 90% to be issued within 60 days from the date of acknowledging receipt of application with complete information; or (b) to be issued around mid-July when the grant and loan ceilings are determined (applicable to continuing students only); <u>whichever is later</u>	98.0%
* New Students	Normally from September		
* Review of cases	Three weeks from notification of results	If the information provided is complete, within 10 weeks from the date of acknowledging receipt of application	100%
- Student Travel Subsidy Scheme (for students aged 30 or below)			
* Continuing Students	At the time of application for FASP	Timing of Payment: Normally within two months from the payment of the financial assistance under FASP starting from September with disbursement in one lump sum or by two instalments^^ Normally within two months from the payment of the financial assistance under FASP with disbursement in one lump sum or by two instalments^^	100%
* New Students			
(for students aged above 30)			
* Application for Assessment of Eligibility	Normally from May	Normally in August	
* Submission of Eligibility Certificates to institutions	Normally from October	Timing of Payment: Normally from November after submission of Eligibility Certificates to institutions by applicants in October	



服務範圍

申請日期及通知結果的時間

資助對象	申請日期 #	通知結果時間	達到承諾的百分比 (二零一六 / 一七學年)^
* 修讀以自資形式開辦並經本地評審的專上課程的合資格全日制學生			
- 專上學生資助計劃			
* 舊生	通常由五月開始	(一) 於發出接獲申請通知書後 60 日內，向 90% 資料齊備的申請發出申請結果通知書；或 (二) 於七月中旬，當本學年的助學金及貸款金額上限確定後，發出申請結果通知書 (只適用於舊生)； <u>以日期較後者為準</u>	98.0%
* 新生	通常由九月開始		
* 覆核資助申請	在發出通知結果後的三個星期內	如申請人資料齊備，在發出接獲覆核申請通知書的日期起計十個星期內	100%
- 學生車船津貼計劃 〔30 歲或以下學生〕			
* 舊生	與專上學生資助計劃同時申請	發放資助時間： 通常在專上學生資助計劃發放資助後的兩個月內，分批由九月開始以一筆過或按兩期形式發放 ^^	
* 新生		發放資助時間： 通常在專上學生資助計劃發放資助後的兩個月內，分批以一筆過或按兩期形式發放 ^^	
〔30 歲以上學生〕			
* 資格評估申請	通常由五月開始	通常在八月	100%
* 遞交資格證明書	通常由十月開始	發放資助時間： 通常申請人在十月遞交資格證明書予院校後，在十一月開始獲發津貼	



Services We Deliver

Application Dates & Scheduled Time for Notification of Results

Financial Assistance for	Application Dates#	Notification of Results	% Meeting Targets (2016/17 Academic Year)^
- Non-means-tested Loan Scheme for Post-secondary Students (NLSPS) * Continuing Students * New Students	Normally from May Normally from September	(a) Within three weeks from the date of acknowledging receipt of application with complete information; or (b) around mid-July when FASP's grant and loan ceilings are determined (applicable to continuing students only); <u>whichever is later</u>	100%
* Full-time Tertiary Students of Publicly-funded Places@			
- Tertiary Student Finance Scheme – Publicly-funded Programmes (TSFS) * Continuing Students * New Students	Normally from April Normally from August	(a) 90% to be issued within 60 days from the date of acknowledging receipt of application with complete information; or (b) to be issued around mid-July when the grant and loan ceilings are determined (applicable to continuing students only); <u>whichever is later</u>	99.5%
* Review of cases	Three weeks from notification of results	If the information provided is complete, within 10 weeks from the date of acknowledging receipt of application	100%



服務範圍

申請日期及通知結果的時間

資助對象	申請日期 #	通知結果時間	達到承諾的百分比 (二零一六 / 一七學年)^
- 專上學生免入息審查貸款計劃 * 舊生 * 新生	通常由五月開始 通常由九月開始	(一) 如申請人提供的資料齊備，於發出接獲申請通知書後三個星期內；或 (二) 於七月中旬，當本學年專上學生資助計劃的助學金及貸款金額上限確定後，發出申請結果通知書 (只適用於舊生)； 以日期較後者為準	100%
* 學額由公帑資助的全日制專上學生 @			
- 資助專上課程學生資助計劃 * 舊生 * 新生	通常由四月開始 通常由八月開始	(一) 於發出接獲申請通知書後 60 日內，向 90% 資料齊備的申請發出申請結果通知書；或 (二) 於七月中旬，當本學年的助學金及貸款金額上限確定後，發出申請結果通知書 (只適用於舊生)； 以日期較後者為準	99.5%
* 覆核資助申請	在發出通知結果後的三個星期內	如申請人的資料齊備，在發出接獲申請通知書的日期起計十個星期內	100%



