

STUDENT HANDBOOK



Master of Business Administration
2020 - 2021



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INTRODUCTION



Prof. Dr. Nguyen Dong Phong

Chairman of UEH Council
University of Economics HCMC

UEH's International School of Business (ISB) focuses on developing, implementing, and managing internationally co-operative projects for teaching and research across a variety of business industries. As one of the largest business schools in Vietnam, ISB offers a range of training courses at undergraduate and postgraduate levels in an international and professional environment. ISB is currently part of a dynamic network of 12 universities in Australia, New Zealand, Canada and the US and it continues to expand its partnerships in Europe and America.

All courses offered at ISB are delivered in English. ISB also provides a modern and dynamic learning environment where students participate in the exchange of knowledge and experience. The teaching faculty includes international visiting professors from advanced countries and local professors 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.

Tentative Academic Year

No.	Group of Knowledge	Units	Tentative Schedule
1	Foundation Skills	Management Skill	Nov 2020 - Dec 2020
2	Core Knowledge Units	Strategic Management	Jan 2020 - Feb 2021
3		Strategic Marketing Management	Feb 2021 - Mar 2021
4		Business Accounting	Apr 2021 - May 2021
5		Corporate Finance	Jun 2021 - Jul 2021
6		Human Resources Management	Jul 2021 - Aug 2021
7		Advanced Practice Units	Project Management
8	Problem Solving in Organization		Oct 2021
9	Business Research Method		Nov 2021 - Dec 2021
10	Final Business Project	Thesis - PSO Living Case	Jan 2022 - Jun 2022
11	Required Unit	Philosophy	Jan 2022

Tentative Thesis Schedule

Jan 2022	Thesis orientation
Mar 2022	Thesis proposal submission & defense
May 2022	Draft thesis submission & defense
Jun 2022	Official final submission

Course Link



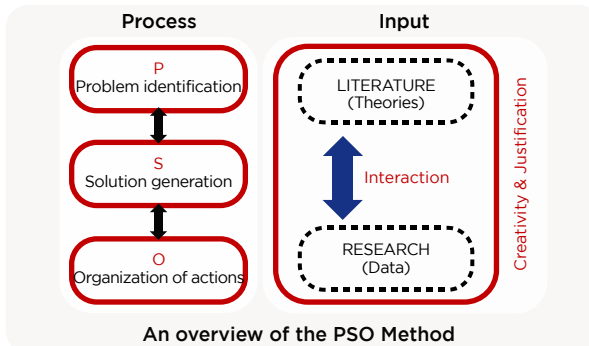
The PSO Philosophy

Problem Solving in Organizations

The main focus of ISB.MBA program is the methodology for problem-solving in organizations (PSO). It equips graduate business students to develop their competences in business problem-solving, not just on the basis of written case study but in a real-life context with an indispensable guide to the design and execution of practical business improvement projects in real organizational settings.

In ISB.MBA program, the PSO methodology is applied throughout the program in both theory and practice-based approach. The PSO is applied to master courses in each discipline (marketing, management, accounting and finance) where students are encouraged to use the theories to solve cases and complete group projects by the end of each course.

Furthermore, all knowledge and skills gained during the master courses shall be consolidated in the Master Thesis which is known as an intensive problem solving project. The thesis aims to identify problems, suggest alternative solutions and propose an action plan for the organization to solve the problems in a real organizational setting.



Lecturer Profiles



Tran Ha Minh Quan

Dean of UEH-ISB
Associate Professor
DBA
Southern Cross University, Australia
Teaching area: Marketing



Douglas Foster

Vice Dean of UEH-ISB
DBA Candidate
Grand Canyon University, USA
Teaching area: Management



Nguyen Thi Mai Trang

Associate Professor
University of Technology Sydney,
Australia
Teaching area: Research Design



Tran Phuong Thao

Vice Dean of UEH-ISB
DBA
Western Sydney University, Australia
Teaching area: Finance



Michael Saram

Director of Winsolutions
MBA
National University of Singapore
Teaching area: Management

Lecturer Profiles



Phan Thi Minh Thu

DBA
Western Sydney University, Australia
Teaching area: Management



Doan Anh Tuan

PhD
Feng Chia University, Taiwan
Teaching area: Finance



Nguyen Dang Lam

Associate Professor
Bloomsberg University Pennsylvania
DM Webster University
Teaching area: HR Management



Ngo Viet Liem

PhD University of Newcastle
Teaching area: Marketing



Ng Eng Wan

FCCA
MBA, Henley Business School, UK
Teaching area: Finance

Student Accounts & Online systems

Websites

<http://www.isb.edu.vn/> is the primary way students can access information related to ISB and our study programs.

