



Student Handbook

2023/2024

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I. Introduction to the Student Handbook

Welcome to British University Vietnam. During your course of study, we aim to not only provide you with an excellent learning experience, but also to help you develop the transferable skills that will prepare you for life after university. This means that as a BUV graduate, you will be fully equipped to succeed in both the workplace and in your personal life. Moreover, you will have all the tools necessary to take on any leadership positions in the future.

This handbook provides you with essential information to fully utilize your time at British University Vietnam. It is vital to your success and the enjoyment of your experience here that you read this handbook carefully. If there is any unclear information in this handbook, please kindly reach out to any of our university staff, we are happy to assist you with any questions you might have. Please note this version is for **July 2024** semester.

Remember that as a student at British University Vietnam you should always aim to be the best. Our goal is to become the most outstanding university in Vietnam, and you are a part of this very special journey.

We wish you all the health, happiness, and success for your time at British University Vietnam and beyond!

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 to be established in Vietnam, and the only university anywhere in the world to offer the British Ambassador's Scholarship.

As an undergraduate student at British University Vietnam (BUV), you have access to all benefits a recognised British University's degree can offer, along with a unique and 100% British learning experience, without having to leave your home country. The quality of your courses, the standard of academic excellence, together with the teaching and learning style are on the same level as other courses in any British university.

Our institutional partners in the UK have been working closely with the academic staff at British University Vietnam to ensure that your learning experience and the overall quality of your graduate degree are identical to those of students who are studying in the UK. It means you will not only study the entire course in English, but also learn to develop your own independent skills in: writing argumentative essays, delivering persuasive presentations, collaborating in teams and contributing in group discussion. You will be required to manage your time effectively, while continue to be an active learner and constantly contribute to your own personal development.

We understand that you might feel overwhelmed and uncomfortable at the beginning of your study journey due to the differences between Vietnamese education and British education. However, we are confident you will eventually overcome these challenges and start to enjoy the new study style and education experience that our courses will bring to you. Should you have any concerns or questions during your study with BUV, please feel free to reach out to any member of our academic staff or directly to your Discipline Lead, whose presences are not just to deliver the course, but to support and ensure your success in the academic journey with BUV.

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.

<p>Admission Office</p> <p>Provides support and guidance for inquiries relate to all Admissions procedure including pre-arrival inquiries.</p>	admissions@buv.edu.vn
<p>Course Office</p> <p>Provides support and guidance for inquiries relate to Timetable, Class Arrangement, Status changes, Course Operations, Programme and Module Administration.</p>	courseoffice@buv.edu.vn
<p>Student Information Office</p> <p>Provides support and guidance for inquiries relate to Attendance Records and the first point of contact for any other general inquiries and meeting bookings.</p>	studentservice@buv.edu.vn
<p>Student Academic Support Office</p> <p>Provides support and guidance for inquiries relate to all academic supports including Student Tutor Programme and Faculty Learning Support.</p>	academic-support@buv.edu.vn
<p>Student Engagement</p> <p>Provides general support and guidance for student activities, student life and employability activities.</p>	se@buv.edu.vn
<p>Student Engagement - Career Services</p> <p>Provides support and guidance for inquiries relate to internships, career planning and consultations.</p>	se-careers@buv.edu.vn
<p>Student Engagement- Student Life</p> <p>Provides support and guidance for inquiries related to student life on campus including student activities and student clubs.</p>	se-studentlife@buv.edu.vn
<p>Well-being and Psychological Counselling</p> <p>Provides support and guidance student's well-being matters, including psychological counselling services.</p>	student-wellbeing@buv.edu.vn

Learning Resources Centre Provides support and guidance for inquiries relate to Student Ipad, Learning Resources Facilities including On-campus Library.	buv-lrc@buv.edu.vn
Canvas Learning Management System Provides support and guidance for inquiries relate to Canvas Learning Management System.	buv-lms@buv.edu.vn
Exam Office Provides support and guidance for inquiries relate to Exam Timetable, Exam regulations.	examoffice@buv.edu.vn
Academic Compliance Office Provides support and guidance for inquiries relate to Academic Misconduct, Academic Regulations and Exceptional Circumstances.	aca.compliance@buv.edu.vn
Central of Academic Information Services - CAIS Provides support and guidance for inquiries relate to Exam Results, Student Records, Transcripts and Academic records.	cais@buv.edu.vn

International Office 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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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.	
General feedback	feedback@buv.edu.vn

B. Academic Contact Points

Appointment	Name	E-mail address
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
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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
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Discipline Lead - Computing & Innovative Technologies	Ali Al-Dulaimi	ali.d@buv.edu.vn
Programme Lead - Computer Games Design and Programming	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
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C. Student Academic Support Office

At BUU, we are dedicated to providing comprehensive academic support even outside of your classrooms to ensure your success throughout your educational journey. Our Student Academic Support (SAS) Office is the centralised team to contact whenever you need guidance and assistance in achieving your academic goals. We are now offering 2 programmes to support your academic performance outside of your classroom which are: Student Tutor & Faculty Learning Support.

