

# Frequently Asked Questions

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## Part 1 – Application Procedures

**1. How do I start an online application?**

Please visit the Hong Kong Shue Yan University (HKSJU) Postgraduate Admission System website at [postgraduate-admission.hksyu.edu](https://postgraduate-admission.hksyu.edu). Register an account using your email address, and you may then start a new application for your preferred programme(s).

**2. Can I apply for more than one programme?**

Yes, you may apply for multiple programmes. However, each programme requires a separate, complete application submission. If you wish to apply for another programme, please submit an additional application after completing the first one.

**3. What is the main application period for the 2026-27 academic year?**

The main application period for most programmes is from 17 November 2025 to 31 January 2026. Some programmes (e.g., the January intake for the Master of Social Sciences in Psychology) have different deadlines. Please refer to the latest announcements on the Graduate School website.

**4. What if I miss the main application period?**

If places remain available, the University may open an extended application period. Please monitor the Graduate School website and the admission system for announcements.

**5. Can I change my chosen programme or year of entry after submitting my application?**

No. Once an application is submitted, the selected programme and year of entry cannot be changed. Please make your choices carefully during the application stage.

**6. What should I do if my referee has not received the reference request email?**

Please ask your referee to first check their junk/spam folder and ensure their email settings allow emails from external senders. If the issue persists, please contact the Admissions Team at [pgadmit@hksyu.edu](mailto:pgadmit@hksyu.edu) for assistance. We recommend referees use an official institutional/organizational email address.

**7. Can I use my referee's personal email address?**

We strongly recommend using an official institutional/organizational email address to ensure the secure link sent by our system is received without delay.

**8. How can I confirm my application has been successfully submitted?**

Upon successful submission, the system will generate a unique application number. You can check your application status by logging into the system and viewing the "My Progress" page.

**9. What is the application fee and how can I pay it?**

The fee is HK\$250 for local applicants and HK\$650 for non-local applicants. The fee must be paid online through the admission system via WeChat Pay, Alipay, FPS, or credit card (Visa/Mastercard).

**10. Who should I contact if I encounter technical issues with the online application system?**

Please email the Admissions Team at [pgadmit@hksyu.edu](mailto:pgadmit@hksyu.edu). Please provide your application number and details of the issue to facilitate follow-up.

**11. Can I submit my application by post or email?**

All applications must be submitted online via the HKSJU Postgraduate Admissions System. Applications sent by post or email will not be accepted.

**12. How long does the application process usually take?**

The review process typically takes around 60 working days. All applicants will be notified of the outcome by email by the end of June.

**13. Will I receive updates on my application status during the review?**

The University does not provide individual progress updates during the review period. Please wait patiently for the final outcome notification.

**14. In what language should I complete the application form?**

Unless otherwise specified by the programme, the application form must be completed in English.

**15. Can I apply if I am in my final year of undergraduate study?**

Yes. Please upload your most recent transcript. Applicants from Mainland China must also submit the 'Online Verification Report of Student Record' from the CHSI (學信網). Eligible applicants may be offered a conditional admission.

**16. I have studied at HKSYU before. Do I need to submit my HKSYU academic documents?**

Yes. Both HKSYU graduates and current students must report their HKSYU student number(s) (if you have two or more, use the most recent one) and upload the relevant academic certificates and transcripts from HKSYU.

**17. Do I need to submit incomplete or unawarded qualifications?**

The University will not review incomplete or unawarded qualifications from the past, except for the programme you are currently enrolled in. Therefore, you do not need to submit them.

**18. What should I do if I forget my application account password?**

Please use the "Forget Password" function on the login page. The system will send a password reset link to your registered email address.

**19. Can I save my application form and complete it later?**

Yes. The system has a save function. Please ensure you complete the submission and payment process before the application deadline.

**20. Can I make corrections after submission if I find an error?**

Applications cannot be modified once submitted. Please double-check all information before final submission. For critical errors, please contact the Admissions Team.

## **Part 2 – Programme Requirements**

### **1. What are the general entrance requirements for research postgraduate programmes?**

Applicants should hold a relevant bachelor's degree (usually with Second Class Honours Division I or above) or a relevant master's degree from a recognised university, and meet the University's English language proficiency requirements (e.g., TOEFL iBT 90 or IELTS overall band score 6.5).

