



# OXFORD COLLEGE

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**The contact person/s are;**

**Academic Counselling, including study matters, learning programme and Further Studies, Welfare Counselling and Emergency Matters;**

**During day;**

**Joseph Wong, HEAD of VET department**

**Student Service Officers –**

**Tina Dela Cruz**

**Nancy (Juan Juan) Zheng**

**After 5pm,**

**Joseph Wong, HEAD of VET Department**

**Counsellor – Duke Ihara-Park**

**During weekends;**

**Counsellor: Duke Ihara-Park**

**Enrolment Processing, Tuition Fees Payment and Accommodation/Guardian Placement and its Monitoring {These are done during day time only – Tina Dela Cruz, Jamie De Leon and Nancy (Juan Juan) Zheng.}**

**Other matters;**

**Complaints and Appeals** (see the attached 'Complaints and Appeals Policies and Procedures')

A student asks at reception or fills in an 'Assessment Appeals Form' which the student can get from reception and gives it to the Student Service Officer at reception, or asks the Student Service Officer to make an appointment with the Counsellor, Head of VET Department.