Student Tutor Programme: Your Peer Academic Partners

Our Student Tutors are experienced BUU 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.

How to Access Student Tutor Programme

- Visit our dedicated booking system through the provided link & choose the Student Tutor Programme: <https://buvsas.simplybook.asia/v2/#book>
- Browse through available Student Tutors and their profiles.
- Choose a tutor who specializes in your subject or study skills of interest.
- Fill in our intake form so our tutors 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.

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.

How to Access Faculty Learning Support:

- Visit our dedicated booking system through the provided link & choose the Faculty Learning Support Programme: <https://buvsas.simplybook.asia/v2/#book>
- Explore profiles of faculty members and their areas of expertise.
- Choose a faculty member aligned with your academic needs.
- Fill in our intake form so our faculty can prepare for the session better.
- Book a session based on your availability and their schedule.

- Attend the session to receive valuable guidance and support from experienced academics.

Our Student Academic Support (SAS) Office, Student Tutors, and Faculty Learning Support Team 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

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 means engaging with your studies and supporting others to do so. As a student you are entitled to respect. As a member of our University, we expect you to respect and be tolerant of others, including other students, staff and the public. This means listening to others, celebrating the diversity of our community, and following the University policies, regulations and the law.

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

- Treat others with tolerance, dignity and respect, either in person or online.
- 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
- Act within the law and do not negatively impact on the University's reputation

- Any violation of the conducts or regulations will result in relative disciplinary decision made by the Disciplinary Panel of the University
- 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 cases of breaches of disciplinary procedures seriously and has the right to take appropriate action against those students who breach them. These actions may include suspension, academic probation or expulsion.

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 will be required to engage in at least 10 hours of independent study per subject each week. This will include a challenging amount of time reading required textbooks, studying and evaluating hand-outs, working on homework assignments, preparing for class work, revising for tests, and working in groups with fellow students on various projects. Learning to keep to a strict time management plan is essential to your enjoyment and success on this programme. Indeed, most students that either experience difficulties or fail programmes of learning do so due to weak time management skills. On a British degree programme, you are expected to be an adult and it is assumed that you will behave as such. You are fully responsible for time keeping and for managing your programme of study. These are essential skills to enable you to become a future senior manager. Indeed, before you can think of managing others, you must learn to manage yourself.

Please remember that you are required to be fully prepared for all your lectures, tutorials and assignments. You must also check your student emails regularly each day and keep an updated list of assignment deadlines.

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 BUVD 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 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 complete the absence application with the form and evidence submitted at least one day in advance of the absence 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).

The absence application is only processed when the absence form and evidence are submitted to the Student Information Office on Level 2 or via email at studentservice@buv.edu.vn.

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

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.

- 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 within one working day of the issue date.

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

The 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 for further instructions.

Below are possible consequences of intervention.

Possible consequences of intervention (applied for BUV/SU/UoL programmes)

Intervention Level	Intervention levels apply to the absence rate (*)	Consequences
Level 1	15%	Students will receive the 1st warning letter.
Level 2	25%	Students & parents/fee payers will receive the 2nd warning letter.
Level 3	35%	<ul style="list-style-type: none"> - Students & parents/fee payers will receive the 3rd warning letter - Students will receive an invitation to a meeting with the Academic Recovery Panel (ARP) - Students will be placed on Academic Probation

Students at level 3 and fails the Academic Probation		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.
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Possible consequences of intervention (applied for IFP programme)

Intervention Level	Intervention levels apply to the absence rate (*)	Consequences
Level 1	5%	Students & parents/fee payers will receive the first warning letter.
Level 2	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.
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.		Students will not be allowed to sit the final examinations. The Dean will determine the outcome based on the best academic interests of the student, considering any mitigating circumstances.

(*) 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.

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

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 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 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.

Every student is allowed to have minimum **01 term** and maximum **01 year** of Break-in-Study. However, you need to keep in mind a few things before deferring:

- You are strongly advised not to take a Break-in-study within one month of the main assessment period at the end of a module or group of modules.
- Check if your course will be available at the period you intend to return.
- When you return, you will need to re-study any incomplete modules because any previous marks on these modules will be cancelled. This rule also applies to 30-credit modules.
- You will study with a whole different group of classmates which might be a challenge on its own.

