

**ADMISSION GUIDELINES
GOVERNING MASTER'S DEGREE AND POSTGRADUATE
CERTIFICATE / DIPLOMA PROGRAMMES FOR 2020/2021**

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1. LIST OF MASTER'S DEGREE PROGRAMMES TO BE OFFERED IN 2020/2021

Faculty	Programme Code	Programme	Medium of Instruction	Normal Duration of Study
Faculty of Arts and Humanities	MAHELS	1. Master of Arts - English Studies	English	2 academic years
	PMAHCLN PMAHCLT	2. Master of Philosophy - Chinese Linguistics - Chinese Literature	Chinese	
	PMAHPISLCS PMAHPISLG	3. Master of Philosophy - Portuguese Language & Intercultural Studies (Literary & Cultural Studies) ^② - Portuguese Language & Intercultural Studies (Applied Linguistics) ^②	Portuguese	
	MAHTRSEC	4. Master of Arts - Translation Studies(English-Chinese)	Chinese/ English	
	MAHTRSPC	- Translation Studies(Portuguese-Chinese) ^②	Chinese/ Portuguese	
	MASSHIT	5. Master of Arts - History	English & Chinese	
	MASSCHC	- Chinese History and Culture	Chinese	
Faculty of Business Administration	EMBA	1. Executive Master of Business Administration	Chinese and English	2 academic years
	MBA	2. Master of Business Administration	English	
	MSBACCT MSBFNA MSBIRT	3. Master of Science - Accounting - Finance - International Integrated Resort Management		
Faculty of Education	PMEDCCI PMEDCCICHE	1. Master of Philosophy ^② - Curriculum & Instruction - Curriculum & Instruction - Chinese Language Education	Chinese and English	2 academic years
	PMEDCCIENE	- Curriculum & Instruction - English Language Education		
	PMEDEA	- Educational Administration		
	PMEDECD	- Early Childhood Education and Child Development		
	PMEDEPY	- Educational Psychology		
	PMEDPSS	- Physical Education & Sport Studies		
	Faculty of Law	MSLLCBD MSLLCPL MSLLCIP MSLLBUL		
MELLEUR MELLINL MELLCOL		2. Master of Law in European Union Law, International Law and Comparative Law (English Language) - European Union Law - International Law - Comparative Law	English	

	MIBLINB	3. Master of Law in International Business Law(English Language)		
	MPLLJUS MPLLJPS	4. Master of Law (Portuguese) - Juridical Sciences - Juridical Political Sciences	Portuguese	
	MMLLLP	5. Master of Law in Macau Law and Practice [®]	Chinese and Portuguese	
Faculty of Social Sciences	MASSCNM	1. Master of Arts - Communication and New Media [®]	English	2 academic years
	MSSIRP	2. Master of Social Sciences - International Relations and Public Policy [®]	English	
	MSSEUS	- European Studies	English	
	MSSPAD	- Public Administration [®]	Chinese	
	MSSCRI	- Criminology and Criminal Justice	English but supplemented with Chinese	
	MSSECO	- Economics [®]	English	
	PMSSMOS	3. Master of Philosophy - Macao Studies	Chinese and English	
Faculty of Science & Technology	MSCCVLHE MSCCVLTG	1. Master of Science in Civil Engineering - Hydraulics and Environmental Engineering - Structural and Geotechnical Engineering	English	2-3 academic years
	MSCCEMM	2. Master of Science in E-Commerce Technology		
	MSCECT	3. Master of Science in Electrical and Computer Engineering		
	MSCEMG	4. Master of Science in Electromechanical Engineering		
	MSCCOS	5. Master of Science in Computer Science		
	MSTMAT	6. Master of Science in Mathematics		
	MDDTSAIA MDDTBMK MDDTSFIT MDDTSSYC MDDTSPMD MDDTSIED	7. Master of Science in Data Science - Artificial Intelligence Applications - Big Data and Analytics in Marketing - Financial Technology - Data Strategy and Compliance - Precision Medicine - Intelligent Education		
	Institute of Chinese Medical Sciences	PMCMCMS PMCMAD	1. Master of Philosophy - Chinese Medicinal Science - Medicinal Administration	English but supplemented with Chinese

Most of the above programmes are evening programmes, classes start after 6:00 p.m. Please consult the Academic Unit concerned for exact class schedule.

