

**UEH**  
UNIVERSITY OF  
ECONOMICS  
HO CHI MINH CITY



**ISB**

International School of Business

# STUDENT HANDBOOK ISB-BBUS

2017

2018

**UEH**  
UNIVERSITY OF  
ECONOMICS  
HO CHI MINH CITY



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## WELCOME LETTER

Welcome to the University of Economics Ho Chi Minh City, International School of Business (UEH-ISB). For over seven years, ISB has been preparing cohorts of motivated students to be successful members of the international business community. When you study at ISB, you are undertaking an international educational journey that will be integral to your development as a student and as an individual.

This handbook is designed to guide you along that journey. It can provide you with useful information regarding your academic program of study, various services available to students, and processes such as enrolment, review of grade, and tuition fee payment.

When you become a student at ISB you are joining the ISB community. Our school is not only a place to study and develop as a student, but also an environment in which you will have the opportunity to build and foster valuable and lasting relationships. My advice to incoming students is: Do not overlook these opportunities.

At ISB we are committed to helping all students achieve their full potential, whether academic, professional, or personal. This means that we work hard to build and maintain a school environment that is characterized by the values of respect, support, honesty and hard work. I urge all new students to familiarize themselves with the ISB Code of Ethics included at the end of this handbook. This is a good general guide for what will be expected of you as an ISB student, inside and outside the classroom.

Again, it is my pleasure to welcome you to the ISB community. You will have an exciting and challenging road ahead and we look forward to joining you on this journey.

Douglas Monroe Foster  
Managing Director

## INTRODUCTION

The International School of Business (ISB) offers a range of undergraduate and postgraduate programs in an international and professional environment. ISB is currently a partner of many leading universities in Australia, New Zealand, Canada, the US and Europe.

All courses offered at ISB are entirely delivered in English. ISB also provides a modern and dynamic learning environment where students can participate in the exchange of knowledge and experience. The teaching faculty includes international visiting lecturers from advanced countries and local lecturers who have both high level academic qualifications and substantive industry experience.

Successful completion of ISB programs will provide students with the knowledge, competence and skills to meet the increasing demands of employers in today's challenging business environment.

ISB also offers Supplementary English courses designed for students to improve their English language skills that are necessary for tertiary study.

# COURSE STRUCTURE FROM K43

No	Unit Code	Unit Name	No of Credit Points
<b>Core Units for All Majors</b>			
1	FOU106	Academic English	4
2	FOU105	Business Communications	4
3	MAT101	Mathematics for Business	4
4	MAT102	Statistics for Business	4
5	ECO101	Principles of Economics	4
6	MAR101	Principles of Marketing	4
7	ACC201	Principles of Accounting	4
8	MAN101	Principles of Management	4
9	ECO201	Managerial Economics	4
10	ECO202	Applied Econometrics	4
11	ACC202	Managerial Accounting	4
12	MAN201	Organizational Behavior	4
13	MAR201	Consumer Behavior	4
14	FIN201	Corporate Finance	4
15	MAR202	Marketing Research	4
16	BUS301	Business Law	4
17	MAN301	Human Resource Management	4
18	RES301	Surveys & Multivariate Analysis	4
19	BUS302	International Business	4
20	FOU405	Seminar	4
21	RES401	Final Business Projects	10

**Specialization units in Management & Marketing Major (select 5 subjects in the list below)**

1	MAN302	Strategic Management	4
2	MAN303	Management of Change	4
3	MAR301	Marketing Planning Projects	4
4	MAR302	Services Marketing	4
5	MAR303	Digital Marketing	4
6	MAN304	Project Management	4
7	MAN305	Management Information System	4

**Specialization units in Finance and Accounting Major (select 5 subjects in the list below)**

1	ACC301	Financial Accounting	4
2	ACC302	Auditing	4
3	FIN301	Investment Management	4
4	FIN302	Financial Risk Management	4
5	FIN303	International Finance	4
6	FIN304	Bank Management	4
7	FIN305	International Financial Management	4

**Vietnamese units**

1	FOU411	The Principles of Marxism & Leninism (P1)	2
2	FOU421	The Principles of Marxism & Leninism (P2)	3
3	FOU402	Ho Chi Minh Ideology	2
4	FOU424	Physical (Health) Education I	1
5	FOU434	Physical (Health) Education II	2
6	FOU403	The Revolutionary Lines of the Communist Party of Vietnam	3
7	FOU406	Military Education	

*\*These units are subject to change.*

# IMPORTANT DATES

DATES	EVENT
<b>9 October 2017</b>	<b>Semester 3 2017 starts</b>
18 December – 24 December 2017	Exam week
24 December 2017	Semester 3 ends
25 December – 31 December 2017	End-of-session break
<b>2 January 2018</b>	<b>Semester 1 2018 starts</b>
12 February – 25 February 2018	Public holiday
7 May – 13 May 2018	Exam week
13 May 2018	Semester 1 ends
14 May – 20 May 2018	End-of-session break
<b>21 May 2018</b>	<b>Semester 2 2018 starts</b>
10 September – 16 September 2018	Exam week
16 September 2018	Semester 2 ends
17 September – 14 October 2018	End-of-session break (LONG BREAK)
<b>15 October 2018</b>	<b>Semester 3 2018 starts</b>
17 December – 23 December 2018	Exam week
23 December 2018	Semester 3 ends
24 December – 31 December 2018	End-of-session break



# ONLINE SYSTEMS

## Websites

[www.isb.edu.vn](http://www.isb.edu.vn) is the primary way students can access information related to ISB and their program of study.

### Myisb.isb.edu.vn (MyISB)

Myisb.isb.edu.vn (MyISB) is your primary tool to access information through ISB. It allows students to:

- ☞ Look up course and exam schedules
- ☞ Look up ISB regulation and policies
- ☞ Search for classes
- ☞ Enroll to units
- ☞ Give feedbacks on units
- ☞ View class schedules
- ☞ Get information on financial aid status
- ☞ See grades and GPA
- ☞ View an unofficial transcript
- ☞ See attendance records

Guideline is available at: <http://myisb.isb.edu.vn/?Page=huongdansv>

## Student email

Students currently enrolled in programs of study at ISB will automatically receive a university email account. Student can go to Gmail to sign in.

