





STUDENT HANDBOOK

Western Sydney-BBus 2017-2018





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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, tuition fee payment and etc.

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.

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 various prestigious 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 English for Academic Purposes courses (EAP) designed for students to improve their English language skills that are necessary for tertiary study.

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COURSE OVERVIEW

Western Sydney-BBUS is a program delivered in Vietnam under a co-operative project between the University of Economics Ho Chi Minh City, International School of Business (UEH-ISB) and the Western Sydney University, Australia. Students who have successfully completed the course will achieve a Bachelor of Business degree granted by the Western Sydney University, Australia.

Items	Stage 1 (UEH-ISB)	Stage 2 (WSU)
Admission requirements	Applicants must have Successfully completed the High School Certificate with a GPA of at least 8.0 in Year 12; OR Successfully passed the entrance exam of a university in Vietnam; OR Transfer from other institutions in Vietnam and abroad (to be processed on a case by case basis). AND Had an IELTS (Academic) 5.5 overall with a minimum 5.0 in writing (or equivalent); OR Achieved at least 60% of the Western Sydney University The College English Placement Test.	 Applicants must have Successfully completed 12 units of Stage 1 at UEH-ISB AND Had an IELTS (Academic) 6.5 overall with a minimum 6.0 in each band (or equivalent); OR Achieved at least 80% of the Western Sydney University The College English Placement Test; OR Successfully completed EAP5 offered by the Western Sydney University The College.
Location	UEH-ISB campuses	UEH-ISB/Western Sydney University campuses
Duration	2 years (plus English Foundation Courses if required)	1.5 years

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Intake information	Semester 1 (January), Semester 2 (May), Semester 3 (October)	Semester 1 (January), Semester 2 (May), Semester 3 (October)
Subject information	Students will take 2 levels of English for Academic Purposes (EAP) ^(*) and 12 academic units in Stage 1. The students will take one level of EAP/2-3 academic units per semester.	Students will take 2-3 units in each semester and complete 12 units of Stage 2, including a capstone unit at the end of the course. There are 2 majors, including Applied Finance and Marketing, being offered at UEH-ISB and up to 10 majors at Western Sydney University.

(*) Students with English language proficiency level equivalent to IELTS (Academic) 6.5 overall (with a minimum 6.0 in each band) will have an exemption from the English for Academic Purposes.

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COURSE STRUCTURE

	STAGE 1 (2 YEARS)			
Z	English Academic Purposes 4	기 Principles of Marketing		
7	English Academic Purposes 5	기 Principles of Accounting		
7	Academic Skills	凶 Applied Econometrics		
7	Principles of Economics	ソ Organisational Behaviour		
7	Business Communications	ソ Managerial Economics		
7	Statistics for Business	ソ Consumer Behaviour		
Z	Principles of Management	ソ Corporate Finance		

STAGE 2 (1.5 YEARS)			
Applied Finance Marketing		keting	
Z	Financing Enterprises	И	Financing Enterprises
Z	Enterprise Law	И	Enterprise Law
И	Enterprise Innovation and Markets	И	Enterprise Innovation and Markets
И	Financial Institutions and Markets	И	The Service Enterprise
И	Investment Management	И	Marketing Communications
И	Working in Professions	И	Marketing Research
И	International Finance	И	Brand and Product Management
И	Bank Management	И	Business to Business Marketing
И	Innovation, Enterprise and Society	И	Design Thinking for Creativity
7	Derivatives	И	International Marketing
Z	Security Analysis and Business	И	Strategic Marketing Management
	Valuation	И	Marketing Planning Project
Я	Economics and Finance Engagement Project		

^{*} Major offerings are subject to the number of enrolment.

^{*} Students who wish to transfer to study abroad in Stage 2 need to contact Ms. Tran Ha at <u>tran.ha@isb.edu.vn</u> for more details.

