

# Information Centre - Student Records

## Service Desk

### 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](mailto: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:	Open at 11:00 a.m.
a. at or before 9:00 a.m.	Open at 2:00 p.m.
	Closed
b. after 9:00 a.m. or before 11:00 a.m.	
c. after 11:00 a.m.	

If you have any questions, please contact us at 2948 6177 or by email at [siec@eduhk.hk](mailto:siec@eduhk.hk).

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