



# Student Handbook

2024/2025

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## I. Introduction to the Student Handbook

Welcome to British University Vietnam! We are delighted that you have chosen to embark on this educational journey with us. Our commitment goes beyond providing an excellent learning experience; we are here to help you develop vital transferable skills that will serve you well in both your professional and personal life. As a BUV graduate, you will be fully equipped to excel in leadership roles and make meaningful contributions to society.

During your time at BUV, you will experience a dynamic and supportive learning environment that fosters curiosity, critical thinking, and innovation. We are dedicated to providing you with a holistic education, offering opportunities to enhance both your academic knowledge and personal development. Our goal is to help you succeed not only in the workplace but also in life beyond university.

This handbook is your essential guide to making the most of your time here at BUV. Inside, you will find important information about our academic regulations, campus facilities, support services, and opportunities for student engagement. It is crucial that you read this handbook carefully to ensure you are fully informed and prepared for your studies. If you have any questions or require clarification, please feel free to reach out to our university staff—we are always here to assist you. Please note that this version of the handbook applies to the **September 2024 semester**.

As a student of British University Vietnam, we encourage you to strive for excellence in everything you do. You are now part of a vibrant and ambitious community that is working together to establish BUV as the leading university in Vietnam. Your dedication and success are integral to achieving this goal, and we are excited to see how you will contribute to our shared vision.

We wish you health, happiness, and every success during your time at British University Vietnam and beyond. We look forward to supporting you throughout your studies and watching you thrive!

## **II. Welcome statements from the Vice-Chancellor and President**

### **A WELCOME STATEMENT FROM THE VICE-CHANCELLOR AND PRESIDENT - PROFESSOR RAY GORDON**

Welcome to the British University Vietnam (BUV). You are joining at a historic and exciting time for the University and the country.

Our world is becoming ever smaller, and trade is more global than ever before. If we are to succeed in commerce, we need to have a sound understanding of the theory and practice of business across the world's cultures and environments. By joining us in this learning journey, you are well positioned for a prosperous and successful future. As an ambassador for the University, I urge you to commit yourself to your studies and to the broader university experience. With the right mindset, hard work and guidance from our academics and support staff, you can also join the proud community of BUV students who have graduated with a First-Class Honours Degree.

I feel privileged to be part of this University and I greatly value my role as Vice-Chancellor and President. As you study, I will be working with the UK and Vietnamese Governments, as well as commerce and industry, to ensure that the University produces new knowledge that is pertinent to the development of Vietnamese communities and, more broadly, higher education in Vietnam.

You are entering a new and exciting phase of your lives, please study hard, take pride in your university and, most importantly, enjoy your life as a BUV student.

**Prof. Ray Gordon PhD., MBA, CPA, FAIM**  
**Vice-Chancellor and President**



### III. An Introduction to British University Vietnam

We are proud to announce that our university is the first British university established in Vietnam and the only one worldwide to offer the prestigious British Ambassador's Scholarship.

As an undergraduate student at British University Vietnam (BUV), you will enjoy all the benefits that come with earning a degree from a recognised British university. You will experience a unique and entirely British education, without the need to leave your home country. The quality of your courses, the academic standards, and the teaching and learning style are fully aligned with those of any British university.

Our UK institutional partners work closely with the academic staff at BUV to ensure that the quality of your learning experience and your degree matches that of students studying in the UK. This means that you will not only study the entire course in English but will also develop essential skills such as writing persuasive essays, delivering impactful presentations, working effectively in teams, and contributing meaningfully to group discussions. You will be expected to manage your time efficiently, remain an active learner, and take responsibility for your personal development.

We understand that adjusting to a British style of education may feel overwhelming at first, especially if you are more familiar with the Vietnamese education system. However, we are confident that you will quickly overcome any initial challenges and begin to appreciate the new learning approach and enriching educational experience that our courses offer.

If at any time during your studies you have concerns or questions, please do not hesitate to reach out to any member of our academic staff, or your Discipline Lead. They are here not only to teach but to support you throughout your academic journey at BUV, ensuring that you have the best possible opportunity for success.

#### A. University Contact Points

The official communication channels in every course are **Student emails and Canvas LMS**. Students are expected to use Student emails to contact and communicate with the Academic Team throughout the course.

For any module related matters, it is recommended that all communications should be done via Canvas LMS. For any other supports related to Academic Administration, your first point of contact should always be the **Student Information Office** located at the **Student Information Counter** on level 2, BUV Campus.

<b>Admission Office</b> Provides support and guidance for inquiries relate to all Admissions procedure including pre-arrival inquiries.	admissions@buv.edu.vn
<b>Course Office</b> Provides support and guidance for inquiries relate to Timetable, Class Arrangement, Status changes, Course Operations, Programme and Module Administration.	courseoffice@buv.edu.vn
<b>Student Information Office</b> Provides support and guidance for inquiries relate to Attendance Records and the first point of contact for any other general inquiries and meeting bookings.	studentservice@buv.edu.vn
<b>Student Academic Support Office</b> Provides support and guidance for inquiries relate to all academic supports including Student Tutor Programme and Faculty Learning Support.	academic-support@buv.edu.vn
<b>Student Engagement</b> Provides general support and guidance for student activities, student life and employability activities.	se@buv.edu.vn
<b>Student Engagement - Career Services &amp; Industry Relations</b> Organises employability skill trainings and industry exposure activities; provides personalised support and guidance on career navigation, career planning, internships, and other career related inquiries	se-careers@buv.edu.vn
<b>Student Engagement- Student Life</b> Provides support and guidance for inquiries related to student life on campus including student activities and student clubs.	se-studentlife@buv.edu.vn
<b>Well-being and Psychological Counselling</b> Provides support and guidance student's well-being matters, including psychological counselling services.	student-wellbeing@buv.edu.vn
<b>Learning Resources Centre</b> Provides support and guidance for inquiries relate to Student Ipad, Learning Resources Facilities including On-campus Library.	buv-lrc@buv.edu.vn



<b>Canvas Learning Management System</b> Provides support and guidance for inquiries relate to Canvas Learning Management System.	buv-lms@buv.edu.vn
<b>Exam Office</b> Provides support and guidance for inquiries relate to Exam Timetable, Exam regulations.	examoffice@buv.edu.vn
<b>Academic Compliance Office</b> Provides support and guidance for inquiries relate to Academic Misconduct, Academic Regulations and Exceptional Circumstances.	aca.compliance@buv.edu.vn
<b>Central of Academic Information Services - CAIS</b> Provides support and guidance for inquiries relate to Exam Results, Student Records, Transcripts and Academic records.	cais@buv.edu.vn

<b>International Office</b> Provides support and guidance for inquiries relate to Global Mobility, including Exchange and Transfer Programmes and International Study Tours.	international@buv.edu.vn
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<b>ICT Helpdesk</b> Provides support and guidance for inquiries relate to student's wifi network access and other technological facilities within campus.	helpdesk@buv.edu.vn
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BUV welcomes feedback on all aspects related to your study and overall experience at the University. Your feedback is strictly confidential and will be reviewed/ assessed by members of the University's Senior Management Team for further actions if required.	
<b>General feedback</b>	<a href="mailto:feedback@buv.edu.vn">feedback@buv.edu.vn</a>

## **B. Academic Contact Points**

<b>Appointment</b>	<b>Name</b>	<b>E-mail address</b>
Dean (Higher Education)	Jason MacVaugh	dean@buv.edu.vn
Head of Centre for Research and Innovation	Mike Perkins	mike.p@buv.edu.vn
Head of Academic Quality	Jyotsna Bijalwan	jyotsna.b@buv.edu.vn
Head of Post-Graduate Studies	Simon Kimber	simon.k@buv.edu.vn
Discipline Lead - Business (University of London)	Mark Harris	mark.h@buv.edu.vn
Discipline Lead - Business (Accounting, Finance & Economics)	Dong Manh Cuong	manhcuong.d@buv.edu.vn
Programme Lead - Accounting and Finance	Maredi Lamet	maredi.l@buv.edu.vn
Discipline Lead - Business (Management and Marketing)	Ashvari Subramaniam	kumarashvari.s@buv.edu.vn
Programme Lead - International Business Management	Don Hickerson	don.h@buv.edu.vn
Programme Lead - Marketing Management	Tingting Xie	tingting.x@buv.edu.vn
Discipline Lead - Computing & Innovative Technologies	Ali Al-Dulaimi	ali.d@buv.edu.vn
Programme Lead - Computer Games Design and Programming/ Game Arts	David Holloway	david.h@buv.edu.vn
Programme Lead - Cyber Security/ Cloud Technologies	Hamza Mutaheer	hamza.a@buv.edu.vn
Discipline Lead - Communication and Creative Industries	Paul Moody	paul.m@buv.edu.vn
Discipline Lead - Tourism and Hospitality Management	Maren Viol	maren.v@buv.edu.vn
Programme Lead - Event Management	Lee McMillan	lee.m@buv.edu.vn

<b>Appointment</b>	<b>Name</b>	<b>E-mail address</b>
Teaching Faculty	Adrian Wee	adrian.w@buv.edu.vn
	Aiwa Romy	aiwa.r@buv.edu.vn
	Ajaykumar Pillai	ajay.p@buv.edu.vn
	Alex Gaja-Ortega	alex.g@buv.edu.vn
	Ali Al-Dulaimi	ali.d@buv.edu.vn
	Anchit Bijalwan	anchit.b@buv.edu.vn
	Andrew Batchelor	andrew.b@buv.edu.vn
	Bilal Aslam	bilal.a@buv.edu.vn
	Bui Ngoc Mai	mai.bn@buv.edu.vn
	Chris Schmidt	chris.s@buv.edu.vn
	Christopher Kiranne	christopher.j@buv.edu.vn
	Darius Postma	darius.p@buv.edu.vn
	David Holloway	david.h@buv.edu.vn
	Dineshkumar Rajendran	dineshkumar.r@buv.edu.vn
	Dong Manh Cuong	manhcuong.d@buv.edu.vn
	Don Hickerson	don.h@buv.edu.vn
	Donie Jardeleza	donie.j@buv.edu.vn
	Fraser Harrison	fraser.h@buv.edu.vn
	Hamza Mutaher	hamza.a@buv.edu.vn
	Hoang Bao Long	long.hb2@buv.edu.vn
	James McGaughran	james.mg@buv.edu.vn
	James McMillan	james.mcmillan@buv.edu.vn
	James Parkins	jimmy.p@buv.edu.vn
	Jed Clarke	jed.c@buv.edu.vn
	Joey Lai	joey.lai@buv.edu.vn
	Jon Neale	jonathan.n@buv.edu.vn
	Julien Psomas	julien.p@buv.edu.vn
	Jyotsna Bijalwan	jyotsna.b@buv.edu.vn
	Karl Russell	karl.r@buv.edu.vn
	Kostas Tsontos	kostas.t@buv.edu.vn

	Kumarashvari Subramaniam	kumarashvari.s@buv.edu.vn
	Maredi Lamet	maredi.l@buv.edu.vn
	Mark Wheaton	mark.w@buv.edu.vn
	Michael Lomax	michael.l@buv.edu.vn
	Lee McMillan	lee.m@buv.edu.vn
	Luu Thi Thao Nguyen	nguyen.ltt1@buv.edu.vn
	Maren Viol	maren.v@buv.edu.vn
	Mark Harris	mark.h@buv.edu.vn
	Mike Perkins	mike.p@buv.edu.vn
	Nguyen Ngoc Quy	quy.nn1@buv.edu.vn
	Olivier de Chauliac	olivier.c@buv.edu.vn
	Paul Moody	paul.m@buv.edu.vn
	Pham Hai Chung	chung.ph@buv.edu.vn
	Pham Thuy Duong	duong.pt4@buv.edu.vn
	Richard Child	richard.c@buv.edu.vn
	Sandra Schneiderman	sandra.s@buv.edu.vn
	Shashi Chaudhary	shashikant.c@buv.edu.vn
	Shruthi Gopi	shruthi.g@buv.edu.vn
	Simon Kimber	simon.k@buv.edu.vn
	Sven Pfrommer	sven.p@buv.edu.vn
	Tingting Xie	tingting.x@buv.edu.vn
	Tran Phuong Thao Ngoc	ngoc.tpt1@buv.edu.vn
	Viju Prakash	viju.m@buv.edu.vn
	Vivi Maltezou	vivi.m@buv.edu.vn
	Yulia Tregubova	yulia.t@buv.edu.vn

## **C. Student Academic Support Office**

At BUV, we are dedicated to providing comprehensive academic support even outside of your classrooms to ensure your success throughout your educational journey. Located inside the Library, our Student Academic Support (SAS) Office is the centralised point of contact whenever you need guidance and assistance in achieving your academic goals. We are now offering 3 programmes to support your academic performance outside of your classroom which are: Student Tutor Programme, Faculty Learning Support & IELTS Buddy.

