香港教育大學
The Education University of Hong Kong

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Information Centre - Student Records Service Desk

Special Announcement

Suspension of in-person counter services at the Information Centre during the Graduation Ceremony

Please note that the in-person counter services at the Information Centre will be **SUSPENDED** on 19, 20 and 26 November 2026 due to staff involvement in supporting the Graduation Ceremony. Services will resume on the next working day.

In-person collection of academic documents and application submission will be suspended during the abovementioned period. Please submit the application for academic documents via online service instead of submitting paper forms on campus.

For arrangements for submission of the application form, please refer to HERE.

Services Provided

1. Handling enquiries related to student records
2. Receiving various kinds of applications, including:
    - Academic Documents* (Current Students / Graduates)
    - Credit Transfer
    - Change of Programme / Major / Minor / Mode of Study
    - Change of Personal Particulars
    - Deferment of Studies

- Replacement of Certificate* (Current Students / Graduates)
- Replacement of Student Card
- Withdrawal of Studies

3. Providing a 24-hour-self-service area for submission of the above application forms

* Please use online application service instead of submitting paper forms, to support the University in becoming an environmentally sustainable campus.

Location

Room A-G/F-11, CKCF Building (Block A)
The Education University of Hong Kong
10 Lo Ping Road, Tai Po, New Territories, Hong Kong

Contacts

Telephone Number: 2948 6177
Fax Number: 2948 8273
E-mail: siec@eduhk.hk

Opening Hours

Mondays to Fridays	8:30 a.m. - 5:20 p.m.
Saturdays, Sundays and Public Holidays	Closed
When Black Rainstorm Signal or Typhoon Signal No. 8 or above is in force	
When the pre-No.8 special announcement is made by Hong Kong Observatory	

If Black Rainstorm Signal or Typhoon Signal No.8 or above is cancelled under the following circumstances:	
a. at or before 9:00 a.m.	Open at 11:00 a.m.
b. after 9:00 a.m. or before 11:00 a.m.	Open at 2:00 p.m.
c. after 11:00 a.m.	Closed

Please refer to the "Special Announcement" above for opening hours on festival days or special occasions.

If you have any questions, please contact us at 2948 6177 or by email at siec@eduhk.hk.

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