New Faculty Orientation Handbook 2014-2015
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Welcome to UNIS Hanoi
Chào mừng Bạn đến Unis Hà Nội

Message from the Head of School,
Dr Chip Barder

Welcome to UNIS Hanoi, Welcome to Hanoi and Welcome to Vietnam!

This manual is designed to give you an understanding of the steps you will need to take in order to relocate to Hanoi, the requirements to fulfil your contractual obligations before you arrive, what you can expect when you arrive and helpful advice about settling-in to life in Hanoi. We understand that relocating and changing jobs can be a difficult time and we hope that providing you with this information will play a part in ensuring that your move is as smooth as possible.

You will undoubtedly have many questions about your own personal circumstances and we greatly encourage you to contact the relevant personnel who can deal with your concerns. We will do our very best to get accurate information in response to your questions as soon as possible.

We hope that you are as excited about your new assignment as we are to have you. I believe that you will find your tenure at UNIS Hanoi to be both a professionally rewarding and life-enriching experience. At UNIS Hanoi we are dedicated to implementing our mission statement which, along with the principles of the IB programme and the United Nations, drives our curriculum and our approach to learning:

Our mission is to encourage students to be independent, lifelong learners who strive for excellence and become responsible stewards of our global society and natural environment, achieved within a supportive community that values diversity and through a programme reflecting the ideals and principles of the United Nations.

I look forward to greeting you on the UNIS Hanoi campus on the last day of July and I hope that your stay with us is long, enjoyable and professionally rewarding.

We are driven forward through our Strategic Plan to achieve our Vision: Our Learning Community will be an inspirational role model for a better world.

And all that we do at UNIS Hanoi is rooted in our Values: Learning, Community, Responsibility

Contact Details

United Nations International School of Hanoi (UNIS Hanoi)
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Tel: (84 4) 3758 1551  Fax: (84 4) 3758 1542
www.unishanoi.org

- For enquiries regarding your employment, please contact the Human Resources Manager, Ms Tran Thi Quyen, hrmanager@unishanoi.org.
- For enquiries related to your visa application, shipping details or health examinations, please contact the Human Resources Officer, Ms Pham Minh Trang at hrofficer@unishanoi.org.
- For enquiries about living in Hanoi, please contact the teacher greeters:
  Ms. Phan Thanh Hoa at pthoa@unishanoi.org, Ms. Theresa Ulett at tulett@unishanoi.org and/or Ms. Jennifer Hedrick at jhedrick@unishanoi.org
Introduction

United Nations International School of Hanoi

The United Nations International School of Hanoi (UNIS Hanoi) is a private, not-for-profit coeducational English-language day school enrolling students from Discovery through to Grade 12 in the International Baccalaureate Programme. UNIS Hanoi began as a small school of 20 students in 1988, established by agencies representing the United Nations to offer an education to the children of UN personnel and children of expatriates residing in Hanoi. In 1992, the school moved to the Van Phuc campus, near central Hanoi, with an increased enrolment of 100 students. During the following years, the school grew in size, maintaining an enrolment of around 350 students. In September 2004, the school moved to a new purpose-built campus located on 9.2 hectares in the Tay Ho District. Current enrolment is more than 1000 students from more than 60 different countries. Approximately 18% of our student population is from Vietnam, 19% from Korea, 13% from the United States, 7% from Australia, 5% from Japan, 3% from the United Kingdom, and the rest from countries as diverse as Bangladesh, Tanzania, Uganda, Israel, Costa Rica, Ecuador, Sweden, Finland, and Sri Lanka.

The Tay Ho District is about 10 km from the city centre and the School’s campus is situated on the outer edges of the district in the Ciputra Housing estate. The campus includes the Centre for the Arts, Sports Centre, a science block for Middle/High School, a canteen, a library, four playing fields, a swimming pool, movement and fitness rooms, basketball courts and separate play areas and courtyards for each school level: Early Childhood Centre, Elementary School and Middle/High School. Classrooms are fitted with a work area for the homeroom/classroom teacher, separate reading corners in the elementary classrooms and separate EAL areas.

It is at this purpose-built and spacious campus that you, with your fellow teaching colleagues numbering over 142 faculty members, will be teaching.