The email addresses will follow the @student.isb.edu.vn format:

Email: [studentID]@student.isb.edu.vn – 31161022323@student.isb.edu.vn

Password: [studentID] – 31161022323.

Students are required to have signature for their emails with following format. Email without signature will not be replied.

[Students' full name]

[Students' class]

[Student's phone number]

[ISB logo]

This email account can be linked to any **Gmail**, **Yahoo**, or **Hotmail** so students can have their university emails forwarded to their personal account.

All communication with ISB and lecturer will be sent to students' email.

Students are required check this email regularly to make sure that they receive information in a timely manner.

## E-Learning

Every student is provided with an account to access to the E-learning online system in order to download necessary learning materials, do online quizzes/exams, submit assignments, check for grades, and connect to other fellow students as well as their lecturers.

In order to log into the E-learning system students can go to:

<http://elearning.isb.edu.vn>, then click on the red button Log-in with Google and login with student email and password default is student ID. Students can find more details guideline after log-in.

## E-Library

Students can log in the Proquest database at: <http://search.proquest.com/login> (username: UEHCMC2010; Password: thuvien0810)

# LEARNING RESOURCES

## Unit Guide

The unit guide is a document that contains all the basic information about a unit, including lecturer name and contact information, learning outcomes, learning resources and the detailed schedule of teaching/learning activities. The unit guide also has a detailed description of what will be expected as a student in the course and how students will be assessed. Students should use the unit guide as a resource throughout the duration of the unit and refer back to it for any questions. A soft-copy of the unit guide will be available on the E-learning system one week before the commencement of the class.

Students are recommended to save a copy of learning guide to personal computer for future uses (if necessary).

## Lectures/Tutorials

Lectures will examine specific topics focusing on critical issues and real world practical application of the content. Lectures are not simply a regurgitation of the textbook content. Sometimes there may be information presented in lectures that is not covered in the textbook - this information is examinable.

It is helpful if students have completed the required reading prior to viewing lecture resources on the E-learning system and in hard copies (if provided) as this assists in students' ability to engage with the material. If, for some reasons, students are unable to complete required readings in a specific week, students must still view the resources and try to catch up on students' reading as soon as possible afterwards. Any such information is examinable, so it definitely will be beneficial to view all lecture resources.

Tutorials following the lectures provide students the opportunity to apply and share knowledge by doing a variety of in-class activities individually or in group such as exercises, discussion, and presentation. These activities focus on demonstrating students' skills and help students build the ability to achieve the learning outcomes for each unit.

Tutorial questions/exercises will be provided in class. Students will be expected to have completed specific reading and exercises from the textbook and other required materials prior to attending each lecture and tutorial class. If students have not prepared adequately, students will not get the full benefits from this learning opportunity.

## Textbooks

Students will find out the prescribed textbook(s) for each unit from the unit guide. In most cases students will be required to pay an additional fee for the required text. It is students' responsibility to find out what books they need for each unit and to make sure students have a copy by the first day of class.

## Extra materials

Extra materials (including powerpoint, lecture notes, etc.) for each unit will be available at least one week before the first session starts on E-learning site. Students are required to access to <http://elearning.isb.edu.vn/> to prepare carefully for the upcoming classes.

Students are also required to access the university's E-library to search for journal articles and other materials to prepare for their assignments. Other sources of unauthorized papers are not encouraged since they may lead to unethical behaviors, resulting in grade reduction for the assignments.

## Assignment Coversheet and Peer Evaluation Form

All assignments are to be submitted with an Assignment Cover Sheet, either with an individual or group assignment coversheet. In addition, group assignments are to be submitted with a Student Evaluation of Group Member Form. These forms can be found in the Student forms section at <http://myisb.isb.edu.vn/>

# STUDENT SUPPORTS

## Counseling

ISB works to ensure that all students have the resources and the guidance they need for their success. The advising process is a crucial part of student experience. Student Advisors can assist, but not limited to:

- ☞ Clarifying academic/career goals
- ☞ Formulating an academic study plan
- ☞ Transferring to study abroad
- ☞ Understanding university policies and regulations
- ☞ Accessing the appropriate university resources
- ☞ Assisting in the graduation process
- ☞ Advising administrative and financial questions
- ☞ Helping other issues

Consultant hours are available at <http://myisb.isb.edu.vn/>

To make an appointment with Student Advisor, students are advised to send an email to [bbusprogram@isb.edu.vn](mailto:bbusprogram@isb.edu.vn)

## Student ID Cards

Students will be provided with an ISB identification card that should be carried at all times when they are on the ISB campus. Campus security or ISB staff may ask students to show the ID card at any time for safety purposes.

## IT Support

Students facing technical issues of accessing school systems can contact:

- Mr. Tam ([tam.nguyen@isb.edu.vn](mailto:tam.nguyen@isb.edu.vn)) on E-learning issues
- Mr. Tuan ([tuan.nguyen@isb.edu.vn](mailto:tuan.nguyen@isb.edu.vn)) on MyISB issues

## Financial information

Before each academic quarter at ISB, announcements of tuition fee payment will be posted on MyISB.

There are three methods to make tuition fee payment:

1. Go to Phuong Dong Bank (OCB) at 17 Pham Ngoc Thach, Ward 6, District 3, HCMC and deposit tuition directly to:  
Bank account: Truong Dai hoc Kinh te TP. Ho Chi Minh  
Branch: Gia Dinh (phong giao dich Duy Tan)  
Account number: 0036100000119009  
Transfer content: student's full name, student ID number
2. Using internet banking to transfer the tuition to:  
Bank account: Truong Dai hoc Kinh te TP. Ho Chi Minh.  
Account number: 0036100000119009  
Branch: Gia Dinh (phong giao dich Duy Tan)  
Transfer content: student's full name, student ID number
3. Students also can log-in to OCB Online account at <http://ebanking.ocb.com.vn> to make an online payment. Students can contact any OCB branch or call 028.38244497 for more detailed information.