### **Student Tutor Programme: Your Peer Academic Partners**

Our Student Tutors are experienced BUV students who have demonstrated exceptional academic performance and possess strong interpersonal skills. They are trained to offer tailored academic assistance, helping you grasp complex subjects, refine study techniques, and enhance your overall understanding of course materials. Through one-on-one sessions, you can benefit from their expertise and receive personalized guidance to elevate your learning experience.

### **Faculty Learning Support Team: Your Academic Excellence Guides**

Our Faculty Learning Support Team comprises seasoned academics with diverse expertise. These dedicated professionals are committed to helping you excel academically. Whether you require guidance on specific subjects, study strategies, time management, or English language support, our Faculty Learning Support Team is ready to assist.

### **IELTS Buddy: Your English IELTS Buddy: Your English Language Enhancement Partner**

Our IELTS Buddy program connects you with skilled English teaching assistants from BUV IELTS courses who are committed to helping you improve your English language proficiency. Whether you're aiming to refine your English skills or prepare for upcoming IELTS assessments, our IELTS Buddies are here to guide you through one-on-one sessions, ensuring you build the confidence and competence necessary to achieve your goals.

#### **How to Access SAS services:**

- Visit our dedicated booking system through the provided link & choose one of our service: <https://buvsas.simplybook.asia/v2/#book>
- Explore profiles of student tutors, faculty members or IELTS Buddy and their areas of expertise.
- Choose a student tutor, faculty member or IELTS Buddy aligned with your academic needs.
- Fill in our intake form so our team can prepare for the session better.
- Book a session based on your availability and their schedule.
- Attend your scheduled session to receive personalized academic support

The Student Academic Support (SAS) Office, along with our services & activities are here to empower you on your academic journey. You are strongly advised to take advantage of these valuable resources to enhance your learning experience, conquer challenges, and thrive academically. Should you have any inquiries or require assistance, feel free to reach out to us – please contact us via our email: [academic-support@buv.edu.vn](mailto:academic-support@buv.edu.vn)

## IV. British University Vietnam Policies

You are required to carefully read the University Policies below, which are available 24/7 on your Canvas account.

[Student Code of Conduct](#)

[Student Support Policy](#)

[Student Equal Opportunities and Diversity Policy](#)

[Progression Policy](#)

### A. Student Code of Conduct

Being a proud member of the University community involves actively engaging with your studies and supporting your peers in doing the same. As a student, you are entitled to respect, and as a member of our University, you are expected to uphold and embody the University's core values. These values include **Kindness and Respect, Collaboration and Innovation, Responsibility and Sustainability**, and a commitment to **Learning and Relearning**.

The following list will help you understand what conduct is expected of you as a member of our University community:

- Treat all members of the student community with respect and courtesy, either in person or online and social platforms
- Follow all University regulations and policies.
- Respect your environment, both on and off campus.
- Treat University property with respect
- Follow health and safety rules and guidelines
- Follow all regulations and policies of the University; act within the law and do not negatively impact the reputation of the University.

- Any violation of the conducts or regulations will result in relative disciplinary decision made by the Student Disciplinary Committee.
- At all times, you are expected to behave in a courteous manner to staff and fellow students.
- You are expected to attend your programme of study regularly and punctually. You are required to achieve the required level of attendance in order to be permitted to take the relevant assessment for any module.
- The possession and/or use of illegal drugs, alcohol liquids and abuse of intoxicating substances on University premises is strictly forbidden.
- The possession and/or use of firearms or other offensive weapons (including replicas) on University premises is strictly forbidden.
- For reasons of health, safety and hygiene, smoking (including vaping, using electronic cigarette or similar devices) is not permitted within the University and in front of the university's entrance pathway.
- Food and drink may be consumed only in authorized areas and not in teaching rooms, Learning Resource Centre, IT areas or examination rooms unless permission has been given to do so for documented medical reasons.
- You must not sell goods or services on University premises.
- Any form of card playing or gambling on University premises is strictly forbidden.

The University takes all breaches of disciplinary procedures seriously and reserves the right to take appropriate action against students who violate them. These actions may include issuing a formal warning, imposing temporary suspension, placing a student on academic probation, disenrolling a student, or in the most severe cases, expulsion.

If you witness any misconduct, please report it as soon as possible via the official channels. You can email details of the incident to [student-conduct@buv.edu.vn](mailto:student-conduct@buv.edu.vn) or [feedback@buv.edu.vn](mailto:feedback@buv.edu.vn). Alternatively, if you believe a quicker intervention is necessary, you may speak to the Student Information Office, the Student Engagement Department, or your Faculty.

For urgent matters, immediate actions, or emergencies, please contact the **Student Information Office hotline** at **+84 93 637 6136** (during official working hours) or the **Campus Service hotline** at **+84 215 7558**. Reports to any of the above channels should include the following:



1. The name, student number and contact details of the student reporting the incident.
2. The name of the person(s) suspected of misconduct (if known).
3. The details of the suspected misconduct.
4. The evidence and any relevant and useful documents to support the report.

## **B. Bully and Harassment Policies**

At British University Vietnam we strive to ensure that all our students and staff are able to study or work in an environment free from discrimination, harassment or victimisation. The University will not tolerate bullying or harassment of any kind and will investigate any complaint from any student or member of staff who alleges this kind of behaviour.

All staff and students should:

- ✓ Behave in a way that promotes a welcoming and inclusive environment for everyone.
- ✓ Treat everyone with dignity and respect at all times.
- ✓ Challenge and report any unacceptable behaviour.

### **What is harassment?**

Bullying can take various forms from name calling, sarcasm, teasing and unwarranted criticism, cyber bullying, to threats of violence or actual physical violence. It often involves the abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient.

Harassment can be defined as unwanted conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment which interferes with an individual's learning, working or social environment, or induces stress, anxiety, fear or sickness on the part of the harassed person. It is never acceptable to harass someone because of their race, gender, gender reassignment, disability, age, sexual orientation or religion/belief.

Differences of attitudes, background or culture and the misinterpretation of social signals can mean that what is perceived as harassment by one person may not seem so to another; nevertheless, this does not make it acceptable.

Other examples of harassment include unwarranted physical or sexual contact, jokes, offensive language, posters, emails, texts, comments on social media, graffiti, public telling off or putting down, excluding or ignoring.

Harassment and bullying may be an individual against an individual (perhaps by someone in a position of authority) or involve groups of people. It may be obvious or it may be insidious. Whatever form it takes, it is unwarranted and unwelcome to the individual.

## **Policies**

Our policies and procedures, support our aim to provide a safe, respectful and tolerant environment for all students, employees and visitors:

Bullying and Harassment Policy - the purpose of the policy is to assist in developing a working environment in which harassment and bullying are known to be unacceptable and where individuals are able to complain about harassment and bullying should it arise, in the knowledge that their concerns will be dealt with appropriately and fairly.

## **C. Expectations of University's members**

In addition to your lectures and tutorial sessions, you are expected to undertake a minimum of 10 hours of independent study per subject each week. This involves substantial reading of required textbooks, critically reviewing handouts, completing homework, preparing for classes, revising for tests, and working with fellow students on group projects. Effective time management is essential to your success and overall enjoyment of the programme. Students who experience difficulties or fail their studies often do so due to weak time management skills.

On a British degree programme, you are regarded as an adult, and it is assumed that you will behave accordingly. You are fully responsible for managing your time and organising your study programme. These skills are vital for your future career as a senior manager. Indeed, before you can consider managing others, you must first master the ability to manage yourself.

Please ensure that you are thoroughly prepared for all lectures, tutorials, and assignments. Additionally, it is imperative that you check your student emails regularly each day and maintain an updated list of all assignment deadlines.

By taking responsibility for your learning and adopting good time management habits, you will not only thrive academically but also develop the essential skills needed for success in your future career.

**As a student of British University Vietnam, you are expected to do the following, failure to comply to the below may result to relevant level of disciplinary actions from BUV Disciplinary Panel:**

- To use English as official language when you are studying and attending classes on-campus
- To wear your Student ID card at all time on campus and present your card when requested by the school authorities.
- To attend all scheduled lectures, tutorials and examinations.
- To obtain medical certificates, or other documentation, if you miss any classes.
- To submit all work by the required date, subject to extenuating circumstances.
- To ensure you are not involved in plagiarism or to cheat in any way.
- To make full preparations for classes.
- To critically read widely around directed texts.
- To check all relevant means of notification, such as notice boards and email accounts, websites regularly for any relevant announcements.
- To report any difficulties that are affecting your work to either inform your senior programme tutor or level tutor.
- To treat all staff and other students with respect at all times.
- To switch off mobile phones during classes, tests and examinations.
- To respect all university properties or equipment.
- To not litter, smoke or use language/behaviour in a manner that could be offensive to others in the campus premises.
- To be properly attired when attending classes.
- To inform the University if there is change in your personal information and contact details.
- To ensure that all applications for deferment are be made in writing with documentary proof to the Student Information Office and up to a maximum of one academic year. Applications for deferment can be considered for medical reasons or overseas employment postings.

**As a student of British University Vietnam, you can expect us:**

- To provide full module details.
- To keep students informed of their progress on each module.
- To offer guidance and support as appropriate.
- To provide students with as much notice as possible concerning any alterations to the teaching schedule.
- To do their best to ensure that both the nature of the modules and their delivery reflect the highest professional standards and the current state of knowledge.
- To be clearly notified of the assessment for each module.

- To return marked work promptly – provided that the deadline has been met. The speed of return will inevitably vary with the volume of work that an individual tutor has to mark.
- To ensure that all work is returned with sufficient feedback so that students will be able to understand why it received the mark awarded.
- To ensure that the appropriate materials and resources are available for each class.
- To ensure that serious attention is given to student suggestions and complaints.
- To ensure that staff are responsive and supportive to all reasonable student concerns.
- To ensure that all assessment of student work is fair, consistent and conforms to the highest possible academic standard.

## **V. Academic Conducts and Student Disciplinary Regulations**

### **A. Attendance and Punctuality Regulations**

British University Vietnam monitors attendance carefully and takes action where a student's attendance falls below acceptable levels. BUV informs students/parents if students are absent for consecutive days without valid reason or in need of Academic, Behavioural, or Emotional assistance. All sessions shown on your timetable are mandatory, and you must prioritise your study at BUV over other demands of your time, such as part-time employment and social events.

On some occasions, owing to illness or other unforeseen events, absence may be unavoidable. The process to submit absence request on some occasions is at:

- For plannable leaves, students should submit the form and evidence at least one day in advance of the absent date (for example: driving license test or family events).
- For unforeseen matters, students should submit the documentation within three days upon the student's return to the University (for example: illness or accident).

Students must complete absence application by submitting an Absence form with a clear absence reason and appropriate evidence to the Student Information Office on Level 2, or sending it via email to [studentservice@buv.edu.vn](mailto:studentservice@buv.edu.vn), or submitting an online request through the Request function on the MyBUV academic portal, following the instructions provided [here](#).

The following list in **Appendix A** consists of common approved or unapproved absence reasons. Apart from the below list, other reasons will be carefully considered depending on the particularity of the circumstances to ensure the student's academic benefits.

The temporary absence leave request is separated and shall not be considered as "Exceptional Circumstances" for any assessments. In case students cannot attend examinations or submit assignments and want to apply for Exceptional Circumstances (EC), they must follow the EC procedure, which requires filling in the EC form and providing evidence. Please contact Exams Office at [examoffice@buv.edu.vn](mailto:examoffice@buv.edu.vn) for further instructions.

Statistics of your attendance are recorded and monitored by the responsible Student Information Officer. To fulfil the attendance requirement for BUV, students are requested to be in the teaching room at the scheduled start time ready to study ('ready to study' means students must have the relevant device with access to Kortext bookshelf, hardcopy books/case studies, equipment, pens/pencils and paper to write on).

1. Students register attendance on the Facial Recognition System (FRS) up to 15 minutes before the start of the class and up to 4 minutes 59 seconds after the timetabled start of the class. Students also register attendance on the FRS up to 15 minutes before the end of the session and up to 4 minutes 59 seconds after the timetabled end of the session.
2. Students must register attendance using the FRS for each session if they have consecutive sessions in the same classroom. Students do not need to register attendance if they leave and return during the session for toilet breaks. The session may be one, two or three hours as defined in the student's timetable.

