GEMO PLAYBOOK

VISION & MISSION

With a growing demand for tech talent in Vietnam and almost a million jobs available in the marketplace, we aim to empower the next generation of professionals to thrive in an ever-evolving industry.

Our vision is to become the premier technical education provider in Vietnam by using predictive analytics to help students succeed in their educational experience. By identifying the most effective training methods and providing individualized guidance through our 1:1 mentoring network and career coaches, we help our students develop the skills and mindset they need to excel in the global tech industry.

With over 150,000 students currently studying technical fields in Vietnam, the competition for quality jobs is fierce. That's why we focus on delivering a world-class educational experience that provides technical, professional, and English language skills to our students, giving them the tools they need to thrive in the global marketplace. Our 360-degree support system means students can find answers anytime, ensuring they have the best chance of success.

We aim to transform the way employers assess and select top talent by delivering graduates with the exact skills they need. With our training, employers can be confident that they're selecting from a pool of candidates that can pass any kind of technical and behavioral interview, leaving only the cultural fit to assess. This is priceless for employers, and a game-changer for our graduates.

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PROGRAM TIMELINE

The program will start on **May 9th, 2023** and end on **September 23rd, 2023 (20 weeks).**

CLASSROOM DAYS/HOURS

Classroom Schedule: **8:00pm to 10:00pm** (Vietnam time) on **Tuesday, Wednesday and Saturday.**

COURSE TIME HOURS

A clock hour is defined as a **60-minute** period of time with no less than 50 minutes of coursework.

ADMINISTRATION DAYS / HOURS

Office hours are Monday through Friday from 7am - 9am and 9pm - 11pm (Vietnam time) and based on Coaches availability.

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POLICIES

ATTENDANCE

It is essential for students to attend all classes and group programming sessions. We closely monitor attendance in both live and recorded video lectures, and may check in on your group or pair programming work. Attending regularly is vital to succeed in the program. If you miss more than **10% of the classes** for any course, you must contact a Coach or Operations team to discuss the missed hours. Failure to do so may result in being withdrawn from the program or deferred to a later class, depending on the situation. We understand that unexpected situations may arise, and students are encouraged to notify their Coach if they anticipate missing any class. If required, students may need to provide documentation from a third party to verify the reason for their absence.

CODE OF CONDUCT

At Gemo, we strive to create a positive learning environment where all students can succeed. To this end, we have established a Code of Conduct that outlines our academic and non-academic expectations. This Code serves as a general guide for students, and our policies and procedures are modeled after professional and workplace standards. We believe that by adhering to these expectations, our students will be better equipped for success in their careers. Additionally, we encourage all members of the Gemo community to contribute to a positive learning environment, and we believe that this is essential to the success of our students.

Student Rights and Responsibilities

At Gemo, we believe in creating an educational environment that fosters the personal and professional growth of our students, while respecting their individual values. We are committed to treating all students with dignity, decency, and respect, and to promoting an environment that encourages the best learning outcomes. As a student at Gemo, you have the responsibility to take an active role in your own learning, and to contribute to a collaborative learning environment. Prior to enrollment, you must review and understand the expectations and guidelines. If you have any questions about our policies or expectations, please contact the Student Success Team via our platform for clarification. Additionally, you are responsible for regularly checking your registered email account, participating in Discord channels and direct messages, and staying up-to-date with all program announcements. At Gemo, we are committed to protecting your privacy, and will not share your personal

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information with non-service provider third parties, except as required by law, subpoena, or warrant.

Speech Rights

At Gemo, we prioritize maintaining a professional and respectful learning environment that is centered on education. While we welcome feedback and constructive ideas from our students, as a private institution, we reserve the right and responsibility to remove any content that violates our Code of Conduct or Student Guide, disrupts the learning environment, or is inconsistent with Gemo's mission, values, and goals.

Scope and Application of the Code of Conduct

Gemo's Student Guide outlines the Code of Conduct that applies to all forms of behavior, whether in-person, written, or online. It is important to note that certain actions may violate the Code of Conduct as well as the law. Gemo has the right to investigate and initiate the conduct process, regardless of the possibility of civil or criminal proceedings. The resolution process at Gemo differs from legal proceedings, as it aims to foster learning, growth, and maintain a positive learning environment. Gemo may begin the resolution process before, during, or after any legal proceedings. It's worth mentioning that the resolution of an alleged violation won't change, even if a civil or criminal case is resolved through dismissal, settlement, or reduction.