Students are advised to keep a record of the transfer for confirmation purposes.

## Student Lounge and Shared Study Areas

The ISB campuses feature several shared areas and rooms for students to study, meet, socialize or simply relax. Even on the days students might not have class, at ISB students are always encouraged to come to these shared spaces and take part in the growing ISB community. These areas are an integral part of the ISB academic environment. Student's use of these shared spaces should always be responsible and respectful and adhere to the ISB Code of Ethics.

# ACADEMIC DOCUMENTS

## Academic Transcript

Transcripts feature a list of all the units students have completed along with the final grade earned in each unit. If students need an official copy of ISB academic transcript, students can request at the reception, 17 Pham Ngoc Thach campus. The Official Academic Transcript will be issued within 5-7 working days.

## Student Confirmation Letter

During the time at the University, students may need to confirm their status as a current student here. Students can request Student Confirmation Letter at the reception, 17 Pham Ngoc Thach campus. It will be issued within 5 - 7 working days.

# ANNUAL SCHOLARSHIP

In order to be eligible to apply for ISB scholarship, students are required to complete the below criteria:

## Academic performance

- Completing at least 8 units per year
- Achieve a minimum of a 8.0 GPA, without any retested or re-taken unit. (Note: Vietnamese subjects, Military Course, Supplementary English course, subjects which are transferred from another program will not be included in this GPA).

## Code of ethic

- Having right attitude in studying and other activities.
- Do not violate any ISB regulation

## Extracurricular performance

- Actively participating in extracurricular activities of UEH – IS
- Extracurricular activities grade is required accordingly.

In addition, annual awards for top-achieved students will be announced on MyISB.

# GRADUATION

Students who have successfully completed their program of study will be able to apply for graduation.

Graduation is resulted from the cumulative GPA and cumulative Grade of Extracurricular Activities during the award. Rank of graduation will be indicated on the Degree of Bachelor, for example:

Rank of Graduation	Academic Performance (GPA)	Extracurricular Activities
Excellent	Excellent (from 9.0)	Excellent (> 90)
Very good	Very good (8.0-8.99)	From Very good (>80)
Good	Good (7.0-7.99)	From Good (>65)

Rank of Graduation at will be dropped by one level in case that:

- Award duration is longer than the planned time which is four years; or
- Repeat units accounts for 5% of the total credit points of whole award;
- Under disciplinary punishment from the University's caution.

The UEH-ISB has four graduation applications in March, June, September and December. Students should follow MyISB for further information.

Students are required to submit following documents to Student Advisor for graduating proceeding:

- Request for graduation form (available at MyISB)
- and two 3x4 photos with applicant's full name, date of birth on the back.

# SCHOOL POLICIES

Students can find information regarding academic policies and regulations at MyISB. It is students' responsibility to familiarize themselves with and abide by these regulations during the time as an ISB student. Violation may result in academic or disciplinary punishments. A full copy of the ISB Policies Handbook can be found online, or at ISB Office.

## Academic Policies

### Enrollment

Students are announced clearly about the registered courses, schedule, course structure, enrolments' requirements, and examination's requirements before the beginning of the semester at MyISB.

Students must be formally enrolled before officially participating in classes and all ISB activities. Students cannot receive final grade if they are not enrolled successfully.

For successful enrolment, students need to:

- ☞ Register and make sure they are enrolled correctly in each session via MyISB.
- ☞ Inform Student Advisor in regarding to any errors or omissions before the approved census date. Any adjustments after the approved census date will not be solved unless there are unexpected circumstances.
- ☞ Ensure the enrolment meet course requirements which are consistent to the approved ISB course structure.

Students should follow the approved census date which is published on MyISB.

Students must check schedules on MyISB, attend the right classes and are not allowed to change the classes or units without the school's approval.

Students who have not paid their tuition fees by the due date will have an encumbrance placed on their student record. In order to have this encumbrance removed, all outstanding fees must be paid. If students have this encumbrance:

- Student's enrollment in the current session will be cancelled.
- Student will not be able to re-enroll for the next teaching session.
- Academic documents or transcripts related to students' enrollment will not be issued
- Students will not be able to graduate.

If there's any issue related to tuition, students can send an email to Accounting Department at [accounting@isb.edu.vn](mailto:accounting@isb.edu.vn)

Students who want to enroll one more unit for the coming quarter are required to submit an *Add - Drop subject form* to Student Advisor. The form can be downloaded from MyISB.

Students may withdraw from a unit without academic penalty before the approved census date. Students formally withdrawing from units after the approved census date will automatically incur an academic penalty (Fail Discontinued). Students who withdraw due to extenuating circumstances may apply in writing to the Student Advisor for consideration of withdrawal without academic penalty.

### **Deferment**

Students who want to defer from the course for the coming quarter are required to submit a *Request for Deferring the Course form* (which is available on MyISB) to Student Advisor prior to the approved census date in order to avoid academic and financial penalties. Students who want to defer from the course must:

- Have completed at least 1 semester at ISB.
- Have accumulated GPA not lower than 5.0

Students will receive an official deferred decision via email after completing the application.

The University permits students to take a maximum of 24 months leave of absence during the course. To resume studies from Leave of Absence, students must contact Student Advisor to obtain advice on procedures and must enroll in units by the same date continuing students are required to finalize their unit enrolment.

Students who have not returned after the deferment will be regarded as having abandoned their course (which means their names will be deleted from ISB's system and they will be no longer ISB students). Students cannot re-enroll after being abandoned or resigning from the course. They need to re-apply for admission. On the other hand, if students want to extend their deferment, they are required to contact Student Advisor via [bbusprogram@isb.edu.vn](mailto:bbusprogram@isb.edu.vn).

### **Academic Assessment**

Students' performance will be evaluated in a progress by a set of assessment tasks which is transparently indicated in the Unit Outline and Learning Guide at the beginning of each unit. The total mark is the average mark weighted by proportion of each assessment task in a unit. The final examination usually accounts for highest percentage.

