Programme Handbook

UK Pathway Programme

2024/2025

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SOURCES OF ADDITIONAL INFORMATION

Student Handbook

The Student Handbook contains essential information to support your success and the enjoyment of your study at British University Vietnam. Therefore, it is highly recommended that you read this handbook carefully. If there is any unclear information, kindly reach out to our university staff for clarification.

Module Handbooks

Your programme is made up from a number of individual modules. Detailed information on each module is provided in separate module handbooks. All Module Handbooks are provided in the relevant class in the Canvas Learning Environment.

The Canvas Online Learning Environment

Information and learning materials for your modules will be provided on the Canvas Learning Management System. Please check the announcements regularly and any other communication methods used for your programme. Canvas will form an important part of your learning experience. Please let your Module Leader know if you encounter any problems accessing this material.

Support Systems at BUV

At British University Vietnam, we are committed to supporting all our students and there are a wide range of services available to you. Please refer to page 8 of the programme handbook for further information relating to our support systems at BUV.

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WELCOME

An Introduction to British University Vietnam

British University Vietnam (BUV) is the first and only international university in Vietnam granted to deliver degrees by four renowned universities in the United Kingdom: University of London, Staffordshire University, University of Stirling, and Arts University Bournemouth. BUV takes pride in providing a high-quality and reputable education system from the United Kingdom, as well as a world-class learning experience for students in Vietnam.

In February 2023, British University Vietnam (BUV) became the first university in Vietnam and ASEAN, standing amongst 22 universities outside of the UK to be awarded global quality accreditation by QAA after successfully completing its International Quality Review (IQR), a rigorous process which benchmarks global higher education institutions against international quality assurance standards set out in Part 1 of the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG). BUV is also the first and only university in Vietnam to be awarded a 5-star Excellent University rating from the internationally acknowledged QS organisation.

Established in 2009, BUV provides teaching for 17 undergraduate programmes and an MBA programme. 100% of graduates from BUV have a job or continue higher education within 3 months after graduation. With a wide network of more than 500 enterprise partners in various fields and internship programmes from the first year, BUV helps students gain professional knowledge and practical skills to meet employers' requirements as well as be ready to develop their careers right after graduation.

BUV students are to study at our world-class campus with a total investment of up to $165 million across three phases, facilitating all learning needs for more than 10,000 students upon completion. Located in the Ecopark urban area, the campus boasts spacious and iconic designs, offering international-standard educational experiences to students with modern facilities and state-of-the-art technology.

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.

Admission Office Provides support and guidance for inquires relate to all Admissions procedure including pre-arrival inquiries.	admissions@buv.edu.vn
Course Office Provides support and guidance for inquires relate to Timetable, Class Arrangement, Status changes, Course Operations, Programme and Module Administration.	courseoffice@buv.edu.vn
Student Information Office Provides support and guidance for inquiries relate to Attendance Records and the first point of contact for any other general inquiries and meeting bookings.	studentservice@buv.edu.vn
Student Academic Support Office Provides support and guidance for inquiries relate to all academic supports including Student Tutor Programme and Faculty Learning Support.	academic-support@buv.edu.vn
Student Engagement Provides general support and guidance for student activities, student life and employability activities.	se@buv.edu.vn

Student Engagement – Career Services Provides support and guidance for inquiries relate to internships, career planning and consultations.	se-careers@buv.edu.vn
Student Engagement– Student Life Provides support and guidance for inquiries related to student life on campus including student activities and student clubs.	se-studentlife@buv.edu.vn
Well-being and Psychological Counselling Provides support and guidance student's well-being matters, including psychological counselling services.	student-wellbeing@buv.edu.vn
Learning Resources Centre Provides support and guidance for inquires 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 inquires relate to Canvas Learning Management System.	buv-lms@buv.edu.vn
Exam Office Provides support and guidance for inquires relate to Exam Timetable, Exam regulations.	examoffice@buv.edu.vn
Academic Compliance Office Provides support and guidance for inquires 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

School of Pathways, English and Lifelong Learning (SPELL) Delivers pathway programmes (including International Foundation Programme, UK Pathway Programme, and UniPath), English language courses (IELTS for University, English for Academic Purposes [EAP]) and non-degree training courses.	buvenglish@buv.edu.vn
International Office Provides support and guidance for inquires relate to Global Mobility, including Exchange and Transfer Programmes and International Study Tours.	international@buv.edu.vn
Michael Lomax Head, Pathway Programmes	Michael.l@buv.edu.vn

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

Support and Guidance

We endeavour through our support systems to support you in all relevant areas of your programme – whether relating to professional, academic and/or personal development.