### **2. Do specific MPhil/PhD programmes have special requirements?**

Some programmes (e.g., Chinese, English, History, Psychology, Sociology, Economics) require applicants to possess a closely related academic background with strong academic recommendations and may require a research proposal or writing sample.

### **3. What are the entrance requirements for taught postgraduate programmes?**

Applicants should hold a relevant bachelor's degree (usually with Second Class Honours Division I or above) from a recognized university and meet the specific English requirements of the programme. Some programmes taught in Chinese may require proof of Chinese proficiency.

### **4. Can I apply for a PhD programme with only a bachelor's degree?**

Applicants holding a First-Class Honours bachelor's degree in a relevant discipline from a recognized university may also be considered for admission to PhD programmes.

### **5. Do all programmes require a research proposal?**

A research proposal is mandatory for research postgraduate programmes. For taught programmes, it depends on individual programme requirements. Please refer to the specific webpage.

### **6. Do any programmes require work experience?**

Some professional programmes (e.g., Master of Social Work, Master of Counselling Psychology) may require applicants to possess relevant work experience. Please refer to the programme information for details.

### **7. Which English proficiency test scores are accepted?**

The University accepts TOEFL iBT and IELTS (Academic) scores. Applicants holding a degree from a recognized institution in Hong Kong or a university where English is the primary medium of instruction may be exempted. If you do not have an English test score, it is advisable to register for a test as soon as possible to avoid delays in your application.

**8. Will other English test scores be considered if I cannot take IELTS or TOEFL?**

For applicants under special circumstances without the specified test scores, the University may flexibly consider other equivalent evidence of English proficiency.

**9. Are there any pre-admission or bridging courses?**

Some programmes may require newly admitted students to take bridging courses to consolidate foundational knowledge. If required, such arrangements will be stated in the offer letter.

**10. Can I apply for credit transfer?**

The University will consider credit transfer requests on a case-by-case basis. Applicants must submit official transcripts and course syllabi. Approval is subject to University regulations and is not guaranteed.

**11. Can non-local students apply for part-time programmes?**

According to regulations from the Education Bureau, certain categories of non-local students are only permitted to study full-time programmes. Please confirm your eligibility before applying.

**12. Is there an age limit for applicants?**

There is no age limit. The University will assess an applicant's suitability based on multiple aspects, including but not limited to academic qualifications, relevant work experience, and language ability.

**13. Do I need to know Cantonese or Putonghua (Mandarin)?**

For programmes taught in Chinese, applicants must demonstrate Chinese proficiency, for example, by submitting an academic qualification from a Chinese-medium institution or a recognized Chinese language test score.

**14. Can I apply if my undergraduate degree is not directly related to the programme?**

This depends on the programme. Some programmes may consider applicants with relevant work experience or who have completed specified bridging courses.

**15. Is an interview mandatory?**

Yes, shortlisted applicants are required to attend an interview, which may be conducted in person or online.

**16. Can I defer my admission?**

Deferral requests are considered on a case-by-case basis and are not guaranteed. If you need to defer after receiving an offer, please contact the Admissions Team as soon as possible.

**17. Are there specific grade/GPA requirements?**

The basic requirement is a Second-Class Honours Division I degree. However, competitive programmes conduct a holistic review, and strong academic performance can enhance your application.

**18. Can I apply if my qualifications are from a non-recognized institution?**

No, applicants' qualifications must be from institutions recognized by the University. If in doubt, you may contact the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ) for an assessment.

**19. Can I apply if I only have a master's degree but not a bachelor's degree?**

Programmes generally require applicants to possess at least a bachelor's degree at Hong Kong Qualifications Framework (HKQF) Level 5. If you only have a master's degree, you are advised to contact the HKCAAVQ for a QF level assessment.

**20. Can I still apply for the January intake programmes after the main application period?**

The application period for the January intake of the Master of Social Sciences in Psychology is from 1 April to 31 August 2026. For other programmes, please follow the main application period.

## Part 3 – Documents Required

### 1. What documents must I upload during application?

Required documents include: a recent photo, copy of ID, copies of academic certificates, complete transcripts, proof of English proficiency (if applicable), programme-specific documents (e.g., CV, research proposal), and referee contact details.