The education framework at UNIS Hanoi provided through the International Baccalaureate programmes, not from any national system, using a variety of English-language programmes consistent with the needs of an international student body.

The school is governed by a nine-member Board of Directors, which is comprised of elected parents and appointed members as well as representatives from the United Nations. The school has an active School Community Organisation (SCO) and Class Parents are appointed at the beginning of the school year from volunteers.

UNIS Hanoi is accredited by the Western Association of Schools and Colleges (WASC), the Council of International Schools (CIS) and the International Baccalaureate Organisation (IBO) (authorised to deliver all three IB programmes). It is a member of the Council of International Schools (CIS), European Council of International Schools (ECIS), and the East Asia Regional Council of Overseas Schools (EARCOS). The school is affiliated with the Mekong River International Schools Association (MRISA) and Asian Pacific Activities Conference (APAC) with which the school conducts cultural and sports exchanges throughout the year, both on campus and at other schools in the region.

For more information, please refer to www.unishanoi.org.
UNIS Hanoi Key Staff 2014-2015

The UNIS Hanoi Senior Administration Team consists of the Head of School, Elementary School Principal and Deputy Principal, Middle/High School Principal and Deputy Principal, the Director of Activities, Director of Advancement, Director of Finance & Operations, Director of Learning, Director of Technology and the Senior Manager of Admissions.

Head of School, Dr Chip Barder  (hos@unishanoi.org)

Dr. Barder is entering his 41st year as a professional educator. He has a BA degree in Economics with a teaching credential in the social sciences, an MS degree in Counseling, and a PhD in Curriculum and Teaching. He has been a teacher, counselor, and principal at all three levels: Elementary, Middle, and High School. He has also been a university faculty member in teacher education and school administration. He has been the head of three different international schools before UNIS Hanoi for a total of 13 years. He has served in Kinshasa, Zaire (now Congo again); Kuala Lumpur, Malaysia; Pekanbaru, Indonesia; Damascus, Syria; Moscow, Russia; and Warsaw, Poland. In the U.S., he has worked in Bloomington, Indiana; Colorado Springs, Colorado; Tampa Florida; East Lansing Michigan; and Bellingham, Washington. He believes his greatest achievement is being a parent of three successful adult children, all products of international schools around the world.

Elementary School Principal, Ms Carole Denny  (esprincipal@unishanoi.org)

Carole possesses a BA in French/German and a Master in TESL. She brings to us more than 20 years of international experience, with seven years as Primary School Principal of two independent international schools in Dubai and Brussels, and seven years as Deputy Principal for a school in Hong Kong. Previously she was the Primary School Principal for British School of Brussels, Belgium and Vice Head of the whole school. Carole was also an EAL and English teacher for schools in her home country, the UK, and in Hong Kong. For her, few jobs can give such personal and professional enjoyment and satisfaction while fulfilling a vital role in the community - public service with a moral purpose. She would always choose the world of education if she had her time again.

Elementary School Deputy Principal, Ms Jan Humpleby  (esaprincipal@unishanoi.org)

Jan joined the UNIS Hanoi community in August 2010. Previously, she has worked in England, Kenya, Tanzania and Netherlands, and had seven years experience as Assistant Head in the International Schools of Zanzibar and Amsterdam. Jan has been working with the IB Primary Years Programme for twelve years for which she is also a Regional Workshop Leader. Jan is an active member of the Harvard University’s Cultures of Thinking Cohort, a First Steps Reading Facilitator and an Intercultural Coach. She is passionate about creating a school learning community where people think deeply, share openly and wonder about their world. Her teaching experience ranges from Early Childhood through to Grade 3 students. She has also been an EAL and a Learning Support teacher for students with emotional and behavioural needs.
Middle/ High School Principal, Mr Pete Kennedy (mshsprincipal@unishanoi.org)

Pete brings to us 25 years of experience as an educator with the last nine years as MS/HS Principal for schools in USA, Brazil, and most recently for Marymount International School in Rome, Italy. He is also a Mathematics Teacher with considerable experience in Asia, having taught in Japan, Philippines, Malaysia and Indonesia. In addition to teaching and leading secondary schools he has also developed schools for at risk children living in the Philippines, and is involved in on going projects in Sudan and the USA. Pete holds a BA in Mathematics and an MA in Educational Leadership. He enjoys leading UNIS Hanoi’s talented MS/HS learning community as it embraces the opportunities inherent in the delivery of a 21st century education.