Academic support

At BUV, 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
- 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 via our email: academic-support@buv.edu.vn

Support and wellbeing

Student Support

For general information relating to support services, kindly contact our Student Information Office at: studentservice@buv.edu.vn - Hotline: 0936 376 136

Student Well-being Support

At BUV, we understand 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. Simply email our Student Wellbeing and Psychological Counsellor 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 to find the best way for you to thrive in your current circumstance.

Student Association Committee (SAC)

SAC is the official representative body of the undergraduate students' interests and concerns. They have 07 members with clear responsibilities that support the BUV Student Community. You can reach out to them if you need any help during your study and student life journey via:

Fanpage: BUV Student Association Committee

Instagram: @sacbuv

Email: sac@st.buv.edu.vn

AN INTRODUCTION TO YOUR PROGRAMME

The UKPW (UK Pathway) programme is a six-week, intensive university preparation course, which has been developed to provide the essential skills for students pursuing UK degrees from one of our partner institutions and delivered at British University Vietnam (BUV). The course is divided into three major pathway streams:

• School of Business + Tourism stream.

• School of Computing & Innovative Technologies stream

• School of Communications & Creative Industries stream.

The overall outcome of this update aims to achieve the following objectives:

1. Equip students with core academic and transferable skills essential for success in a wide range of undergraduate programmes at British University Vietnam.

2. Enhance student progression through targeted skills training and comprehensive preparation for the demands of university study.

The Structure of your Course

Enrolled School Programme(s)	Module Code (*)	Assessment Type	Weighting	Group / Individual
School of Business + Tourism (SOB / SOHT) Students	**UKPW-BE**	5 Weekly quizzes	75%	Individual
		Group Presentation (Live)	25%	Group
	UKPW-UA	5 Weekly quizzes	75%	Individual
		Video Recording Submission	25%	Group
	UKPW-PC	5 Weekly quizzes	75%	Individual
		Group Poster Assessment	25%	Group

Enrolled School Programme(s)	Module Code (*)	Assessment Type	Weighting	Group / Individual
School of Communications & Creative Industries (SOCCI) Students	**UKPW-PC**	5 Weekly quizzes	75%	Individual
		Group Poster Assessment	25%	Group
	UKPW-UA	5 Weekly quizzes	75%	Individual
		Video Recording Submission	25%	Group
	UKPW-CPE	5 Weekly Quizzes	25%	Individual
		5 Weekly Practical Portfolio Assessment Submissions	75%	Individual
	UKPW-SOCCI-PCE	5 Weekly Quizzes	25%	Individual
		5 Weekly Practical Portfolio Assessment Submissions	75%	Individual
School of Computing & Innovative Technologies (SOCIT) Students	**UKPW-PC**	5 Weekly quizzes	75%	Individual
		Group Poster Presentation	25%	Group
	UKPW-ITE	5 Weekly quizzes	60%	Individual
		Final Exam	40%	Individual
	UKPW-PF	Final Portfolio Submission	100%	Group

Enrolled School Programme(s)	Module Code (*)	Assessment Type	Weighting	Group / Individual
	UKPW-DGE	Final Project Submission	100%	Group
	UKPW-ELD	Individual Submission + Demonstration	100%	Individual

(*) Module Code explanation:

BE – Business Essentials

UA – Undergraduate Achievement

PC – Professional Competencies

CPE – Creative Practice Essentials

PCE – Professional Communication Essentials

ITE – IT Essentials

PF – Programming Fundamentals

DGE – Development for Games Essentials

ELD - Environment Level Design

ASSESSMENT SUBMISSION, MARKING SYSTEM AND PROGRESSION

A. Assessment Submission

Submitting Assignments Online

Online assignments will be submitted through Canvas, using one of a number of methods that would be explained to you via a Canvas training session hosted by the Exam Office before your first submission at BUV. All assignments are marked anonymously.