Students should also immediately inform the Student Information Officer about any FRS issue to have prompt support. Students are also required to take photos of the issue with the facial recognition machine and submit it as evidence to the email address: [studentservice@buv.edu.vn](mailto:studentservice@buv.edu.vn) within one working day of the issue date.

*(\*) It is not possible to retrospectively adjust attendance data automatically generated by the FRS or the Canvas conferencing system, so it is important to register at the appropriate time.*

3. **Students can receive 20 PSG points/ semester if they have 90% and above of semesterly class attendance rate.**

If a student continues to fall short of the expected levels of attendance, their position will be considered by the Academic Recovery Panel (ARP) and appropriate action taken. The possible consequences of intervention are listed in **Appendix B**.

### Possible consequences of intervention (applied for IFP programme)

Intervention Level	Intervention levels apply to the absence rate (*)	Consequences
<b>Level 1</b>	5%	Students & parents/fee payers will receive the first warning letter.
<b>Level 2</b>	10%	Students & parents/fee payers will receive the second warning letter. - Students will receive an invitation to a meeting with the Head (Pre- University) to be informed that they are at risk of failing.
<b>Students reach level 2 by the end of the IFP Programme and do not make a serious attempt at 100% tests, mock examinations, homework, etc.</b>		<b>Students will not be allowed to sit the final examinations.</b> <b>The will determine the outcome based on the best academic interests of the student, considering any mitigating circumstances.</b>

(\*) Absence rate =  $\frac{\text{The number of absent hours}}{\text{The number of required hours for a module}} \times 100$

Students can refer to the information in their timetable to calculate the required hours for each module.

### (\*) Participation:

BUV degrees involve a two-way flow of information and full participation of students – “active learning”. This is classified as before, during and after classes.

#### ➤ Before class:

If students are given work to undertake in preparation for a class, it is important that this is completed in order to understand the subject and get the most out of the session. This may either be group or individual tasks and should be undertaken in the format outlined by the Lecturer.

➤ During the class:

Rude and disruptive behaviours will not be tolerated within classes, this applies to behaviours/actions which are deemed unacceptable to your fellow students as well as lecturers. Any such activity will be recorded and informed to Discipline Lead, and you may be asked to leave the class when this behaviour is repetitive or considered offensive by the Lecturer.

If you are found to be disruptive, you will be asked to attend a meeting with the Lecturer and Discipline Lead, where disciplinary action may be taken, including academic probation in very serious cases, or ultimately expulsion/suspension from the University. Any meetings will be recorded, and notice will be sent to the fee payer/parent. Disruptive behaviour includes talking during presentations, using mobile telecommunications devices (when not permitted), not bringing relevant materials to study, talking during lectures among yourself (unless directed by the lecturer) and sleeping during class.

➤ Electronic devices in class:

Mobile phones may not be used in class at any time during lectures or tutorial sessions. The Module Leader will advise if tablets and notebook computers may be used in their classes. If tablets and/or notebook computers are permitted by the Module Leader, they may be used for approved software applications only. Non-approved use will be recorded and will be subject to disciplinary action.

➤ After class:

If homework is given after class, you are highly advised to undertake it to the best of your ability and to submit it at the requested time. Failure to comply will result in this being recorded and kept on your study profile. Repeated failure will result in disciplinary procedures being undertaken by BUV.

➤ Use of English:

British University Vietnam is an English-Speaking environment and in order to achieve the best results, English should be practiced at all times while on the University premises. All formal communication between students and the University will be in English and all verbal requests and/or conversations between members of staff and students are also to be in English.



## **B. Break-in-Studies Policy**

During your 03 years (or more) with BUV, things might not always go as planned, and that's ok. In times of difficulty, you might apply for a Break-in-Study to put a temporary hold on your study and return when you are ready to perform at your best ability again.

Please note that taking a break from your studies means you may no longer be studying with the same cohort, and the structure or availability of your course could change by the time you return.

The regulations regarding breaks in study vary between awarding bodies, so it's important to fully understand and comply with the specific requirements of your program. We strongly advise that you seek guidance from both the Learning Support team and your Discipline Lead before making any decisions regarding a break. The Student Information Officer will provide you with a detailed explanation of the process when you officially request a Break-in-Study/Deferral. Below are some basic guidelines from the relevant institutions.

### **Staffordshire University's programmes**

- A deferral can be for a minimum of one semester to a maximum of one year.
- The deferral will still count towards your registration period.
- You are not allowed to take assessments, including resit, during your semester break.
- When you return after a break, you will need to follow the decision of Exam Board and may need to re-start any incomplete modules as any previous marks (if any) of these modules will be cancelled. Incomplete modules are considered in the following situations:
  - You begin studying a module but take a break during the course and have not completed all the assessments for that module; or
  - You start a module that is delivered over two semesters but have only completed the first semester and have not taken all the assessments for the module, including assessments in both semesters; or
  - You finish studying the module and take all the assessments, but the results for the module are fail.

### **BUV Own programmes**

- A deferral can be for a minimum of one semester to a maximum of one year.
- The deferral will still count towards your registration period.
- You are not allowed to take assessments, including resit, during your deferral.
- When you return after a break, you will need to follow the decision of Exam Board and may need to re-start any incomplete modules as any previous marks (if any) of

these modules will be cancelled. Incomplete modules are considered in the following situations:

- You begin studying a module but take a break during the course and have not completed all the assessments for that module; or
- You start a module that is delivered over two semesters but have only completed the first semester and have not taken all the assessments for the module, including assessments in both semesters; or
- You finish studying the module and take all the assessments, but the results for the module are fail.

### **University of London**

- You are permitted to request to break your studies for a maximum period of one year on grounds of illness or other relevant cause, where you are unable to study as a result of personal circumstances.
- This year of break would not count towards your maximum period of registration.
- All requests for a break of study will be considered through the Requests for Additional Consideration policy published on the student portal.
- Requests for an interruption of study will only be accepted after you have been registered on your Programme for at least six months.
- During the year of interruption, you will not be permitted to enter for any assessments.
- You are strongly recommended to carefully review the UOL regulations, including both the General Regulations and the Programme Regulations. If you have any concerns, please do not hesitate to ask questions through your UOL student portal.

### **University of Stirling**

- A student may take a break from their programme of study for a maximum of two years cumulatively.
- Where a programme is to be discontinued or significantly amended, it may not be possible to authorise a leave of absence.
- A student who does not re-enrol on the agreed recommencement date, or who has not communicated intentions towards their studies by the end of their period of leave of absence, may will be deemed to have withdrawn from the programme of study.
- A student may undertake re-assessments (second attempt and assessment only) during a period of a break in study but may not repeat a module in its entirety nor attempt a module for the first time. The decision will be made by Exam Board.
- Any module for which the first attempt assessment has not been completed at the point of leave of absence may not be resumed following return to studies; the module must be repeated.

## **C. Academic Conduct**

At BUV, we make sure that academic research and assessments are carried out fairly. You are expected to study and complete assessments honestly. This means:

- ✓ Your work is your own,
- ✓ You have acknowledged every source of information you have used,
- ✓ Your research has been done ethically.

If you do this, you will have good academic conduct. Good academic conduct is important for you. It is part of your development and without it, you are cheating yourself out of your own learning journey. In some cases, academic misconduct can lead to other processes such as the Student Disciplinary Procedure, where appropriate.

### **Academic Misconduct Regulation**

Academic Misconduct is any action which could give you, or someone else, an unfair advantage in an assessment, including examinations. It is also any actions which could undermine the fairness of assessment and research at the University.

Academic misconduct presents a threat to the world-class reputation of UK higher education. Students who cheat risk their academic and future careers, and also potentially enter the workforce without the necessary skills, knowledge and competence.

As a university accredited by QAA, academic integrity is extremely important to BUV student community. To better understand about academic misconduct, please refer to QAA's video explains what academic integrity is, what the consequences of academic misconduct can be, and highlight the different kinds of support available to students.

<https://www.qaa.ac.uk/membership/membership-areas-of-work/academic-integrity>

If your lecturer believes that you have committed academic misconduct, they will gather all evidence and inform your Programme Leader. The evidence will normally include the Turnitin Report, if this is relevant, and any sources which you believe you have copied from. If the allegations relate to cheating in an exam, we will include the examination certificate.

If your Programme Leader and person identifying the misconduct judge that the instance is likely to be an academic misconduct, they will further discuss with your Discipline Lead, Head of School or Dean where appropriate. Once it is confirmed that the probability of academic misconduct is high, your Programme Leader will proceed your case through

official procedures of BUU or your awarding body. For more details, please refer to related regulations of your awarding body below:

**For University of London students:**

<https://www.london.ac.uk/current-students/programme-documents/regulations#undergraduate-29612>

Please refer to your Canvas page, under Student Resources tab for the most updated General Regulations and Programme Regulations for all UOL programmes.

**For Staffordshire University students:**

<https://www.staffs.ac.uk/legal/policies/types-of-academic-misconduct.jsp>  
<https://www.staffs.ac.uk/legal/policies/academic-conduct-procedure.jsp>

**For University of Stirling students:**

For the academic integrity policy, you can refer to this link, under Academic Integrity:

<https://www.stir.ac.uk/about/professional-services/student-academic-and-corporate-services/academic-registry/policy-and-procedure/>

**For Arts University Bournemouth students:**

For academic misconduct policy, you can refer to this link, under Academic Regulations:

<https://aub.ac.uk/regulations>

## **D. Student Disciplinary Regulations**

British University Vietnam and partner universities takes all breaches in disciplinary including but not limited to sexual, racial, physical or other harassment or bullying, or behaviour which causes fear or distress to others, or threatening, abusive, disorderly or unreasonable behaviour very seriously. Any reported incidents of violating BUU student Code of Conduct will be considered in accordance with the Student Disciplinary Procedure and/or effective legal regulations.

The following is indicative of types of breaches of discipline for your understanding, but it is not intended to be exhaustive:

- ✓ Breach of BUU [Student Code of Conduct policy](#)
- ✓ Breach of BUU [Student Equal Opportunities and Diversity policy](#)

- ✓ Disruption of, or interference with, academic, administrative, sporting, social or other activities of the University.
- ✓ Sexual, racial, physical or other harassment or bullying, or behaviour which causes fear or distress to others, or threatening, abusive, disorderly or unreasonable behaviour.
- ✓ Conduct which prevents, obstructs or disrupts the holding or orderly conduct of any meeting or other lawful assembly in the University or which would cause the University to be in breach of its statutory duty to provide education and interfering with the due discharge of the University's duties.
- ✓ Fraud, deceit, deception, dishonesty or misappropriation of University funds or assets, misuse or falsification of any records or documents held by the University, its staff, students or visitors.
- ✓ Any improper access to or disclosure of computerised or other data held by the University or accessible through University equipment or networks.
- ✓ Non-declaration of information which the University judges relevant to the continuation of the student's registration on an award e.g non-declaration of a criminal conviction or caution since the last DBS check or after the student disclosed information about any criminal convictions when applying for a place on a course at the University.
- ✓ Conduct which constitutes a criminal offence.
- ✓ Conduct likely to damage or threaten the reputation of the University.
- ✓ Damage to, or wrongful treatment of, the property (including University controlled student residential accommodation) or equipment of the University or any of its staff, students or visitors, or any action likely to cause injury to any person or impairing the health and safety of the premises or its occupants or contravening the University's policy on Health and Safety.
- ✓ Action or omission which could cause loss, damage or injury or put others at risk.
- ✓ The possession, use or supply of any controlled drugs as covered by the UK's Misuse of Drugs Act 1971 and the Psychoactive Substances Act 2016 as well as the Vietnam's Law on Drug prevention and fight, including its amendments and guiding documents.
- ✓ A breach of any of the University's rules, regulations, codes of conduct or procedures, or any failure to comply with any ruling made as a result of disciplinary proceedings, whether formal or informal.

## **E. Academic Probation**

You might be placed on Academic Probation (AP) for a period of time, usually a semester, if your behaviour, participation in class, timekeeping or attendance does not meet the required standards expected at BUV. You will have the process explained to you in a formal meeting and your parents will be notified by letter. You will need to take

an AP form with you to each class and the Module Leader or Lecturer for that class and Student Information Officer will confirm by signature that you have met the requirements of your probation in class. Completed forms are returned to the Student Information Office at the end of each week and a report will be prepared and submitted to the Dean (Higher Education).