We highly recommend you seek advice from, Learning Support team and/or Discipline Lead before making any decisions. The detailed process will be explained to you by a Student Information Officer when you officially request for a Break-in-Study/ Deferral.

PLEASE NOTE:

IFP/ UOL students must strictly follow UOL Rules and Regulations on Break-in-Studies/ Deferral.

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.

D. Academic Misconduct Regulation

Academic Conduct and Misconduct for IFP/UOL students, please refer to UOL General Regulations and Programme Regulations which can be found here:

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

General Regulations AY 2022/23 (for both UOL&IFP)

<https://www.london.ac.uk/sites/default/files/regulations/generalregs-2022-23-v2.pdf>

UOL Programme Regulations AY 2022/2023

<https://www.london.ac.uk/sites/default/files/progreys-emfss-online-taught-2022-2023-19-07-23.pdf>

IFP Programme Regulations AY 2022/2023

<https://www.london.ac.uk/sites/default/files/regulations/progreys-ifp-2022-2023.pdf>

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.

There are different types of academic misconduct. You can find a list at: <https://www.staffs.ac.uk/legal/policies/types-of-academic-misconduct.jsp>

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 a minor one, as set out in the List of sanction, we will deal with your case informally. If it is considered that your case is more serious, we will ask you to attend a formal meeting that you can find more detail at: <https://www.staffs.ac.uk/legal/policies/academic-conduct-procedure.jsp>

Poor Academic Practice is not academic misconduct. Poor academic practice happens when you have used too much of other people's works in your assessment. Alternatively, it is most likely that you have not understood how to reference your work properly. In this case, there should be no evidence that you have tried to gain an unfair advantage in your assessment. If we feel that your work contains poor academic practice, we can discuss this

with you and advise on how you can improve in future performance. Because poor academic practice has no penalty, students are not recommended to appeal to this decision. Appeal to poor academic practice can be interpreted that students disagreed with the panel and want to reconsider for Academic misconduct.

Mitigating Factors for Consideration in Assessing a Case

Each of the points below may have an impact on the case outcomes and should be used by the panel to assess the severity of the case.

- a. Whether the student has committed academic misconduct before.
- b. How far the student is into their academic journey.
- c. What the impact of the academic misconduct on the mark awarded is.
- d. Whether the academic misconduct is widespread across a range of modules.
- e. Whether the student has admitted the offence in the first instance.
- f. Whether there is evidence that the student committed academic misconduct on purpose.
- g. Whether the student had personal circumstances which affected their decision making at the time.

Example: A student who has started recently, has committed no previous offences and found on one module not to have accurately reflected content in their referencing is likely to be a minor case compared to a student in their 2 or 3 years of study.

Table of Sanctions

Instance	Range of sanctions which can be applied
Minor instance. Normally a first offence and limited to a single module.	Failure of the assessment. You will be reassessed, should an opportunity exist. Or Failure of the module concerned with a right to be reassessed should an opportunity exist.
Major instance Normally a second offence or an offence which is widespread across multiple modules.	Failure of the module concerned with a right to be reassessed should an opportunity exist. Or

	Failure of the level. All of the marks will be wiped clean, and you will re-start the level at the next opportunity.
Serious instance. Normally a second or third offence or any instance of contract cheating/impersonation.	Failure of the award and/or termination of your studies at the University. Your ability to reapply and enroll again at the university may also be restricted, normally for two whole academic years.

Appeal to decision of the Panel

If you feel that a decision on your academic conduct is wrong, you can appeal. You will need to put this in writing, to aca.compliance@buv.edu.vn or regulations@staffs.ac.uk with your evidence, within two weeks (excluding holidays) of the decision.

You may appeal against an academic conduct decision for the following reasons which you must make clear in your appeal:

- ✓ That the procedure was not followed properly, and this has affected the outcome.
- ✓ That the decision reached was unreasonable due to bias or the harshness of the sanction.
- ✓ That you have new evidence which you were unable to provide earlier in the process for valid reasons.

The Registry will check that your appeal is:

- ✓ On time, within 2 weeks (excluding banks holidays) of the decision.
- ✓ Meets one of the reasons to appeal; and
- ✓ Is supported by evidence.

If your appeal does not meet all the above, we will not consider it and we will write to you explaining the reason.

E. 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 BUV 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 BUV [Student Code of Conduct policy](#)
- ✓ Breach of BUV [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.

F. 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 of Higher Education.

The AP system helps students to understand the importance of complying with the behaviour expected of a BUV 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 of Higher Education.