[®] Courses will normally be conducted in daytime during weekdays.

[®] Please visit the Graduate School's website for more details regarding the specific English proficiency requirement.

2. LIST OF POSTGRADUATE CERTIFICATE / DIPLOMA PROGRAMMES TO BE OFFERED IN 2020/2021

Faculty	Programme Code	Programme	Medium of Instruction	Normal Duration of Study
Faculty of Education	PGCEPRD PGCEPYD PGCESED	1. Postgraduate Certificate in Education - Pre-Primary Education [®] - Primary Education [®] - Secondary Education [®]	Chinese	1 academic year
Faculty of Law	LML	1. Introduction to Macau Law [®]	Chinese	2 academic years

[®] Please visit the Graduate School's website for more details regarding the specific English proficiency requirement.

3. ADMISSION REQUIREMENTS

3.1 Master's Degree Programmes

- 3.1.1 An applicant of a Master's degree programme must possess a Bachelor's degree or academic background recognized as equivalent by the University of Macau. An applicant may also be required to possess other knowledge or professional experience.
- 3.1.2 Applicants currently studying in the final year of Bachelor's degree programmes may also submit applications. Successful applicants will be provisionally offered and will only be formally admitted upon successful completion of their Bachelor's degree programmes with overall result satisfying the requirements set by the respective programme.
- 3.1.3 Applicants should have achieved the equivalent* of an overall result of Grade C+ or better in the Bachelor's degree studies. (Except for the Faculty of Law)
- 3.1.4 Applicants must fulfil the Language Proficiency requirement of the specific programme.

* The equivalent means 2.3 on the 4.0 GPA scale, 14 on the 20-point scale or 70 out of 100.

3.2 Postgraduate Certificate / Diploma Programmes

- 3.2.1 An applicant of a postgraduate certificate / diploma programme must possess a Bachelor's degree or academic background recognized as equivalent by the University of Macau. An applicant may also be required to possess other knowledge or professional experience.
- 3.2.2 Applicants currently studying in the final year of Bachelor's degree programmes may also submit applications. Successful applicants will be provisionally offered and will only be formally admitted upon successful completion of their Bachelor's degree programmes with overall result satisfying the requirements set by the respective programme.
- 3.2.3 Applicants must fulfil the Language Proficiency requirement of the specific programme.

- 3.3 Applicants who received their Bachelor / Master's degree from a university where the medium of instruction was not English are required to provide one of the following as proof of English proficiency :
- Obtained a Level 6 of the College English Test (CET) score of 430 or;
 - Obtained a TOEFL* score of 550 (paper-based examination)/ 80 (Internet-based)

examination) or;

- An IELTS* overall score of 6.0 or above with no sub-score lower than 5.5 or;
- Passed the Level 4 or Level 8 of the Test for English Majors (TEM).

Some academic units may have different requirements for proof of English proficiency.

Please visit the Graduate School's website for more details.

*Note : TOEFL and IELTS scores are valid for two years from the test date.

- 3.4 Please refer to the programme information for individual programme's specific admission requirements.

4. APPLICATION PROCEDURES

Online application forms will be available during the application period from 16 October 2019 to 28 February 2020. Applicants should submit their application via the Online Application System of the University at <http://grs.um.edu.mo/>.

- 4.1 Read carefully the important notes before you proceed with your application.
- 4.2 You must have an email address to register as a new user in order to submit an application. Applicants who have successfully registered will receive a reference number (e.g. 20XXXXXX) and password by email. You must keep such information to login to your account throughout the whole application procedure. (If you fail to receive the email within 2 days, please contact us by phone at 88224898.)
- 4.3 Complete all relevant sections of the Online Application. It is recommended that you supply a local mobile number so that the University may notify applicants of any news by email and SMS.
- 4.4 Scan and upload all required documents to the Online Application System. All submitted documents must be in A4 size, PDF format and the total size for all attached documents should NOT be greater than 6MB.