Gemo's primary modes of communication are Discord and email. We encourage students to participate in curriculum-related discussions and seek assistance through the appropriate Gemo Discord channels. While we don't want to restrict students from gathering outside of official channels, we cannot be held responsible for anything that takes place outside of our governance. However, Gemo reserves the right to investigate and potentially remove a student for bullying, harassment, or other misconduct if it comes to our attention.

Policies outlined in the Gemo Student Guide, including the Code of Conduct, may apply to incidents occurring outside of the Gemo network that affect the Gemo community. This includes incidents on personal social media pages, Twitter, Facebook, or in-person meetups. To determine if an incident outside of Gemo networks constitutes an alleged violation of the Student Guide, the following criteria will be evaluated: whether the incident was carried out by a Gemo student, whether it adversely impacted the mental, emotional, or physical health, safety, and/or

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security of Gemo community members, whether it adversely impacted the mission and/or values of Gemo, and whether the incident violated federal or state laws or regulations or local ordinances.

Response to Code of Conduct Violations

At Gemo, we do not actively seek out violations of the Code of Conduct or Student Guide. If we become aware of concerning behavior, our Student Success Team will investigate to determine if a violation may have occurred. Once an alleged violation has been identified, our typical response will include:

- Notifying the student(s) involved
- Conducting a meeting with the student(s) involved
- Collecting information about the incident(s)
- Taking measures to prevent the behavior from recurring

GRADUATION REQUIREMENTS

Each week of curriculum or project-based learning requires students to pass a sprint challenge, and at the conclusion of each course unit, they are expected to pass a unit assessment, as well as a final assessment at the end of their program.

A student is considered a graduate only after receiving a passing rating for every sprint challenge, unit assessment, and final assessment. Once these requirements are met, a student will be given a Certificate of Completion from Gemo and a digital badge from Acclaim for web-based credentials. To graduate from any program at Gemo, a student must successfully complete all program courses and hours and earn a **minimum cumulative grade point average of 70%**. All grading or ratings can be found on the student dashboard located at LMS.

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STUDENT SERVICES

ORIENTATION

At Gemo, a single orientation session will be provided to new students that will cover all necessary information. This live orientation, called Gemo Launch, will be scheduled on the first day of class. Led by a member of the Student Success and Instruction team, the session will cover a wide range of topics, including student expectations, policies, best practices, rules, regulations, and policies of the program. Attendance at the orientation is mandatory for all students, and a recording of the session will be uploaded to the class channel for later viewing.

ACADEMIC ADVISING

Academic advising at Gemo may be initiated either by Gemo personnel or by the students themselves when a need is identified. Students can request academic advising by seeking support from their coaches and submitting a ticket for an Office Hours in LMS. For more information on how to book Office Hours, students can refer to the Tools & Platforms section of the Student Guide.

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LEARNING RESOURCES

ZOOM

At Gemo, all instructional materials necessary for the program will be provided to students. However, Gemo does not maintain a library. Students may access the internet for additional resources, which are available 24/7 with an internet connection.

Gemo uses Zoom, an online remote meeting service, for lectures, guided projects, pair programming, group projects, and 1:1 support from the Instruction team. Each student is required to download Zoom and set up a free account before the first day of orientation. The Student Guide provides expectations regarding the use of Zoom for Gemo courses and activities.

DISCORD

Gemo also uses Discord, an online communication tool widely used in the industry, to communicate with students. Students should get familiar with Discord, as it is rapidly becoming a point of competence across software engineering teams. Once a student fills out their confirmation form, they will be added to the Gemo student Discord server and assigned to main channels depending on their class and group.

When setting a Discord avatar, students need to use a professional profile photo of their face, just as they would for a job. Also, students must use their first and last name on their profile. The #ama is the first place they should post if they are confused or stuck. An Instructor will jump in and help students work through the challenge at hand. When it is time for a lecture, a Zoom link will be posted in the class channel with the @everyone tag, which should send students both desktop and push notifications. Students should be sure to follow the schedule and be on time for those lectures, as their class may not wait for students who arrive late.