Assessment task could be attendance, individual assignment, group assignment, seminar, mid-term examination and final examination which are stated clearly in the Unit Guide.

Some unit has threshold requirement which leads to grade of fail if students violate, even though the total mark could be higher than 5.0.

Students will face to mark deduction or even receiving a grade Zero (0) if they violate academic dishonesty such as cheating and plagiarism.

GPA standing for Grade Point Average is the average grade of all units in an award, weighted by the credit points of each unit following the formula:

$$\text{GPA} = \frac{\sum_{i=1}^n G_i \times C_i}{\sum_{i=1}^n C_i}$$

with  $G_i$  : Total mark of Unit i

$C_i$  : Credit points of Unit i

$\sum_{i=1}^n$  : Total number of credit points accumulated in an award

Note: GPA for graduation will not include Physical Education subjects and Military Course. However, students are required to complete Physical Education subjects and Military Course in order to graduate.

### **Late Submission of Assessment**

Coursework and assignments are expected to be completed within the stated time frame. No late assignments will be accepted unless prior authorization granted by the coordinator. In case such an authorization is not granted, grade deduction will be applied. The coordinator may decide not to accept assignments that are not submitted within 3 days after the assignment due date. However, if there are extenuating or unforeseen circumstances, an exception may be granted at the discretion of the unit coordinator and based on a Special Consideration Application for assessment task extension.

All quizzes and the final exam must be taken on the assigned dates. If there are extenuating or unforeseen circumstances, the unit coordinator must be contacted prior to the quiz or exam dates to authorize a make-up if required. No make-up quiz or exam will be accepted unless a prior approval granted by the unit coordinator based on a Special Consideration Application for a supplementary examination.

### **Examination**

Students should be present at the examination room before 20 minutes from the starting time.

Students arrive late from 15 minutes onwards after the beginning of the exam will not be allowed into the exam venue.

Final exam detailed schedule will be available on MyISB on week 4 of the semester. Students can log in to MyISB and double check. If there is any issue, students are required to contact Student Advisor via [bbusprogram@isb.edu.vn](mailto:bbusprogram@isb.edu.vn).



Students who are unable to attend the exam due to unexpected circumstances (such as serious illness, accident ...) must submit *Request form for absence from examination* which is available on MyISB to Student Advisor. The request form should be submitted to Student Advisor before the examination date or after 3-5 days from the final exam date. In exceptional circumstances, students or family members can inform to Student Advisor via email: [bbusprogram@isb.edu.vn](mailto:bbusprogram@isb.edu.vn) or via phone call/ message.

In order to apply for Deferred Examination, students are required to submit *Request for deferred examination* (which is available on MyISB) to Student Advisor in week 3 of the semester which has the subject. These students will attend final exam of the subject in the coming semester (if the subject is opened). For some exceptional circumstances, Training and Testing Department will consider about opening second examinations for the students.

### **Review of Grade**

There may be instances when a student believes that their final grade in a unit does not correctly reflect their performance against the criteria. Students seeking review of assessment should, in the first instance, approach the lecturer responsible for the marking of that assessment item. If students are unable to resolve it with the lecturer concerned, they can apply for a formal *Review of Grade Form* (available on MyISB) to Student Advisor within 15 working days of the result being released via MyISB.

Student will be notified of the outcome of their Review of Grade via their student email account. Where a student's review of grade results in a change of grade, the prescribed charge will be refunded.

### **Academic Standards of Progress**

ISB maintains a system to monitor the academic progress of its students. The purpose of this system is to identify students who are having academic difficulty so that the University can intervene to ensure that they are getting the most out of their educational opportunities. If a student is struggling to maintain a certain academic standard, ISB may intervene in a number of ways including limiting the number and type of classes that student can take. In some cases, ISB may ask a student to take a leave of absence from the university, or expel the student from the university altogether.

### **Attendance**

It is recommended that students attend all scheduled class in order to succeed in the unit.

UEH-ISB policy requires students to sign the follow-up attendance book before entering the classes.

Class attendance is compulsory and students should provide reasons as well as evidence for the failure to attend the class on a particular lecture/workshop session. Students are required to attend a minimum of 80% of all classes in order to secure class assessment marks and be able to sit in the final exams. Please let lecturers and/or UEH-ISB know by submitting a *Request form for leave of absence* and support papers or evidences to Student Advisor. The form is available at MyISB.

Arriving to class late by 15 minutes at the beginning, arriving late by 5 minutes after the break, or leaving prior to the scheduled end time without the permission of the lecturers will equate to an absence. Grade reductions for the unit will be assessed when final grades are assigned if the above absence rule is violated during the unit.

### **Specialization**

In the end of second year of the program, students can choose one of the two major: Management and Marketing, or Finance and Accounting.

Students will enroll to their specialization at semester 3 of the second year. After enrolling to a certain specialization, students still can change their specialization in one time by submit *Request for changing specialization form* (available at [MyISB](#)). However, they have to complete requirements for their final chosen specialization and related tuition in order to graduate. Only subjects related to their final specialization will appear on their final Academic Record.

### **Electronic Device Use**

Cell phones will be turned off or switched to vibrate mode before class starts. No phone calls or text messaging are allowed inside classroom during class time. Portable listening and/or music devices may not be operated in the classroom. Headphones and/or ear buds of any type may not be worn while in the classroom whether operating or not. Laptop PCs are not permitted unless specifically authorized by the lecturer exclusively for note taking. If students are in violation of these policies they will be excused from class and an absence will be assessed.

### **Dress Code**

As part of UEH, the International School of Business was established to create a world-class, modern and dynamic educational environment. Therefore, student appearance is considered one of a significant importance.

We do not intend to set the specific type of clothes to be worn to school, but occasionally find it necessary to say what shall NOT be permitted.