IMPORTANT DATES

Dates	Event	
9 October 2017	Semester 3 2017 starts	
6 October 2017	Census date for Semester 3	
18 December - 24 December 2017	Exam week	
24 December 2017	Semester 3 ends	
25 December - 31 December 2017	End-of-session break	
2 January 2018	Semester 1 2018 starts	
29 December 2017	Census date for Semester 1	
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	
21 May 2018	Semester 2 2018 starts	
18 May 2018	Census date for Semester 2	
10 September - 16 September 2018	Exam week	
16 September 2018	Semester 2 ends	
17 September – 14 October 2018	Long Semester Break	
15 October 2018	Semester 3 2018 starts	
12 October 2018	Census date for Semester 3	
17 December - 23 December 2018	Exam week	
23 December 2018	Semester 3 ends	
24 December 2018 - 31 December 2018	End-of-session break	

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ENGLISH FOR ACADEMIC PURPOSES PROGRAM (EAP)

ISB is currently offering an English language program to help students improve their English proficiency for tertiary studies. This program has four modules from Speed up, EAP3, EAP4 and EAP5, catering for Pre-Intermediate to Advanced English level students. Each module consists of 10 weeks and includes 20 hours per week of face-to-face teaching. Students will be placed into an appropriate English module based on their English proficiency level. Once you have enrolled in the English language program, you will no longer be allowed to take the Western Sydney University The College English Placement Test.

AVAILABLE SCHOLARSHIP AT UEH-ISB

	Eligibility for ongoing scholarship*	Value
For the first year	Successfully completed the High School Certificate with a GPA of at least 8.5 in Year 12 AND had an IELTS (Academic) 6.5 overall with a minimum 6.0 in each band (or equivalent).	50% off tuition fee
	Successfully completed the High School Certificate with a GPA of at least 8.0 in Year 12 AND had an IELTS (Academic) 6.0 overall with a minimum 5.0 in each band (or equivalent).	30% off tuition fee
For the proceeding years	Maintain a GPA of at least 8.0 in each academic year as a full-time student at UEH-ISB.	30% off tuition fee

^{*}Other conditions apply. Some examples include full-time study mode, no failing units, no regulation breaches, and no course deferment.

ONLINE SYSTEMS

Websites

www.isb.edu.vn is the primary way students can access information related to ISB and their program of study.

In addition, students can also find more details of the Western Sydney programs at www.westernsydney.edu.au

Stage 1

Enrolment

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

7	Look up courses	7	View an unofficial transcript
Z	Search for classes	Ŋ	Check exam schedules
Z	Enroll to units	Ŋ	See attendance records
Z	View class schedules	Ŋ	Give feedback on units
Z	See grades and GPA	7	Look up ISB policies

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

Student email

- Students currently enrolled in ISB programs will automatically receive a university email account which can be logged in by using Gmail.
- Stage 1 student email address will follow the format: studentID@student. westernsydney.edu.vn (e.g: 3916ISB0006@student.westernsydney.edu.vn) and the first time password is the ID number (in low capital)
- 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 official communication with ISB staff and lecturers will be sent to student's email. Students are required to check this email regularly to make sure the updated information is received in a timely manner.
- Students are required to create an email signature for their emails which will follow the format below:

FULL NAME - CLASS (size large) STUDENT ID PHONE NUMBER (size large)

• E-Learning (http://elearning.isb.edu.vn/)

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.

To access ISB E-learning system, students should sign in their student email account first, then, go to e-learning page at http://elearning.isb.edu.vn/, select the red button Sign in with Google. Students can find more detailed guidelines after logging in.

⊙ *E-Library*

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

Stage 2

Enrolment

Students are required to enroll in both:

- ✓ MyISB (Myisb.isb.edu.vn)
- ☑ MySR (Westernsydney.edu.au My Student Records)

Find how to enrol in MySR at: https://www.westernsydney.edu.au/currentstudents/current_students/using_uws_online_systems/how_to_guides/how_to_enrol

Student email

Students will be given a new student ID from stage 2 to access Western Sydney accounts, including student email.

Stage 2 student email address follows the format: studentID@student.westernsydney.edu.au (e.g. 12345678@student.westernsydney.edu.au)

For more information: https://www.westernsydney.edu.au/currentstudents/currents/curr

vuws (E-Learning)

vUWS (pronounced "views") is our online learning environment which includes the units or course outlines, information about assessment tasks, study resources and announcements related to the units or courses. Make sure you check your vUWS sites regularly during session as they may be updated at any time without prior notes.