Myisb.isb.edu.vn (MyISB)

Myisb.isb.edu.vn (MyISB) is the online information hub for students. Important notices and announcements are displayed on MyISB, so make sure you check it regularly! It allows you to:

- ⇒ Download important forms
- ⇒ View class schedules
- ⇒ See grades and GPA
- ⇒ Check exam schedules
- ⇒ View an unofficial transcript
- ⇒ Look up courses
- ⇒ Search for classes
- ⇒ See attendance records
- ⇒ Provide feedback on units
- ⇒ Look up ISB regulations and policies

Guideline is available at:

http://myisb.isb.edu.vn/?Page=huongdans-v_en

ISB Student Email account

All students have an official student email account. This is the official communication channel between you and the School.

All emails from the School will be sent to your student email account and you must use your account to contact us.

You must check this email regularly, otherwise you may miss important messages, which can have serious consequences, such as cancellation of your enrolment.

Student email address will follow the below format: studentID@student.isb.edu.vn (e.g: 22160039@student.isb.edu.vn) and the first time password is the student's date of birth (ddmmyyyy). This email account can be logged in by using Gmail.

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

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.



E-Learning account

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
- ⇒ Connect to other students as well as lecturers

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

UEH Student email account & E-Library

UEH library is a massive knowledge repository which has been built-up since 1976.

The UEH online library includes:

- ⇒ 60.000+ books at UEH library;
- ⇒ 360.000+ materials of 6 EBSCO databases and 2 ScienceDirect Databases;
- ⇒ 12.000+ international studies, researches, academic theses, journal articles of JABES and UEH community
- ⇒ Other open learning access.

The UEH email and password is required for the full access to the online library.

In case of technical errors relating to UEH email, kindly contact the UEH Information Technology department at email: cntt@ueh.edu.vn OR phone: (08)2838.25726

Student Support

More details for this section can be found in your required online courses.

Class Supervisor

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. Class Supervisor can assist to:

- ⇒ Clarify academic/career goals
- ⇒ Formulate an academic study plan
- ⇒ Clarify university policies and regulations
- ⇒ Access the appropriate university resources
- ⇒ Assist in the thesis and graduation process
- ⇒ Advise administrative and financial questions
- ⇒ Helping with other issues

To make an appointment with Class Supervisor, students are advised to send an email to assigned Class Supervisor or make a call during emergency. When you make any requests to ISB-MBA program officially via email, you must include her in your receiver list so that she can help to keep track on your requests.

You are required to go over your Orientation materials before contacting her for the quickest solution.

Program Coordinator

The program coordinator will be the one who informs students about important announcements on behalf of the school and processes all your academic requests in terms of back office operations.

Normally, she works solely based on the information requested via ISB-MBA Program email (isb.mba@isb.edu.vn) and only meet with students directly or together with your class supervisor in urgent or critical issues.



Ms. Tran Thi Huong Trang

✉ trang.tran@isb.edu.vn

📍 Faculty Room (1st Floor, Pham Ngoc Thach Campus)



Ms. Chu Thi Hong Minh

✉ isb.mba@isb.edu.vn

☎ 028 5446 5555
(Line extension: 107)

📍 ISB Office (G Floor, Pham Ngoc Thach Campus)

ISB Receptionist

Students can request academic documents at the reception, 17 Pham Ngoc Thach campus. It will be issued within 5 – 7 working days.

⇒ Academic Transcripts feature a list of all the units a student has completed along with the final grade earned in each unit.

⇒ Student Confirmation Letters are for students to confirm their status as a current student during their time at the university.

⇒ Temporary Certificates of Completion are for students to confirm their status as having completing the program and waiting for the degree to be issued.

You then can contact ISB Receptionist for checking your administrative requests such as status of your documents if they are ready for picking up and other general information.