The AP system helps students to understand the importance of complying with the behaviour expected of a BUW student and if you complete the AP process successfully, you will be allowed to return to normal academic status. If you are unable to successfully complete the process successfully, the situation will be dealt with on a case-by-case basis by the Dean (Higher Education).

## **F. Exams and Assessment Procedure\***

\*This part is for SU, University of Stirling, AUB & BUW Own Degree. For UOL/IFP students, please strictly follow the Exams and Assessment Procedure of University of London.

### **1. Examination Rules and Regulations**

*These rules and regulations are to be read by the Invigilator at the beginning of the exam.*

#### UPON ENTRANCE TO THE EXAM ROOM:

- Not be admitted more than ten minutes after the official time of commencement of the examination for examinations of 1 hour duration, or less than 1 hour.
- Not be admitted to the examination room after thirty minutes from the start time for examinations of more than 1 hour duration.
- In order to enter the examination room, students must show their BUW student ID Card (or other acceptable valid Identification Documents including National ID card/Residence card, Passport and Driver's license). The student who do not show their BUW student ID card or other acceptable valid Identification Documents listed here in the exam date will be considered as no-show in the exam and receive zero mark.
- Turn off mobile phones and any other communication device.
- No food or drink is to be brought into the examination room, with the exception of a bottle of water.
- Place all unauthorized papers, bags, mobile phones, calculators, cases at the point designated by the Chief Invigilator. **ALL MOBILE PHONES MUST BE SWITCHED OFF** before taking your seat.
- Dictionary or calculators (if allowed) must be checked by the Chief Invigilator first

### DURING THE EXAM

- Answer all questions and do all rough work in the examination script/ ANSWER BOOKLET provided. No draft paper is allowed.
- Multiple Choice questions MUST BE WRITTEN in the ANSWER BOOKLET provided. Not in the question paper.
- No communication of any kind between candidates or to other people is allowed other than to an invigilator.
- Disruptive behavior will not be tolerated.
- Do not commence the examination before being instructed by the Chief Invigilator
- Do not leave the examination room within the first hour or the last thirty minutes of the exam, except in case of emergency.
- Do not leave the examination room at any time if the examination duration is half an hour or one hour.
- Do not leave your place without the permission of the invigilator.
- Please be quiet in the exam areas and corridor.

### AT THE END OF THE EXAM

- Stop writing immediately when you are instructed to do so at the end of the examination.
- Remain seated and silent until all examination scripts have been collected and until informed by the Chief Invigilator that you may leave the examination room.
- Sign the Script submission sheet
- You are not allowed to re-enter the examination room once you have submitted your script.

### **EXAMINATION BOARD**

An important aspect of UK higher education is the mechanisms that exist to ensure the quality of teaching, learning and assessment. The Examination Board forms an important part of such a mechanism. The terms of reference of the Examination Board are:

- To consider all assessments on the programme,
- To decide upon the grade of performance, referrals and failures of candidates and
- To recommend to the partner institution an appropriate award



## **2. Assessment Procedures**

Assessment is an important part of learning, without which you would not know how well you have done and whether or not you have achieved all the Learning Outcomes. To many students, assessment can also be a cause of stress and anxiety. However, given that this is an indispensable part of the course, it is better that you are adequately prepared for it. To help you become prepared, this section explains what you will need to do regarding assessments.

The modules on all programmes are assessed in a variety of ways and many of them by more than one method. The exact mixture of different methods depends on the nature of the module. The assessment methods may include class tests, essay assignments, projects, presentations, and examinations.

### **ASSIGNMENTS**

When assignments are issued, it varies from one module to another. The university examination regulations require that all assessment papers are moderated by panel at the British University Vietnam and are further moderated and approved by external examiners at the University partners. For most modules, every assessment will have a sample moderated by an external examiner at Staffordshire University who will evaluate the grade awarded. At the beginning of each module, you will be issued with a module handbook that will show the nature and timing of your assessment schedule. The module handbook will also explain the nature and type of feedback you can expect from the module leader.

All assignment tasks need to be word-processed in the correct format shown in the module handbook. It should be noted that it is your own responsibility to take necessary precautions against the risk of having your work stolen or damaged during a burglary, or by virus attack on personal computers. Damage to work prior to submission is not normally regarded as an acceptable explanation for late submission, or partially completed work for the purposes of formal assessment at the University. As such, you are strongly advised to back-up copies of your work and store multiple copies in more than one location.

When preparing for an assignment, please note that all written assignments will require you to conduct background reading and to show evidence of this research in the form of citations and texts referenced in the Harvard format. A soft copy must be submitted to Canvas

Students are required to be aware of Plagiarism as well as other Academic Dishonesty. For further information, please visit Academic Conduct Procedure:

<https://www.staffs.ac.uk/legal/policies/academic-conduct-procedure.jsp>

### **3. Coursework Submission Procedure**

You are not required to print and submit a hard copy of your work, as all submissions are carried out electronically through Canvas. Please ensure you do not wait until the last minute to carry out your submission; computer problems can happen any time and this will not be accepted as an excuse for late submission. This includes internet connectivity issues.

When submitting text-based assessments, you **MUST** leave yourself enough time to check the levels of similarity using Turnitin and change your assignment if you realise that you have accidentally plagiarised.

You are strictly forbidden from sharing your individual assignments or group assignments to other students. If you or your team member(s) have done this, there is a very high probability that the Turnitin similarity index will significantly increase, even after the deadline.

Please note, there is no “safe” similarity index. This is just a tool to help marker to consider whether there is academic misconduct during marking process. You should speak to your module leader if you have any concern about similarity index of your work.

View this video to see how to upload to Canvas:

<https://buv.instructuremedia.com/embed/6fac2d4e-8574-4c80-8d74-c0b764b08225>

When you finally submit your assignment, it is in your best interests to save and/or print a copy of your online submissions receipt to prove that you have submitted your assignment on time.

For special submissions such as those for the Contemporary Creative Practices, Computer Science and Computer Games Design and Programming programmes you should follow the instructions on the assessment paper itself. If in doubt, seek advice from your Module Leader or Programme Leader.

If you feel that you are not able to submit your assessment on time, you should speak to your Module Leader who will help you to work out how you can hand-in on time.

If unexpected circumstances which you could not have planned for have happened, you may be able to claim for exceptional circumstances to be taken into account. There is more information here.

### **4. Submission and Late Submission of Coursework**

You must try your best to complete your work. It is always better to submit first time, on time and we expect you to plan responsibly so that you can do this. In some exceptional

circumstances, we know that you may not be able to overcome your difficulty even though you have talked to those who can offer help. In such cases, a claim for exceptional circumstances can be made.

You must make your claim as soon as possible and no later than two weeks after the assessment date (excluding holidays and university closures). Remember that claims made beforehand will not be upheld if you can plan to overcome your circumstances.

**You must submit your claim by form**, informing your Personal Tutor or Module Leader is not enough. You can make a claim by requesting a copy of the exceptional circumstances form at the Student Information Office Counter, fill in the form with your handwriting & signature and submit the form and evidence back to BUW by the form submission deadline. You must submit evidence of the exceptional situation and how it is preventing you from completing your work to the best of your ability. Without evidence we are unable to consider your claim. We expect you to be honest in how you explain and evidence your circumstances, if you are found to have made a false statement or provided false evidence, this will be considered in accordance with the Academic Conduct Procedure.

We believe it is best for you to submit your work first time, on time. If we feel that there was something you could have done to avoid your circumstances, your claim will be rejected and standard regulations will apply. However, if we agree that there was a circumstance which you could not have done anything about and it falls within the scope of the exceptional circumstances regulations (i.e. **your claim is upheld**), we will apply one of the following outcomes:

- If you have submitted your work within one week of the deadline, and its accepted, it will be marked and counted as if it had been submitted on time.
- If you have failed or were unable to submit your work, the Award Board will offer you another attempt, unless it offers to condone your module mark. For more information please see the [Academic Regulations](#), "What if things don't go to plan?"

In all cases where you are unable to meet the deadline requirements of an assessment you should seek advice at the earliest opportunity from your Module Leader, Personal Tutor or Programme Leader.

The above is merely a summary outline to guide you, the full regulations relating to exceptional circumstances which apply are here:

<https://www.staffs.ac.uk/legal/policies/exceptional-circumstances-procedure.jsp>

## **5. Assessment Marking Process**

Once you and your fellow course members have handed in your work, or sat an examination, the relevant module tutor will undertake the marking. This will take some time to complete, depending on the other commitments of the tutor. As soon as the assessment papers have been graded by the tutor, they will be second marked by another member of staff with relevant expertise, then a sample will need to be sent to an external examiner for further moderation. Once the marks have been returned by the external examiner, the results then will be approved by the Examination Board and disseminated to each student confidentially.

Remember that all marks are provisional until they have been approved by an Examination/Award Board. More details of the Staffordshire University assessment regulations and progression can be found on the Staffordshire University Web Site at:

<http://www.staffs.ac.uk/legal/policies/>

Should you fail a module, there are procedures in place to help you attempt the module again. The University regulation states that any student who fails to achieve the criteria for a pass will be awarded a referral and will be allowed one further opportunity for a re-sit. The maximum grade achievable is a pass grade for all re-sit papers. Please note that if a student fails a core module repeatedly, it can result in the student being unable to complete the award.

## **Number of Assessment Opportunities**

Students have two opportunities (attempts) to submit each assessment. The first attempt is marked at the full grade point. The second attempt or re-sit assessment is limited to undergraduate passing grade 40R, in which indicates 40 grade point and referral. Further attempts are at the discretion of the examination board.

## **6. Feedback on Assignments**

All assignments should be **submitted via Canvas**. Feedback for the assignment will be provided after the approval and permission from the External Board.

Furthermore, feedback on your performance is provided in a variety of ways -throughout your study period, you will be receiving informal feedback on your performance, via your discussions with teaching staff in tutorials for instance. Feedback should help you to self-assess your work as you progress through the module and help you to understand your subject better.

Feedback is not just the marks at the end of the module - it could be regular verbal advice about your work, perhaps as you develop a portfolio of work; comments made by tutors or fellow students in group discussions; or the written comments on your work.

For this module, your feedback will be available in the following way: The marked assignment will be made available by the Exam Office after the approval and permission of the External Board. You may request informal feedback on your grades achieved once your work has been graded by British University Vietnam, but these results are provisional until approved by the external examination board.

## G. Degree Classification

### 1. University of London

#### International Foundation Programme

All modules are weighted equally. For each module you will receive a numerical mark and the corresponding grade. The grading for each module is as follows:

Mark	Grade
70+	Distinction
60-69	Merit
40-59	Pass
30-39	Marginal Fail
0-29	Fail

The International Foundation Certificate is awarded with an overall Pass, Merit or Distinction. The minimum requirements for the grading scheme and more details can be found here: <https://www.london.ac.uk/sites/default/files/regulations/progreps-ifp-2022-2023.pdf>

#### Undergraduate Programmes

The Board of Examiners of the University of London will consider a student eligible for award of an **honours degree** when the following two conditions have all been fulfilled:

1. Student must have attempted every element of the assessment for worth 360 credits, as specified in the structure for the degree.
2. Student must have passed courses worth at least 330 credits

Student may be considered for unclassified pass degree if you have passed courses worth at least 300 credits (including RPL) following the UOL Regulations.

Please find detail information on your Scheme of Award here:

<https://www.london.ac.uk/sites/default/files/regulations/progreps-emfss-bsc-2022-2023.pdf>

## **2. University of Stirling Degree**

For information on University of Stirling degree classifications, please refer to <https://www.stir.ac.uk/about/professional-services/student-academic-and-corporate-services/academic-registry/policy-and-procedure/examination-and-degree-classification/#six>

## **3. Arts University Bournemouth Degree**

For information on AUB degree classifications, please refer to <https://aub.ac.uk/regulations> under Academic Regulations then Regulatory Framework and Undergraduate Assessment Regulations (Level 6).

