



Pre-Arrival Handbook

September 2024 intake
2024/2025

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I. Welcome to British University Vietnam BUV

We would like to send the warmest greetings to you, our future BUVers. We hope you are ready for the first steps to unlocking your best potential and achieving higher accomplishments in all aspects of life. It is our pleasure to be both your guide and companion on this exciting adventure.

This Handbook is specially tailored to provide you with crucial information that will lay a strong foundation for your success, not only at BUV as a student but also in your future path as a professional in the workforce. Please carefully read through it to have the first glimpse of your university life and prepare for all the exciting challenges you will encounter during your time with us. We are looking forward to meeting you at our beautiful and vibrant Ecopark Campus.

A. Ecopark Overview

Located along Bac Hung Hai River, Ecopark is a newly developed modern urban area of Hung Yen city. It is honoured as the most liveable, stylish eco-urban city in North Vietnam, housing special real estate projects built with green technology which follows the 5E philosophy (Eco - Emotion - Entertainment/Education - Economic - Elite).



Ecopark's general information:

- Ecopark map and transportation: <https://ecoparker.com/ban-do-ecopark>
- Restaurant and Convenience services: <https://ecopark.com.vn/ecoone-applicationen.html>
- Recreation services: <https://ecoparker.com/choi-gi-o-ecopark>
- Homestay services: <https://ecoparker.com/homestay-ecopark>

Residing in the heart of the Education District, our beautiful BUV Ecopark Campus has been one of the most significant components of the Town. The campus' first phase, which came into operation in 2018, currently accommodates up to 2,000 students and provides an international-standard facility that is architecturally beautiful with an iconic design indicative of 4IR and with embedded learning technology.

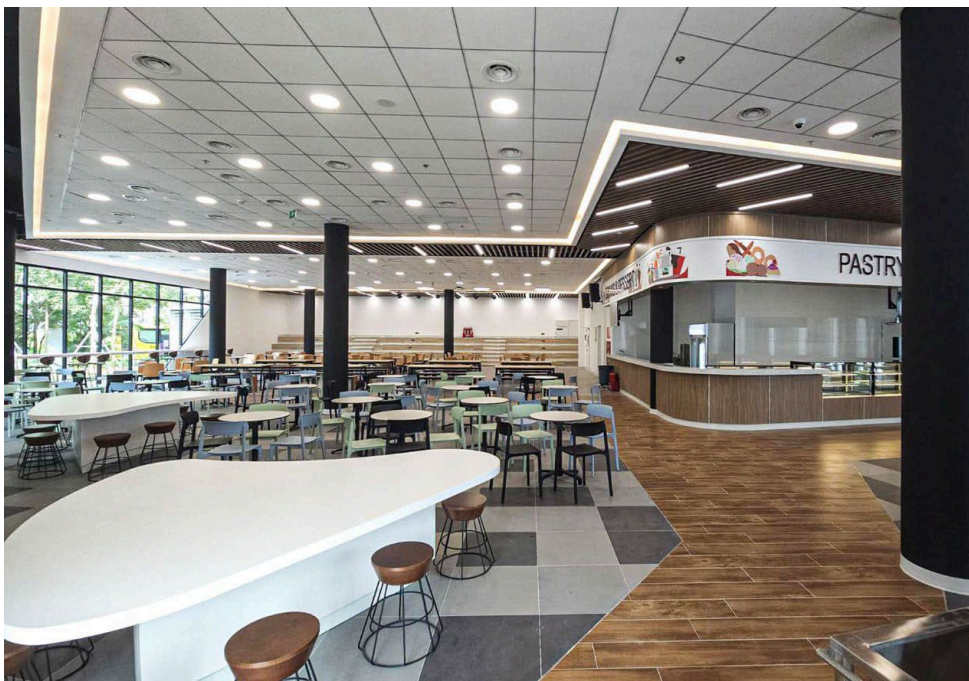
B. Campus Services

1. Campus Layout

Our BUV Ecopark Campus is still expanding with more exciting new learning facilities and recreation areas to come over the upcoming years. For the most updated layout, feel free to enjoy a quick trip with our [Campus Virtual Tour](#).



2. Campus Canteen



Hours of Operations:
8:00 – 18:00
Monday to Friday

Weekend operations are dependent on events and classes with limited menu.

Designed with a state-of-the-art model to maximize, the BUV canteen is where ideas flourish, friendships are forged, and memories are made. Whether you're looking for a quick snack between classes, a hearty meal to fuel your studies, or a cozy place to catch up and discuss with friends, the canteen offers something to delight everyone.

What makes our Canteen special?

From casual to a more formal on campus, diverse menu

The canteen has a wide-ranging menu to satisfy all tastes' preferences. From quick breakfast options to satisfying lunches, we use fresh, high-quality ingredients to prepare dishes that are both delicious and nutritious. Whether you're craving a refreshing salad, or a hot meal, you'll find something to satisfy your hunger at the canteen.

Convenience and comfort

Located at the heart of the campus, the canteen is easily accessible from all parts of the campus. With plenty of seating and a welcoming atmosphere, it's the perfect spot to relax and enjoy your meal with friends.

Affordable dining

We believe that food & beverages should be accessible to everyone. That's why we offer our delicious meals & beverages at reasonable prices.

The canteen offers special promotions on selected occasions. To stay informed about the latest deals and updates, we kindly encourage you to regularly check our noticeboard or follow the official Fan page of the BUV Student Community.

