



University of Macau Faculty of Law Annual Report of Performance Pledge in Year 2025

1. Mission

To provide quality and high efficient administrative services to the students of the Faculty of Law (FLL) so as to cope with its continuous development.

2. Target Group

- Students of FLL;
- Potential students of FLL.

3. Performance Pledge Items and Implementation status (Jan to Dec 2025)

There are currently 6 service quality indicators in FLL, their implementation status is as below:

| PP Service | Service Quality Indicator | | Compliance % | Reasons of not meeting Target |
|-------------------|---|---|--------------|-------------------------------|
| Status Management | Application for Transfer of Programme | 5 working days after deadline of application | 100% | |
| | Application for Transfer of Faculty | 15 working days after deadline of application | 100% | |
| | Application for Withdrawal from Study (Faculty) | Complete within 3 working days | 100% | |
| | Application for Deferment of Study (Faculty) | Complete within 3 working days | 100% | |



| PP Service | Service Quality Indicator | | Compliance % | Reasons of not meeting Target |
|-------------------|--|---------------------------------|--------------|-------------------------------|
| Course Management | Application for Course Exemption / Course Waiver | Complete within 10 working days | 100% | |
| | Course Retaking Applications (Master Programme) | Complete within 4 working days | 100% | |

4. Future Plan

In the future, FLL will continue to review (e.g. delete or add) PP service according to the practical need and situation. Meantime, FLL will actively observe the impact of PP service on target groups and staff so that further improvement can be made to the setting of PP service and the handling time. Moreover, FLL will analyze, handle and response timely to the feedbacks from the target groups.