- a. Shorts are not allowed at the school. Skirts & dresses must be worn on the waist or hips and no more than 10 centimeters above the knee.
- b. Clothing that exposes underwear, underwear worn as outerwear, lack of underwear are not excepted.
- c. Shirts/sweaters must cover the midsection, front and back, and have a modest or appropriate cut or neckline.
- d. Footwear is required, preferably shoes or sandals.

- e. Tops must be long enough to cover the mid-section when arms are raised above the head. Clothing which exposes the midriff will not be permitted.
- f. Clothing that displays inappropriate writing, pictures, or references or infers inappropriate material.
- g. Headgear (caps/hats, scarves, beanies, stocking caps, wave caps, etc.), sunglasses and headphones or earphones may not be worn in class or during indoor activities.

### **Extracurricular Assessment**

Grade of Extracurricular Activities follows scale 100 basing on these criteria:

- a. attitude towards study (marked 0-20);
- b. attitude towards the University Policy Compliance (marked 0-25);
- c. attitude towards activities of politics, society, culture, art, sport, preventing crime and social evils (marked 0-20);
- d. attitude towards community relation (marked 0-25);
- e. attitude towards undertaking Student Representatives, participating in the unions, clubs, other activities in the school; or outstanding results in Academic and Extracurricular Activities (marked 0-10);

<b>Table of Grade</b>	
Grade (Notation)	Descriptor
Excellent	90-100
Very good	80-89
Good	70-79
Fairly good	60-69
Pass	50-59
Weak	30-49
Poor	<30

## **Code of Ethics**

### **Conduct**

The University is a large environment of communication where students work with their friends, lecturers, staff and other visitors. The University expects students to conduct themselves confidently, honestly and respectfully in all situations, whether in spoken communication or written statements.

Any behaviors which are inconsistent to Code of Conduct Policy will be under Misconduct Policy and face to disciplinary punishment from the Disciplinary Committee.

## **Conduct Towards Relations**

Students at ISB should feel safe and comfortable expressing their ideas and opinions without the threat of harassment or intimidation. The principle of “Freedom of Expression” will be observed by all ISB students and community members. Students are encouraged to engage others in thoughtful and meaningful dialogue while refraining from acting or using language with malicious intent (see Respect and Inclusion in Learning and Working Policy).

Conduct towards Relations includes, but not limited to:

- a. Behave in a kindly, friendly, polite and appropriate manner in accordance with Vietnamese tradition / culture;
- b. Be available to support newcomers and disable person;
- c. Respect all lecturers, administrators, staff, fellow students and any visitors to the ISB campus;
- d. Behave respectfully when representing ISB or any of part of the school, including clubs and sports teams, at off-campus events;
- e. Respect and learn how to conduct with difference in culture;
- f. Be civilized in email and appeal;
- g. Avoid Discrimination, Harassment, Vilification and Victimization;
- h. Avoid Intimidation and Bullying;

## **Conduct Towards University Policies**

Students are expected to:

- a. Familiarize themselves and comply with the UEH-ISB Policies;
- b. Avoid violating discipline due to unknown or misunderstand the University Policies;
- c. Apply specific rules in functional departments such as Library and IT lab;
- d. Absolutely do not produce, store or use alcohol and drugs in the University (see Alcohol and Drugs Policy);
- e. Absolutely not bring or use illegal substances and dangerous chemical which can cause injury and explosion in the University. For example, petroleum, gasoline and acids;
- f. Absolutely not bring or use dangerous tools or weapon in the University;
- g. Absolutely avoid adverse behaviors which seriously influence on the community security such as underlying conflict, acrimonious argument and fighting.

## **Conduct Towards Academic Honesty**

Students are expected to maintain the highest standards of academic integrity. Students are expected to:

- a. Be responsible to read, comprehend and implement course requirements which is transparently written in the Unit Outline and Learning Guide (including threshold requirements, plagiarism and deadline for assignments);
- b. Be responsible to their progression in the University and seek advice promptly to improve poor-performance.
- c. Be updated to University information via website, notice board and Student Representatives;
- d. Perceive that effective learning is based on knowledge sharing. Selfishness is not welcome because this can limit their knowledge absorption and leads to one-side thinking;
- e. Perceive that the satisfied learning outcome is resulted from the harmonious interaction between learners and facilitators;
- f. Perceive that self-directed-learning under facilitation from lecturers plays an important role in effective study;
- g. Be honest in all academic work including assignments, examination and research.
- h. Absolutely avoid plagiarism violation and cheating in examination.
- i. Do not use gadgets such as mobile phone, camera, iPod ... in class except for permission and emergency circumstance;

If students are unclear about what might constitute academic dishonesty, they are encouraged to consult their lecturer or Student Service. Students should be aware that ignorance is not an acceptable defense for academic dishonesty.

## **Conduct Towards Extracurricular Activities**

The University recognizes the importance of training skills in education besides academic. Therefore, the University designs a wide range of activities during the award to support students improve their skills and graduate attributes via these useful activities.

Students should understand that joining in University activities offers them valuable experience and makes their student-life colorful. Students are expected to participate in all University activities positively, enthusiastically and constructively.

## **Conduct Towards University View and Property**

Students are expected to be responsible for the University View and Property. Graffiti and defacement of school property is unacceptable and a violation of ISB Regulations. Students face to compensate for the costs of the damages resultant from their behavior.

Students are required to:

- a. Keep the University environment pure and tidy;
- b. Protect the University Property against damage and loss;
- c. Not write on tables, chairs, walls and other property;
- d. Not waste of electricity, water, other resource;
- e. Promptly report to the University any damage, loss or violation.

## **Misconduct**

The University is a large educational environment where students experience their study and extracurricular activities. For a healthy educational environment, the ISB expects all students avoid violating misconduct behaviors including General Misconduct, Academic Dishonesty and Misconduct in Extracurricular Activities. Any violation of Misconduct Policy will leads to disciplinary punishment (which is available on MyISB), even suspension and termination.