Sustainability initiatives

We are committed to sustainability and minimizing our environmental impact. Our canteen uses eco-friendly utensils, sources ingredients locally whenever possible and implements waste reduction practices.

Convenient payment options

We offer a cashless payment program to encourage sustainable dining habits. By using the multifunction Student card or meal card, you can enjoy convenient, cashless transactions while contributing to our sustainability efforts and significantly reduces waiting time for payment processes for both you and your friends.

The multifunction Student card or meal card can be topped up via POS at the canteen or website [here](#).

What's on the menu?

Here's some of the delicious options:

- **Breakfast:** Freshly baked pastries, bread, noodles...
- **Lunch:** Lunch combo or portion, noodles, sandwich, salad...
- **Snacks:** Pastries, noodle...
- **Beverages:** Coffee, refreshing smoothies, and a variety of soft drinks...

Stay tuned for our weekly menu updates to discover new and exciting dishes.

Feel free to reach out to us for immediate support via our hotline at **090 215 7558**. For feedback or inquiries, you can also email us at services@buv.edu.vn. We're here to assist you!

3. Transportation

There are different transportation options for you to travel to and from BUV Ecopark Campus.

- a. The most popular option is **BUV buses**:



The BUV Bus is a Student Support Service without any registration fee. BUV currently provides bus routes from designated points in 04 districts of Hanoi direct to BUV Ecopark Campus such as Hai Ba Trung, Cau Giay, Tay Ho and Ha Dong.

The weekday schedules will be sent weekly to all attending students of the semester on Friday with the updated schedule for the week after. The weekend schedules will be sent on Tuesday of that week to relevant people whose classes or events happen during Saturday and Sunday only.

Our BUV 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 not providing a bus service for individual schedules or a small number of students but for the majority. You can utilise campus facilities for self-study or extracurricular activities outside while waiting for the bus.

Feel free to contact us via the hotline at **0704 068 386** if you need immediate support or send us feedback via email address transportation@buv.edu.vn.

b. **Ecobus services:**

Ecobus service is another transportation option that you can use to travel to BUV beside BUV bus service. It provides more choice of destinations and time slot for your convenience. We have Ecobus routes that pick-up and drop-off right at the entrance of Vietcombank Training School opposite BUV. To register for this service, you will need to visit EcoPM office at Tower C1, Rung Co Area.

You can check the schedule here for the most updated Ecobus routes:
<https://ecopark.com.vn/bus-service.html>



4. Accommodation

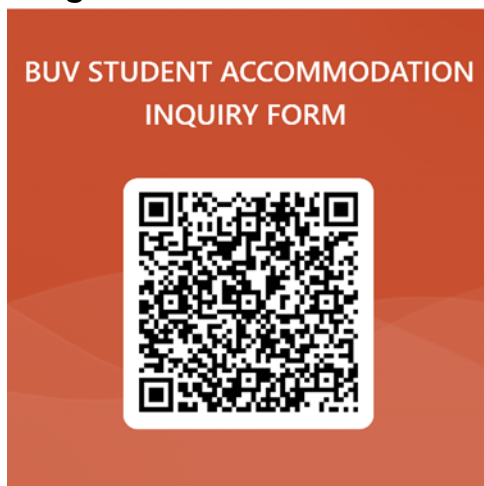
BUV Student Accommodation offers a convenient and affordable housing solution, featuring modern amenities designed to cater to all student needs. Accommodation options include Studio apartment, 1 bedroom with 1 WC, 2 bedrooms with 2 WCs, and 3 bedrooms with 2 WCs, providing ideal living spaces for study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



What BUV Student Accommodation Provides:

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

For booking Information:



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

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

5. Discover the ultimate Recreation service

At BUV, we understand the importance of balancing your academic life with recreational activities that keep you healthy, happy, and energized. Our comprehensive recreation service provides students, and staff with a variety of options to stay active, relieve stress, and have fun. All BUVERS are entitled to full access to recreation service.

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

Recreation Area, fun and games for everyone

Located on the second floor of the Student Hub and Food Court, the Recreation Area is the perfect spot for students and staff to unwind and have fun amidst their busy schedules. With a variety of amenities to choose as the following.

- PlayStations
- Foosball tables
- Billiard table
- Boxing

Hours of operation:

- 9:00-18:00, Monday to Friday.
- Saturday & Sunday: Closed for maintenance.
- Public Holliday: Closed.

Sport centre, yoga & dance studio

Located on the second floor of the building B, the Sport Centre is a modern facility designed to help you achieve your wellness goals and meet your fitness needs.

Hours of operation:

- 7:00 – 19:00, Monday to Saturday
- Sunday: Closed for maintenance.
- Public Holliday: Closed.

Sports courts

Football pitches

Located conveniently near the basketball and badminton courts, our artificial pitches designed to FIFA standards which are suitable for training sessions, friendly matches, and tournaments, provide the ultimate training and playing experience for both students and staff.

Hours of operation:

- 7 time slots from 9:00 - 19:30, Monday to Friday.
- Saturday & Sunday: Closed for maintenance.
- Public Holliday: Closed.

Rules & regulations and Booking via QR code below.



Basketball and Badminton courts

Located conveniently on campus, these courts offer a fantastic environment for both casual play and competitive matches.

Hours of operation:

- 8:00 – 18:00, from Monday to Saturday.
- Sunday: Closed for maintenance.
- Public Holiday: Closed

C. Academic Calendar

Key Dates	Pathway to Staffordshire University August 2024 Intake	All Undergraduate degrees September 2024 Intake
Commence Date	05th August 2024	30th September 2024
End date	13th September 2024	04th December 2024

D. Orientation Week

1. Orientation Week marks your first step with BUV in your study journey. This important event is **compulsory** for all new students because it provides the most vital information you need to achieve your best potential during your time with us.