Services We Deliver

Application Dates & Scheduled Time for Notification of Results

Financial Assistance for	Application Dates#	Notification of Results	% Meeting Targets (2016/17 Academic Year)^
- Student Travel Subsidy Scheme	At the time of application for TSFS	Timing of Payment:	100%
* Continuing Students		Normally within two months from the payment of the financial assistance under TSFS starting from September with disbursement in one lump sum or by two instalments^^	
* New Students	Normally within two months from the payment of the financial assistance under TSFS with disbursement in one lump sum or by two instalments^^		
- Non-means-tested Loan Scheme for Full-time Tertiary Students (NLSFT)	Normally from April	(a) Within three weeks from the date of acknowledging receipt of application with complete information; or	
* Continuing Students	Normally from August	(b) around mid-July when the TSFS's grant and loan ceilings are determined (applicable to continuing students only); <u>whichever is later</u>	
* New Students			
* Persons pursuing Continuing and Professional Education Courses and Training			
- Extended Non-means-tested Loan Scheme (ENLS)	Throughout the year	Within three weeks from receipt of application with complete information	100%
- Continuing Education Fund	Throughout the year	Within two weeks from the date of receipt of application	100%

Applicants should refer to the **application deadlines** and associated conditions promulgated for each of the assistance schemes by referring to the relevant Guidance Notes for each of the schemes. Late applications will be considered on a case-by-case basis.

^ As the actual achievement targets for the 2017/18 academic year will only be available in end of 2018, we provide the figures on “% meeting targets” for the 2016/17 academic year.

Ω The new kindergarten education scheme (KG Scheme) has replaced Pre-primary Education Voucher Scheme (PEVS) with effect from the 2017/18 school year. Only kindergartens joining PEVS in/before the 2016/17 school year but not applying to join the KG Scheme or not approved to join the KG Scheme will stay under PEVS.

@ These include exclusively publicly-funded places of recognised courses offered by City University of Hong Kong, Hong Kong Baptist University, Hong Kong Institute of Vocational Education, Hong Kong Design Institute, Chinese Culinary Institute and International Culinary Institute, Maritime Service Training Institute of the Vocational Training Council, Hong Kong University of Science and Technology, Lingnan University, The Prince Philip Dental Hospital, The Chinese University of Hong Kong, The Hong Kong Academy for Performing Arts, The Education University of Hong Kong, The Hong Kong Polytechnic University, and The University of Hong Kong.

^^ The subsidy will be disbursed either in one lump sum or by two instalments, depending on whether the institution can provide information regarding the course details (e.g. venue for the study programme, term days) of and the allocation of hostels to the post-secondary students before the start of the academic year.



服務範圍

申請日期及通知結果的時間

資助對象	申請日期 #	通知結果時間	達到承諾的百分比 (二零一六 / 一七學年) [^]
- 學生車船津貼計劃		發放資助時間：	
* 舊生	與資助專上課程學生 資助計劃同時申請	通常在資助專上課程學生資助計劃發放資助後的兩個月內，分批由九月開始以一筆過或按兩期形式發放 ^{^^}	
* 新生		通常在資助專上課程學生資助計劃發放資助後的兩個月內，分批以一筆過或按兩期形式發放 ^{^^}	
- 全日制大專學生免入息審查貸款計劃			100%
* 舊生	通常由四月開始	(一) 如申請人提供的資料齊備，於發出接獲申請通知書後三個星期內；或 (二) 於七月中旬，當本學年資助專上課程學生資助計劃的助學金及貸款金額上限確定後，發出申請結果通知書(只適用於舊生)； 以日期較後者為準	
* 新生	通常由八月開始		
* 報讀持續進修課程、專業教育課程及培訓的人士			
- 擴展的免入息審查貸款計劃	全年均接受申請	如申請人提供的資料齊備，於接獲申請日期起計三個星期內	100%
- 持續進修基金	全年均接受申請	接獲申請日期起計兩個星期內	100%