Contact: 028 5446 5555 (Line extension: 0)

NOTES: Other method to request academic documents:

Step 1: Send a request to isb.mba@isb.edu.vn with appropriate email subject: [Document name] Request – [Student name]

Step 2: In the email, state clearly how many copies are requested and in which language (Eng or Vie)

Step 3: The document should be produced within one working week.

Step 4: Students are informed by the school via email to pick up the document and pay a small administrative fees.



IT Support

⇒ Mr. Tuan (tuan.nguyen@isb.edu.vn) on **MyISB & ISB Student email** issues

⇒ The UEH IT Dept. (cntt@ueh.edu.vn) or hotline (08)2838257263 on **UEH E-library, UEH Student email & E-learning** issues

You are advised to follow the following steps when facing IT problems:

1. Take a screenshot of your problem
2. Send an email including the picture along with the brief description of the problem to the correct technical support person (cc your class supervisor)
3. Wait for their response and inform your class supervisor if the issues are not solved after three days

If the problem relates urgently to your study, please also send an email to inform your lecturer to avoid miscommunication and unwanted penalty.



Tuition Payment & Accounting Support

Before each academic period at ISB, announcements of tuition fee payment will be posted on MyISB. There are four methods to make tuition fee payment:

⇒ **Deposit tuition directly** at Phuong Dong Bank (OCB) - 17 Pham Ngoc Thach, Ward 6, District 3, HCMC and:

- 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

⇒ **Transfer the tuition** using Internet banking:

- 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

⇒ **Make an online payment** by logging in to OCB Online account at <http://ebanking.ocb.com.vn>. Contact any OCB branch or call 028.38244497 for more detailed information.

⇒ **Card payment** by coming directly to ISB Accounting Department.

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

- Your enrolment in the current session may be cancelled.
- You may not be able to re-enrol for the next teaching session.
- We will not issue academic documents or transcripts related to your enrolment.
- You will not be able to graduate.

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

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.

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 by the approved census date which is published on MyISB.

For successful enrolment, students need to:

- ⇒ Register and make sure they are enrolled correctly in each session via MyISB.
- ⇒ Inform Class Supervisor 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.

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.

⇒ Common Request

Requests	Enrol/Drop a unit
Relevant form	Add/drop subjects request form
Notes	To add a subject: Submit the form before the census date announced each quarter/semester on myisb.isb.edu.vn website To drop a subject: Submit the form at least 1 week prior to the starting date of the subject

- ⇒ Submit relevant forms to ISB Submission Box for 'Forms' at the Reception. All forms are available on 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 Class Supervisor for consideration of withdrawal without academic penalty.

Deferment

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.

The University permits students to take a maximum of 12 months leave of absence during the course and must enroll in units by the same date continuing.

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 isb.mba@isb.edu.vn to inform about their situation.

⇒ Common Request

Requests	Defer from the course	Resume study after deferment
Relevant form	Request for Deferring the Course form	Request for readmission
Notes	Submitting at least 1 week prior to the starting date of the quarter/semester. Students will receive an official deferred decision via email after completing the application.	Contact Class Supervisor for information

⇒ Submit relevant forms to ISB Submission Box for 'Forms' at the Reception. All forms are available on MyISB.

Academic Assessment

Students' performance will be evaluated in a progress by a set of assessment tasks which is transparently indicated in the 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. Assessment task could be attendance, individual assignment, group assignment, seminar, mid-term examination and final examination.

Students can pass the course if result is over 4.0. However, your GPA must be 5.5 to meet the thesis requirement and graduation requirement. Otherwise, students need to retake the course which is under 5.0.

Some units have threshold requirements which leads to grade of fail if students violate, even though the total mark could be higher than 4.0.

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:

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

with G_i : Total mark of Unit i
 c_i : Credit points of Unit i
 $\sum_{i=1}^n c_i$: Total number of credit points accumulated in an award

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 administrator 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 program administrator 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 present at the examination room 20 minutes before 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 from session 4 of the semester. Students can log in to MyISB and double check. If there is any issue, students are required to contact Program Administrative Team via isb.mba@isb.edu.vn.