Anonymous Submission

Note that most assignments are marked anonymously, and that you are asked to not include your name in submitted work unless specifically requested in the assessment document.

For online submissions, we will use the tools available in Canvas and our grading system Turnitin to ensure anonymity wherever possible.

Keeping a Backup

It is good practice to keep a hard or (backed-up) electronic copy of any assignment you submit, whether that assignment is submitted on paper or electronically. Should the assignment you submit get lost, then you will have the receipt to prove that you handed it in, and a copy to replace what has been lost.

B. Feedback on your Work

Seven principles of good feedback

Good feedback should:

- Be an interactive process involving student-tutor and student-student dialogue.
- Facilitate the development of self-assessment and reflection.
- Clarify for students and staff, through dialogue, what good or bad performance actually is in the assignment or task.
- Be developmental, progressive and transferable to new learning contexts.
- Be ongoing and embedded in the learning process.
- Motivate, build esteem and confidence to support sustainable lifelong learning.
- Support the development of learning groups and communities.

Submission and Feedback

All assignments should be submitted via Canvas. Feedback for the assignment will be provided after the approval and permission from the relevant Examinations 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.

C. UKPW Progression policy

1. WEEKLY QUIZZES PERFORMANCE MANAGEMENT

A rework, as specified in Term 6 of this policy, will be offered to all students where the accumulative grade of 75% weekly quizzes is a failed mark (under 40), regardless of reasons such as late joining, exceptional circumstances, or any other reason. In week 6, if accumulative grade of 75% weekly quizzes is a failed mark (under 40), parent will be informed through a generic email, because at that stage, student is considered as at risk of failing the UKPW programme.

2. UKPW PROGRESSION POLICY

Grading follows the standard UK University grading system. Therefore, 40% is the minimum overall pass mark to progress onto the SU degree programme. There will be strictly no condonement for 38/39% grades. Furthermore, students must pass every module on the UKPW (UK Pathway) programme in order to progress to the Partner Undergraduate Degree programme. (Staffordshire University, Arts University Bournemouth, Stirling University, Bournemouth University).

Other set of rules for assessment:

1) Late joiners may be allowed to retake a missed assessment at the DL's discretion.

2) Presentation slide submission: Student is only allowed to do the presentation on the presentation date if they submit the slide on time (by the deadline for the slide submission of that presentation element). Based on the slide submission record on

the system, Exams Offices will provide relevant faculty with the list of students who are eligible to present and the list of students who are not allowed to present.

3) Exceptional Circumstances (EC): **a claim for EC must be submitted within 24 hours after the deadline If any circumstances outside their control affected their rework or resit attempts.** EC applies for all assessments (both weekly and final assessments). Quick panel via email to decide and the result must be available before the progression board happens.

4) Academic misconduct (AM): If there is any AM case, it will be flagged to the quick panel, and the result must be available before the progression board happens.

5) A zero (0) grade will be given to a component where it has not been attempted (not to apply the policy to downgrade of the module to 19NS).

However, **Students must attempt the final group assessment (25%)** in order to pass modules Business Essentials, Undergraduate Achievement, and Professional Competencies.

6) Rework: No late submissions are allowed for the rework

6.1) Rework Individual weekly quizzes:

- Rework will be offered where the accumulative grade of 75% weekly quizzes is a failed mark (under 40).
- Approach for rework of weekly quizzes: A 90-minute duration for knowledge portfolio online quiz will be set up on Canvas. Students will do the online rework quiz on Campus with the invigilating conditions.
- The rework list will be coordinated and finalised by MLs and sent to EO Monday, Week 6. Rework on Campus on Thursday AM, Week 6.

6.2) Rework for all final assessments:

- The submission deadline for all modules will be Thursday, Week 6.
- Live presentation of Business Essentials and Professional Competencies: on Friday W6. Detailed dates and times will follow the UKPW key dates.