2. Date and Time:

Orientation Week is usually held on from 23rd to 27th September 2024, prior to the commencement of the new intake. A detailed schedule will be sent directly to your personal email at least 01 week in advance.

3. What should you expect:

Department	Activities
Admission Office	Registration for direct entry students: Submitting required documents to complete the registration process.
Information and Communication Technology	All ICT services include activating your BUV email, student account and others
Course Office	Complete your enrolment in the Student's Portal
Higher Education	Programme Talk and Activities

Learning Management System and Learning Resource Centre	Training on using Canvas, Kortext and University website
International Office	International Opportunities
Student Academic Services	SAS services and activities
Registry Office	Academic Integrity and Turnitin
Student Engagement Office	Info session and Incendio Kick-off
	Orientation Fair
	Incendio Main Day

E. Student Card

1. You are requested to submit a profile picture (passport size) to your Admissions Advisor along with your Admission application. This picture will be used on your BUV Student Card, which will be distributed on Orientation Day.
2. This card must be **worn at all times when you are on campus**. You will also need this card to borrow books/ equipment from BUV Library.
3. The card must be present at the entry of any exams at BUV. Students will **not be allowed** to enter the exam hall without a Student card.
4. If you lose the card, you will need to inform the University immediately and follow the instructions to request for re-issuing your card. A mandatory fee of **VND150,000** is applied for each card re-issuing request. The re-issuing process will take at least **02 working days (48 hours)**.

II. Programme Introduction

A. UK Pathway Programmes

Please refer to UKPW Programme Handbook

B. Undergraduate Programmes

Awarded by	Programme Title	Programme Duration	Maximum Duration
University of London	BSc (Hons) Finance	3 years	6 years
	BSc (Hons) Accounting and Finance	3 years	6 years
	BSc (Hons) Business and Management	3 years	6 years
	BSc (Hons) Economics and Management	3 years	6 years
University of Stirling	BSc (Hons) Data Science and Artificial Intelligence	3 years	6 years
Arts University Bournemouth	BA (Hons) Professional Communication (Business, Design & Strategy)	3 years	6 years
Bournemouth University	BA (Hons) Tourism Management	3 years	4 years
	BA (Hons) Events Management	3 years	4 years
Staffordshire University	BSc (Hons) Accounting and Finance	3 years	4 years
	BSc (Hons) International Business Management	3 years	4 years
	BA (Hons) Marketing Management	3 years	4 years
	BSc (Hons) Computer Game Design Programming	3 years	4 years
	BSc (Hons) Computer Science: Cloud Technologies	3 years	4 years

	BSc (Hons) Computer Science: Cyber Security	3 years	4 years
	BA (Hons) Games Art	3 years	4 years
	BA (Hons) Contemporary Creative Practice: Graphic Design/ Illustration/ Photography/Animation	3 years	4 years
British University Vietnam	BA (Hons) Finance and Economics – Dual Degree with Staffordshire University	4 years	5 years
	Bachelor in Finance and Economics – Degree awarded by BUV only	4 years	8 years
	Bachelor in International Hospitality Management – Degree awarded by BUV only	4 years	8 years

For detailed information regarding your registered programme, please kindly refer to the Programme Handbook and Student Handbook. Both handbooks will be available on your Canvas when you are officially enrolled into the programme.

III. Rules and Regulations

A. Academic Regulations:

As BUV student, you are expected to strictly follow the University Academic Regulations. The full detailed list of regulations will be provided to you upon enrolling into the programme in the form of Student Handbook and Programme Handbook. Below is a brief summary of the most common practices:

Note: IFP and UOL students are to strictly follow UOL's Academic Rules and Regulations.

1. Change of programmes:

We recognise that it can be difficult to choose the right study programme straight away. Hence, BUV allows our students to change their programme within **the first 3 weeks of teaching in the first semester, first year**. However, there are a few things you need to keep in mind if you consider changing to other programme:

- You need to satisfy the entry requirements of the new programme.
- There is a chance that you will have to retake the Pathway programme if you are transferring to a completely different major/ field of study. For example: from Event Management to Computer Science.
- There might be a large time gap until the next available intake of your new programme.

Therefore, we highly recommend you seek advice from your Admissions Advisor, Learning Support Team and/or Programme Leaders before making any decisions for the transfer. The detailed process will be explained to you by a Student Information Officer when you are ready to change your programme.

2. Break-in-Study/ Deferral:

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 your Admissions Advisor, Learning Support team and/or Programme Leaders 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.

B. On-campus Regulations:

1. Dress Code:

BUV allows an informal dress code for all students when attending classes on-campus. However, you should keep in mind that BUV is an academic and educational environment. Therefore, ensure your outfit is appropriate: beachwear or exposing clothes do not make the list. Comfortable footwear is highly encouraged as you might have to walk around campus to attend classes in different areas.

You will be required to wear formal clothes for special occasions such as field trips or attending events with Guest Speakers.

*** **IHM students** are required to wear proper work attire and uniforms in practical classes and other Industry events.

2. Classes Attendance

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, Behavioral, 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.

Attendance in all classes at BUV will be recorded using our Facial Recognition System (FRS) to ensure accuracy. A picture of you will be taken at the Orientation Day and registered into the system by Student Information Officers. You are required to use FRS devices in the classroom to check-in and check-out of each class that you attend.