General Misconduct behaviors includes, but not limited to:

- a. Late for school, internship;
- b. Absence without permission;
- c. Make noise, do personal work in class;
- d. Disrespectful to lecturers and staff;
- e. Consuming alcohol, smoking, gambling in the campus;
- f. Store, distribute, access, use depraved products or participate in superstitious activities, illegal religious activities;
- g. Trafficking, distributing, storing, abusing or inducing others to use drugs;
- h. Storing and trafficking weapons, explosives, illegal substances and prohibited goods prescribed by the state;
- i. Invite bad elements to campus, dormitory who adversely harm to security and order in the school;
- j. Stealing property; storing, selling stolen assets;
- k. Organizing or participating in fighting which causes injury;
- l. Inciting or inducing others to protest, writing pamphlets, illegal posters.

## **Academic dishonesty**

Academic dishonesty includes lying, cheating, stealing, plagiarism and using unauthorized materials on any assignment, quiz or exam.

The act of lying is to intentionally provide false information or a false statement. Lying, in both academic and non-academic activities, is impermissible.

Cheating is acting dishonestly in order to gain an unfair advantage. Cheating in assessment tasks includes, but is not limited to:

- a. Giving or receiving unauthorized aid on any assignment, quiz, or exam
- b. Communicating in an examination, or other test, with other candidates;
- c. Bringing into the examination room unauthorized materials or devices;
- d. Using an electronic device (including mobile phones);
- e. Writing or advising for an examination answer outside the examination room;
- f. Attempting to read or copy other students' examination answer;
- g. Using the same material from work previously submitted for another course unless the student has permission from the lecturer to do so.
- h. Impersonating another student, or arranging for anyone to impersonate a student, in an examination or other assessment task;

Plagiarism is when a student uses ideas or words from another author or source and represents them as his or her own. This is considered cheating and is taken very seriously at ISB as a case of Academic Misconduct. Students caught plagiarizing on an assignment will receive a score of zero for that assignment and may face additional repercussions for Academic Misconduct. Students are required to always properly cite the original source of the material used in his or her work (Referencing Styles Policy)

Stealing is the act of taking without permission and without intention to return. The prohibition of stealing includes property of any nature as well as academic work.

## **Misconduct in Extracurricular Activities**

Misconduct in Extracurricular Activities includes behaviors that harms to organizing activities, but not limited to:

- a. Propagating inconsistently to the activity's content and objective;
- b. Withdrawal from a competition/ activity after successful registration without any relevant reason;
- c. Cheating in competitions, contests, festivals;
- d. As a member club/ team, but did not participate in the group activities;
- e. Other adverse behaviors;

# RECOMENDATION

## University differs from High School

The University recognizes that many students suffer from being inadaptably to the University environment after graduating high school. Therefore, the UEH- ISB expects all students perceive that:

The learning outcome in the University is resulted not only from the lecturer but also the student. The satisfied learning outcome comes from the harmonious combination of student's strong motivation for pursuit, awareness of self-directed learning and good facilitators.

Unlike high school environment, performance in University is assessed basing on Academic, Skills and Attitude. Students should actively participate in team, group or any activities of the University besides academic study.

Students should learn how to effectively work in a team or group. Being selfish and shy are not encouraged in the University. The more you share your knowledge to your friends and lecturers, the more comprehension you achieve.

Students should learn how to effectively employ the University facilities including e-learning and library.

Students should seek advice from the Student Advisor or learn from other students.

Students should put themselves in the connection to the University community. The more relationship you can set the more success you will achieve after.

Students should be familiarize themselves with actively updating the University information from all resource including E-learning, school website and notice board instead of waiting for the news comes.

Four years of Bachelor Award will fly in a moment, try to enjoy and use this great opportunity to accumulate knowledge and mature your personality.

## How to achieve good performance

- Familiarize yourselves with the University's policies on Assessment and Examinations;
- Ensure you read and understand the assessment requirements;
- Actively participate in class;
- Note the due dates and methods for submission of assignments provided in the Learning Guide, seeking clarification from the lecturers or Unit Coordinator if required;



- Actively engage with the learning activities and resources provided in your units and by the University to help you prepare your assessment tasks;
- Follow the lecturer's guidelines and instructions for format and submission of assignments;
- When enrolling in a unit after teaching has commenced, to obtain the relevant information on assessments in the unit from the Unit Coordinator.
- Seek advice if you have a disability or chronic health condition, or acquire one during your course, to ensure that you can meet any inherent requirements of the unit.

### **How to avoid losing marks**

- ✓ Undertake all assessment tasks ethically;
- ✓ Submit your own individual work on time;
- ✓ Collect all marked assessment tasks in sufficient time to learn from the feedback provided;
- ✓ Ensure to understand the requirements, including timetables, for assessment tasks.

### **Email Etiquette**

Your lecturers receive many emails each day. In order to enable them to respond to your emails appropriately and in a timely fashion, students are asked to follow basic requirements of professional communication. Firstly, all emails should have a concise and descriptive title, including the class and name of the unit you are enquiring about as your lecturer may be teaching more than one unit/class. Students need to be clear about the intention of their emails, use appropriate tone and language, proof-read what is written in the email before sending it. Students should also allow 3-4 working days for a response before following up. If the matter is legitimately urgent, you may indicate this in the email subject header but be sure that the email does require an immediate response before using this strategy. If your email request is complex and requires a lengthy response it may be probably best to make an appointment with your lecturer/ISB staffs to meet in person.

# FAQ

## ***Q1: What should I do if I want to defer from the course?***

A: Students who want to defer from the course must:

- Have completed at least 1 semester at ISB.
- Have accumulated GPA not lower than 5.0
- Submit “Request for resigning from the course” form (which can be downloaded from MyISB) to Student Advisor of the course.

The maximum amount of resigning time is 2 years and it will be accumulated to the total number of year students studying at ISB.

## ***Q2: What should I do if I want to come back after resigning from the course?***

A: Students must contact Student Advisor and acknowledge that students will be studying and following course structure of new assigned batch. For example, if a K41 student comes back after resigning, the student must studying and following course structure of batch K42.