### 2. Do I need to submit original documents when applying?

For the initial application, only clear scanned copies are required. If you are successfully shortlisted and receive a preliminary offer, the University will request you to arrange for your institution to send official transcripts and certificates directly to us.

### 3. What if my documents are not in English?

Officially certified English translations issued by the awarding institution or a recognised translation service must be submitted together with the original documents.

### 4. Are there special document requirements for Mainland Chinese applicants?

Applicants must submit the following from the CHSI (學信網): 'Online Verification Report of China Higher Education Qualification Certificate' (教育部學歷證書電子註冊備案表), 'Online Verification Report of China Higher Education Degree Certificate' (中國高等教育學位在线驗證報告), and 'Verification Report of China Higher Education Student's Academic Transcript' (中國高等學校學生成績驗證報告). Current students must submit the 'Online Verification Report of Student Record' (教育部學籍在线驗證報告). Applicants with overseas qualifications must submit the 'Overseas Credential Evaluation Report' (國外學歷學位認證書) issued by the Chinese Service Center for Scholarly Exchange (CSCSE).

### 5. How do I submit official transcripts?

Please arrange for your graduating institution to send the official transcript(s) in a sealed envelope directly to the University. Please use the 'Transcript Submission Cover Sheet' available on the Graduate School website. Alternatively, you may have them sent via the institution's secure electronic platform if available.

### 6. Can I submit electronic transcripts?

If your institution/examining body does not provide a mailing service for official transcripts, the University may accept electronic transcripts sent directly by the institution/ examining body via a recognized secure electronic platform. Screenshots or files uploaded by the applicant are not accepted.

**7. Do current or former HKSYU students need to submit official HKSYU transcripts?**

Yes, both current HKSYU students and graduates must apply for official transcripts from the HKSYU Registry. Please use the 'Transcript Submission Cover Sheet' from the Graduate School website. The Registry will submit the applicant's official documents directly to the University Admissions Office (Postgraduate Admissions) for processing.

**8. Will original physical documents be returned after submission?**

All physical documents submitted will not be returned. Applicants should take note of this.

**9. Are there format and size limits for uploaded files?**

Files must be in PDF or JPG format. Each uploaded file should not exceed 5MB (the personal statement should not exceed 2MB). Do not upload compressed files (e.g., ZIP).

**10. Do I need to submit proof of professional qualifications?**

If applicable, please upload scanned copies of relevant certificates or membership proof. The University reserves the right to request official verification.

**11. What if I cannot gather all documents by the deadline?**

It is recommended to upload available documents first. If your application is considered, the University may grant a deadline for supplementary documents. However, incomplete applications may not proceed to the review stage.

**12. Can I modify my application or submit additional documents after submission?**

Applications cannot be changed once submitted. Additional documents are not accepted unless specifically requested by the University.

**13. What if my referee cannot submit the reference letter online?**

Reference letters must be submitted via the University's secure online system. If difficulties arise, please contact the Admissions Team for assistance.

**14. Must international applicants submit a passport copy?**

Yes, please upload a clear copy of the personal particulars page of your passport.

**15. Do I need to submit a copy if I already hold a valid Hong Kong visa?**

Yes, please upload a copy of your visa/entry permit (e.g., IANG, dependant visa) for record purposes.



**16. What if the name on my academic documents differs from my current name?**

Please submit official documentation for the name change (e.g., marriage certificate, deed poll) together with your application.

**17. What are the consequences of submitting false documents?**

Providing false or misleading information is a criminal offence. The application will be cancelled, and legal liabilities may be incurred.

**18. What if my transcript does not include a grading scheme/explanation?**

You must obtain an official explanation/grading scheme document from your institution and submit it together with your transcript.

**19. Is a personal statement required?**

This depends on the programme requirement. Please refer to the relevant programme webpage.

**20. How do I upload the academic documents required to fulfil my conditional offer after receiving it?**

Applicants are required to upload copies of the required academic/qualification documents to the Postgraduate Admissions System before the deadline specified in the conditional offer letter. Additionally, you must arrange for your graduating institution/examining body to send the official transcript(s) directly to the Admissions Team for final verification.