- Check-in time is from 15 minutes before the scheduled starting time of the class, up until 4 minutes 59 seconds after starting time.
- Check-out time is from 15 minutes before the scheduled ending time of the class, up until 4 minutes 59 seconds after the ending time.
- You can take breaks during the class without checking out.
- Students must register attendance using the FRS for each session if they have consecutive sessions in the same classroom.
- 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.*

Punctuality is held highly at BUV. We do not expect our students to be more than 5 minutes late in any circumstances, especially for classes. If you check-in to classes later than 5 minutes, you will still be marked as absence for that class.

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.

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%	<p>Students & parents/fee payers will receive the second warning letter.</p> <ul style="list-style-type: none"> - 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.		<p>Students will not be allowed to sit the final examinations.</p> <p>The Chief Academic Officer will determine the outcome based on the best academic interests of the student, considering any mitigating circumstances.</p>

(*) 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.

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

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

Students must complete absence application by submitting an Absence form with a clear absence reason and appropriate evidence to the Student Information Office on Level 2 or via email at studentservice@buv.edu.vn.

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.

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

Approved absence reasons

Reason for Leave of Absence	Evidence required for submission
Sickness absence or hospitalisation.	Parent's confirmation or medical's note.
Medical appointments that cannot be arranged outside class time.	Parent's confirmation or doctor's note.
Carer's responsibilities for a family member	Parent's confirmation.
Attendance at a family member's wedding/ funeral (applied for the grandparents/ parents/ siblings)	Parent's confirmation.
Attendance at a death Memorial Day of a family member, including the 49th Memorial Day, the 100th Memorial Day, and the first-year death Memorial Day (applied for the grandparents/ parents/ siblings)	
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.

Unapproved absence reasons

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.

(*) 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.

3. Devices in class

The below rules apply to all classes at BUV, both online and on campus:

- Mobile phones are **not allowed** in any lecture or tutorial sessions.
- Your Module Leader (subject teacher) will advise if you can use a tablet (BUV iPad) or desktop/ laptop computers in the classroom for research purposes.
- Only permitted applications can be use in the classroom. Especially for computer-based programmes.

4. On-campus behavior

BUV is committed to providing a diverse, inclusive and collaborative environment for its staff and students. We act strongly against any discrimination, intimidation and harassment that might exist in our community. As a BUV student, you are expected to adhere your behaviours and actions to BUV core values of Kindness and Respect, Collaboration and Innovation, Responsibility and Sustainability, Learning and Relearning:

- Treat all members of our community with respect and courtesy.
- Refrain from any behaviour that could possibly be considered offensive to others.
- Respect the opinion of others and their rights to express their personal views and beliefs.

You will face suspension, or ultimately expulsion, if you violate the below regulations:

- Strictly no gambling, no drinking alcohol and no using substances (*) on campus.
- No smoking or any kind of vaping on campus except at the designated smoking area
- No carrying weapons on campus.
- No discrimination or bullying of any kinds, including in person or on the internet

(*) Substances are any elements that are identified in the Law on Prevention and Control of narcotic substances and other effective government's laws and regulations, including but not limited to: cocaine, cannabis, ecstasy pills.

IV. Assessments and Academic regulation

A. Assessment method

Various assessment methods will be used to assess your work in each module, depending on the nature of your enrolled programme. They may include class tests, essay assignments, projects, presentations, and examinations.

1. Assignment submission

Submissions for text-based assessments are normally carried out electronically through Canvas. Please ensure you do not wait until the last minute to submit your work. Technical issues can happen at any time, and it will not be accepted as an excuse for late submission. This includes computer problems and internet connection failure.

For specialised programmes such as Contemporary Creative Practices, Computer Science and Computer Games Design and Programming, you should closely follow the submission instructions on the assessment paper. When in doubt, please seek advice from your Module Leader or Programme Leader as early as possible.

2. Examination

An examination might include class-tests, written, oral and practical examinations. BUV has very strict examination rules which apply throughout the whole examination process. Detailed rules and regulations will be informed prior to the exam period. Below is the list of behaviours that can be counted as a serious Academic Misconduct. Please note, this is not an exhaustive list:

➤ Unauthorised Materials

- Obtaining or viewing, a copy of an examination question paper before the date and time of its authorised release (this covers both 'seen' and 'unseen' papers).
- Having an unauthorised textbook or dictionary in an examination.

➤ Technology in an Examination

- The possession of technological or electronic devices such as mobile phones, smart watches and hidden earpieces/micro earbuds/mini cameras.
- The use of unauthorised material stored in the memory of a pre-programmable calculator, organiser, watch, or mobile phone.
- Having a calculator other than a dedicated calculator with a calculation function only.

➤ Copying

- Copying from or trying to copy from another candidate.
- Having or using concealed notes.

B. Academic Misconduct

To protect the value of the degree and academic Integrity, BUV has no tolerance for Academic Misconduct. Academic Misconduct (AM) may lead to serious consequences that can directly affect your learning results. Therefore, it is vital for you to have a full understanding of Academic Misconduct and try your best to avoid getting one by mistake.

Poor Academic Practice is not Academic Misconduct!

Poor Academic Practice (PAP) happens when you unintentionally reference your work improperly. If there is no evidence to show that you have tried to gain an unfair advantage in your assessment by doing so, this incident will be recorded as a PAP instead of an AM.