The documents should include:

- 4.4.1 Identification card copy.
- 4.4.2 Photo (passport size photo in JPG format with 300dpi, with no border and white background; this photo will be used for making the student identification card for all offered applicants.).
- 4.4.3 Certificate(s) and academic transcript(s) for the programme(s) taken and documents supporting information given in the application form.
- 4.4.4 Applicants currently studying in the final year of Bachelor's degree programmes should submit their most updated academic transcript (It must include at least 3 years' results, if the transcript has more than one page, you should scan all pages in ONE FILE and upload it at the appropriate area.), testimonial and documents supporting information given in the application form.
(Applicants currently studying in the final year of Bachelor's degree at the University of Macau do not need to submit the Bachelor's degree transcript and testimonial, other documents remain the same with other applicants.)
- 4.4.5 Applicants (in-service teachers) of Postgraduate Certificate in Education programme (PGCE) please submit one Teacher's I.D. card copy.
- 4.4.6 Recommendation forms
- 4.4.6.1 Applying for the Postgraduate Certificate in Education Programme,

in-service teachers must use the paper recommendation form provided by the Faculty of Education (this recommendation form can be downloaded at the Graduate School's website at <http://grs.um.edu.mo/>). Pre-service teachers must use the paper recommendation form provided by the Graduate School. Only one recommendation form is required, the form should be sealed in an envelope by your referee and forwarded/sent to the Graduate School directly.

- 4.4.6.2 No recommendation form is required from applicants of Introduction to Macau Law programme (LML) and Improvement of Legal Practice and Language programme (LPL).
- 4.4.6.3 Applicants of all the other programmes must use the recommendation forms provided by the Graduate School. Each application must submit two recommendation forms. One of the recommendation forms must be completed by university academics. If applying for admission to programmes taught in English, English recommendation forms should be used.
- 4.4.6.4 Further to 4.4.6.3, paper recommendation and online recommendation forms are both accepted. If you prefer to submit online recommendation forms, you must make sure your referees submits your recommendation forms to us before the application deadline. An automatic notification email will be sent to the applicant once we receive the recommendation forms. If applicants do not receive this email, that means your referee has not submitted the online recommendation form for you yet. You should contact your referee as soon as possible to make sure that it is submitted by the application deadline. If you choose to use paper recommendation forms, the forms should be sealed in an envelope by your referee and forwarded/sent to the Graduate School directly. Please write on the envelope your application number DP-C0-XXXX-X or reference number 20XXXXXXXX before sending the recommendation form to us.
- 4.4.7 Proof of English proficiency (Please refer to Item 3.3 under Admission Requirements for details.)
- 4.4.8 Applicants who received their Bachelor/Master's degree from a university where the medium of instruction was English are required to provide a proof of English as the medium of instruction, if deemed necessary, issued by the applicants' university where their Bachelor/Master's degree was obtained (UM's current students and graduates are not required to provide such proof).
- 4.4.9 Students applying for admission to programmes taught in English must submit English version of certificate(s)/testimonial(s) and academic transcript(s).
- 4.4.10 Application without the above mentioned documents enclosed will not be processed.
- 4.4.11 Documents submitted to the University will not be returned to the applicant.
- 4.5 Verify all application data before submitting the application. Once the application is submitted, no data can be changed. Each applicant can submit only one application. If necessary, the applicant can indicate in his/her application a maximum choice of two programmes with priority given to each programme. Although the applicant can apply for two programmes, application fee will be charged once only.
- 4.6 Settle the application fee by the deadline of the application period (For more details, please refer to Point 8).

- 4.7 Once the application fee is settled, an acknowledgment email with an application number (DP-C0-XXXX-X) will be sent to you by email. Applications without an application number will not be regarded as valid. If you do not receive any acknowledgment email, please contact us by email at gradschool@um.edu.mo.
- 4.8 If the academic documents provided are not in Chinese/English/Portuguese, applicants must submit an English version of certificate(s)/testimonial(s) and academic transcript(s) issued by the respective university/institution. Applicants can also submit translated English copies of the documents. Otherwise, the application will not be considered.
- 4.9 Late applications will be considered only under very special circumstances.
- 4.10 Applicants will be given conditional offer in the following circumstances.
- 4.10.1 Applicants currently studying in the final year of Bachelor's degree programmes will be conditionally offered and will only be formally admitted upon successful completion of their Bachelor's degree programmes with overall result satisfying the admission requirements.
- 4.10.2 In special cases, applicants are required to submit proof of English proficiency before formally admitted.

5. SELECTION

The selection process will start from October 2019 to April 2020. Should an interview be required for application to a certain programme, the Academic Unit concerned will inform candidate for further details of the interview.