## **Part 4 – Selection & Interview**

**1. What are the selection criteria?**

The University holistically considers an applicant's academic record, relevant learning/work experience, quality of research proposal/personal statement, interview performance, language proficiency, and reference letters.

**2. Will all applicants be invited for an interview?**

Only shortlisted applicants who pass the initial screening will be invited for an interview.

**3. How will I be notified about the interview arrangement?**

All notifications are sent via email. Please ensure your email address is correct and check it regularly.

**4. Can I choose the interview format?**

The interview format (in-person or online) is determined by the University. Details will be specified in the invitation.

**5. How should I prepare for the interview?**

Be prepared to introduce your academic background, motivation for applying, and future plans. Applicants for research programmes should be familiar with their research proposal.

**6. Can I reschedule my interview?**

If you have a special reason for not being able to attend at the scheduled time, please contact the department/faculty coordinator mentioned in the invitation email as early as possible to discuss alternative arrangements.

**7. How long after the interview will I know the result?**

All application results are expected to be announced via email by the end of June.

**8. Will I be notified if I am not invited for an interview?**

All applicants will receive an email notification regarding the outcome of their application, regardless of the result. Individual reasons for non-selection will not be provided.

**9. In what language is the interview conducted?**

Generally, interviews are conducted in the primary teaching language of the programme. For bilingual programmes, both Chinese and English may be used.

**10. Can I request a review of the admission decision?**

The University's admission decision is final. Requests for review or appeal will not be accepted.

**11. Does the University maintain a waiting list?**

A waiting list may be established if necessary. If an admitted student declines the offer, we may admit applicants from the waiting list.

**12. Is admission competitive?**

Admission is typically competitive due to limited places. Applicants are advised to submit their applications early.

**13. Do I need to declare any criminal record?**

Some programmes involving contact with vulnerable groups may require applicants to declare relevant records. Failure to disclose may lead to the revocation of an admission offer.

**14. Can I apply for different intakes (e.g., September and January) within the same academic year?**

The University currently only offers a January intake for one specific programme, for which applications open on 1 April. Applicants who have already applied for the September intake are advised to decide whether to apply for the January intake after receiving their September intake application result.

**15. How does the University support applicants with special needs?**

Applicants with special needs are welcome to state their requirements during the application process so that the University can arrange appropriate support.

**16. Are interviews conducted in a group format?**

Interviews are generally conducted individually with faculty members from the relevant department.

**17. How long does an interview usually last?**

Typically around 20 to 30 minutes, though the actual duration depends on the programme.

**18. Can I present supplementary materials during the interview?**

For online interviews, screen sharing may be possible. For in-person interviews, bringing additional materials is generally not required unless specifically notified.

**19. Will multiple languages be used in the interview?**

For bilingual programmes, the interview may assess the applicant's communication ability in both Chinese and English.

**20. How are interview times arranged for overseas applicants in different time zones?**

The University will try to accommodate reasonable requests related to time zone differences. Please state your request as early as possible upon receiving the interview invitation.

## **Part 5 – Fees and Payment**

**1. What is the application fee? Does it vary?**

The fee is HK\$250 for local applicants and HK\$650 for non-local applicants.

**2. Under what circumstances can the application fee be refunded?**

The application fee is non-refundable and non-transferable under any circumstances, regardless of the application outcome.

**3. How can I pay the application fee?**

Payment can be made online through the admission system via WeChat Pay, Alipay, FPS, or credit card (Visa/Mastercard).

**4. What happens if I do not pay the application fee by the deadline?**

Applications for which the fee is not paid by the specified deadline will be automatically cancelled.

**5. Apart from tuition fees, are there other mandatory fees?**

Other potential fees include a registration deposit, bridging course fees (if applicable), a caution money deposit, visa application fees, and graduation fees.

**6. Is the registration deposit refundable?**

All registration deposits are non-refundable and non-transferable once paid. Requests under special circumstances require approval from the Graduate School Admissions Office.

**7. Will the registration deposit I paid earlier be refunded upon official admission?**

The registration deposit will be deducted from the tuition fee payable upon official registration. Therefore, it is not refunded separately.