Types of Academic Misconduct

Plagiarism	Copy string(s) of text or Insufficient paraphrasing without referencing appropriately.
Self-Plagiarism	Submit work that partially or completely the same with earlier work that you have done for this module or other modules.
Collusion	Two or more students working as a group to write individual assignment.
False Declaration	Submit false evidence to university for EC or appeal process.
Falsification of Data	Make up or manipulate data/ survey and report them in your assessment.
Intimidation	Threaten or bribe someone to gain an unfair advantage in an assessment.
Contract Cheating	Pay for an individual or organization to write your assignment.
Examination Misconduct	Violate examination's rules.

1. Viva Voce - you may be on the alert!

Viva Voce Meetings happen when there are credible concerns about the authorship of your work. You will be required to provide all of the evidence you have to prove that you completed the assignments on your own. The panel might require you to write a sample paragraph or answer questions relating to your paper to evaluate your real knowledge on the matter.

2. Some tips for your academic success:

- ✓ Always submit 02 or 03 days earlier to make sure that you can check the similarity report and review your assessment before due date. Do not wait until last minute, it can be a disaster!
- ✓ Seek advice from your Module Leader or Learning Support Team during your writing process.
- ✓ Attend anti-plagiarism workshops and other training to have more knowledge about Academic Misconduct.
- ✓ The best way to avoid plagiarism is to write with your own words and understanding.
- ✓ Do not copy other students' assessment, the system can detect plagiarism and similarity percentage can increase after submission deadline.

F. Marking and progression

After the submission date, your module tutor will start the marking process. All assessments will be graded based on the same criteria and the learning outcomes of the module. 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 be sent to an external examiner for further moderation. Once the final marks are confirmed by the external examiner, they will be disseminated to each student confidentially.

You should note that all marks are provisional until they are approved by an Examination/ Award Board. The passing grade for undergraduate students is 40/100. Students can progress from one level (year) to the other by achieving at least 75 credits per level (year).

G. Degree classification

Degree classifications will be awarded to students by the Award Board. Students will be awarded with the following classification upon achieving certain level of overall score.

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)

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

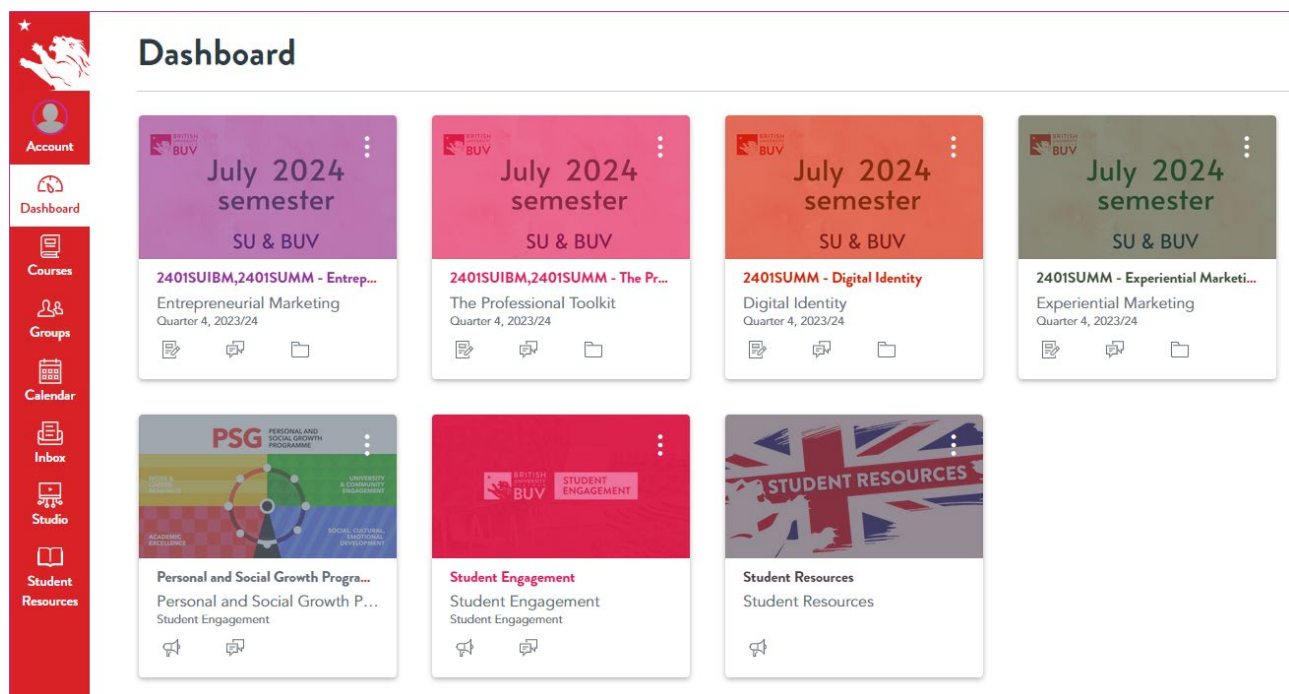
** Students who pass a unit of study may restudy the unit for grade improvement according to regulations of Ministry of Education and Training.