For more information: <a href="https://www.westernsydney.edu.au/currentstudents/current-students/using-uws-online-systems/e-learning-uws-online-systems/e-le

● E-Library

Students will have access to Western Sydney E-library at http://library.westernsydney.edu.au/main/

LEARNING RESOURCES

Unit Guide

The unit guide/learning 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 of you as a student in the course and how you 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/learning 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 their personal computers 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 you 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 your ability to engage with the material. If for some reasons you are unable to complete required readings in a specific week, you must still view the resources and try to catch up on your 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 your skills and help you build your ability to achieve the learning outcomes for each unit.

Tutorial questions/exercises will be provided in class. You 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 you have not prepared adequately, you will not get the full benefits from this learning opportunity.

Textbooks

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

Extra materials

Extra materials (including lecture power point, lecture notes, etc.) for each unit will be available at least one week before the first session starts on E-learning site. You are required to access to e-learning/vUWS sites 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. 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 **MyISB**.

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 your student experience. Student Advisors can assist, but not limited to:

- Clarifying your academic/career goals
- Y 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

Counsulting hours are available from 8:00 - 12:00 & 13:00 - 17:00, Monday to Friday. Students are advised to book an appointment with Student Advisor via email before coming.

Student Identification Cards

Students will be provided with an ISB ID (stage 1) and WSU ID (stage 2) that should be carried at all times when they are on the ISB campus. Campus security or ISB staff may ask you 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) on Elearning issues
- ☑ Mr. Tuan (tuan.nguyen@isb.edu.vn) on MyISB issues
- **Y** IT Helpdesk (<u>itservicedesk@westernsydney.edu.au</u>) on WSU systems

Financial Information

Before every academic semester at ISB, announcements of tuition fee payment will be sent to student. There are 2 payment methods:

- ☑ By cash:
 - Office: ISB Accounting Department
 - Address: 17 Pham Ngoc Thach Street, District 3, Ho Chi Minh City
 - Working hour: From 8:00 12:00 & 13:00 17:00, Monday to Friday
- ☑ By bank transfer:
 - Account Name: Vien Dao tao Quoc te
 - Address: 17 Pham Ngoc Thach, Street, District 3, Ho Chi Minh City
 - Account Number: 00361 00000 179 001
 - Bank: OCB, Gia Dinh Branch, Duy Tan Transaction Office
 - Content: Student full name Student ID Class name

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 removed, 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 adviced to keep the records of payment for confirmation purposes. If there is any related issue, students can send an email to Accounting Department at accounting@isb.edu.vn.

Student Lounge and Shared Study Areas

The ISB campus features several shared areas and rooms for students to study, meet, socialize or simply relax. Even on the days you might not have class, as an ISB student you 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, respectful and adhere to the ISB Code of Ethics.

GRADUATION & ACADEMIC DOCUMENTS

Graduation

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

There are currently 3 graduation rounds per year, namely April, September and December (limited cohorts) and students can apply for attendance or inabsentia graduation.

Information about the graduation ceremony will be announced on the Western Sydney University official website at https://www.westernsydney.edu.au/graduation_ceremonies/graduating

Academic Transcript

Transcripts feature a list of all the units you have completed along with the final mark earned in each unit.

- If you need an official copy of your ISB academic transcript Stage 1, you can request at the reception, 17 Pham Ngoc Thach campus. The official academic transcript will be issued within 5-7 working days.
- Negarding the results of Stage 2 units, you need to order the academic transcript from Western Sydney University online system. Your order will be delivered to the address you provide when ordering the document (approximately 15-20 working days) and you will need to be present at that address to sign for the delivery. More guideline on stage 2 transcript order can be found at https://www.westernsydney.edu.au/graduation_ceremonies/graduating/documents/academic_transcript

Student Confirmation Letter

During the time at the University, students may need to confirm their status as a current student here. A student confirmation letter certifies student's course details and expected completion date, etc. It is issued by UEH-ISB and available within 5-7 working days upon student's request. So as to get the confirmation letter, you can order at the reception, 17 Pham Ngoc Thach campus.

Course Completion Letter

A course completion letter is a letter issued by Western Sydney University that confirms a student has completed the necessary requirements to finish their degree and is eligible to graduate pending final approval from the School Academic Committee.