申請人須留意各項資助計劃所公布的**截止申請**日期及各項計劃的條款，申請人可參照各項計劃的申請指引。逾期的申請，會按個別情況考慮。

[^] 因「達到承諾的百分比」於二零一七 / 一八學年之數據將要二零一八年年底才獲悉，故目前只顯示二零一六 / 一七學年的數據。

Ω 由二零一七至一八學年起，學前教育學券計劃(學券計劃)已由新的幼稚園教育計劃(幼稚園計劃)取代。只有在二零一六至一七學年或之前已參加學券計劃，但沒有申請參加或未能成功參加幼稚園計劃的幼稚園，才會繼續保留在學券計劃內。

@ 公帑資助的學額包括由香港城市大學、香港浸會大學、職業訓練局轄下的香港專業教育學院、香港知專設計學院、中華廚藝學院及國際廚藝學院、海事訓練學院、香港科技大學、嶺南大學、菲臘牙科醫院、香港中文大學、香港演藝學院、香港教育大學、香港理工大學及香港大學所提供的認可課程學額。

^{^^} 津貼以一筆過或按兩期形式發放，視乎院校在開學前能否確定學生修讀課程單元的詳情(如上課地點、日數等)以及院校是否為申請學生提供宿位等。



New and Improved Services in 2018/2019

Enhancing the Academic Expenses Grant for Students with Special Educational Needs and Financial Needs Pursuing Post-secondary Programmes

The Commission on Poverty (CoP) approved on 27 March 2015 the allocation of funds from the Community Care Fund for enhancing the academic expenses grant for post-secondary students with special educational needs and financial needs to strengthen the support for these students for three academic years from 2015/16 to 2017/18. At its meeting held on 21 June 2018, the CoP agreed to extend the programme for three academic years from 2018/19 till 2020/21. The programme will continue to operate on its existing parameters.



二零一八 / 一九年度新增及改善服務

增加就讀專上課程有特殊教育需要及經濟需要學生的學習開支助學金

扶貧委員會於 2015 年 3 月 27 日通過，由關愛基金撥款，增加就讀專上課程有特殊教育及經濟需要的學生的學習開支助學金，以加強對他們的支援。這項關愛基金項目由 2015/16 至 2017/18 學年推行，為期三年。在 2018 年 6 月 21 日的會議上，扶貧委員會同意將此項目按現行的運作模式延續三年，至 2020/21 學年。



E-Link services of the Student Finance Office

“SFO E-link” (<https://e-link.wfsfaa.gov.hk>) is an e-platform of the Office to provide the following online services –

- **My Applications** – for registered users to submit online applications and upload supporting documents for designated financial assistance schemes.
- **My Loan Information** – for users who have not yet commenced loan repayment to view their loan information, including the date of loan disbursement and loan amount.
- **My Bills** – for registered users to view their repaying loan account information, including the repayment schedule, the history of all repayment transactions and demand notes of the past 6 months. It also provides online repayment service.
- **My Application Status** – for users to view the application status of their student financial assistance applications under the Office.
- **My Options – Commencement of Loan Repayment** – for users to select the repayment period, the repayment commencement date (if applicable) and the repayment frequency (if applicable), or make requests for lump sum repayment before commencement of repayment.
- **Financial Calculators** – for users to calculate roughly the estimated amounts of financial assistance to be available to them and the loan repayment amounts they need to repay.
- **Partial / Lump Sum Repayment Request** – for users to make online requests for partial / lump sum repayment.
- **Deferment of Loan Repayment Application** – for users to know the application procedures and download the application form.

The Office will continue to expand its electronic service to enhance its services to the public.



學資處電子通服務

本處的「學資處電子通」(<https://e-link.wfsfaa.gov.hk>) 提供下列的網上服務：

- 「我的申請」— 登記用戶可於網上遞交指定的學生資助計劃申請及上載有關證明文件。
- 「我的貸款資料」— 讓尚未開始償還貸款的用戶查閱貸款資料，包括發放貸款日期和貸款金額。
- 「我的帳單」— 登記用戶可查看償還貸款帳戶的資料，包括還款時間表、已完成還款交易的記錄及過去六個月的償還貸款繳款單；同時提供網上繳款服務。
- 「我的申請進度」— 用戶可查看在本處管理下各項學生資助計劃的申請進度。
- 「我的選擇 — 開始償還學生貸款」— 用戶可於開始償還貸款前選擇還款期、開始還款日期（如適用）及還款模式（如適用），或提出一次過償還貸款。
- 「財務試算機」— 用戶可試算大概可獲得的資助金額，以及估計需要償還貸款的金額。
- 「提出償還部分 / 一次過償還貸款」— 用戶可於網上提出償還部分 / 一次過償還貸款。
- 「延期償還貸款申請」— 用戶可了解申請手續及下載申請表格。

本處會不斷加強其網上服務，以提升對市民的服務質素。



Access to Information & Personal Data

Where possible, we shall provide information relating to the Office's policies, services, decisions and other matters falling within its areas of responsibility normally within 10 days from the date of receipt of the written request. Applicants under the various schemes also have the right of lodging a request to access and correct their own personal data kept by the Office. We shall formulate a reply within 40 days from the date of receipt of a request.