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)

V. Learning Resource Centre

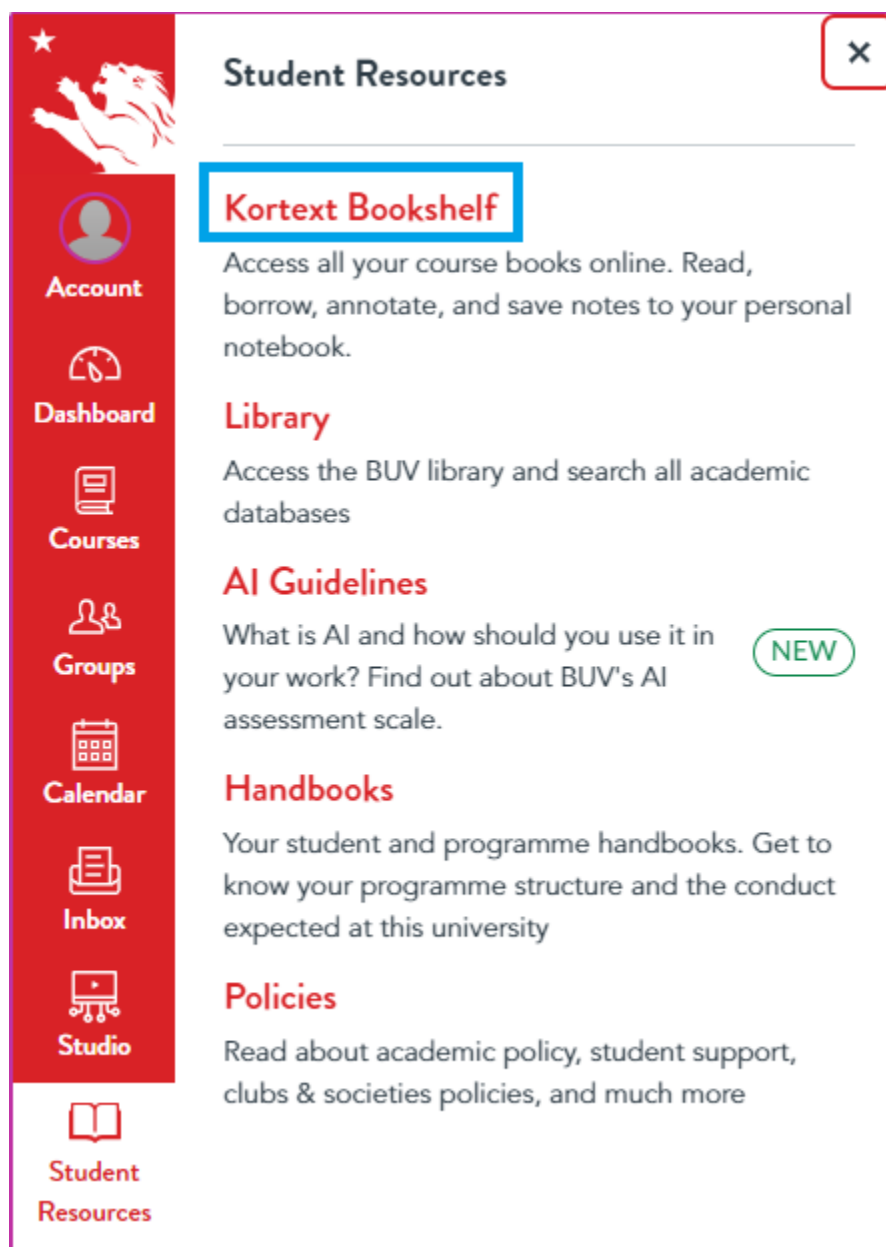
A. Learning Management System/Canvas

- Canvas is a cloud-based learning management system which allows you to access your courses from your personal devices. Link to login: <https://buu.instructure.com>.
- Canvas does not have its own password but is synced with your Outlook account so please log in with your BUU Outlook account. Any issue with office 365 password, please contact: it-helpdesk@st.buu.edu.vn
- Make sure that your web browsers are updated to the latest version.
- You can access Canvas from any browser on your mobile phone but not all functions are available.



(Your courses are on Dashboard)

H. eBook/Kortext



(Kortext Bookshelf)

Textbooks for all modules are provided as eBooks through the Kortext platform. Students can easily access eBooks by clicking on the "Kortext Bookshelf" (on Canvas). Databases in the library website

The image shows a web interface for the BUU Library. It features a navigation bar with tabs labeled 'All', 'Articles', 'eBooks', and 'Books'. Below the navigation bar is a search section titled 'SEARCH BUU LIBRARY'. This section includes a large text input field for search queries and a red button labeled 'Search'. Below the 'Search' button is a link that says 'Advanced Search'.

Databases are collections of information used for research and writing, providing access to academic journals, articles, and books by credible authors. BUU offers databases from Euromonitor, Emerald, ProQuest and Ebsco, ensuring high academic standards

These databases should be your first resource for academic research, offering background information, overview and in-depth coverage. They include thousands of books, reports, journal articles, images, charts and primary sources. Students can have on-campus and off-campus access. Online access is available at <https://library.buu.edu.vn/>

I. Learning Resources Centre (LRC)

- No food or drinks, except for water, are allowed in LRC.
- Students can borrow books using the self-checkout machine. A maximum of five books can be borrowed at a time for a duration of up to two weeks with the possibility extension.
- Fines will be applied for late returns. You will not be allowed to borrow, renew or reserve additional materials until all costs of lost or damaged books have been settled in full.
- You can use the LRC printer to print, photocopy or scan with a 378-page allowance per semester. Please note that the LRC printer is connected only to LRC computers.
- Do not save your assignment work on library computers as they are public assets. This rule is to protect your intellectual property and prevent academic misconduct, as other students may access your work and take advantage of it.