G. Exams and Assessment Procedure*

*This part is for SU & BUV 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 to the examination room ten minutes after the official time of commencement of the examination for the examination of 1 hour duration.
- ❖ Not be admitted to the examination room up to thirty minutes after the official start of the examination for the examination of more than 1 hour duration.
- ❖ In order to enter the examination room, students must show their student ID card.
- ❖ Turn off the mobile phone or any other communication device.
- ❖ No food or drink is brought into the examination room, with the exception of water in plastic bottle.
- ❖ Place all unauthorised papers, bags, mobile phone, calculators, cases at the point designated by the Chief Invigilator.

- ❖ Dictionary or calculator (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 books provided. No draft paper is allowed.
- ❖ Multiple choice questions must be answered in the answer booklet, NOT question paper.
- ❖ No communication of any kind between candidates or to other people other than an invigilator
- ❖ Smoking is forbidden in the examination room
- ❖ 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 an emergency case(s).
- ❖ 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 permission of the invigilator
- ❖ Please be quiet at 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 dismissed by the Chief Invigilator.
- ❖ Sign the Script submission sheet.
- ❖ Not be re-admitted to the examination room once you have submitted your script.

(*) This is just to summarise the Exam rules and regulations. All the infringements or incidents will be referred to the University's full Exam Rules and Regulations.

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 Staffordshire 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 Staffordshire University. 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://buu.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 or send email to examoffice@buu.edu.vn for further instruction.

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 the exceptional circumstances form (EC 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 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, they will then be 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 assessment is marked at the full grade point. The second assessment 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.

H. 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>

Banking and Finance Programme

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. 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:

Overall Score	Base Classification (UK*)
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)

3. BUV Own Degree

Cumulative GPA	Degree Classification
3.60 to 4.00	Excellent (Loại Xuất sắc)
3.2 to 3.59	Good (Loại Giỏi)
2.5 to 3.19	Fairly good (Loại Khá)
2.0 to 2.49	Average (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 purpose. Our LRC staff is always available to assist you in searching for books and other learning resources in print and online. Please be reminded that all discussion rooms are designated for group work or quiet study only.

In addition to all LRC Information Services, all students also have full wireless Internet access on campus.

❖ OPENING HOURS

Monday – Friday: 8.00 – 18:30

Saturday: 9.00 – 16.00

❖ 24-Hour Study Room

This facility is open 24 hours per day, 7 days per week

NOTE: The LRC and the 24-Hour Study Room are unavailable on any days that the University is closed.

❖ LEARNING RESOURCE COLLECTIONS

LRC users have access to a range of books and online resources including e-books, journals, articles, case studies, newspapers, magazines and reports.

There are online databases which are available 24 hours, 7 days/week on and off campus.

❖ LRC FACILITIES

- ✓ Wifi
- ✓ Computer Lab
- ✓ Printer
- ✓ Photocopier & scanner
- ✓ 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.

❖ Mobile phones use in the LRC

The use of mobile phones in the LRC will result in the following penalties:

- First offence: Verbal warning.
- Second offence: The student's mobile phone will be collected by LRC staff and be returned to the student at 5.00PM on that day.

❖ 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.

Wireless access

Please see the posters throughout BUV for details of how to access the Wi-Fi.

E-mail accounts

Each student will be provided with an e-mail account. Students are advised to check email regularly for information from the Academic Department. Only this email account will be used for official correspondences.

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.

Dissertations, thesis and other coursework

The law allows you to include photocopied material in your assessed work, even if you need to provide more than one copy of your work for your tutors. You must, however, always include appropriate acknowledgement.

If you are contemplating making your work available to the public, such as by publication, display, exhibition etc., you must be aware that the legal permission to copy for assessed work does not extend to this. You must therefore obtain written permission from the copyright owner before you make the work available to the public.

Printing and photocopying account

BUV offers printing and photocopying account for student. Students receive the account in the 1st 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

Resources	Maximum Allowed	Holds Allowed	Renewals Allowed
Books	05 items	01 week/ item (included Sunday)	01 time of extension for 01 week

Students can renew each item once by the self-checkout.

Student can use a self-checkout at LRC to borrow and return books with a student card.

How to use Self-checkout at LRC:

Action	Steps
BORROW BOOKS	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
	Press "Done" on the screen
	Press "Print Receipt" if you want to keep a record.

RENEW RETURNING DATE	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
RETURN BOOK	Press "Check in"
	Put books on the designed place
	Press "Done" on the screen
	Press "Print Receipt" if you want to keep a record.
CHECK BORROWING BOOKS	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 online 24/7, access Kortext bookshelf, academic databases, 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.

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 are able to 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

BUV now provides 6 databases from 4 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, case studies, reports, magazine 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 at library@buv.edu.vn.

No	Titles	Database Description
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 & Social Sciences collection	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; 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.