6. MASTER ASSISTANTSHIP

Master assistantship is available to Master students of the University which serves as a source of stipend for students. Please refer to the *Guidelines for UM Master Assistantship* for further details.

7. APPLICATION PERIOD

16 October 2019 - 28 February 2020.

8. APPLICATION FEE

The application fee for each application is MOP200. For special cases, Cheque payments in foreign currencies are only acceptable in Hong Kong Dollars. The application fee is non-refundable. The application fee payments must be made by the deadline of the application period:

- 8.1 by online credit card payment (please follow the payment instructions on the website);
- 8.2 by cheque, bank draft or cashier's order drawn on a bank in Macao and made payable to the "University of Macau". An additional handling charge of MOP50 is required for each foreign bank draft or cashier's order. However, the exact amount of handling fees depends on the amount charged by banks. Our University reserves the right to recover the difference.
(Applicants who choose option 8.2, must print the application fee payment slip after they

have completed the application at the Online Application System and submit the slip to the Treasury Section at Room 1012, Administration Building for payment. Please mail / send the application fee payment at least 5 working days prior to the due date to avoid interruptions on the application.)

9. TUITION FEES

9.1 Please refer to the Tuition Fees Scheme of postgraduate programmes (which is available at GRS webpage: <http://grs.um.edu.mo/>) for further details.

9.2 Tuition Fees are subject to revision annually.

10. NON-REFUNDABLE DEPOSIT

10.1 Applicants are required to pay the non-refundable deposit when they receive their admission offer. The non-refundable deposit is non-refundable and will be used to offset part of the tuition fee payable for that academic year when the applicant has completed the registration.

11. DEFERMENT OF STUDY FOR NEW STUDENTS

11.1 New students can apply for deferment of study for not more than one academic year. Application for such deferment should be made before class commencement. New students must fulfil all the conditions stated in their offer letters and submit the required amount of non-refundable deposit before they become eligible to apply for deferment of study. Such applications will only be permitted for medical reasons and exceptional cases with sound justification. For medical reasons, students are required to submit medical certificates issued by hospitals at the time of application. For exceptional cases with sound justification, students are required to specify the reason and submit written certifications at the time of application.

11.2 Students who have deferred their studies and wish to return to the University should apply for resumption of study. Resumption is not granted automatically. Besides, new students are not permitted to transfer to another programme when they apply for resumption of study.

11.3 If students neither apply for resumption of study nor submit another deferment application before class commencement of the next semester after they have reached the previously approved deferment period, they will be considered having withdrawn from the University, and they have to apply for re-admission of study later if they wish to return to the University.

12. COURSE EXEMPTION

Students who have completed equivalent or convertible courses in any tertiary education institutions may apply for course exemption to the academic unit concerned on or before the last day of course add/drop period. Applications should be submitted to the respective academic unit and be accompanied by supporting documents, showing that the students have passed equivalent courses elsewhere.

13. CANCELLATION OF PROGRAMMES

The University reserves the right not to offer any programmes, or to suspend student intake temporarily, if supervening conditions require.

14. TERMINATION OF APPLICATION OR STUDY

- 14.1 Applicants must guarantee that the information given in the application form is TRUE and the University of Macau reserves the right to terminate an application or study at any time if any information given in his/her application form is found later to be untrue, false or incorrect. Should such a case occur, no fees will be refunded.
- 14.2 Students should not enroll/register in any other higher education programme in Macao in the same academic year. If students are found to be registered for more than one higher education programme, the University of Macau reserves the right to terminate his/her application or study at any time.

15. PERSONAL IDENTIFICATION

Applicants must hold valid personal identification documents for admission:

- 15.1 Valid Macao identification card for local applicants;
15.2 Valid passport for non-local applicants.

For Mainland China identification card or passport holders, please refer to the admission guidelines for Master's Degree Programmes 2020/2021 for Mainland China applicants at <http://grs.um.edu.mo/>.

16. SUBMISSION OF DOCUMENTS

- 16.1 For Application:
Applicants must scan and upload all required documents to the Online Application System of the University for application. Otherwise, the application will not be considered. (For details, please refer to Point 4.4.)
- 16.2 Upon Offer of Admission:
Upon offer of admission, candidates will be requested to provide certified true copies of their academic documents or to present the originals before/during registration, otherwise, the offer of admission will be cancelled and the candidate will not be eligible for registration. All submitted documents will not be returned.