Middle/ High School Deputy Principal, Dr Mike Cyrus, (mshsaprincipal@unishanoi.org)

Mike has a BA in History and Spanish, two Masters degrees – Curriculum and Instruction and School Leadership, and a Doctorate in Educational Administration. He worked in private industry for two years before securing his teaching certificate. He has six years of High School teaching experience (Spanish) and fifteen years of administrative experience at all levels including an Assistant Superintendent position at Lake Forest School District in suburban Chicago. He was the High School Principal at the Thai-Chinese International School in Bangkok. Before moving to UNIS Hanoi. In his free time, he likes to remain fit, and is an avid reader and movie-goer. Mike is originally from the U.S.

Director of Learning, Ms Janet Field (dol@unishanoi.org)

Janet came to UNIS Hanoi a year ago after spending nine years at the Skagerak International School in Sandefjord, Norway where she held various administrative, coordination and teaching roles, including Head of School. Before that she was a teacher and MYP Coordinator at ISPP in Cambodia for 6 years. Janet began her career as a teacher of English and Music in her home country of New Zealand. She has a BA degree in English Literature, a Bachelor of Music, a Masters in Educational Psychology and is working on her Doctorate in International Education at the University of Bath in the UK. Janet’s curriculum and professional development leadership background includes more than 12 years’ experience with IB school visits, workshop leading and curriculum development, and 10 years as a faculty member of the Project Zero summer institute at Harvard.

Director of Technology, Mr Ed Gilbreath (techdirector@unishanoi.org)

Ed has been a professional educator for more than 40 years. His involvement with technology began early in his teaching career when he introduced the Apple Plus in his classroom. Ed began his overseas working in Amsterdam, followed by a short return to the States and for the last 10 years has worked as a Tech Director in Singapore. His passions include travel, swimming, reading, hiking, cycling and cycle racing. He believes UNIS Hanoi provides an excellent opportunity to implement technology in support of learning and to learn from students and teachers.
Director of Finance and Operations, Mr Len Archer (dof@unishanoi.org)

Len Archer joined UNIS Hanoi in September 2012 coming from Hong Kong where he was the Director of Business Administration at the Canadian International School. Previously he was the Secretary-Treasurer (CFO) for the West Vancouver School District in Canada. Len is a Canadian Certified General Accountant (CGA) and Professional Administrator (ACIS). He has worked in the Education sector for the past 29 years, serving as the Senior School Business Official in Hong Kong and in several School Districts in Canada. He has a keen interest in education and in supporting teaching and learning. In addition to his finance and accounting expertise, he is a technology enthusiast whose work has included implementing accounting, information and communications systems.

Director of Activities, Mr Tarique Al-iesa (da@unishanoi.org)

Joining UNIS Hanoi from August 2014, Tarique has a Bachelor of Science in Education specializing in PE, a Masters degree in Educational Leadership and several years as a teacher and Director of Activities. He is most recently working as Director Activities at the KAUST School in Saudi Arabia which is an international school for the professors of a large consortium of universities with campuses in Jeddah. Tarique grew up in both Kuwait and the U.S. and is a citizen of both countries.

Director of Advancement, Ms Emma Silva (doa@unishanoi.org)

Emma joined UNIS Hanoi in 2011 from the American School of Paris where she worked for nine years, launching and growing their Advancement Program (Marketing, Communications, Constituent Relations and Fundraising). Prior to ASP, she was Head of Fundraising at the Outward Bound Trust in the UK, her first role in the not-for-profit sector, combining her love for outdoor adventure with education and supporting disadvantaged young people. Her move to Outward Bound marked the end of a ten year career as a journalist in the British media in both print and television.
Senior Manager-Admissions, Ms Bronagh Lucardie (admissionsmanager@unishanoi.org)

Bronagh originates from Belfast, Ireland. She has a BS degree with honors in Sociology, post graduate diplomas in both Guidance and Counseling, and in the Management of Training and Development, and is a licentiate member of the Chartered Institute of Personnel and Development. She has held various management, supervisory and leadership roles in her career working within both the private sector and nongovernmental organizations, and previously worked as the Elementary School Secretary at the International School of Phnom Penh, Cambodia, before moving to Hanoi in 2007.