## **4. Staffordshire University**

Depending on your major, the Award Board will consider your performance in all Modules **at both level 5 and 6** or at **level 6 only**. More information can be found at:

<https://www.staffs.ac.uk/students/course-administration/academic-policies-and-regulations>

Your overall score will determine your “base” classification as follows:

<b>Overall Score</b>	<b>Base Classification (UK*)</b>
70% to 100%	First Class Honours
60% to 69%	Upper Second-Class Honours
50% to 59%	Lower Second-Class Honours
40% to 49%	Third Class Honours
39% or below	Fail or Ordinary Degrees (based on total credits gained for each case)

## **5. BUV Own Degree**

<b>Cumulative GPA</b>	<b>Degree Classification</b>
3.60 to 4.00	High Distinction (Loại Xuất sắc)
3.2 to 3.59	Distinction (Loại Giỏi)
2.5 to 3.19	Credit (Loại Khá)

2.0 to 2.49	Pass (Loại Trung Bình)
Below 2.0	Fail the degree (Không đủ điều kiện xét tốt nghiệp)

Degrees that are awarded based on Vietnamese regulation shall follow effective rules and regulations of Ministry of Education and Training.

Students who pass a unit of study may restudy the unit for grade improvement according to regulations of Ministry of Education and Training.

## **VI. University's Learning Resource Center**

### **A. LRC General Information**

The British University Vietnam Learning Resource Centre (LRC) is designed exclusively for learning and study purposes. It offers seamless access to the Canvas LMS, the library website and the collection of print books.

The LRC features study areas like discussion rooms, group workspaces, and private corners, as well as access to computers, a computer lab, printing facilities, Wi-Fi, and power outlets for your devices. Please note that all discussion rooms are designated for group work or quiet study only.

The Learning Resource Centre (LRC) is open Monday to Friday from 8 AM to 6:30 PM and on Saturdays from 9 AM to 4 PM.

### **❖ LEARNING RESOURCE COLLECTIONS**

LRC users have access to a range of print books and online resources including e-books, journals, articles, reports and analysis. There are online databases which are available on and off campus.

### **❖ LRC FACILITIES**

- ✓ Wifi
- ✓ Computer
- ✓ Discussion room
- ✓ Computer Lab
- ✓ Printer
- ✓ Self-checkout



## **B. LRC Rules and Regulations**

### **❖ Please DO:**

- ✓ Return all LRC material in good condition and by the return date. Failure to comply with either rule will result in the imposition of fines.
- ✓ The British University Vietnam cannot accept responsibility for the theft or loss of, or damage to personal property. Therefore, you are advised not to bring any valuable items to the University or place your items in the lockers before entering the LRC.
- ✓ Be quiet in all study areas.
- ✓ Speak English in the study areas.
- ✓ Switch Mobile phones to Silent mode.
- ✓ Use the LRC computers for study purposes only.
- ✓ Evacuate the LRC promptly and as directed in the event of an emergency or being instructed by BUV staff.

### **❖ Please DO NOT:**

- ✗ Deface or otherwise damage any book, other materials or facilities in the LRC.
- ✗ Use mobile phones in the designated quiet study area.
- ✗ Speak Vietnamese in the LRC.
- ✗ Use other personal audio equipment and listen to music in the LRC.
- ✗ Use the LRC computers or personal laptops for playing games, using Facebook, chatting online,
- ✗ Consume food or drink (except bottled water) or smoke.

### **❖ Unauthorized removal of LRC property**

Any attempt to remove LRC property without permission, or to deface LRC property, will be considered a serious disciplinary offence. Students found guilty of theft or vandalism will not be permitted to use the LRC, except on submission of written permission BUV

## **C. LRC Facilities**

### **LRC computers**

Please save all works on personal e-mail accounts. Do not save work directly on computers.

### **Using the printer**

1. Log on to the computer
2. Open your personal document
3. Click on "File", top left of screen
4. Click on "Print" from drop-down menu, top left of screen
5. Enter your PIN code
6. Print menu will appear. Click "OK" box in menu

### **Using the photocopier**

1. Enter your PIN code (provided at the beginning of semester)
2. On the light-up display in front of the lid, go to "Auto" or press "Paper Select" for select paper size needed (A4 = standard size; A3 = large size)
3. Use the number key for the number of copies needed. This number will appear on the light-up display, in the "Q'ty" box
4. Press green "Start" button
5. In case of error, or to clear previous light up display, press orange "Clear/Stop" button.

### **Photocopying**

Please read the copying limits in section "**Copyright and copying limits**" to ensure that you do not exceed legal limits.

### **Copyright and copying limits**

Photocopying and printing in LRC, either by students or for students by staff will have to comply with British and international copyright legislation.

### **Books**

- ✓ A single extract or several extracts from a book as long as the total copied is not more than 5% of the whole work, OR
- ✓ one chapter from a book, OR

- ✓ one article from a journal or newspaper issue, OR
- ✓ one paper from a set of conference proceedings, OR
- ✓ one single case from a volume of law reports, OR
- ✓ Poems, short stories and other short literary works may be copied so long as they are not more than ten pages long.
- ✓ You may photocopy up to 10% of a British Standard for private study or research for a non-commercial purpose.

### **Audio-visual materials**

There will be no copying of audio-visual materials.

### **Printing and photocopying account**

BUV offers printing and photocopying account for student. Students receive the account in the 1<sup>st</sup> semester with limited page of 189 for each printing and photocopying and scanning. The account is extended automatically after each semester.

Please note that the paper credit is for one semester use only, the school will not forward the outstanding credits to the new semester.

### **❖ USING THE LEARNING RESOURCE CENTRE**

#### **Borrowing from the Learning Resource Centre (LRC)**

##### ***Please note:***

- ✓ Students must use their BUV student card in order to borrow any material from the LRC.
- ✓ All materials borrowed from the LRC must always be treated with care.

### **Lending policy**

<b>Resources</b>	<b>Maximum Allowed</b>	<b>Holds Allowed</b>	<b>Renewals Allowed</b>
Books	05 items	01 week/ item (including Sunday)	01 time of extension for 01 week

Students can renew each item once by the self-checkout. Student must use the self-checkout at LRC to borrow and return books with a student card.

**How to use Self-checkout at LRC:**

Action	Steps
<b>BORROW BOOKS</b>	Press "Check-out"
	Place your NEW student ID card with a barcode at the red line on the machine.
	Place the books on the designed place
	"Done" on the screen
	Press "Print Receipt" if you want to keep a record.
<b>RENEW RETURNING DATE</b>	Press "Renew"
	Put your NEW student ID card with a barcode at the red line on the machine.
	Tick titles you want to renew
	Press "Renew Selected"
	Press "Done" on the screen
<b>RETURN BOOK</b>	Press "Check in"
	Put books on the designed place
	Press "Done" on the screen
	Press "Print Receipt" if you want to keep a record.
<b>CHECK BORROWING BOOKS</b>	Press "Account"
	Put your NEW student ID card with a barcode at the red line on the machine.
	"Item Out" shows numbers of books you are borrowing.
	Press "Done" on the screen

**Fines & Fee Schedule**

Issue	Per day	Maximum
Overdue date	5.000vnd/ per item (Excluded Sunday)	100,000vnd/ per item
Lost, damage		Replacement cost plus 100,000vnd admission fee

Items not returned within 30 days of the return-date will be considered lost.

LRC users will not be permitted to borrow, renew or reserve further material until all cost of lost or damaged items have been settled in full.

## **D. Digital Resources**

### **1. Learning Management System by Canvas (Canvas LMS)**

Canvas LMS is a cloud-based learning management system which allows students to access their courses from their personal devices. It serves as a source of communication between students and lecturers in order to make the learning more hands on.

Students can use Canvas LMS to access course materials, access Kortext bookshelf, discuss and share ideas with module leaders and classmates, view Intended Learning Outcomes, do required quizzes and assignments, find and view lecture PowerPoints and view all assessment deadlines.

Student can access Canvas LMS at <https://lms.buv.edu.vn/>

### **2. E-books as core textbook by Kortext (Kortext E-book)**

All BUV students have access to their core textbooks each semester through Kortext bookshelf and modules on Canvas.

#### E-BOOK USER GUIDE

Step 1 – Sign in using the username and password provided.

Step 2 – Your bookshelf will appear. Here you have access to all of your books for each module.

To access a book - Hover the cursor over the book you wish to access and left-click. This will give you two options; Read Online or Read Offline.

To read offline you must download the Kortext app to the iPad/phone/laptop.

<https://app.kortext.com/login>

You can read online via the website. When viewing the book, use the two grey arrows at the side of the pages to navigate between pages. There will also be rows on the left-hand side of the page which will provide you with the following options:

- Navigate to a certain page.
- Search for keywords/phrases.

- Overview/Table of contents.
- Option to view or add notes to the book.
- View references.

### **3. BUV Academic Databases on BUV Library**

BUV now provides databases from prestigious publishers: Euromonitor, Emerald, ProQuest, Ebsco to support you in doing research during your study at BUV. These databases should be the first stop for any academic research assignment whether you are searching for background or biographical information, a basic overview or in-depth research coverage. Research databases are useful because they offer users access to thousands of books, , reports, journal articles, images, charts and primary sources. These databases contain scholarly and peer-reviewed articles written by credible authors, such as academics, researchers and experts in their field. Therefore, you can look for full articles or books on a specific topic for your assignments from a variety of sources whilst being confident the information you find in them is of a high academic standard.

Students can access these databases through BUV Library Website at [library@buv.edu.vn](mailto:library@buv.edu.vn).

<b>No</b>	<b>Titles</b>	<b>Database Description</b>
1	Ebsco Academic Search Ultimate	Academic Search Ultimate offers students an unprecedented collection of peer-reviewed, full-text journals, including many journals indexed in leading citation indexes to meet the increasing demands of scholarly research.
2	Ebsco Hospitality & Tourism Complete	Hospitality & Tourism Complete is a trusted full-text database covering all areas of hospitality and tourism, including hospitality law, market trends and hotel management. In addition to full-text journals, it provides magazines, company and country reports, books and newspapers.
3	Emerald Ebooks Business, Management & Economics &	Emerald Ebooks Business, Management & Economics Collection offers over 1,600 eBook titles (1991-2023) broken into 7 subject collections, highlighted below. As well as via the individual collections content from the portfolio can be accessed in full on a rental basis: Accounting, Finance & Economics; Business, Management & Strategy; Marketing;

	Social Sciences collection	HR & Organisation Studies; Public Policy & Environmental Management; Library & Information Sciences; Tourism & Hospitality Management.
4	ProQuest ABI/Inform Collection	The database features thousands of full-text journals, dissertations, working papers, key business and economics periodicals such as the Economist, country-and industry-focused reports, and downloadable data. Its international coverage gives researchers a complete picture of companies and business trends around the world.
5	Euromonitor	This online market research tool monitors industry trends and gives you strategic analysis and a market size and market share database for all your products across all key countries.

#### **4. SU Online Library**

Online Library provides students who register Staffordshire University degree with access to a wide range of relevant, scholarly electronic resources. Searching these databases will allow you to research and gather information for your study and research.

- ✓ E - journals
- ✓ E - books
- ✓ Report

Many of these products will enable you to access the full text of articles or book chapters. Some will provide you with abstract of an article or a book.

For access to Staffordshire University Library, please go to:  
<http://www.staffs.ac.uk/uniservices/infoservices/library/>

Each student will have the provided username and password to access online library.

#### **5. UOL Online Library**

University of London students have access to a range of resources including the Virtual Learning Environment (via the Student Portal) and Online Library, as well as programme regulations, sample study materials, and information about exams.

The UOL Online Library's mission is to develop and maintain online resources and services in support of the present and future teaching, learning and research needs of the University of London's Distance Learning community.

### **Key resources and services**

- ✓ Databases which contain journals, book reviews, e-books, newspapers and magazines, conference proceedings etc.
- ✓ E-books - our principal e-book database is VLeBooks
- ✓ Resource Discovery Tools (Summon, A-Z Journals List)

### **Eligibility for services**

To use the services, you must be enrolled with the University's of London distance learning programmes. You can access all the Online Library's resources using your Portal username and password.

<https://onlinelibrary.london.ac.uk/>

## **VII. Student Engagement Department**

The Student Engagement Department (SE) is responsible for helping students to have a positive and rewarding experience during their time at British University Vietnam. Based at Level 1 and Level 2 BUV Campus, the team is available for any support regarding your student life, clubs and societies, well-being, career services and all personal and professional counselling. Please visit the Student Engagement Lounge (Level 1) to make an appointment.

All information about Student Engagement can be found on Canvas at "**Course**" -> "**Student Engagement**". Access SE Event Calendar to see all BUV events and activities, from student clubs and societies' events, career workshops, training, tea-talk, well-being sessions to other special events.