Effective Monitoring

We are committed to doing our best to meet our performance standards and targets. The performance of various schemes is monitored closely by the Controller, Student Finance Office. In addition, an annual review is carried out on each of our schemes following completion of each application cycle to assess the extent to which we have met our targets and to see what measures are necessary to improve the operation of our schemes. The performance in respect of the TSFS and the Non-means-tested Loan Scheme (NLS) is reported to the Joint Committee on Student Finance, which advises the Government on and keeps under review the operation of the two schemes to ensure that their objectives and the needs of the community are met. The Committee comprises prominent members of the community and representatives of the institutions and student unions.



Customer Liaison Group

To provide a forum for exchange of views on our services and suggestions for improvements, 130 students from the publicly-funded higher education institutions are invited in the 2018/19 academic year to serve on the TSFS / NLS Customer Liaison Group. Its current term started in June 2018.



公開資料和披露個人資料

在可能範圍內，我們會在接獲書面索取公開資料要求後的 10 日內，提供有關本處的政策、服務、決定及職責範圍以內的其他事宜的資料。各項計劃的申請人亦有權要求查閱和更改本處所保存有關他們的個人資料，我們會在接獲查詢要求後起計 40 日內給予答覆。



有效監察

我們會致力達到各項服務標準和目標。學生資助處監督會密切監察各項計劃的表現。此外，我們每年亦會在各項計劃的申請程序完成後，就每項計劃進行周年檢討，評估已達致既定目標的進度，並研究需要採取的措施，進一步改善各項計劃的運作。至於「資助專上課程學生資助計劃」及「免入息審查貸款計劃」的服務表現報告，將會交由政府助學金聯合委員會考慮。該委員會專責就這兩個資助計劃的運作，向政府提供意見和進行檢討，以確保計劃達致其成立的目標和切合社會的需要。委員會成員包括社會賢達、院校代表和學生會代表。



顧客聯絡小組

為了提供一個讓我們與學生討論本處的服務和交流改善建議的渠道，我們於二零一八 / 一九學年邀請了 130 名來自各間公帑資助高等教育院校的學生，參與「資助專上課程學生資助計劃」/「免入息審查貸款計劃」顧客聯絡小組。小組現屆任期在二零一八年六月開始。



Suggestions and complaints

We welcome any comments and suggestions you may have on our services. There might be occasions when, despite our best efforts, we are unable to meet the targets pledged. In such instances, you are entitled to a full and prompt explanation. If you have any comments on the services provided by the Office, you may contact the Customer Service Officer –

Telephone : 2155 2250

Address : 12/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon

Fax : 2519 3857

Email : customerservice_sfo@wfsfaa.gov.hk

All comments or complaints are dealt with immediately if the information is readily available. In other cases, we shall acknowledge receipt of the comments or complaints in three working days and normally provide a substantive reply in 15 working days.

Officers of the Student Finance Office won the 2017 Ombudsman Awards for Officers of Public Organisations in recognition of their outstanding customer services to the public.





意見和投訴

市民如對我們的服務有任何意見和建議，歡迎向我們提出。在個別情況下，有時即使我們已盡了最大的努力，但仍未能達到所承諾的工作目標。在這情況下，你有權要求盡快得到詳盡的解釋。如你對本處提供的服務有任何意見，可經下列途徑聯絡顧客服務主任 —

電話：2155 2250

地址：九龍長沙灣道三〇三號長沙灣政府合署十二樓

傳真：2519 3857

郵寄：customerservice_sfo@wfsfaa.gov.hk

如本處已備存有關資料，我們會就你的意見 / 投訴立刻作回覆；否則，我們會在接獲有關意見 / 投訴後三個工作天內發出確認通知，並在一般情況下，會於 15 個工作天內提供回覆。

本處職員榮獲「2017 年申訴專員嘉許獎公職人員獎」，表揚他們對市民提供卓越的顧客服務。





The Public's Role and right of appeal

To facilitate early payment of assistance, we appeal to all applicants to adhere to the deadline for submission of applications and to provide complete and accurate information in their applications. Applicants are also reminded to inform the Office immediately of any change of information after submission of the application. Failure in timely provision of changes of information to the Office may cause delay in processing applications or in making payments.