Senior Manager-Operations, Mr Christopher Rhoda (smo@unishanoi.org)

Chris has a Bachelor’s Degree in Business and an MBA in International Business with a minor in project management. He brings to us more than 20 years of successful property management in five star mixed-use residential, commercial and institutional properties, both in the US and in Vietnam. Since his arrival to Hanoi in 2011, he has been working for major property management projects, including Golden Westlake and PVI Tower. Most recently, Chris was Director of Property Management of Petro Vietnam Insurance, managing all PVI owned properties. Chris is also a certified expert in all aspects of Mechanical and Electrical including heating, ventilation, air conditioning and lifts. Chris is from the US.

Senior Manager-Business Administration (recruitment in process)

Senior Manager - School Information System, Ms Sayeh Peterson (speterson@unishanoi.org)

Sayeh joined UNIS Hanoi in February 2013. Sayeh has a Double Honours Bachelor of Statistics and Actuarial Science and has worked primarily in the insurance industry as an actuary, most recently for KPMG. She worked for 10 years in Toronto, two years in London, UK and four years in Tokyo before relocating to Hanoi. Sayeh has attended international schools throughout her life in Tehran and Paris, France. She is enjoying the challenges in her new career in the education sector at UNIS Hanoi.
Hanoi is a city of seven million people located in the North of Vietnam. Like many Asian cities, Hanoi is a study in contrast; a vibrant and charming place filled with life lived out on the streets. Bicycles and cyclos vie with buses, cars and the ubiquitous motorbikes in the narrow streets. Birds call from bamboo cages hung outside of homes and shops, amid the calls of the street vendors, the beeping horns and the excited chatter of the Vietnamese people. Spices, grilling meats, jasmine, and gardenia mingle with the smell of exhaust from diesel buses. The weather is hot and humid in the summer, and cold and damp in the winter.

Living in Vietnam is interesting, challenging, exciting and different in so many ways from life in the West. But each of the sights, sounds, smells and temperatures that greet you when you open your door are all evocative of South East Asia, are usually pleasant and are all part of life in Hanoi.

Vietnam is an emerging economy and not, by any standards, an underdeveloped country. Infrastructure, in terms of roads, telecommunications and electricity, are well developed and reliable. There has been, and will continue to be, an increase in the last few years in the availability of consumer goods and imported food stuffs, with a number of new supermarkets and shopping malls with multiplex cinemas that show English-language films. Everything you’ll need for living, household use and school items are becoming more and more widely available and there continues to be an increasing number of leisure opportunities, such as fitness clubs and sporting facilities, restaurants and bars, and cultural events.

However, don’t expect that things will function the same way as in your home country, or even the country you are leaving. Vietnam has its own way of doing things, some of which will be a blessing to you and some of which will cause frustrations. A sense of humour, much patience and a consciousness that you are here as a guest in this country are definitely all required.

Your life in Vietnam will no doubt be a change to you. You will need to find accommodation – which could be an apartment or house in the Ciputra housing estate where the school is located or in the Tay Ho District – and it will generally be very spacious. You may employ domestic staff for cooking,
cleaning and caring for your children. You may drive a motorbike (with a helmet) or catch taxis for transportation. Your diet will change as you adjust to the many wonderful tastes of Vietnamese food. You will need to find ways of negotiating in the Vietnamese language or through an interpreter when things go wrong – from the water pump in your house breaking down to difficulties over bargaining in the shops.

Remember that all of your colleagues, and many of the expatriates you will meet in your stay here, have been through the same experience of settling-in to life in Hanoi. They are your best resource in trying to not only cope with the transition to a new job but to make the many day-to-day decisions that must be resolved during the settling in process. Living in an ancient culture, visiting new and interesting places, meeting and getting to know many different people, all add to the very positive aspects of life here in the capital city of Vietnam. Most Vietnamese people are extremely helpful when you find yourself in a difficult situation where you may need directions or help. Many services are not only inexpensive but easy to access – people will come to your home to collect money for your bills, shine your shoes, teach you a new skill or even give a massage. Many people know the UNIS Hanoi school and are pleased to support your efforts in making contact with the local community.