SE also provides a wide range of student activities and programmes focusing on the areas of employability, personal development, global citizenship, communication skills, leadership, interpersonal and intrapersonal skills and sportsmanship. In terms of employability, SE can help with career talks, skill workshops, career fairs and recruitment days,

CV review and feedback, job interview practice, career consultation, introduction letters, and reference letters. They also help you match up with internship and career



opportunities with several BUV's existing partners. This includes companies like Deloitte, EY Vietnam, VPBank, InterContinental Hotel Group's hotels, Marriott Group's hotels, Lebros, T&A Ogilvy, Gameloft, Onemount, and many more. The Student Engagement Team works on developing these partnerships and finding new ones too. SE will send you notifications for upcoming events, workshops, guest speakers, and company visits to your BUV email. That is why it is important to check your BUV Outlook Mailbox regularly.

Your education at BUV is about more than just your academic results. At BUV, the Student Experience (SE) team also develops the Personal and Social Growth (PSG) Programme, which enables you to develop holistically and acquire essential skills, qualities, and qualifications for future success. Through the PSG Programme, you are expected to become highly employable graduates with interdisciplinary knowledge, skills, and experience; to be innovative, imaginative, and respectfully confident, with the ability to pioneer, lead yourself and others, and empower positive change; to be socially and culturally inclusive, with an understanding of your own values and a willingness to embrace different perspectives; to have excellent skills to study academic programmes effectively, and to be committed to continuous learning and development. Above all, the programme supports you in attaining BUV graduate attributes: Empathetic and Ethical; Confident and Professional; Collaborative; Innovative Problem Solvers; Sustainability Mindset; Lifelong Learners; Career Ready.

These outcomes can be achieved through a diverse range of activities in four main quadrants and 16 categories tailored to your different interests, aspirations, career paths, and personal development plans. Activities include workshops, talk shows, field trips, competitions, student projects, and many more. Upon successful completion of the PSG Programme, you will be awarded a PSG certificate and a detailed transcript of activities completed throughout your three years at BUV.

There is so much to look forward to during your years at BUV. We are here to make sure that you have a dynamic, inspirational and fulfilling student experience and you reach your most confidence and potential when walking to the world of work.

### **A. Personal and Social Growth (PSG) programme**

The Personal and Social Growth (PSG) Programme is a unique initiative of British University Vietnam (BUV) to encourage students' well-rounded development and enable them to acquire essential skills, qualities, and qualifications for future success. It is one of three key drivers of BUV, along with the accredited British and international higher education degrees in Vietnam, as well as a 5-star university campus with state-of-the-art learning spaces and dedicated support services.

Going parallel with and complementing the academic degree programmes, the PSG Programme with a vast pool of activities outside the classroom can cater to students' unique aspirations and facilitate their personal, social, professional, and academic growth in four aspects: Work & Career Readiness; University & Community Engagement; Social, Cultural and Emotional Development; and Academic Excellence.

To document students' PSG journey, BUV awards PSG points in proportion to the efforts and achievements that the students make in different impactful activities. Upon successful completion of the PSG Programme, students will be awarded a PSG certificate and a detailed transcript with activities and points accumulated throughout their time at BUV. The PSG certificate is a competitive advantage for students to confidently seize opportunities in the real world.

Given the essence and unique benefits of the programme for BUV students, as well as the University's mission and committed core values, PSG Programme accomplishment is thus compulsory for all BUV undergraduate students. Students will be recognised as completing the PSG Programme when they meet all compulsory requirements below:

- **Achieve at least 500 PSG points upon graduation**
- **Gain points in every main quadrant of the programme:** Work and Career Readiness; University and Community Engagement; Social, Cultural and Emotional Development; Academic Excellence.
- **Complete one of the professional experience options:**
  - ✓ Part-time jobs, Internships, Work placements (Academic credited placement is accepted)
  - ✓ Long-term community projects with verified NGOs, NPOs, social enterprises, etc.
  - ✓ Start-up incubation and acceleration
  - ✓ Running a business
  - ✓ Creating personal professional portfolio (Only for students pursuing BA (Hons) Events Management, BSc (Hons) Computer Science: Cyber Security/Cloud Technologies, BSc (Hons) Computer Games Design and Programming, BA (Hons) Contemporary Creative Practice: Graphic Design/Illustration)

**OR alternatives:**

- ✓ International study mobility programme organised by BUV International Office (Both academic credit-bearing or non-credit bearing)

Please refer to the Personal and Social Growth (PSG) Programme course on your Canvas account to find more details on this programme.

## B. Career Services & Industry Relations (CSIR)

### 1. Our communication channels

Channels	Purposes
<b>Career Platform:</b> <a href="https://buv.careercentre.me/">https://buv.careercentre.me/</a>	One-stop-shop career guidance platform includes the functions, AI-powered CV review and mock interview, ATS, job portal, career appointment booking, SE event calendar, e-learning hub, and career tests.
<b>Facebook:</b> <a href="https://www.facebook.com/buvcareer">https://www.facebook.com/buvcareer</a>	The official Facebook Fanpage and Instagram account of the Career Services & Industry Relations Team to promote the university's careers, employability and industry exposure activities, services, and internship opportunities.
<b>Instagram:</b> @buvcareerservices	
<b>Email:</b> <a href="mailto:SE-careers@buv.edu.vn">SE-careers@buv.edu.vn</a>	The official group email of the Career Services & Industry Relations Team used to send official announcements and important notes of the university's careers, employability and industry exposure activities, services, internship support, and regulations if any. Once you send an email to this group email, the person-in-charge will respond to you within 3 working days (Mon-Fri, 8:30-17:30).
<b>Where to find us</b> CSIR staff are always available during working hours (Mon-Fri, 8:30-17:30) at SE Lounge, 1 <sup>st</sup> Floor, BUV Ecopark Campus.	

### 2. One-stop-shop Career Platform

Find everything related to career services offered by the university at:

<https://buv.careercentre.me/>

- **Job Portal** with selective opportunities that your needs and semester break. These openings are sourced from BUV's partners who are reliable employers and value your education and skills. Your CVs will be sent directly to employers in real-time as you apply.
- **AI-Powered Tools:** CV Builder, CV360, Cover Letter Builder, Mock Interview Simulations

- **Book a career appointment** with our career consultants to discuss everything career related.
- **E-learning Hub** including courses, articles, and videos on diverse topics to enhance employability.
- **Indigo Insights Assessment:** A BUV-sponsored test to explore your communication and behaviour styles, motivators, and strengths.
- **SE Event Calendar** including all upcoming extra-curricular activities about careers, skill development, clubs and societies, and so on.

### **3. Employability skill workshops and industry exposure activities**

Boost your employability and get a taste of the real world with our targeted

- Skill workshops and training
- Career talks and seminars
- Company visits/ Field trips
- Corporate engagement and networking events
- Career fairs

These sessions focus on:

- Developing essential know-how on professional growth, job searching and workplace readiness, including decision-making skills, crafting a perfect CV, acing interviews, teamwork, communication, problem-solving skills, and so on.
- Creating opportunities for you to learn about different industries and gain insights into potential career paths by direct interactions with professionals.
- Facilitating you to expand your professional network and explore various career options.

Information about those activities can be found on

- SE Event Calendar on Canvas
- [Facebook Fanpage BUV Career Services](#)
- Emails from BUV Career Services: [SE-Careers@buv.edu.vn](mailto:SE-Careers@buv.edu.vn) to your BUV Mailbox.
- Notice screens on BUV Campus.

Your valid participation and attendance, based on the specific requirements of each activity and the organising team, will be recorded as PSG points on your Personal and Social Growth (PSG) Transcript.

#### **4. One-on-one career appointments**

We are a crew of dedicated and experienced career consultants. A career appointment can be about your career directions, job search strategy, internship choices, feedback on your CV, interview tips, and any other concerns related to your career and employability.

Each session is expected to last 45 minutes to 60 minutes. The 1:1 discussion is **confidential** between BUV and the student, only communicated internally within the Student Engagement Department, so we can support you most effectively.

To book an appointment, please access the Career Platform: <https://buv.careercentre.me/>. For any further support, please reach out to us via [SE-Careers@buv.edu.vn](mailto:SE-Careers@buv.edu.vn).

#### **5. Science-based career tests**

Taking a science-based career test is one of the approaches to discover your strengths, career preference, values, and more aspects of yourself.

We highly recommend you take the well-known career tests from reliable providers. Using tests recommended by the university's career consultant is a safe choice. Besides of recommending free career tests, BUV sponsor students the Indigo Insights Assessment, a comprehensive, multi-dimensional tool, that helps people gain insights through self-awareness of their behaviours, motivators, and career-ready skills.

To make the most of a career test, you should reach out to a professional career consultant to debrief the test result and discuss how to apply the result into your personal and professional development.

To explore further, please access the Career Platform: <https://buv.careercentre.me/> or reach out to us via [SE-Careers@buv.edu.vn](mailto:SE-Careers@buv.edu.vn).

#### **6. Internship support**

CSIR Team aims to create independent warriors in the labour market who can choose the most suitable opportunities, express who you are in the most confident and strategic approach, then persuade your future employers to hire you.

Our range of support includes, but is not limited to:

##### **a. Selective Internship Opportunities:**

- From actual needs of employers who are BUV's partners, including multinational corporations, local private and public businesses, small and medium enterprises, NGOs, and so on, who are reliable employers and value your education and skills.
- Offer meaningful experiences for your professional growth

- Fit your programme and your semester break
- Full-time, part-time, flexible time paid and unpaid roles
- Posted on:
  - o [Career Platform](#) (Apply here)
  - o [Facebook Fanpage BUV Career Services](#)
  - o **Instagram:** @buvcareerservices

**b. Preparation for the Internship**

- **Career consultants** to support and guide you on job searching, CV review and feedback, mock interview, and other steps in a recruitment process via emails, phone calls, and 1-1 career appointment.
- **Machine-learning and AI-powered tools:** CV Builders, CV360, Cover letter Builder, and Interview360 on the [Career Platform](#).
- **Useful resources and materials** on [Career E-Library](#) and the [Career Platform](#).

Any further support, please reach out to us via [SE-Careers@buv.edu.vn](mailto:SE-Careers@buv.edu.vn).

**c. During the Internship**

Either you are interning at a BUV partner or not, we are here to advise and guide you on any difficulty or concern during and after the internship and any other form of involvement where necessary. We are staying in touch with you via email, phone calls, and in-person catch-ups.

**d. Internship Recognition:**

Upon completion of the internship, students will receive the necessary assistance to conclude their internships professionally and guidance on how to properly document their experience in the PSG Programme via emails from [SE-Careers@buv.edu.vn](mailto:SE-Careers@buv.edu.vn). Students can access <https://student.buv.edu.vn> to generate the Professional Experience Evaluation Form.

CSIR Team will receive and review the Professional Experience Evaluation Form/ Portfolio Evaluation Form and other relevant evidence to record PSG points, noting students' strengths and weaknesses for future support.

**7. Other tailored-made career support programmes**

We are developing different tailor-made career support programmes to meet your unique needs, whether you're a first-year student exploring your options, a final-year student preparing to enter the job market, or someone with a clear interest in a particular industry. We offer targeted guidance and resources based on your university

year, chosen industry, or unique career preferences, ensuring you receive the most relevant support to achieve your career goals.

If you have any ideas of new programmes or need any further support, feel free to contact us via [SE-Careers@buv.edu.vn](mailto:SE-Careers@buv.edu.vn).

Stay tuned for updates via our communication channels!

## **C. Student Life**

At BUV, your journey is not just about academics – it's about embracing a holistic university experience that helps you grow both personally and professionally. BUV Student Life offer a wide range of services and activities designed to enrich your journey. Whether you're looking to join a club, lead a project, or engage in meaningful extracurricular activities, our Student Life division is here to support your growth and help you make the most of your time at BUV

### **Student Life Activities:**

**1. Clubs & Societies:** Engage with peers who share your interests and passions through various student-led clubs and societies. Whether you're into sports, arts, technology, or culture, joining a club is a great way to build friendships, develop leadership skills, and contribute to the vibrant campus community. If you don't find a club that suits your interests, you can even start your own!

**2. Student-led projects:** Our Student Life division encourages and supports student-led projects and initiatives, providing the resources and guidance needed to bring your vision to life. This is your chance to make a lasting impact on the BUV community. Whether it's organizing events, launching campaigns, or initiating new ventures, we support your journey from concept to completion.

**3. Student Association Committee (SAC):** SAC represents the voice of the student body, advocating for your needs and interests. Through SAC, you can actively participate in shaping the student experience at BUV, ensuring that your concerns are heard and addressed. The committee also organizes events and initiatives that enhance campus life and foster a sense of community.