Students can find information on how to order a course completion letter at https://www.westernsydney.edu.au/graduation_ceremonies/graduating/documents/course_completion_letter

SCHOOL POLICIES

Students can find information regarding ISB policies on **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

Enrolment

Students are announced clearly about the registered courses, schedules, course outlines, 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/MySR;
- Inform the 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;
- 2 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 want to enroll one more unit for the coming quarter are required to submit an Add-Drop subject form to Student Advisor. The forms can be downloaded from **MVISB**.

Failure to pay tuition fees and charges by the prescribed date will lead to termination of enrolment.

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

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

Students who have not returned after the deferment will be regarded as having abandoned their course. Student cannot re-enrol after being expelled or resigning from the course. They need to re-apply for admission.

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 tasks can be attendance, individual assignment, group assignment, seminar, mid-term examination and final examination.

Some units have threshold requirement which leads to grade of fail if students violate, even though the total mark could be higher than 5.0/10 (or 50/100).

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

Grade Point Average (GPA) is used to measure the academic performance of an individual student, in order to acknowledge excellence and determine recipients of Excellence Awards.

For Stage 1:

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

with G: 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

For Stage 2:

The cumulative GPA will be calculated over the duration of a student's enrolment in a course.

Calculation

Each final grade is awarded a numerical value as shown in Table 1 below:

Table 1

Grade	Numerical Value
High Distinction	7
Distinction	6
Credit	5
Pass	4
Conceded Pass	3
Fail (F), Fail-discontinued (E), Unsatisfactory (U), Absent Fail (AF) and Fail Non Submission (FNS), Practicum Fail (PF), Compulsory Fail (CF)	0

The following will not be counted in the calculation of a GPA:

- a. A grade of Satisfactory (S):
- b. Withdrawn Without Academic Penalty (W);
- c. Advanced Standing Specified (K) and Unspecified (L); and
- d. Aegrotat Pass (Z).

Where a student has repeated a unit, both grades will be counted towards the GPA, and both results will remain on the official academic transcript.

The formula for calculating the GPA is:

GPA = The sum of (Credit points for the same specific unit x Grade points for specific unit) / Total number of credit points attempted.

The elements of the above GPA formula are:

- a. grade points for specific unit refers to the numerical value allocated to particular grades (e.g. H = 7; see table above);
- b. credit points for same specific unit refers to the credit points allocated to the unit studied (e.g. 10 cp); and
- c. total number of credit points attempted refers to the credit points for all units attempted including credit points for units where the grade achieved was F, AF, FNS, E and U and excluding the credit points for S grades.

For example, a student takes four units. Three were 10 credit point units and the student achieved grades worth 7, 6 and 5. One was a 40 credit point unit and the student achieved a grade worth 7. The GPA was worked out as follows:

$$[(10x7) + (10x6) + (10x5) + (40x7)] / (10 + 10 + 10 + 40) = 6.571$$

Supplementary Assessment in the Final Unit of a Course

Students are eligible for a supplementary assessment item (or items) for their final unit where they:

- ✓ failed the unit:
- y successfully completed all other units of the course;
- 2 completed each of the unit's assessment items and either:
 - failed only one of those items; or
 - failed assessment items, for which the total marks available comprise 50% or less of the marks available in the unit.

Supplementary assessments cannot be granted where the grade awarded is the outcome of a determination under the Student Misconduct Rule.

There can only be one attempt at supplementary assessment in the final unit.

Late Submission of Assessments

All quizzes, mid-term test, group assignment and final exam must be taken on the assigned dates. Except where an extension has been approved for the submission of an assessment task by the Unit Coordinator, or in line with the University's Special Consideration Policy, the penalties will be given as stated in the unit guide.

For some serious misadventure, accident or extenuating circumstances which may impact adversely on academic performance, a special consideration and evidence must be lodged before, on or no later than 5:00pm five working days after the due date of the assessment task. Submitting an application does not automatically mean the special consideration will be granted. Students will be notified in writing when your application has been approved or rejected – usually by email.

There will be **no supplementary** mid-term exam or quizzes, assignments. Students whose Special Consideration Application is approved, will have the weighting of the final exam increased on a pro rata basis to account for the missed assignments.

Examination

Students should be present at the examination room at least 20 minutes before the start time.