All documents submitted must be in A4 size. Applicants who fail to provide the required documents for verification will be disqualified from admission and subsequent enrollment in the University.

17. ADMISSION FOR STUDENTS WITH DISABILITIES

With the purpose of providing an equal admission opportunity, necessary study environment and facilities for students with disabilities, the University has devised the "Admission Policy for Students with Disabilities". Please visit the website at <http://grs.um.edu.mo/> for details.

18. FAQs

- 18.1 I have already registered as a new user at the Online Application System, but I still have not received the email with the reference number and password of my account. What should I do? Should I register again?
- Applicants might not be able to receive/locate the email promptly due to the following reasons:

- Incorrect/illegible email address supplied;
- Insufficient capacity of the email account;
- The email was directed to the junk mail box.

If you have exhausted the above possibilities, another reason may be that the service provider of your email account might spam the email we send (which will cause a delay of delivery). We therefore suggest applicants wait for 2 days upon the first registration of account at our online system. If you are still not able to receive this email, please contact us by phone at 88224898.

- 18.2 What should I do if I forget my login name and password?
- A notification email with your login name and password will be sent to your registered email account and SMS will also be sent to your mobile phone as well after you have successfully registered as a new user.
- 18.3 If I want to apply for two programmes, do I need to submit two application forms?
- Each applicant can only submit one application. If you apply for different programme, normally you only need to submit one form.
- 18.4 How do I know that I have successfully completed my online application?
- An application number (DP-C0-XXXX-X) will be automatically generated once you have completed your application successfully.
- 18.5 Do I need to submit certified true copies of my academic certificates and transcripts to the Graduate School after completing the online application?
- You just need to upload all the required documents according to the instructions on the Online Application System. Certified true copies of the documents will be requested for verification only if you are offered a place at the University.
- 18.6 I have already successfully submitted the online application form, can I still change the programme that I applied?
- No. The programme applied cannot be changed again once you have confirmed and submitted the online application form. Thus, you are reminded to fill up the form carefully.
- 18.7 Who are qualified to be my recommenders?
- With the exception of Introduction to Macau Law programme and Improvement of Legal Practice and Language programme, all applicants for the other Master's Degree and Postgraduate Certificate / Diploma programmes must submit recommendation forms. Applicants of Postgraduate Certificate in Education programme must use the recommendation forms provided by the Faculty of Education. It has been stated on the form what kind of recommenders is specially requested. Applicants of all other programmes must submit two recommendation forms. One of the recommendation forms must be completed by an university academic and the other letter may be completed by anyone whom the applicant thinks is the most suitable recommender. The recommenders must be able to judge on the applicant's academic qualifications, personal characteristics and potential with special reference to the proposed line of study.
- 18.8 I will use online recommendation forms, do I need to inform my referees myself before submitting my application at the Online Application System?
- Yes. An automatic invitation (the invitation will include your name and the programme for which you have applied) will be sent by the Online Application System to your referees once you have submitted your online application. To ensure your referees know about your request for recommendation, you should contact your referees before you submit your application.
- 18.9 I chose to use online recommendation forms; however, my referee did not complete

- the form for me. Can I change my referee?
- All information at your online application form cannot be changed after you have confirmed and submitted your form through the online application system. In this case, you may use paper recommendation forms instead. (For more details on paper recommendation forms, please refer to 4.4.6.3.)
- 18.10 For enquiry on my application, what information do I need to provide?
- To ensure we can answer your questions promptly, you must always quote your reference number 20XXXXXXX or application number DP-C0-XXXX-X for enquiry.
- 18.11 Will there be any entrance examinations?
- Interviews/written examinations may be requested for some programmes as part of the selection procedures. The academic unit concerned will inform the candidates if an interview/written examination is required.
- 18.12 What are the offer criteria?
- Academic results, work experience, recommendation forms, interview/written examination performance (if applicable) and the number of quotas are all offer criteria. Of course, different programmes will have different importance of the said criteria.
- 18.13 When will the admission result being announced?
- Applicants will be informed to check the admission result via the Online Application System during October 2019 to May 2020.
- 18.14 I am a foreign student, how much do I have to pay?
- You may refer to the tuition fees table for foreign students.
- 18.15 When do I need to submit the medical examination report?
- You must submit a completed medical examination report upon registration in August.
- 18.16 If I am admitted but wish to defer my studies to the next academic year before registration, will I be permitted to do so?
- Yes, you need to submit the "Statement of Acceptance" and settle the non-refundable deposit. You have to complete the application form for deferment of study. The application will only be valid if the request is approved and signed by the Dean of the academic unit concerned. You may only defer your studies for one year.
- 18.17 What should I do if I want to resume my studies?
- You need to write a letter requesting for resumption of studies and submit the letter to the Graduate School two months before the commencement of classes. You will later be informed whether your request is approved or not.