**4. Mentorship programme and competitions:** Our mentorship programme pairs students with experienced mentors to help you excel in competitions across a wide range of fields. Whether it's business, technology, arts, or social impact, you'll receive the guidance you need to succeed and stand out. Additionally, BUV hosts a variety of competitions where you can showcase your skills, challenge yourself, and win recognition. This is your chance to learn, grow, and shine.

**5. Leadership and community engagement activities:** Develop your leadership skills and make a positive impact through our leadership and community engagement activities.

Whether it's through volunteer work, community service projects, or leadership training, you'll have the opportunity to grow as a leader, contribute to society, and connect with others who share your commitment to making a difference.

**Information about those activities can be found on**

- SE Event Calendar on Canvas
- [Facebook page Student Life](#)
- Emails from BUV Student Life: SE-Studentlife@buv.edu.vn
- Notice screens on BUV Campus.

**D. Student Well-being Services**

BUV counselling service has already provided hundred individual sessions for students, addressing relationship issues, wellbeing and mental health concerns. In addition, through weekly wellbeing events, Student Well-being team has created a safe and non-judgmental environment for all students to release their emotions and recharge energy. We provide tremendous support to students by organising a wide range of activities, workshops and sharing talks such as:

- Life skill and well-being workshops available for all students
- Tea-talks which suit smaller groups with special concerns
- Other well-being activities such as exhibitions or annual campaigns

If you have any concerns related to your personal welfare, please contact our Student's Well-being and Psychological Counselling Office at: [student-wellbeing@buv.edu.vn](mailto:student-wellbeing@buv.edu.vn). Our team will be able to schedule a private meeting with you to discuss your matters and provide any necessary support to ensure your well-being at BUV.

**E. Alumni Relations**

The BUV Graduation Ceremony is organised between September - October annually. The partnership between BUV and its students is a life-long one, hence the connection exists well after graduation. BUV Alumni are offered a wide range of services including, but not limited to invitations to networking events, mentoring programmes, employment and career consultancy, further studies support, social gathering and events, BUV discount partner programme. Alumni can also initiate activities for the alumni community by joining the Alumni Chapter Committee. The university is staying in touch with BUV Alumni via email, phone calls, posts, and Facebook Fanpage (BUV Alumni Relations), Facebook Group (BUV Alumni Community) and LinkedIn Group (BUV Alumni Network).



## VIII. BUV International Office - Global Mobility

British University Vietnam is proud of its extensive partnership network in the corporate world and the global education market.

BUV International Office provides you with various opportunities to study, enhance your international experience, and expand your global partnership network, helping you develop cross-culture competencies in your future work and life.

### BUV Global Engagement:

- **Student Mobility:** BUV's global mobility programme provides you with opportunities to study overseas during your degrees to enhance international experience. We are committed to developing a generation of global citizens who can succeed anywhere in the world.
- **Inbound Exchange:** Students from BUV partner universities are eligible to study at BUV through exchange programmes. Inbound exchange students can choose either a one-semester or two-semester study period at BUV. Short-term study students will receive full support and equal benefits from BUV staff and faculty during their exchange study period in BUV.
- **Outbound Exchange:** BUV's outbound exchange programme enables BUV students to study in many renowned universities globally without paying extra tuition fees. You can choose to study one semester or a full year overseas to enrich your learning experience as well as your global skill-sets.
- **Global Transfer:** BUV's degrees are globally recognised degrees. All BUV students have the opportunity to transfer and complete their degrees in any of the prestigious institutions that BUV has established partnership links with. In addition, BUV students are eligible to transfer to partner institutions within the University of London and Staffordshire University's international network in over 60 countries.

This global transfer programme provides BUV students unique opportunities to experience high-quality education both in Vietnam and overseas.

- **International Study Tours:** BUV welcomes students from all over the world to come to Vietnam to study and experience one of the most buoyant economies in the region. BUV also sends students to different places internationally to develop their knowledge, professional skills and cross-cultural competencies.

For more information, please contact BUV International Office at [international@buv.edu.vn](mailto:international@buv.edu.vn)

## IX. Campus Services Centre

Located in the main lobby of Building A, the Campus Services Centre is dedicated to enhancing your experience at the University. We provide exceptional services, including transportation, catering, medical support, recreation, accommodation, and lost and found as well as help with facility-related concerns.

Visit us in-person, Monday to Friday, 8:30 AM - 6:00 PM or connect with us anytime through our 24/7 hotline at **090 215 7558** or via email at **services@buv.edu.vn**. For immediate feedback or to report facility issues, simply scan the QR code below. We are here to assist you promptly.



### A. Transportation Services

At BUV, we care about your safety, even when it comes to commuting to campus. The goal that we set out and aim for is to provide the best values and service quality, giving you the best experience of being a BUV student.

The BUV Bus is a student's support service without any fee. However, at the beginning of semester, students would be asked to register for BUV bus service so that Transportation

Team could understand the demand and arrange the suitable bus routes. BUV provides bus routes from designated points in 04 districts of Hanoi direct to BUV Campus such as Hai Ba Trung including bus stops within Ecopark area, Cau Giay, Tay Ho and Ha Dong.

The bus schedules are updated weekly to attending students of current semester through their BUV email. The weekday schedules will be sent to students on Friday weekly with the updated schedule for the week after. The weekend schedules for those attending classes or events only will be sent to relevant people on Tuesday of that week. Bus usage guidelines will be sent to students via their BUV student email before the first day of the semester or whenever there is an adjustment.

School buses may arrive at the pick-up/drop-off point late due to traffic jams, accidents, prior run delays, etc. Students should arrive at the stop **at least 05 minutes** before the scheduled time and please notify the Campus Services Team if the bus is not found. You may also call our hotline number **0704 068 386** to be promptly supported or send email to [transportation@buv.edu.vn](mailto:transportation@buv.edu.vn) for further assistance

Our bus is a shuttle bus service, and the schedule is arranged according to the certain number of students having class or scheduled activities on campus with minimum changes through the semester. It is provided on a first come first served basis and students should use the nearest bus slot for their class start/end time. Unfortunately, we are now not providing a bus service for individual schedules or a small number of students but for the majority. You can utilize campus facilities for self-study or extracurricular activities outside while waiting for the bus. Besides, you can also use Ecobus as an alternative option to travel from Hanoi to BUV and vice versa

You are invited to join the appropriate bus information group to be updated the daily traffic situation and weekly bus schedule by scanning the QR Code below:



Hai Ba Trung Route



Tay Ho Route



Ha Dong Route



Cau Giay Route

## B. Catering Service at Student Hub and Food Court

Our new modern design and spacious “Student Hub & Food Court” brings students high standard, serviceable and desirable catering services, and space for activities during all time spent on Campus.

- Hours of operation:
  - **Weekdays:** From 08:00 to 18:00.  
Breakfast from 08:00 to 10:30.  
Lunch from 10:30 to 14:00.  
Afternoon snack, panini, noodles... from 14:00 to 18:00.
  - **Weekend** operation is associated with actual activities and events with limited menus.
- Food Court, also affectionately known as the canteen, which operates as self-service and caters for basic needs of students, employees, guests visiting the campus for meals, snacks, and drinks for dine-in or takeaway. The canteen strives to provide all with nutritious choices, a safe and sanitary environment, professional service, and an enjoyable dining experience.
- BUVerS can scan QR code to get the weekly menus which is updated at the weekend. We welcome your valuable feedback about our catering service, so please don't hesitate to share your thoughts with the Campus Services Centre.



- In our continuous efforts to create a greener campus and promote sustainability, we are introducing a significant change by utilizing multifunctional Student ID card. This means that your Student ID card will now grant you access to both campus facilities and catering service, simplifying your experience in several ways.
  - **Save Time:** Speed up your payments at the Student Hub and Food Court by simply tapping your Student ID card, reducing wait times, and allowing you to enjoy more time with friends.
  - **Reduced Plastic Usage:** By using the multifunctional Student ID card, we are significantly reducing the need for plastic cards, contributing to a more environmentally friendly campus.
  - **Enhanced Convenience:** Managing just one card eliminates the need to carry multiple cards or worry about losing them. This multifunctional card offers seamless access to academic buildings, libraries, labs, and dining areas.
  - **Eco-Friendly Practices:** This change underscores our commitment to sustainable practices and encourages the adoption of greener technologies within our community.

Students are encouraged to conveniently top up their Student ID cards at the Student Hub and Food Court, utilizing either POS systems or online methods. For detailed instructions, please refer to the **attached [guideline](#)**.

In case you lose your Student ID card, kindly inform the Student Information Office for a reissue. Your lost card will be temporarily locked, and the balance will be transferred to the new card, with the password reset to "123456". Your convenience and security are our priorities.

### **C. Medical Service**

Our medical service offers high-quality healthcare with a professional and friendly approach, ensuring a caring experience for all patients. You can easily find the Medical Suite at level 1 of the Building B and receive care from compassionate physicians for treatment of illness or injury.

If you or your friend are in a medical emergency case and cannot come to Medical Suite, please reach out to our emergency hotline **090 215 7558** for prompt assistance.

Hours of operation:

From Monday to Friday, 08:30 - 17:30

Weekend operations are dependent on events/activities and classes.

## **D. Recreation Service**

Campus Recreation offers a wide variety of sports and recreational facilities for the entire campus community, that promote active and healthy lifestyle and round out student life with experiences outside of the classrooms. We support the success of students and employees by encouraging participation & engagement through services & facilities.

For inquiries and information, please reach out to us at: **[recreation@buv.edu.vn](mailto:recreation@buv.edu.vn)** or hotline **090 215 7558**.

All BUVerS are entitled to full access to recreation service including:

### **1. FOOTBALL PITCH**

Located near the basketball and badminton courts, the artificial pitches are the ideal training arenas and will provide a fantastic playing experience for students and staff. We hope you will enjoy these FIFA quality, high standard playing surfaces, which are durable, safe, and can be used all year round under any weather circumstances. Furthermore, you can use the changing room and toilet at level 1 at the Student Hub & Food Court with hot water, hair dryers and lockers for your convenience.

- Hours of operation:  
From Monday to Friday, 7 time slots from 9:00 - 19:30.  
Saturday & Sunday: Closed for maintenance.  
Public Holliday: Closed.
- Rules & regulations and Booking via QR code below.



## **2. BADMINTON COURT**

Hours of operation:

From Monday to Saturday, 8:00 – 18:00

Sunday: Closed for maintenance. Public Holiday: Closed

## **3. BASKETBALL COURT**

Hours of operation:

From Monday to Saturday, 8:00 – 18:00

Sunday: Closed for maintenance. Public Holiday: Closed

## **4. SPORT CENTRE, YOGA & DANCE STUDIO**

Located on the second floor of the Building B, featuring a wide variety of options to meet your wellness goals and needs, Sport Centre is a state-of-the-art facility equipped with treadmills, cycles, ellipticals, 5 stack multi-station, smith machine, ...

- Hours of operation:

From Monday to Saturday, 7:00 – 19:00

Sunday: Closed for maintenance. Public Holiday: Closed

- Rules & regulations are inside the Sport Centre, Yoga & Dance studio.

## **5. RECREATION AREA**

Located on the second floor of the Student Hub and Food Court, the Recreation Area is an ideal location for students as well as staff to enjoy recreational activities among their busy schedules, with the following amenities:

- 2 PlayStations
- 4 foosball tables
- 1 billiard table
- 2 boxing bags
- Hours of operation:
  - From Monday to Friday, 9 time slots from 9:00 – 18:00
  - Saturday & Sunday: Closed for maintenance.
  - Public Holiday: Closed.
- How to sign out equipment
  - The equipment in the Recreation Area is available for use within 1-hour blocks of time from 9:00 – 18:00.

SLOT 1: From 09:00 to 10:00

SLOT 2: From 10:00 to 11:00

SLOT 3: From 11:00 to 12:00

SLOT 4: From 12:00 to 13:00

SLOT 5: From 13:00 to 14:00

SLOT 6: From 14:00 to 15:00

SLOT 7: From 15:00 to 16:00

SLOT 8: From 16:00 to 17:00

SLOT 9: From 17:00 to 18:00



- Students and staff are required to leave Student card or Staff card to sign out all equipment at the Service Counter. The card will be securely held and returned upon the safe return of the equipment, ensuring no damage has occurred.
- Each user may only sign out 01 equipment for 01 time slot and can extend their slot at Service Counter if no other is waiting. Reservations for next time slots can be made only 10 minutes in advance and will be allocated on a first-come, first-served basis. Extensions must be arranged manually and will not be automatically applied.
- Signed-out equipment may be used for a maximum of 1 hour. Please be respectful of the time and other waiting players.