**8. If I receive offers from multiple programmes, do I need to pay a deposit for each?**

If you receive conditional offers for multiple programmes, you are required to pay a registration deposit for each offer. After fulfilling all conditions, you must submit the required proof to the Graduate School Admissions Office to obtain a formal offer. Upon receiving the formal offer, you must pay the tuition fee during registration. You can ultimately only accept and register for one programme. Registration deposits paid for other programmes are non-refundable and non-transferable.

**9. How are tuition fees calculated?**

Tuition fees vary by programme, mode of study (full-time/part-time), and student status (local/non-local). Fees are either charged on an annual or per-credit basis.

**10. When is the first instalment of tuition fees due?**

Please refer to the payment deadline stated in your offer letter. Typically, it is due upon acceptance of the offer.

**11. Can tuition fees be paid by instalments?**

For taught programmes, fees are generally charged per semester based on credits taken. Annual fees for research programmes and some taught programmes can be paid in two instalments.

**12. Will tuition fees be refunded if my student visa is denied?**

All fees paid are non-refundable, including in cases of visa denial.

**13. Will my admission be affected if my student visa is not issued before the semester starts?**

Yes. The University will decide on the admission arrangement based on your specific situation. If necessary, your student status may be reserved, and your admission may be deferred. The University will not arrange online classes for students without a valid visa. It is strongly recommended that students apply for their student visa immediately after receiving an offer and submit all required documents (including supplementary ones) to the Immigration Department as early as possible to avoid delays.

**14. Can I withdraw and get a refund if my visa is denied or not issued before the semester starts?**

Withdrawal requires an application to the University Registry. All fees paid (except the caution money deposit, which may be refundable under specific conditions) are non-refundable and non-transferable.

**15. What financial support is available for non-local students?**

Non-local taught postgraduate students are generally not eligible for Hong Kong government subsidy schemes.

**16. Can I pay tuition fees by credit card?**

The University does not accept credit card payments for tuition fees. The payment methods will be detailed in the offer letter and may include online payment, bank transfer

(for overseas students), or bank draft (payable to "Hong Kong Shue Yan University"). Specific arrangements will also be communicated during the official registration.

**17. Can I offer an additional fee to a University staff member to expedite my application?**

Offering any form of advantage to University staff is strictly prohibited and may constitute an offence under Hong Kong's Prevention of Bribery Ordinance.

**18. What should I do if I anticipate difficulty paying fees on time?**

Please contact the Graduate School Admissions Office immediately to explain your situation. Late payment may result in the cancellation of your place.

**19. Is the tuition fee the same for local and non-local students?**

Tuition fees differ based on student status. Please refer to the fee schedule in the 'Postgraduate Admissions Guidebook'.

**20. Is there a penalty for late payment of fees?**

A late fee may be charged for overdue payments. Persistent non-payment may lead to deregistration.

**21. Is there an administrative fee for refunds?**

According to University regulations, all fees paid are in principle non-refundable and non-transferable. However, the University may consider refund requests under special circumstances at its discretion. All refunds require a formal application process. If approved, no administrative fee is generally charged unless otherwise specified during the application for refund.

**22. Can someone else pay the fees on my behalf?**

Yes, but payment must be made through the University's designated channels, clearly stating the applicant's name and application number.

**23. Is the tuition fee for part-time research programmes the same as for full-time?**

The total programme fee for part-time and full-time modes is the same. Please refer to the fee schedule in the 'Graduate School Admission Guide' for the annual amount payable.

**24. Will tuition fees increase annually?**

The University's tuition fees and other charges are subject to adjustment on an annual

basis. However, the fee rate confirmed at the time of a student's admission will remain unchanged for the normal duration of their study in that programme.

**25. Are bridging course fees included in the tuition fee?**

No, bridging course fees are separate and must be paid additionally. They are non-refundable and non-transferable.



## Contact Us

For enquiries, please contact the HKSYU Graduate School and the Admissions Team.

### Email:

General Enquiries – Graduate School: [gs@hksyu.edu](mailto:gs@hksyu.edu)

Application Matters – University Admissions Office (Postgraduate Admissions): [pgadmit@hksyu.edu](mailto:pgadmit@hksyu.edu)

### Website: <https://gs.hksyu.edu>

### Postgraduate Admissions System: <https://postgraduate-admission.hksyu.edu>

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