19. ENQUIRIES

Further enquiries related to admissions may be directed to:

Tel : (853) 8822 4898
 Fax : (853) 8822 2327
 E-mail : gradschool@um.edu.mo
 Website : <http://grs.um.edu.mo/>

Address : Room G001, Administration Building, University of Macau, N6 Avenida da Universidade, Taipa, Macau, China.

Further enquiries related to programmes of study may be directed to:

Faculty of Arts and Humanities	Department of Chinese	Tel : (853) 8822 9259 Fax : (853) 8822 2323 E-mail : fah.chinese@um.edu.mo Website: http://fah.um.edu.mo/chinese/
	Department of English	Tel : (853) 8822 8201 Fax : (853) 8822 2322 E-mail : fah.english@um.edu.mo Website: http://fah.um.edu.mo/english/
	Department of Portuguese	Tel : (853) 8822 8903 Fax : (853) 8822 2324 E-mail : port.enquiry@um.edu.mo Website: http://fah.um.edu.mo/portuguese/
	Department of History	Tel : (853) 8822 8801 Fax : (853) 8822 2341 E-mail : fsh.history@um.edu.mo Website: http://fah.um.edu.mo/history/
Faculty of Business Administration	Tel : (853) 8822 4183 Fax : (853) 8822 2377 E-mail : fba.enquiry@um.edu.mo Web site : http://fba.um.edu.mo/	
Faculty of Education	Tel : (853) 8822 8789 Fax : (853) 8822 2402 E-mail : fed.enquiry@um.edu.mo Website : http://fed.um.edu.mo/	
Faculty of Law	Tel : (853) 8822 4772/4090 Fax : (853) 8822 2380 E-mail : fill.suggestion@um.edu.mo Website : http://fill.um.edu.mo/	
Faculty of Social Sciences	Department of Communication	Tel : (853) 8822 8961/8978 Fax : (853) 8822 2338 E-mail : fss.comm@um.edu.mo Website: http://comm.fss.um.edu.mo
	Department of Economics	Tel : (853) 8822 8916 Fax : (853) 8822 2339 E-mail : fss.econ@um.edu.mo Website: http://fss.um.edu.mo
	Department of Government and Public Administration	Tel : (853) 8822 8301/8321 Fax : (853) 8822 2340 E-mail : fss.gpa@um.edu.mo Website: http://fss.um.edu.mo

	Department of Psychology	Tel : (853) 8822 8361/8381 Fax : (853) 8822 2342 E-mail : fss.psychology@um.edu.mo Website: http://fss.um.edu.mo
Faculty of Social Sciences	Department of Sociology	Tel : (853) 8822 8816 Fax : (853) 8822 2342 E-mail : fss.sociology@um.edu.mo Website: http://fss.um.edu.mo
	For queries relating to Master of Arts in European Studies (MASSEUS), please contact Institute for European Studies of Macau: Address : Calçada do Gaio No. 6 Macau Tel : (853) 2835 4326 Fax : (853) 2835 6155 E-Mail : ieem@macau.ctm.net Website : http://www.ieem.org.mo	
Faculty of Science and Technology		Tel : (853) 8822 4963/4964 Fax : (853) 8822 2426 E-mail : fst.enquiry@um.edu.mo Website : http://fst.um.edu.mo
Institute of Chinese Medical Sciences		Tel : (853) 8822 4685/4698 Fax : (853) 8822 1358 E-mail : icms.enquiry@um.edu.mo Website : http://sklqrcm.um.edu.mo/

Office Hours:

Monday – Thursday : 9:00 a.m. - 1:00 p.m. and 2:00 p.m. - 5:45 p.m.

Friday : 9:00 a.m. - 1:00 p.m. and 2:00 p.m. - 5:30 p.m.

Offices will be closed on Saturdays, Sundays and public holidays.