If you feel that your complaint has not been dealt with adequately or need further reviews, you may write to the Controller, Student Finance Office at the following –

Address : 12/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon

Fax : 2519 3846

Email : wg_sfo@wfsfaa.gov.hk

Our staff won the Outstanding Customer Services Awards organised in 2017.





市民擔當的角色和申訴權利

為使本處能夠盡早發放資助款項，我們籲請所有申請人在截止申請日期前遞交申請，並在申請表上填寫詳盡的正確資料。如遞交申請後，有任何資料更改，申請人必須立即通知本處。未能及時向本處提供需要更改的資料，將會導致延誤有關申請的處理，或延誤發放貸款。

如你認為投訴仍未獲適當處理或須進一步覆查，請以下列方式致函學生資助處監督 —

地址：九龍長沙灣道三〇三號長沙灣政府合署十二樓

傳真：2519 3846

郵寄：wg_sfo@wfsfaa.gov.hk

2017年本處舉辦了優良服務員工選舉，得獎同事獲頒獎項。





Enquiries and Information Seeking

For general enquiries, please make use of our 24-hour enquiry hotline 2802 2345 or visit our Homepage at website “<http://www.wfsfaa.gov.hk/sfo>”. We are committed to providing effective customer services to the public. For verbal enquiries made either in person or by telephone, verbal replies are given expeditiously. For written enquiries, we shall normally give replies within 10 days. If this is not possible, an interim reply would be sent within this period.

To obtain further information, you may also telephone the following numbers –

Financial Assistance Schemes	Telephone No.
(a) Kindergarten and Child Care Centre Fee Remission Scheme	2802 2345 (24-hour hotline handled by the staff of “1823”)
(b) Grant for School-related Expenses for Kindergarten Students	
(c) School Textbook Assistance Scheme	
(d) Student Travel Subsidy Scheme	
(e) Subsidy Scheme for Internet Access Charges	
(f) Financial Assistance Scheme for Designated Evening Adult Education Courses	
(g) Diploma Yi Jin Programme(Tuition Fee Reimbursement and Application for Assessment of Eligibility)	
(h) Financial Assistance Scheme for Post-secondary Students	2152 9000
(i) Tertiary Student Finance Scheme – Publicly-funded Programmes	2150 6222
(j) Non-means-tested Loan Scheme for Post-secondary Students	
(k) Non-means-tested Loan Scheme for Full-time Tertiary Students	
(l) Extended Non-means-tested Loan Scheme	2150 6223
(m) Continuing Education Fund	3142 2277 (24-hour hotline handled by the staff of “1823”)



查詢及索取資料

如欲查詢一般事項或索取資料單張和申請表格，請致電本處的 24 小時查詢熱線 2802 2345，或瀏覽我們的網頁，網址是“<http://www.wfsfaa.gov.hk/sfo>”。我們致力提供優良的顧客服務，當接到市民的口頭查詢，不論是親臨本處或以電話查詢，我們都會盡快提供回覆。當接到市民的書面查詢，在一般情況下，我們會於 10 天內回覆。若有關查詢需要更長時間去處理，我們會於 10 天內提供初步回覆。

如欲進一步查詢，請撥下列電話號碼：

學生資助計劃	電話號碼
(a) 幼稚園及幼兒中心學費減免計劃	2802 2345 (24 小時熱線，由「1823」職員接聽)
(b) 幼稚園學生就學開支津貼	
(c) 學校書簿津貼計劃	
(d) 學生車船津貼計劃	
(e) 上網費津貼計劃	
(f) 指定夜間成人教育課程資助計劃	
(g) 毅進文憑課程 (學費發還及資格評估申請)	
(h) 專上學生資助計劃	2152 9000
(i) 資助專上課程學生資助計劃	2150 6222
(j) 專上學生免入息審查貸款計劃	
(k) 全日制大專學生免入息審查貸款計劃	
(l) 擴展的免入息審查貸款計劃	2150 6223
(m) 持續進修基金	3142 2277 (24 小時熱線，由「1823」職員接聽)