ONLINE DATABASES

1. Electronic abstracts / indexes where you can search for journal articles and material on a particular topic. Some provide access to complete journal articles (full text versions).
2. E-journals (Electronic journals): is the electronic equivalent of paper journals or magazines. Normally, you can access e-journals by reading online, downloading full text or printing it out.

You can search for articles or journals by keyword or title or by subject.

3. E-Book (Electronic Book): is the electronic equivalent of a printed book which you can view online. The whole book is readable. Especially you can skim through the table of contents, footnotes, bibliography, appendices so that you can choose the topics and phrases you are interested in.

E- resources can be accessed 24 hours a day, 7 days a week and even off campus.

<https://libguides.staffs.ac.uk/az.php>

NOTE: THERE ARE A FEW CASES WHERE ACCESS IS LIMITED TO ONLY USERS WHILE SEARCHING IN STAFFORDSHIRE UNIVERSITY ONLY. THIS IS TO COMPLY WITH THE TERMS AND CONDITIONS OF THE PUBLISHER OF THE E JOURNALS.

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 BUW 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 BUW 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 BUW's existing partners. This includes companies like Deloitte, EY Vietnam, VPBank, InterContinental Hotel Group's hotels, Marriott Group's hotels, Lebras, 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 BUW email. That is why it is important to check your BUW Outlook Mailbox regularly.

Your education at BUW is about more than just your academic results. SE also develops a Personal and Social Growth (PSG) Programme in which you can develop your skills throughout 3 years and fulfil a professional portfolio ready for the world of work by the time you graduate. Through PSG, you will gain confidence working with teams, think critically, give effective presentations, learn negotiation tips, solve problems creatively and even gain knowledge in basic first aid skills. Through a variety of seminars, workshops, and networking events, you will engage with business leaders from around the world and discover how collaboration across borders is instrumental in today's global business environment. You will also have transformative experiences that take your learning beyond the classroom, such as teambuilding games, field trips and service learning. As you grow senior in later years, you will also be exposed to more

leadership activities, entrepreneur projects and get to talk with professional recruiters to determine your passion and career path.

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

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: Careers & Employability Activities, Internship Support & Personal Career Guidance

1. Careers & Employability Activities

At BUV, we believe that studying with lectures, textbooks, and the internet in a four-walled classroom is not enough. We offer BUV students a wide range of activities to interact with professionals and experience real-world working environments. This includes:

- Skills Workshops
- Seminars
- Career Talks
- Company Visits/ Fieldtrips
- Recruitment Days

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 to your BUV Mailbox.
- Notice screens on BUV Campus.

Your proper attendance will be counted as PSG points in your Personal and Social Growth (PSG) Transcript.

2. Internship Support

BUV Career Services & Industry Relations 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:

- **Internship Opportunities:** The opportunities from BUV's industry partners are posted on [the internal BUV Job Portal](#) and [Facebook Fanpage BUV Career Services](#). The opportunities are:
 - From actual needs of employers
 - Full-time, part-time, flexible time paid and unpaid work.
 - Available for the entire year to adapt to different student groups with different study timelines.