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

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><https://buvsas.simplybook.asia/v2/>
- 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><https://buvsas.simplybook.asia/v2/>
- 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 via our email: academic-support@buv.edu.vn

VII. Personal and Social Growth Programme

A. Personal and Social Growth (PSG) Programme overview

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.

B. PSG Programme structure and activities

To facilitate students' personal, social, professional, and academic growth, the PSG Programme offers students unlimited opportunities to join a wide range of meaningful, practical, and creative activities outside the classroom in diverse areas. PSG offerings are categorised into 4 main quadrants and 16 categories:

Quadrant 1 - Work & Career Readiness

- Skills development and industry exposure
- Career planning and preparation
- Professional experience
- Professional qualifications and certificates

The Work & Career Readiness offerings include but are not limited to skills development training workshops and webinars, updates on local/global trends and labour market insights, careers and employability consultation, job search and application e-courses, internships, and work placements (academic credit-bearing).

Quadrant 2 - University & Community Engagement

- Clubs, societies, and student organisations
- Leadership and community engagement
- International exposure
- Awards and achievements

The University & Community Engagement opportunities include but are not limited to involvement in clubs and societies, student-led projects, supporting internal/external events and projects, student representations (University Ambassadors and Representatives, etc.), international study mobility, and cultural immersion trips.

Quadrant 3 - Social, Cultural and Emotional Development

- Self-awareness
- Self-management
- Social and cultural awareness
- Relationship management

Examples of the Social, Cultural and Emotional Development offerings include workshops and activities to develop students' self-awareness, self-management, social and cultural awareness, and relationship management skills.

Quadrant 4 - Academic Excellence

- Academic supporters
- University readiness
- Aiming higher
- Future Scholars

Students can work as student peer supporters, participate in academic events and webinars, conduct scientific research, get published in recognised academic journals, and present their research at academic conferences, among other opportunities.

C. Extra-curricular classes and short courses - Under quadrant 1: Work & Career Readiness

Every semester, BUV will be offering all students the opportunities to participate in extra-curricular classes and short courses under the PSG Programme (Quadrant 1: Work & Career Readiness). These courses offerings are subject to students' need, to strengthen your competitive advantage, add more value to your portfolio and advance your career in Vietnam and the international market.

Language Classes	Skill Classes	International Qualifications
<ul style="list-style-type: none"> ❖ Chinese Class ❖ Korean Class ❖ Japanese Class ❖ French Class 	<ul style="list-style-type: none"> ❖ Digital Marketing ❖ Business & Data Analytics ❖ Adobe Premiere ❖ Graphic Design ❖ Event Planning and Organising 	<ul style="list-style-type: none"> ❖ Microsoft Office Specialist (MOS) ❖ Certifications for Finance and Accounting students (CFAB) ❖ Certifications for Computer Science

		students (AWS, CCNA) ❖ Other certifications (WSET - Wine & Spirit Education Trust, etc.)
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Please contact psg@buv.edu.vn for procedures to open additional extra-curricular courses.

D. PSG certificate and transcript

At the end of your BUV journey, those who meet the criteria for PSG accomplishment will receive an official detailed PSG transcript along with a Certificate of Recognition. This is separate from their academic transcripts.

There are various levels of PSG accomplishments based on the total PSG points a student has earned, which will be specified in the PSG Transcript:

Total Points	Base Classification
Minimum of 1200	Platinum
Minimum of 900	Gold
Minimum of 700	Silver
Minimum of 500	Bronze
Below 500	Not qualified for Certificate and PSG Transcript issuance

Both the Certificate and the PSG transcript will be signed and stamped by BUV as an official recognition of students' efforts in personal, social, professional and academic development. If the degree certificate and the academic transcript represent mastery of specialised training in a field of higher education, the PSG certificate and transcript will endorse in-demand skills, essential qualities and learning dispositions that distinguish a BUV student from other graduates.

E. Contact

For more information of the PSG Programme and Transcript, please contact: psg@buv.edu.vn

Please also refer to the PSG Handbook for more details and information.

VIII. Student Experience, Placements and Alumni

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

A. Career Services: Careers & Employability Activities, Internship Support & Personal Career Guidance

BUV Career Services & Industry Relations Team consist of dedicated and experienced career consultants, career services officers, and industry relations officers who can help you with internship applications, personal career guidance, equipping employability skills and the most updated career options, as well as meeting up real-life professionals, experts, and managers in careers & employability activities. The team offers several internship opportunities on BUV Job Portal, CV review and feedback, job interview practice, career consultation, career test debrief, introduction letters, and reference letters.

The best way to get started is to:

- Visit the SE Lounge on Level 1, right next to the bus entrance and talk to a member of staff.
- Write an email to BUV Career Services & Industry Relations Team via the email address: SE-Careers@buv.edu.vn.

Or book a session with a career consultant by make an appointment via the link below: <https://buvse.simplybook.asia/v2/>.

B. 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

1. Clubs and Societies

When you join BUV you will have the chance to be a member of more than 30 student-run clubs and societies, helping you stay connected with people who have similar interests, feel a larger sense of community and have even more fun in your school life.