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

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 before the examination date or within 3-5 days after the final exam date. In exceptional circumstances, students or family members can inform Student Advisor via email, phone call or 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. 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 opening the second examination 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 (Stage 1) and within 10 working days (Stage 2) of the result being released via **MyISB** (Stage 1) or **MySR** (Stage 2).

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.

Advanced Standing

UEH-ISB only grants Advanced Standing if the unit meets the requirements as follows:

- The grade of Advanced Standing Unit must be higher than 5.0 (following grade scale of 10), C (following grade scale of letter) or 2.0 (following grade scale of 4):
- The Advanced Standing Units must be highly consistent with UEH-ISB units' contents and assessments.

Advanced Standing is only once considered to grant at the beginning of the course and not taken into the GPA formula for granting scholarship. Late submission of Advanced Standing Application is not accepted.

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 your lecturers and/or UEH-ISB know by submitting a Request for leave of absence form and supporting evidences if you are unable to attend any sessions.

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.

Electronic Device

Cell phones or other electronic devices should be turned off or switched to vibrate mode before class starts. No phone calls or text messages 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 and other electronic devices are not permitted unless specifically authorised by the lecturer exclusively for note taking and doing class work. If you are in violation of these policies you 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.
- Clothings that expose 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 WILL NOT be allowed.
- 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.

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.

Conduct towards Relations includes, but not limited to:

- 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;
- 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:

- 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 Advisors. 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 course 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 policy. 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 resources;
- 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 lead to disciplinary punishment, even suspension and termination.

General Misconduct

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.
- Inviting 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:
- I. Inciting or inducing others to protest, writing pamphlets, illegal posters.

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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 tests, 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;
 - 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.
- 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 harm 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.

RECOMMENDATION

University differs from High School

The University recognizes that many students suffer from being inadaptable 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 from not only 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.
- 3 Students should learn how to effectively employ the University facilities including 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 familiarize themselves with actively updating the University information from all resources including E-learning, school website and notice board instead of waiting for the news comes.
- Three to four years of Western Sydney BBus 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

- Y Familiarize yourselves with the University's policies on Assessment and Examinations:
- 2 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 and 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;
- Y Follow the lecturer's guidelines and instructions for format and submission of assignments;
- Seek advice if you have a disability or chronic health condition to ensure that you can meet any inherent requirements of the unit.

How to avoid losing mark

- ☑ Undertake all assessment tasks ethically;
- Submit on time your own individual work;
- 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 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.

FREQUENT ASKED QUESTIONS

Q1. How do I know that I am enrolled properly?

MyISB: Go to Enrolment -> Result to check the enrolment confirmation

MySR: Enrol Go to the Enrol section and select the relevant course. Then select the Specialisations and Units step from the left hand menu and check that the required Units have a status of 'ENROLLED'. If you have a unit/s under the heading Unit Selection Cart (Unconfirmed Changes) you are not enrolled in these units and need to complete the unit enrolment process. OR, Log into your student email and look for an email called 'Enrolment Receipt'. This is a receipt that tells you what you have successfully enrolled in. If you don't have this email, then you haven't enrolled properly.

Q2. What should I do if I want to defer from the course?

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 deferring from the course" form (which can be downloaded on myisb.isb.edu.vn) to Student Advisor of the course. The maximum amount of deferring time is 1 year and it will be accumulated to the total number of year students studying at ISB.

Q3. What should I do if I want to come back after deferring from the course?

Students must contact Student Advisor and acknowledge that students will be studying and following course structure of new assigned batch. For example, if a Western Sydney - BBus 6.1 student comes back after deferring, the student may need to study and follow the course structure of Western Sydney-BBus 7.1.

Q4. What if I want to add or drop one unit to a semester (including repeating any unit)?

Students are required to study one level of EAP/two-three academic units per 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.isb.edu.vn) to Student Advisor of the program at least 10 working days before the census date. Normally, students are only allowed to add one more unit when they have one last subject to complete Stage 1 or have GPA of at least 7.0.

Q5. What if I lose my student ID?

Stage 1 ID: Student must bring one Student Confirmation and one 3x4 photo to Reception at 17 Pham Ngoc Thach campus and pay required fee in order to have student ID re-issued.

Stage 2 ID: Student will need to make order via WS system and pay a certain fee via Onestop payment

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Q6. Where can I find all forms?