LMS

Gemo is a 100% online program with no physical locations for students to learn from or meet. Gemo does not have a traditional library due to their online presence and the subject matter taught. Gemo's "library" is 100% online and housed on the platform called Gemo LMS. Within

LMS students have access to videos, assignments, daily syllabi, and resources Gemo has been created for students who need extra help.

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PROGRAMS OUTLINES

Our program is designed to provide students with a comprehensive understanding of the subject matter and equip students with the necessary skills to succeed. Please note that while we have done our best to provide a detailed and accurate program outline, it is subject to change. We are committed to ensuring that our program remains relevant and up-to-date, and as such, we may make adjustments to the curriculum from time to time. Rest assured that any changes will be communicated to you in a timely manner, and we will work with you to ensure a smooth transition.

Week	Session	Tech	English	PS
Develop the Ace Product				
1	1	Introduction	Presentation 1: What makes and breaks it and how to plan	V.I.P.S (Values, Interests, Personalities, Skills)
1	2	Pricing	Presentation 2: Delivering with positive impact	
2	1	UI	Self Introduction: with your Why and VIPS	V.I.P.S (Values, Interests, Personalities, Skills)
2	2	Admin	Self Introduction: Elevator Pitch	
3	1	Change	Ask the right questions 1	Start with why
3	2	Order	Ask the right questions 1	
4	1	Cloud	Express yourself 1: Positively and Concisely	Problem solving - Analyze
4	2	Customer	Express yourself 1: Positively and Concisely	
5	1	Gem	Discussion 1: Clear communication Respond to Feedback	Problem solving - Breakdown

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5	2	Feedback	Discussion 1: Clear communication Respond to Feedback	
6	1	Requirements Realization	Conflict resolution 1	Problem solving - Choose & Do
6	2	Killer Feature	Conflict resolution 1	
7	1	Killer Feature 2	Retrospective 1: Giving Constructive Feedback and Criticism	Problem solving - Evaluate
7	2	Design Pattern	Retrospective 1: Giving Constructive Feedback and Criticism	
8	1	Modularization 1	Read. Think. Write Clearly: Memos & Personal documents	Roles & positions
8	2	Modularization 2	Read. Think. Write Clearly: Memos & Personal documents	
Go to Market - Bringing Your Product to Clients!				
9	1	Demand 1	Written communication: Emails	Roles & positions
9	2	Demand 2	Written communication: Reports	
10	1	Project & Team	How to write a good resume	Definitions of level
10	2	Demand	How to write a good resume	
11	1	Multi-tenancy 1	Ask the right questions 2	Personal growth plan
11	2	Multi-tenancy 2	Ask the right questions 2	
12	1	Bookkeeping	Express yourself 2: Creatively	Personal growth plan
12	2	Role-based access control - RBAC	Express yourself 2: Creatively	

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13	1	Staffing	Discussion 2: Analyze Pros and Cons	Productivity management skills
13	2	Storefront 1	Discussion 2: Analyze Pros and Cons	
14	1	Storefront 2	Conflict resolution 2	Communication skills
14	2	Marketplace 1	Conflict resolution 2	
15	1	Marketplace 2	Retrospective 2: Giving Constructive Feedback and Criticism	Communication skills
15	2	Search	Retrospective 2: Giving Constructive Feedback and Criticism	
16	1	Recommendation 1	Written communication: API documents	Critical thinking
16	2	Code Management	Written communication: API documents	
Prepare for Battles - Acquiring the essential skills required for the dream position				
17	1	Error	Interview: Questions for everybody	Critical thinking
17	2	Retrospective	Interview: Can you do the job?	
18	1	Scale	Interview: Will you do the job?	Interview skills
18	2	Recommendation 2	Interview: Will you fit it?	
19	1	Recommendation 3	Putting it all together: Utilize your strengths	Interview skills
19	2	Career	Putting it all together: Mitigate your weaknesses	
20	1	Final Lesson	Going forward: English communication in your future career	Personal growth plan
20	2	Graduation	Going forward: Other lifelong learning topics	

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