## ***Q3: When will I enroll to my specialization? Can I change it after?***

A: Students will enroll to their specialization at semester 3 of the second year. After enrolling to a certain specialization, students still can change their specialization. However, they have to complete requirements for their final chosen specialization and related tuition in order to graduate. Only subjects related to their final specialization will appear on their final Academic Record.

## ***Q4: What is the difference between GPA for annual scholarship and GPA for graduation?***

A: GPA for annual scholarship will only include subjects during that one year and exclude Vietnamese subjects. GPA for graduation will include Vietnamese subjects and not include Physical Education subjects and Military Course. However, they are required to complete Physical Education subjects and Military Course in order to graduate.

## ***Q5: What if I want to add or drop one subject to a semester (including repeating any subject)?***

A: Students are required to study at least 12 credits and maximum 15 credits per long semester (at least 8 credits per short semester) to be a full time student at ISB. If students want to study more or less than the standard, students must submit a “Request for Adding/Dropping subject” form (which can be downloaded on MyISB) to Student Advisor of the program before the deadline stated in the announcement. The result will be sent to students’ email before start date of the semester.

## ***Q6: What if I need an Official Academic Transcript and Student Confirmation?***

A: Students can request and pay required fee at reception at 17 Pham Ngoc Thach campus. The Official Academic Transcript/ Student Confirmation will be issued within 5-7 working days.

**Q7: What if I lose my student ID?**

A: Student must bring one Student Confirmation, one 3x4 photo and one copy of your ID to UEH-IT department at A2.03 and pay required fee in order to have student ID re-issued.

**Q8: What if I need information about UEH annual soft skill seminar (SHCD), UEH extra-curriculum score?**

A: Contact department of political affair at A2.18 level 2 – 59C Nguyen Dinh Chi or via email [ctct@ueh.edu.vn](mailto:ctct@ueh.edu.vn)

**Q9: Where can I find all forms?**

A: All forms can be downloaded on MyISB.

**Q10: What if I can't attend the mid-term/final exam due to some issue?**

A: If students can NOT attend the mid-term/final exam, students are required to submit “Request for absence from examination” form (which can be downloaded on MyISB) and related documents to Student Advisors within 5 working days after the exam day. Any late submission will not be accepted and students will need to re-take the subject. Then students are required to keep track coming exams and re-take the final exam as soon as it is organized. Students need to submit “Request for deferred exam” form to Student Advisor in order to re-take the exam.

**Q11: What if I want to review my final grade?**

A: After the final grade is released, if there's any issue related to the grade, students are required to submit “Request for review of grade” (which can be downloaded from MyISB) to receptionist at 17 Pham Ngoc Thach campus within 15 days from the date the final grade is released. If there's any change or no change to the grade, students will be informed via email within 15 days from the deadline of form submission.

**Q12: What if I have problem with online system?**

A: If you have problem with Elearning system, please contact Mr. Tam via [tam.nguyen@isb.edu.vn](mailto:tam.nguyen@isb.edu.vn).

If you have problem with MyISB, please contact Mr. Tuan via [tuan.nguyen@isb.edu.vn](mailto:tuan.nguyen@isb.edu.vn).

**Q13: What is the condition for me to be approved for Graduation?**

A: You will be considered for Graduation if you meet the following requirements:

- Complete the entire curriculum; accumulate enough credits assigned to majors
- Have National Defense Education certificate and Physical Education certificate.

**Q14: When will I know about the Exam schedule?**

A: Final exam detailed schedule will be available on MyISB on week 4 of the semester. Students can log in to MyISB and double check. If there is any issue, students are required to contact Student Advisor via [bbusprogram@isb.edu.vn](mailto:bbusprogram@isb.edu.vn).



# STUDENT ACTIVITIES

“To be healthy and happy, a person must live a life that includes a good variety of activities.”

*Nathan Eldon Tanner*

# LỄ TUYÊN DƯƠNG CÁN BỘ ĐOÀN - HỘI XUẤT SẮC UEH 2016



## Youth Union

What is the ISB YOUTH UNION?

### [BIG MISSION]

Representative of ISB students to Vietnamese Youth Union, bridge between students and the ISB Board of Directors

### [DEVELOPMENT]

Teamwork, communication, leadership, time-management, negotiation skills and self-confidence.

### [FUN]

Outdoor activities, team-building, camping, sports, music, volunteering and social activities

 [youth@isb.edu.vn](mailto:youth@isb.edu.vn)





# ISB EVENT TEAM



You are in need of a playground?

You need a music show with fascinating stage?

You need a cozy romantic night of “friends”?

ISB Event Team can satisfy you all.

“If you want to go fast, go alone. If you want to go far, go together.”

 Ban Phong Trao Đoàn Viên ISB - ISB Event Team

 [event@isb.edu.vn](mailto:event@isb.edu.vn)





# ISB ACADEMIC TEAM

ISB Academic Team is immensely proud to be an arm in organizing academic and research activities. With the aim of bringing a reservoir of major knowledge to students, Academic team has coordinated with knowledgeable, experienced guests as well as reliable educational organizations to hold academic major-related seminars to students.


-  ISB Academic Team
-  [academicteam@isb.edu.vn](mailto:academicteam@isb.edu.vn)



# UEH-ISB Toastmasters Club

**IGNITE YOUR DREAM  
IGNITE OUR FUTUR**

- Enhancing your Public Speaking Skills
- Building your Leadership Skills
- Improving Team Working Skills
- Expanding Net Working

 ueh.isb.toastmasters@isb.edu.vn

 facebook.com/uehisbtoastmasters







# ISB Gavel

That is an ISB project that brings Toastmasters to High School students. That is also a nice opportunity for ISB students to go back to their High School and contribute to the development of younger generation.

✉ [isbgavelclub@isb.edu.vn](mailto:isbgavelclub@isb.edu.vn)

f [facebook.com/isbgavelclub](https://facebook.com/isbgavelclub)



ISB GAVEL CLUB



# ICAF's

## ISB's Club of Auditing and Finance BEYOND THE STANDARD

CAF's mission is to create the environment in which ISB students have a chance to be illuminated by compelling knowledge about Accounting and Finance. Together we can make a huge flame to Ignite Capability of Auditing and Finance!