Common Request

Requests	Absent from the exam	Defer final exam <i>*Attend the final exam of the subject in a later semester</i>
Relevant form	Request form for absence from examination	Request form for deferred examination
Notes	Submitting at the latest of 3 days after the final exam date Exceptional circumstances: inform Class Supervisor via email mbus@isb.edu.vn or via phone call/ message	Submitting in week 3 of the semester, when the subject opened Exceptional circumstances: Testing Department will consider about opening second examinations for the students

⇒ Submit relevant forms to ISB Submission Box for 'Forms' at the Reception. All forms are available on MyISB.

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 involved, they can apply for a formal Review of Grade procedure.

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.

Common Request

Requests	Review of Grade
Relevant form	Request for Review of Grade Form
Notes	Submitting within 15 working days of the result being released via MyISB

⇒ Submit relevant forms to ISB Submission Box for 'Forms' at the Reception. All forms are available on MyISB.

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.

Common Request

Requests	Ask permission to be absent from a session
Relevant form	Request form for leave of absence & support papers or evidences
Notes	Submitting at the latest of 3 days after the session

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.

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.

⇒ Submit relevant forms to ISB Submission Box for 'Forms' at the Reception. All forms are available on MyISB.



Email Etiquette

Your lectures/ISB staff 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 lectures 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 lectures/ISB staff to meet in person.

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.

- ⇒ 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.
- ⇒ Clothing that exposes underwear, underwear worn as outerwear, lack of underwear are not excepted.
- ⇒ Shirts/sweaters must cover the midsection, front and back, and have a modest or appropriate cut or neckline.
- ⇒ Footwear is required, preferably shoes or sandals.
- ⇒ 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.
- ⇒ Clothing that displays inappropriate writing, pictures, or references or infers inappropriate material.
- ⇒ Headgear, sunglasses, and headphones or earphones may not be worn in class or during indoor activities.

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.

Summary of Common Requests

Requests	Relevant Form	Instructions
Enrol/Drop a unit	Add/drop subjects request Form	To add a subject: Submit the form before the census date which has been announced each quarter/semester on myisb. To drop a subject: Submit the form at least 1 week prior to the starting date of the subject.
Defer from the course	Request for Deferring the Course Form & supporting papers or evidences	Submitting at the latest of 3 days after the final exam date
Resume study after deferment	Request for readmission Form	Inform Class Supervisor
Absent from the exam	Request form for absence from examination	Submitting at the latest of 3 days after the final exam date
Defer final exam	Request form for deferred examination	Submitting in week 3 of the semester which has the subject opened
Review of Grade	Request for Review of Grade Form	Submitting within 15 working days of the result being released via MyISB
Absent from a session	Request form for leave of absence & supporting papers or evidences	Submitting at the latest of 3 days after the session
Academic Transcripts	None	Contact ISB Reception Issued within 5 - 7 working days
Student Confirmation Letters	None	Contact ISB Reception Issued within 5 - 7 working days

Thesis Guidelines



Thesis Orientation
Week 1



Proposal
Submission &
Defense
Week 9 - 10



Final Submission
& Defense
Week 19 - 20



Official
Submission
Week 24

Thesis Registration Eligibility

Students must have completed AND passed the two research units.

Final Defense Eligibility

Students must have completed AND passed all required subjects in the program with the minimum GPA of 5.5.

Overall Procedures

Event	Activities	Important Notes
Thesis orientation	An orientation workshop is held for instructing students on Final thesis	Students need to register in order to officially enrol in the Final Thesis
First meeting with supervisor	Students receive an announcement about the assigned supervisor and first meeting arrangements	Each supervisor has different supervising method and schedule. Students must attend the first meeting to be informed about the supervisor's arrangements
Before Defense	Students are announced about the submission deadline for upcoming defense date Students are announced about the official defense date, time and venue; as well as the presentation slides submission deadline	Student must strictly follow submission requirements (See Detailed Procedures*) Students are only allowed to use the slides submitted by the deadline
Defense Date	Students attend the thesis defense panel at the assigned time	Students wishing to attend other presentations must arrive at the beginning of the defense session
After Defense	Students are informed if the defense is successful and receive the comments on their thesis	⇒ Successful Proposal defense: proceed to Final defense ⇒ Successful Final defense: proceed to complete graduation procedures (See Detailed Procedures*)

Detailed Procedures

This information will be provided in details in emails coming to you during the thesis and graduation period.