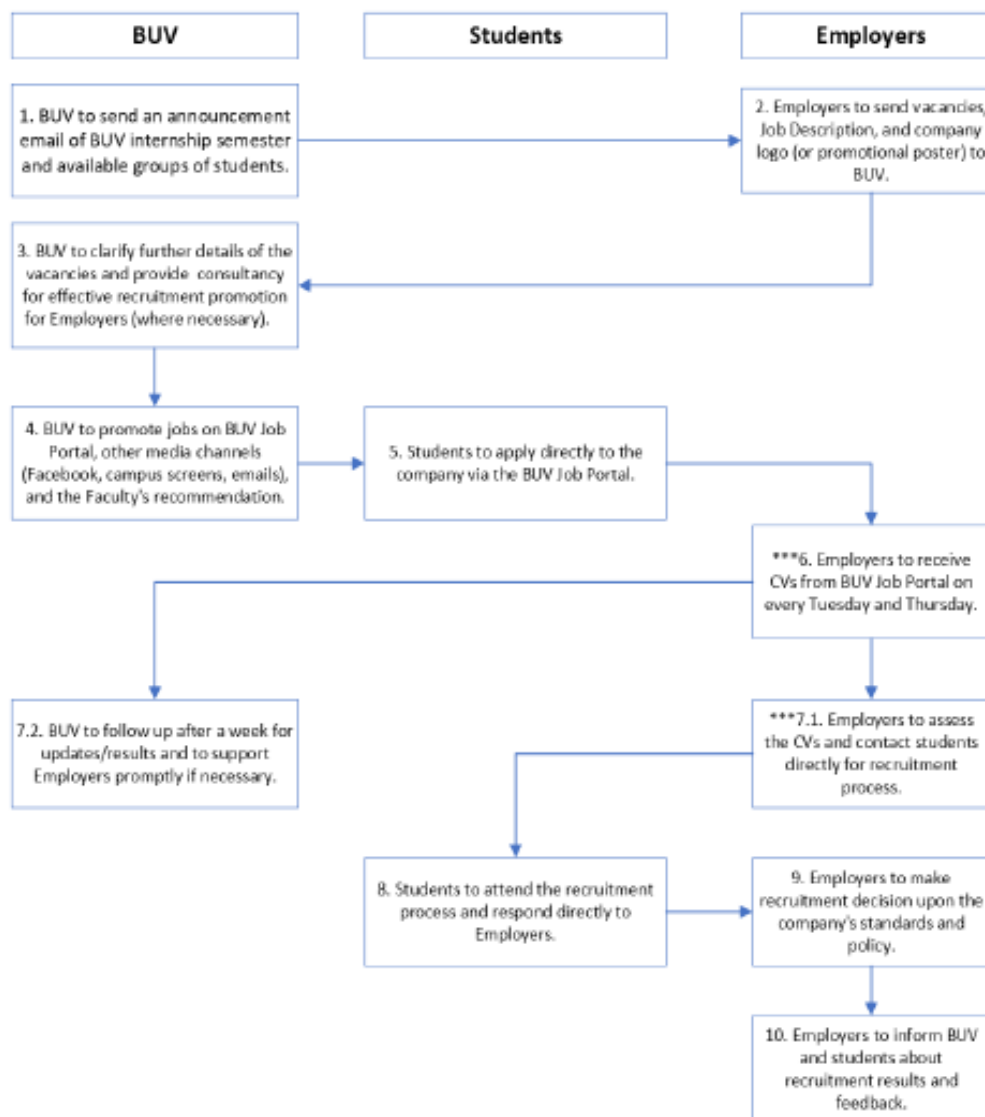
Your application submitted via BUV Job Portal will go directly to the employers' mailboxes every Tuesday or Thursday.

It is essential and critical for you to check if one opportunity is suitable for you (job requirements, working time, etc.) and carefully prepare your application materials before submitting them through the job portal to enhance your chance of employment.

For our advice and support, you may read the next paragraph of this handbook.

INTERNSHIP APPLICATION PROCESS

PROCESS CHART



***NOTES

Step 7.1. In case Employers need any further support in contacting Students (if they're unable to contact you) or check references, Employers may contact **Career Services & Industry Relations Team** for our prompt support.

- **Preparation for the Internship**

We organise several **workshops** about CV preparation, interview, job search strategy, professional etiquette every semester, as well as offer **1-1 careers appointment** every week throughout the semester. In the appointment, we can discuss several topics, from the very first step of an internship application process to how to respond professionally to a job offer (accept or refuse). We highly recommend you make the most of our support BEFORE you officially apply for jobs and internships.

- **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.
- **Internship Recognition:** After an internship or similar professional experience, you will need to submit a valid Internship Evaluation Form (IEF), approved by the Head of Student Engagement, to get PSG points. The Internship Completion Certificate which is not compulsory for your PSG Transcript will be only issued upon your request. The specific requirements of a valid IEF and how to request a Certificate will be sent to you every semester from BUV Career Services email.

For our support, feel free to contact us via the email address **BUV Career Services**: SE-Careers@buv.edu.vn, book an appointment on BUV Booking Portal (Guideline on how to use the Booking Portal, please find at [Career Information Hub](#)) or find us at the SE Lounge.

3. One to One Career Consultation with BUV Career Services & Industry Relations Team

We are a crew of dedicated and experienced career consultants. An appointment can be about your internship choices, career options, 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 link: <https://buvse.simplybook.asia/v2/>, follow the guideline on how to use the Booking Portal at [Career Information Hub](#), and book the suitable personal consultation with us.

4. Personal Career Consultation for Final Year - Final Semester students with Professional Employers and a Recruitment Consulting Company

This service is provided only for final year students to help them get ready to join the labour market after graduation. The 1:1 session allows final year students to receive detailed information regarding their chosen industry as well as to reflect on their own knowledge, skills, and abilities to map a career path that is aligned with their values.

Further information about the service will be sent to you via email from se-careers@buv.edu.vn when you reach your final year and is communicated on our [Facebook Fanpage BUV Career Services](#).

5. Become a Careers Ambassador

As you can see, BUV Career Services and Industry Relations Team provide several services for BUV students and alumni. We need a Careers Ambassador Team who understand career services among BUV students and can support other students to make the most of BUV Career Services. You can flexibly and voluntarily work on tasks assigned by the team upon your availability, interests, and strengths.