Sports

- BUV Basketball Club
- BUV Football Club
- BUV Tennis Club
- BUV E-sports
- BUV Chess Club
- BUV Billiards Club
- BUV Volleyball Club
- BUV Gym & Fitness Club
- BUV Rugby Club
- BUV Lion Fist
- BUV Biker Association
- BUV Badminton Club

Performing Arts & Creatives

- BUV Classical Music Club
- BUV Dance Club
- Rhythm of BUV
- BUV Silver Screen
- BUV Photography Club
- BUV Wildcat Cheerleading
- DIONYSUS - BUV Theatre Club

Cultural & Special Interest

- BUV Book Club
- Event Club of BUV
- BUV Cook & Eat
- BUV Fashion club
- Cogent - BUV debate club
- BUV Volunteer Club
- BUV Psychology Club
- BUV Pride
- BUV Green Project
- BUV Creative Art Club
- Ignite FM Podcast

Academic & Business Club

- BUV Business Empowerment Club
- BUV Red Pencil
- BUV Data Science Club
- BUV English Explorers Club
- BUV Real Estate Club

Please contact se-studentlife@buu.edu.vn for more information if you want to start a new student club or society at BUV.

2. Student Association Committee (SAC)

The Student Association Committee (SAC) is the official representative body of the undergraduate students' interests and concerns. They have 7 members with clear responsibilities that support the BUV Student Community, including the following positions:

- President
- Vice - president
- Head of Marketing & Communication
- Head of Finance
- Head of Events & Activities
- Head of Academic Affairs
- Head of Student Welfares

You can reach out to them if you need any help during your study and student life journey via:

- Facebook: [BUV Student Association Committee](#)
- Instagram: [@sacbuy](#)
- Email: sac@st.buv.edu.vn

3. Student Led Projects & Initiatives

Two of the most striking traits of BUV students are their dynamism and energy, showcased through activities and events organised by the students themselves. Not just student clubs, at BUV, any students can initiate new event ideas and organise them with the support of the university. Through such events and projects, our students are able to demonstrate their unique style, interests, knowledge, and develop interpersonal, leadership and event organising skills. From TEDxBUV event, "Somewhere in Time" concert to contests and competitions such as Z-Marketer, Hult Prize. These activities take place throughout the year, help enriching students' university lives.

4. Extra-Curricular Activities

Engagement Activities

At BUV, we emphasise team spirit and community awareness through activities and events organised by BUV Student Life. Welcome-back Series are held in the beginning of every semester, with a diverse range of activity from Ice Cream Day, Donut Day, Coconut Day, British Afternoon Tea to Scavenger Hunts. We also have many other engaging events and leadership trainings for students to explore their interest and discover their potential.

Community Services Responsibility Program

There are many meaningful initiatives from BUV. Our students have been actively taking part in the improvement of the community through CSR projects such as X-Mas fundraising, Blood Donation Day, Lunar New Year gifts and warm clothes delivery to homeless people in Hanoi, fundraise for flood victims in Vietnam, ...

Student Volunteer Programme

Student Life team offers two volunteer programmes: Student Emissary Team and SE Media Team. These programmes aim to provide current students with a real chance to get involved in BUV major events and projects, by working directly with Student Engagement staff under the supervision of Student Life team. These are opportunities for students to develop practical skills, widen social networks, and most importantly, unleash their potential to begin their self-discovery journey.

University Wide Competition

BUV provides support and offers opportunities to students who want to participate in various university-wide competitions, both internally and externally. These competitions can range from academic (Game Jam, HSBC Business Case, CFA Institution Research Challenge) to athletic (Sport Tournament: Basketball, Billiard & Volleyball) to talents (MC, Debate Competition) and are great ways for students to showcase their skills, knowledge, gain valuable experience and recognition.

C. Graduation and Alumni

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. The university is staying in touch with BUV Alumni via email, phone calls, post, and Facebook Fanpage (BUV Alumni Relations), Facebook Group (BUV Alumni Community) and LinkedIn Group (BUV Alumni Network).

D. Student Well-being

At BUV, we provide a wide range of well-being support to our dear students by organizing:

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

You are welcome to join all the above activities and be part of them by offering your care to your friends and the BUV student community.

IX. Mental Health and Support

At BUV, we understand it can be very hard to cope with all the new stresses and pressures of the grown-up world. It is totally normal to feel overwhelmed and crushed sometimes, and we want you to know that we are here for you.

Reach out to us and talk to us whenever you feel lost or unsure or when you are:

- worrying more than usual
- finding it hard to enjoy your life
- having thoughts and feelings that are difficult to cope with, which have impacts on your day-to-day life
- in need of more mental support

Simply email our Student Wellbeing and Psychological Counselling Office at: student-wellbeing@buv.edu.vn, we will arrange a private and confidential meeting for you to express all your concerns and worries with an expert. Together, we'll identify the optimal path for you to flourish within the current situation.

X. Useful contacts

Department	Email Address
Dean (Higher Education)	dean@buv.edu.vn
Admissions Office	admissions@buv.edu.vn
Student Information Office	studentservice@buv.edu.vn
Course Office	courseoffice@buv.edu.vn
International Office	international@buv.edu.vn
Student Academic Support Office	academic-support@buv.edu.vn
Exams Office	buv-examoffice@buv.edu.vn
Central Academic Information Services	cais@buv.edu.vn
Academic Compliance	aca.compliance@buv.edu.vn
Learning Resources Centre	buv-lrc@buv.edu.vn
Digital Resources Centre	buv-lms@buv.edu.vn
Student Engagement Department	se@buv.edu.vn
Student's Wellbeing and Psychological Counselling Office	student-wellbeing@buv.edu.vn
BUV Transportation	transportation@buv.edu.vn
General Feedback	feedback@buv.edu.vn
Student Information Hotline	+84 (0)936 376 136

Good luck on your exciting journey ahead with BUV!