Note: Rework of SOCCI (School of Communications & Creative Industries) modules will be dealt with within the programme (confirmed by Head of SOCCI).

7. Resit (if any): Quick turnaround resit will be decided by the progression Board in week 7. All resit will be run on Wed or Thu of week 7 (Detailed dates and times will follow the PWSU key dates).

UNIVERSITY RULES AND REGULATIONS

A. Academic Misconduct Regulation

For **UKPW**, the sanction for proven academic misconducts will be failure of the assessment with an opportunity to be reassessed, if applicable.

Once students are officially enrolled in the degree programme, students will follow the relevant policies and procedures by the awarding bodies below.

For **Staffordshire University's** academic conduct procedure, you can refer to this link:
https://www.staffs.ac.uk/students/course-administration/academic-policies-and-regulations/Academic-Conduct-Procedure

For **University of Stirling's** academic integrity policy, you can refer to this link, under Academic Integrity:
https://www.stir.ac.uk/about/professional-services/student-academic-and-corporate-services/academic-registry/policy-and-procedure/

For **Arts University Bournemouth's** academic misconduct policy, you can refer to this link, under Academic Regulations:
https://aub.ac.uk/regulations

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 with your evidence, within two weeks (excluding holidays) of the decision.

B. 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

✓ Sexual, racial, physical or other harassment or bullying, or behaviour which causes fear or distress to others, or threatening, abusive, disorderly or unreasonable behaviour.

✓ 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.

✓ Conduct which constitutes a criminal offence.

✓ Conduct likely to damage or threaten the reputation of the University.

✓ 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 applicable regulations of Vietnam and UK.

C. Attendance and Punctuality Regulations

Attendance for all formal teaching is **compulsory**. You should arrange your time so that you prioritise University attendance and your study sessions must take priority over other activities such as internships, volunteer work and leisure travel.

If you wish to apply for excused absence, for example to attend to an important family matter, then you should complete a requested absence form in advance detailing clearly the reason for your request together with available evidence for approval. You can ask Student Information Office for instruction and more details.

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 the Programme Leader, and you may be asked to leave the class when this behaviour is repetitive or considered offensive by the Lecturer.

- *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.

D. Extenuating Circumstances

At BUV, we understand that students may experience difficulties at some point in their studies, due to an illness or personal events.

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. Here are some examples of difficulties that you may not be able to overcome or may severely impact on your performance:

- *Health:*
  A sudden and serious illness or injury
  A significant worsening of an existing illness
- *Life Event:*
  Death of a close friend or family member
  Victim of crime
- *Personal:*
  Major disruption to travel on the day of an assessment requiring your attendance, which you could not have done anything about.

You must make your claim as soon as possible and no later than 24 hours after the original assessment deadline/exam date.

You can get the EC form from Student Information Office or email to studentservices@buv.edu.vn to obtain a soft copy of the form, print out the form, fill it with your handwriting & signature and submit it to the Student Information Office with all evidence. All EC claims must be submitted in hard copy and accompanied by relevant evidence.

UNIVERSITY'S LEARNING RESOURCE CENTRE

The British University Vietnam Learning Resource Centre (LRC) is dedicated exclusively to learning and study. It offers seamless access to the Canvas LMS, where you can engage with course materials and interactive learning tools. The library website provides guidance on utilizing library facilities, such as borrowing print books, using printing services, and accessing databases including e-books, journals, articles, reports, and analysis for study and research. It also provides shortcuts to other learning materials.

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

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

STUDENTS' COMMENTS AND FEEDBACK

For any academic related issues, you should contact the Module Leader or Programme Leader, who will ensure that your comments and feedback receive proper attention. All comments/ feedback will be treated fairly, and you may remain anonymous if you wish. BUV welcome your feedback, 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.

Whilst every effort will be made to ensure that your time with us is as productive and enjoyable as possible, there may be times when things cannot go according to plans, mostly due to factors beyond our control. 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:

- ✓ Response via Week 5 course feedback survey

- ✓ For general feedback on any aspect on British University Vietnam, you may use the feedback@buv.edu.vn email address.

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Good luck on your exciting journey ahead with BUV!