All forms can be downloaded on myisb.isb.edu.vn.

Q7. What if I can't attend the mid-term/final exam due to some issues?

The mid-term and final exam must be taken on the assigned dates. For some serious misadventure, accident or extenuating circumstances which may impact adversely on academic performance, a special consideration and evidence must be informed. Students are required to submit "Request for absence from examination" form (which can be downloaded on myisb.isb.edu. vn) and related documents to Student Advisors within 5 working days after the exam date. Any late submission will not be accepted and students will need to re-take the unit.

Submitting an application does not automatically mean the special consideration will be granted. Students will be notified in writing when your application has been approved or rejected – usually by email. 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.

Q8. What if I want to review my final grade?

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 on myisb.isb.edu.vn) to receptionist at 17 Pham Ngoc Thach campus within 15 days for Stage 1 students and 10 days for Stage 2 students from the date the final grade is released. Please note the forms are different for Stage 1 and Stage 2 students. You should check with the Student Advisors if you are unsure. The outcome will students will be informed via email.

Q9. Where will my graduation ceremony take place?

Graduation ceremonies are held in Western Sydney Campuses in Australia. There are 2 options for students to choose: attend or in absentia. Guideline and direction will be available on website: https://www.westernsydney.edu.au/graduation_ceremonies/graduating

Besides, UEH-ISB also organises the Awards Ceremony for students. This Ceremony is quite similar to the Graduation, students will wear the graduation regalia, walk to the stage and receive the congratulation letter.

Q10. What is census? What does it mean?

Census date is the official deadline for finalising your enrolment and fees for each teaching session.

Once this date has passed, you are committed to the units you're enrolled in. This means you will be charged tuition fees and receive a grade for all your enrolled units. If you drop any units after this date you will still need to pay tuition fees and will receive an absent fail grade.



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

Nathan Eldon Tanner

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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







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."

- f Ban Phong Trao Đoan Vien ISB ISB Event Team
- 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.

f ISB Academic Team

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.









ICAF's

ISB's Club of Auditing and Finance BEYOND THE STANDARD

ICAF'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





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

f 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



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





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.

from other universitiesisbgavelclub@isb.edu.vn

f facebook.com/isbgavelclub



BASKETEBALL CLUB





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 frist 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.







MarchOrientation 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.







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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





ISB STUDY ABROAD CONSULTANT DEPARTMENT

Located at level 6, 79 Nguyen Dinh Chieu street, District 3, Ho Chi Minh city, the department provides you free-of-charge advice and services related to studying aboard. To book an appointment, you can contact:

Ms. Ngo Ha Quy Phuc (0913 111 565 | 0906 950 055 or <u>phuc.ngo@isb.edu.vn</u>)

OR Mr. Quach Mai Duy (0917 192 498 or duy.quach@isb.edu.vn)

For Western Sydney University, contact Ms. Ha Huyen Tran (0987 606 813 or <u>tran.ha@isb.edu.vn</u>)



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Note:	





	Student Service Manager	
Ms. MINH CHU	028 5446 5555	
	minh.chu@isb.edu.vn	
	Student Advisor	
Ms. HOANG ANH	028 5446 5555	
	hoanganh@isb.edu.vn	
	Accounting Officer	
Ms. BICH PHUONG	028 5446 5555	
	bichphuong@isb.edu.vn	
	Student Activities Team leader	
	Student Activities Team leader	
Ms. TESSA NGUYEN	Student Activities Team leader 028 5446 5555	
Ms. TESSA NGUYEN		
Ms. TESSA NGUYEN	028 5446 5555	
Ms. TESSA NGUYEN Ms. PHUC NGO	028 5446 5555 tessa.nguyen@isb.edu.vn	
	028 5446 5555 tessa.nguyen@isb.edu.vn	
	O28 5446 5555 tessa.nguyen@isb.edu.vn Study Abroad Officer O28 3930 5290	
	O28 5446 5555 tessa.nguyen@isb.edu.vn Study Abroad Officer O28 3930 5290 phuc.ngo@isb.edu.vn	

UNIVERSITY OF ECONOMICS HO CHI MINH CITY INTERNATIONAL SCHOOL OF BUSINESS

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