	Requirements	Important Notes
Submission for Proposal Defense	4 Hard copies	Two sided, A4 paper size Confirmed by thesis supervisor via his/her email to the School
	Soft copy	Submitted on E-learning
Submission for Final Defense	6 Hard copies	Two sided, A4 paper size, binded with cover page
	Academic Profile	Following the sample provided
	Thesis defense form	Following the sample provided, signed by supervisor
	Soft copy	Submitted on E-learning
Graduation Procedures	Soft copy of final thesis	Submitted on E-learning
	Commitment letter	Following the sample provided
	Information Form	Following the sample provided
	Summary of corrected contents	(if available) Modify the thesis based on the comments and summarise all corrected contents Following the sample provided
	Library Receipt	Submitting 1 hard copy & 1 CD containing the soft copy to UEH Library (Nguyen Tri Phuong Campus) Receiving the receipt from the library Hard copy requirements: ⇒ One sided ⇒ Binded with Hard cover (following the sample provided) in Black board green color, Bronze gold printed text

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:

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

Conduct Towards University Policies

Students are expected to:

- ⇒ Familiarize themselves and comply with the UEH-ISB Policies;
- ⇒ Avoid violating discipline due to unknown or misunderstand the University Policies;
- ⇒ Apply specific rules in functional departments such as Library and IT lab;
- ⇒ Absolutely do not produce, store or use alcohol and drugs in the University (see Alcohol and Drugs Policy);
- ⇒ 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;
- ⇒ Absolutely not bring or use dangerous tools or weapon in the University;
- ⇒ 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:

- ⇒ 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);
- ⇒ Be responsible to their progression in the University and seek advice promptly to improve poor-performance;
- ⇒ Be updated to University information via website, notice board and Student Representatives;
- ⇒ 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;
- ⇒ Perceive that the satisfied learning outcome is resulted from the harmonious interaction between learners and facilitators;
- ⇒ Perceive that self-directed-learning under facilitation from lecturers plays an important role in effective study;
- ⇒ Be honest in all academic work including assignments, examination and research;
- ⇒ Absolutely avoid plagiarism violation and cheating in examination;
- ⇒ 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 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:

- ⇒ Keep the University environment pure and tidy;
- ⇒ Protect the University Property against damage and loss;
- ⇒ Not write on tables, chairs, walls and other property;
- ⇒ Not waste of electricity, water, other resource;
- ⇒ 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 lead to disciplinary punishment (which is available on MyISB), even suspension and termination.

General Misconduct behaviors includes, but not limited to:

- ⇒ Late for school;
- ⇒ Absence without permission;
- ⇒ Make noise, do personal work in class;
- ⇒ Disrespectful to lecturers and staff;
- ⇒ Consuming alcohol, smoking, gambling in the campus;
- ⇒ Distribute, access, use depraved products or participate in superstitious activities, illegal religious activities;
- ⇒ Trafficking, distributing, storing, hiding, abusing or inducing others to use drugs;
- ⇒ Storing and trafficking weapons, explosives, illegal substances and prohibited goods prescribed by the state;
- ⇒ Invite bad elements to campus, dormitory who adversely harm to security and order in the school;
- ⇒ Stealing property; storing, selling stolen assets;
- ⇒ Organizing or participating in fighting which causes injury;
- ⇒ 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:

- ⇒ Giving or receiving unauthorized aid on any assignment, quiz, or exam
- ⇒ Communicating in an examination, or other test, with other candidates;
- ⇒ Bringing into the examination room unauthorized materials or devices;
- ⇒ Using an electronic device (including mobile phones);
- ⇒ Writing or advising for an examination answer outside the examination room;
- ⇒ Attempting to read or copy other students' examination answer;
- ⇒ Using the same material from work previously submitted for another course unless the student has permission from the lecturer to do so.
- ⇒ 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:

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



UNIVERSITY OF ECONOMICS HO CHI MINH CITY
INTERNATIONAL SCHOOL OF BUSINESS

17 Pham Ngoc Thach Street, District 3, Ho Chi Minh City
Tel: (028) 54465555 | Website: www.isb.edu.vn