 ICAF\_UEH@hotmail.com

 facebook.com/isbicaf



**BEYOND THE STANDARD**



# F&I

## ISB's Club of Finance and Invest

Foremost, F&I was established based on three main purposes.

Improving financial knowledge by creating real financial environment for students to experience the real market.

Experience and application of both theories in class and particular knowledge.

Creating a community where students can share any their ideas which they have observed in the real financial world.

✉ [Fandi.isb@gmail.com](mailto:Fandi.isb@gmail.com)

f [facebook.com/Finanstica](https://www.facebook.com/Finanstica)



# L.O.M CLUB (LEAGUE OF MUSIC)

If music is your jam, LOM is for YOU!!!!

With an aim to creating an active environment for all students who love and have strong desire to music, LOM was established to help you shine brightly with your talent in many professional stage and nurture your passion!

LOM is not a CLUB - this is a big FAMILY

 [facebook.com/ISBMusicClub](https://www.facebook.com/ISBMusicClub)

 [lom@isb.edu.vn](mailto:lom@isb.edu.vn)



# CAM CLUB

CAM - Communications And Marketing Club - is built as a mini Agency. C.A.M presents a professional learning environment at which you can find Marketing like-minded people and creative projects to improve your skills either your passion on Marketing major. Last but not least, C.A.M will be your inspiration and provide skills and knowledge to improve yourself and develop your future career path.



 [facebook.com/camclubvn](https://www.facebook.com/camclubvn)





# ISB BASKETBALL CLUB

The ISB Basketball Club was established for people who have intense passions with basketball. It also creates a great opportunity for members to increase the friendship and brotherhood not only in ISB but also students.



**BASKETBALL CLUB**

 from other universities [isbgavelclub@isb.edu.vn](mailto:isbgavelclub@isb.edu.vn)

 [facebook.com/isbgavelclub](https://facebook.com/isbgavelclub)





**BE ACTIVE  
GET SWEATY  
FEEL GREAT**



# October

## Welcome

### ISB new students

Series of fascinating activities to welcome the new cohort of ISB students including Orientation, ISB Go, and Welcome Night.







# November

## Election of ISB Youth Union Leaders for K3

Finding the class leaders who will be the voice of the class and lead all class activities.





# December

## ISB TEAMBUILDING

Very first and exciting bonding activities of new coming students. That is an opportunity for all ISB students to be together, play games and enjoy the holiday with many outdoor activities, such as: teambuildinggames, camping, camp-fre, and Gala dinner. That will be unforgettable moment for all ISB students.





# January

## ISB GAMES

That is a traditional sport event of ISB where ISB students can show their abilities in sports and do exercises to improve their health. That is also the place to show the team strength and spirit of ISBers.





# February

## Spring Volunteering Activities

Contributing to society is one of the meaningful activities that students should participate in. In the beginning of the year, ISB students will have a great opportunity to join in this volunteer activity.





# March Orientation Activities

A great chance for ISB students to understand the professional working environment and the requirements of international companies in order to set their goals and improve themselves.





# April

## Seminars and Workshops

In order to prepare ISB students with sufficient employability skills, especially developing impressive CV to be ready for the Internship period, ISB organizes many Seminars and Workshop. All students are encouraged to join in with the aim of being well-prepared for the Internship period as well as their career paths.





# May - June

## ISB Leaders' Training Camp

The new team of ISB leaders will be provided series of skills as the new leaders of ISB Youth Union by participating in this Camp.





# July

## Green Summer Volunteering Activities

This is the biggest Volunteering activity annually. ISB students also contribute to this volunteer with many meaningful activities.







# August ISB Prom

That is a meaningful farewell for last year students. That is an opportunity for ISB students to dress up, make new friends, and dance all night





# September

## Mid-Autumn Festival Volunteering

Another volunteering activities of ISB students to bring love an hope to children in Mid-autumn festival



Stand out from the ground. See things differently!

# STUDENT EXCHANGE PROGRAM





**UEH**  
UNIVERSITY OF  
ECONOMICS  
HOCHIMINH CITY



**ISB**

International School of Business

# STUDENT EXCHANGE PROGRAM GO GLOBAL



[exchange-event@isb.edu.vn](mailto:exchange-event@isb.edu.vn)

[anh.pham@isb.edu.vn](mailto:anh.pham@isb.edu.vn) (Mr. Tuan Anh)



[isb.edu.vn/outgoing-student.htm](http://isb.edu.vn/outgoing-student.htm)



University of  
**West Florida**

**THE HAGUE**  
UNIVERSITY OF  
APPLIED SCIENCE



**SOLBRIDGE**  
INTERNATIONAL SCHOOL OF  
BUSINESS



**UNIVERSITY  
OF TAMPERE**



**มหาวิทยาลัยศรีปทุม**  
**SRIPATUM UNIVERSITY**

**創價大學**  
World Language Center



University of Applied Sciences and Art  
Northwestern Switzerland



# ISB STUDY ABROAD CONSULTANT DEPARTMENT

Located at level 6, 79 Nguyen DinhChieustreet, District 3, Ho Chi Minh city, the department provides you free-of-charge advice and services related to studying abroad. To book an appointment, you can contact: Ms. Ngô Hà Quy Phúc (0913 111 565 | 0906 950 055 or [phuc.ngo@isb.edu.vn](mailto:phuc.ngo@isb.edu.vn))

OR Mr.Quách Mai Duy (0917 192 498 or [duy.quach@isb.edu.vn](mailto:duy.quach@isb.edu.vn))

For Western Sydney University, contact Ms. Trần (0987 606 813 or [tran.ha@isb.edu.vn](mailto:tran.ha@isb.edu.vn))





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# CONTACT LIST

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**Mr. TUAN ANH**

## **Student Exchange Officer**

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**Ms. TESSA NGUYEN**

## **Student Activities Team leader**

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**Ms. PHUC NGO**

## **Study Abroad Officer**

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phuc.ngo@isb.edu.vn

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