We hope you enjoy your time in our recreational facilities and adhere to these guidelines for a pleasant experience.

### E. Accommodation Service

BUV Student Accommodation offers a convenient and affordable housing solution, featuring modern amenities designed to cater to all student needs. Accommodation options include Studio apartment, 1 bedroom with 1 WC, 2 bedrooms with 2 WCs, and 3 bedrooms with 2 WCs, providing ideal living spaces for study and socialising.



#### What BUV Student Accommodation Provides:

- ✓ 24/7 Hotline Support: Always available to address any residency issues.
- ✓ School Bus Service: Offers shuttle bus commute between home and campus.



- ✓ Student Community at BUV Accommodation: Organizing meetups, connecting students, and fostering friendships, along with academic support activities, entertainment, and various special events.
- ✓ 24/7 Security Service: Ensures safety by coordinating with the building's security services.
- ✓ Weekly Cleaning Service: Provided once a week.
- ✓ Maintenance and Upkeep Service: Regular maintenance to ensure everything functions properly.
- ✓ Free access to facilities: Gym, Yoga studio, Swimming Pool
- ✓ Discount price for services provided by BUV's partners (i.e. F&B, GYM, Swimming pool, health care and entertainment, etc....)
- ✓ Spacious and Convenient Parking Lots

**For booking Information:**



Please SCAN QR CODE above to access the inquiry form. We recommend registering early to secure your accommodation, as spaces are allocated on a first-come, first-served basis, with priority given to first-year students.

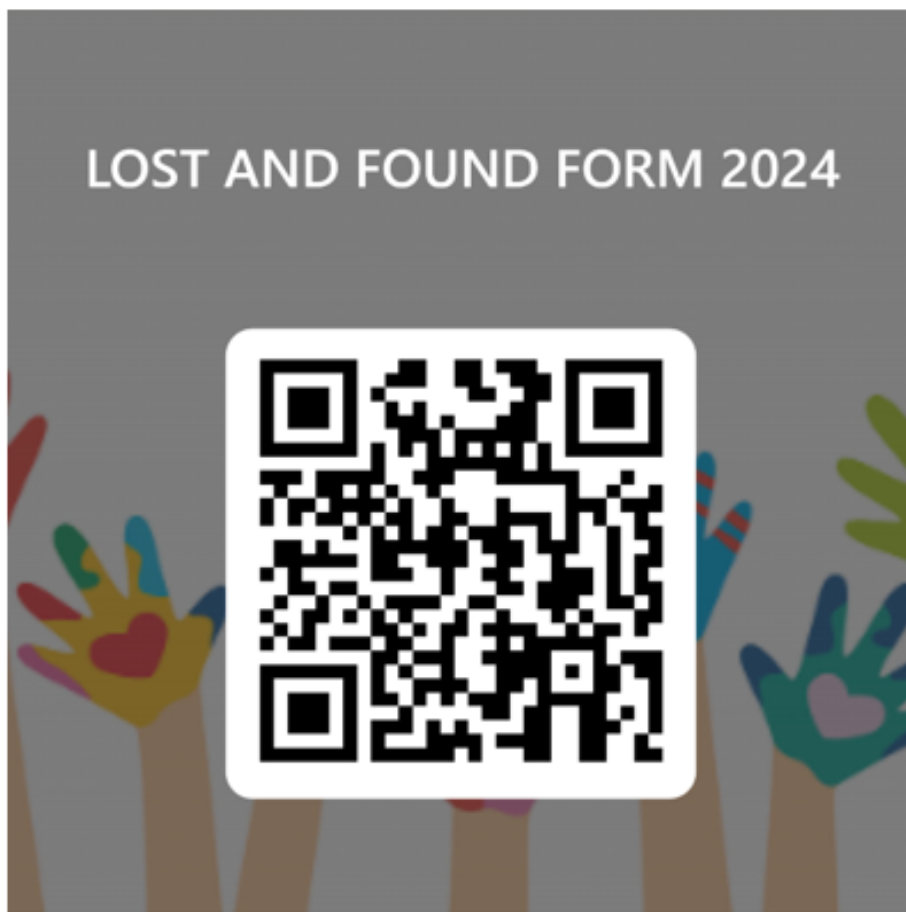
For any inquiries or assistance with the accommodation application process, don't hesitate to get in touch with the BUV Student Accommodation Management Office via Hotline: **090 456 3693** or Email: **accommodation@buv.edu.vn**

## **F. Lost and Found**

You find or lose something on the bus or on campus? Our Campus Lost & Found service is here to assist you on Level 1. If you find property belonging to someone else, please bring it to Lost and Found service. If you would like to search for your lost item, please stop by our Campus Services Centre to fill out and submit the Lost and Found Form.

**You are advised to fill out the Lost and Found form.**

**Once we find it, we will contact you via phone/email.**



All efforts will be made to ensure that lost/found items are returned to their rightful owners in a timely manner. Found items are securely stored for a period of 1 month. However, perishable items, including food, containers holding food, soiled or unusable clothing, or personal items, are subject to disposal 24 hours after receipt due to sanitation concerns. After that period, any unclaimed items are either disposed of or donated. Your cooperation in this process is greatly appreciated as it helps us maintain a clean and organized environment and assisting those who have lost valuable belongings.

## **G. Assist Facility Issues**

Members of the university community may request support for facility repairs, landscape, air conditioning, temperature controls, elevators, cleaning...via hotline **090 215 7758** or email **[services@buv.edu.vn](mailto:services@buv.edu.vn)**. Your feedback and reports are valuable in helping us maintain a safe, comfortable, and functional campus environment. We are here to address your facility-related concerns promptly and efficiently.

## **H. Lockers Rules**

Our lockers are thoughtfully designed to cater to your needs, providing a reliable space to store belongings while you attend classes, study, or participate in campus activities. Conveniently situated in high-traffic areas throughout the campus, making it easy for users to access their belongings between classes or during breaks. We encourage you to take advantage of this convenient amenity and make your campus life more organized and hassle-free.

To ensure that everyone has a positive experience with lockers, we have established a set of rules for locker usage. These rules are in place to promote fairness, safety, and cleanliness for all users. Please take a moment to review the following locker rules.

1. Lockers are available on a first-come, first-served basis for single-day use only.
2. Lockers are not installed with any locks. Users must bring their personal locks when securing lockers.
3. Users must clear their lockers before 18:00 on Friday of the respective week.
4. Locks left after 18:00 every Friday will be removed by authorized personnel. All belongings will be placed in a designated area in the Loading Bay until the following Tuesday before disposal. The University is not responsible for the loss or damage of such items.
5. Users are solely responsible for the items in their lockers while in use. The University is not liable for the loss or damage of any stored items.
6. Perishable or prohibited items are not allowed to be stored in lockers.
7. Affixing anything to the interior or exterior of the lockers is strictly prohibited.
8. For safety reasons, report any facility issues, misconduct, unsafe behaviours, or items immediately to the Campus Services Centre via hotline at **090 215 7558** or email address: **[services@buv.edu.vn](mailto:services@buv.edu.vn)**.

## X. Students' Voice

### A. Comments and Feedbacks

For any academic-related matters, you should contact the **Module Leader** or **Discipline Leader**, who will ensure that your comments and feedback receive appropriate attention. All comments and feedback will be treated fairly, and you may choose to remain anonymous if you prefer. BUV welcomes all feedback, both positive and negative, as it helps us identify key areas for improvement and better meet the needs and expectations of our students.

Alternatively, you may approach one of the student representatives, who can raise any general concerns with the SSLC. The SSLC meets at least once per semester to discuss a range of issues, including student concerns. Wherever possible, we kindly ask that you provide your comments or feedback in writing and retain a copy for your own reference.

If at any time you feel there is an issue with the course, no matter how small, we would like to hear from you. There are several channels through which you can raise your concerns:

- ✓ Provide feedback via the semesterly course evaluations or through your SSLC representatives.
- ✓ For general feedback on any aspect of BUV, please email [feedback@buv.edu.vn](mailto:feedback@buv.edu.vn)
- ✓ For urgent matters, please email directly to [dean@buv.edu.vn](mailto:dean@buv.edu.vn)

Your input is invaluable in helping us enhance the student experience and continuously improve our programmes.

### B. Appeals and Complaints

British University Vietnam will adopt Staffordshire University's practice when dealing with appeals and complaints. The specific updated regulations on appeals and complaints can be found on the Staffordshire University's website: <http://www.staffs.ac.uk/legal/policies/>. As the SU regulations are subject to amendment from time to time, BUV students are encouraged to check regularly for updates on the University website. Details of any student complaints at BUV should be copied to the Dean (Higher Education) at BUV and the Academic Registrar at Staffordshire University. The Dean should also receive a copy of the report of the findings following the investigation of such complaints.

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**Good luck on your exciting journey ahead with BUV!**

## XI. Appendix A

### Authorised Absence Reasons

Reason for Leave of Absence	Evidence required for submission
Sickness absence or hospitalisation.	Parent's confirmation or medical's note.
Medical appointments that cannot be arranged outside class time.	Parent's confirmation or doctor's note.
Carer's responsibilities for a family member.	Parent's confirmation.
Attendance at a family member's wedding/ funeral (applied for the grandparents/ parents/ siblings)	Parent's confirmation.
Attendance at a death Memorial Day of a family member, including the 49th Memorial Day, the 100th Memorial Day, and the first-year death Memorial Day (applied for the grandparents/ parents/ siblings)	Parent's confirmation.
Driving test or other international tests related to students' programs.	Copy of the test confirmation letter/ notification.
Job commitments as per the module's requirements. (Applied modules: Work Placement Project, Work experience).	Lecturer's confirmation.
Representing the University or self to attend competitions at a regional/ national level.	Proof of selection and invitation letter. The percentage of absent hours for any module does not exceed 35% in a full semester.
Educational visit or career/ internship interview.	Invitation letter. The percentage of absent hours does not exceed 35% in a full semester.
Attendance at a meeting required by the University.	Meeting invitation.

### Unauthorised Absence

Holidays during class time.
Reasons not provided clearly or not mentioned in the approved list above.
Attendance at social, leisure activities, and anniversary events.
Driving lessons.
Bad weather/ Personal transportation trouble.

## XII. Appendix B

**Possible consequences of intervention (applied for Undergraduate Programmes awarded by AUB/BUV/SU/University of Stirling)**

<b>Intervention Level</b>	<b>Intervention levels apply to the absence rate</b>	<b>Consequences</b>
<b>Level 1</b>	15%	Students will receive a warning letter of level 1
<b>Level 2</b>	25%	Students & parents/fee payers will receive a warning letter of level 2
<b>Level 3</b>	35%	<ul style="list-style-type: none"> <li>- Students &amp; parents/fee payers will receive a warning letter of level 3</li> <li>- Students will be required to meet with the Academic Recovery Panel (ARP)</li> <li>- Students will be placed on Academic Probation</li> </ul>
<b>Students at level 3 and fail to complete the Academic Probation</b>		Students will receive an invitation to a meeting with the Academic Recovery Panel (ARP). The ARP will determine the outcome based on the best academic interests of the student, considering any mitigating circumstances

**Possible consequences of intervention (applied for IFP Programmes awarded by UOL)**

Intervention Level	Intervention levels apply to the absence rate	Consequences
<b>Level 1</b>	5%	Students will receive the first warning letter.
<b>Level 2</b>	10%	Students & parents/fee payers will receive the second warning letter.  Students will be placed on Academic Probation
<b>Level 3</b>	15%	Students will be invited to meet with the Head (Pre-University) to be informed that they are at risk of failing.  <b>Failure to attend this meeting may result in the student being unable to sit the final exam.</b>  <b>The Head (Pre-University) will determine the outcome based on the best academic interests of the student, considering any mitigating circumstances.</b>

**Possible consequences of intervention (applied for Undergraduate Programmes awarded by UOL)**

Intervention Level	Intervention levels apply to the absence rate	Consequences
<b>Level 1</b>	5%	Students will receive the first warning letter.
<b>Level 2</b>	10%	Students & parents/fee payers will receive the second warning letter. Students will be placed on Academic Probation
<b>Level 3</b>	15%	Students will be invited to meet with the Discipline Lead to be informed that they are at risk of failing. <b>Failure to attend this meeting may result in the student being unable to sit the final exam.</b> <b>The Discipline Lead will determine the outcome based on the best academic interests of the student, considering any mitigating circumstances.</b>