Further information about the programme and how to become a Careers Ambassador, please pay attention to our official announcement on our [Facebook Fanpage BUV Career Services](#), Instagram, and emails from **BUV Career Services**: SE-Careers@buv.edu.vn.

C. Student Life

BUV Student Life provides a wide range of student activities and programmes focusing on areas of personal development, global citizenship, leadership and interpersonal skills. Through extracurricular activities, you'll meet new people, enrich your understanding of the world and have the chance to pursue your interests or unlock passions you never knew you had.

Student Life Activities:

- Clubs and societies
- Student Association Committee
- Student-led Project and initiatives
- Extracurricular activities (engagement activities, Community Services Responsibility Program, Student Volunteer Programme, University Wide Competition)

For more information, please contact BUV Student Life at se-studentlife@buv.edu.vn

D. Student Well-being Services

If you have any problems related to your personal welfare, please contact our Student's Well-being and Psychological Counselling Office at 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.

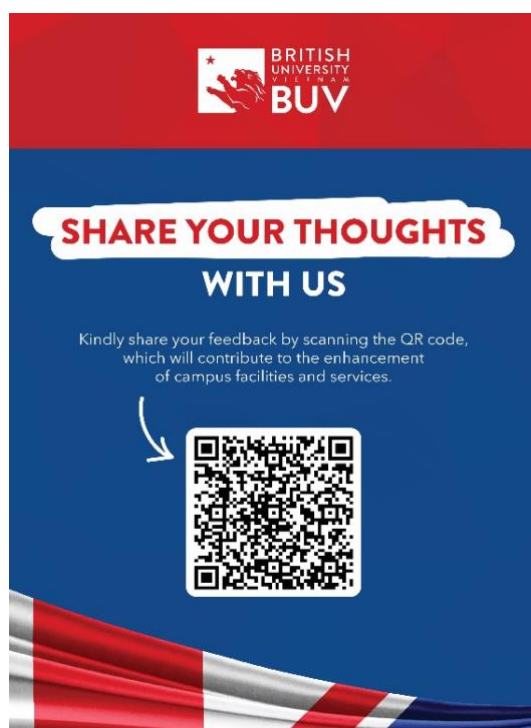
- **International Study Tours:** BUV welcomes students from all over the world to come to Vietnam to study and experience one of the most buoyant economies in the region. BUV also sends students to different places internationally to develop their knowledge, professional skills and cross-cultural competencies.

For more information, please contact BUV International Office at international@buv.edu.vn

IX. Campus Services Centre

The Campus Service Centre aims to provide students, employees, and visitors at the University the excellent services including, but not limited to transportation, catering, medical, recreation, accommodation, lost and found and assist facility issues.

Conveniently situated in the main lobby, level 1 of the library block, our team is ready to assist you in person during our operating hours from Monday to Friday, 8:30 am - 6:00 pm. For round-the-clock assistance, you can reach us remotely via our 24/7 hotline at **090 215 7558** or by emailing us at services@buv.edu.vn. Alternatively, you can scan the QR code below to provide feedback on our services or report any facility issues, and we will promptly attend to your inquiries.



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. Please feel free to contact us via the hotline at: **0704 068 386** or email address at: **transportation@buv.edu.vn** for further support if you have any questions or concerns related to the BUV bus.

The BUV Bus is currently a student support service and therefore BUV students will not have to register or pay any extra fee to use this service. Students would be asked to attend the survey on the demand of bus service that Campus Services Team based on to coordinate and arrange the suitable bus routes. BUV currently provides bus routes from designated points in 04 districts of Hanoi direct to BUV Campus: Hai Ba Trung, Cau Giay, Tay Ho, Ha Dong and Ecopark area. The schedule will be sent to students on Friday weekly with the updated schedule for the week after. Bus usage guidelines will be sent to students via their BUV student email before the first day of the semester.

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 phone our hotline number 0704 068 386 or send email to transportation@buv.edu.vn to be promptly supported.

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 use Ecobus 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:



Thank you

Please, Scan the QR code to be promptly updated the bus situation

Hai Ba Trung Route



Cau Giay Route



Tay Ho Route



Ha Dong Route



transportation@buv.edu.vn



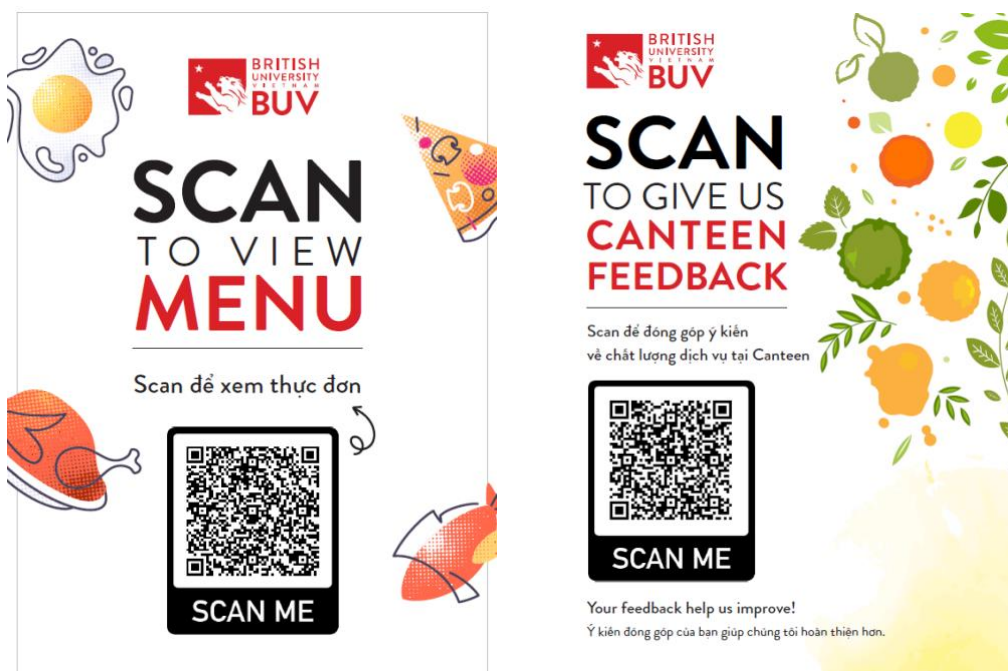
070 406 8386

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.

You can conveniently top up your Student ID card at the Student Hub and Food Court using POS or online via the following website: [Access Link](#).

- **Username:** Please enter "300HAN" followed by your Student ID number.
- **Password:** Initially set to "123456" (you will be prompted to change it upon your first login to the system).

For example, if your Student ID number is 12345678:

- **Username:** 300HAN12345678
- **First Password:** 123456

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 Academic block 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** 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 Academic block, 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 6: From 14:00 to 15:00

SLOT 2: From 10:00 to 11:00

SLOT 7: From 15:00 to 16:00

SLOT 3: From 11:00 to 12:00

SLOT 8: From 16:00 to 17:00

SLOT 4: From 12:00 to 13:00

SLOT 9: From 17:00 to 18:00

SLOT 5: From 13:00 to 14:00

- Students and staff are required to present Student card and Staff card and sign out equipment at the Service Counter and deposit **200,000 VND** by CASH before use, including items of the PlayStations and the billiard table. Other payment methods are not accepted. The deposited amount will be returned when users return said equipment without any damage.
- 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. Extensions may only 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

Our accommodation services make finding somewhere to live simple and stress free. We can help you book your accommodation and find somewhere that is right for you. We are free to answer any accommodation questions you have before you arrive and we will keep supporting you during your stay, when you are living here.

For information about the accommodation services, and for all other enquiries, please feel free to contact us via email at: accommodation@buv.edu.vn or you may telephone us on

090 215 7558.

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. 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. 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 1-3 months. However, perishable items, including food, soiled or unusable clothing, or personal items, are subject to disposal after just 1 working day 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**. 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**.

X. Students' Voice

A. Comments and Feedbacks

For any academic related issues, you should contact the Module Leader or Discipline Lead, who will ensure that your comments and feedback receive proper attention. All comments/ feedbacks will be treated fairly, and you may remain anonymous if you wish. BUV welcome your feedbacks, both positive and negative, they help us to identify crucial factors to improve the programme and better meet the needs and expectations of our students.

Alternatively, you may approach one of the student representatives who will bring any issue of general concerns to the attention of the SSLC, which meets at least once per semester to consider a range of issues, including student concerns. Whenever

possible, please put your comments/ feedback in writing and keep a copy for future reference.

If at any time you feel that there is a problem with the course in general, no matter how trivial it is, we would like to know about it. There are several channels that you can use to raise your concerns:

- ✓ Feedback via semesterly course feedback or SSLC representatives.
- ✓ General feedback on any aspect of BUV, please email feedback@buv.edu.vn
- ✓ If urgent, send your feedback email directly to dean@buv.edu.vn

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 Management Board at BUV and Academic Registrar at Staffordshire University. The Management Board should also receive a copy of the report of the findings following the investigation of such complaints.

Good luck on your exciting journey ahead with BUV!

XI. Appendix A

Authorised Absence

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.
Reason not provided clearly (For example: Family business, private event, etc.)
Attendance at social, leisure activities, and anniversary events.
Driving lessons.
Bad weather/ Personal transportation trouble.