There are ways of becoming connected to the local Vietnamese community, notably by participating in community service activities through the school, charitable groups or arts activities. The expatriate community is also an active one, with many opportunities for socializing, playing sport, becoming involved in community work, or even joining a drama group or a band. You will have your work at UNIS Hanoi with a wonderful student population, supportive colleagues and exciting plans for the future. Your life here in Hanoi can be varied, colourful and rich.

**Safety and Security**

Hanoi is seen as a safe and secure city, the main risks arising from the chaotic traffic conditions and high number of accidents. It is safe to walk in the streets at night (women particularly find this to be the case), and generally taxi drivers and other service personnel are trustworthy and helpful. The crime rate is low but, as with every country that is experiencing development, there are increasing concerns about petty thefts and home thefts. Keep your bags and wallets secure at all times, as you would in any city, and particularly when travelling by motorbike, as thefts of bags from motorbikes have been known to occur. Ensure that your windows and doors are locked at home when you are not there and that the landlord has provided security in terms of double locks and, where appropriate, bars or secure fencing. Some teachers take out inexpensive content insurance policies. On campus, do not keep expensive personal items unsecured, as thefts have been known on campus. Generally however, most people find Hanoi to be safer than their home countries in terms of personal security.

The government is currently stable and, for economic reasons, is favourable to the presence of expatriates. Full diplomatic relations exist between Vietnam and Australia, Canada, the United Kingdom, the United States and most other countries. You are able to travel freely around the city at all times but it is recommended that you take some form of ID with you, such as your staff card.

**The People of Vietnam**

The Vietnamese are intelligent, hard-working, strong-minded and determined. They have a great sense of humour and can be very playful, and usually they will enjoy bantering and laughing with ‘foreigners’. You will usually feel welcome, and will only occasionally be surrounded or approached by persistent street merchants. You will find that the Vietnamese are friendly and curious about expatriates. They will ask,
either in English or through interpreters a great deal about
you, and some of these questions may seem intrusive at first,
particularly those about your age, weight and salary! Don't
be alarmed by this, or feel that it is directed at you personally.
It is very common for Vietnamese to ask other people, both
expatriates and locals, what we might consider personal
questions and no harm is intended. If you feel uncomfortable
it is more polite to divert the conversation to another topic
than refuse to reply – local people are also very interested in
where you are from and how you like Vietnam!

Language
Vietnamese is a mono-syllabic tonal language using a
Western alphabet. Most words in Vietnamese are only three
or four letters long, making the language appear easy. The
stumbling blocks, however, are the six tones that can turn the
word “cam”, for example, into orange, give, don’t, flirt, nice,
hold, feel and sick! Vietnamese people greatly appreciate
any attempts to learn their language and will engage easily
in simple conversations, with varying degrees of success!
When all else fails, Vietnamese are adept at nonverbal
communication and this can be very helpful in difficult
situations. Many are interested in learning English and some
will prefer to practice their English words and phrases with
you. Speaking French is less useful than it was several years
ago, as the French-speaking Vietnamese population has
decreased. However, it should be noted that many of the
Vietnamese you will deal with, especially on the street and
in taxis, do not speak English beyond a few basic words. It’s
worth considering taking some Vietnamese lessons in order
to learn some simple vocabulary that will help you to greet
people, get to where you want to go and negotiate in shops,
and as a courtesy to your host country.

Climate
The North of Vietnam has four seasons. When you arrive in
August, Hanoi will be experiencing summer, July and August
being two of the hottest months, with temperatures up
to 35°C and high levels of humidity (over 95%). These are
also rainy months, with occasional devastating typhoons
on the coast which affect the weather inland in Hanoi. Late
September to November is more pleasant as the heat and
humidity start to decrease, there is less rain and the autumn
days become mild. A cool but humid winter usually begins
in December, with an average temperature of 15°C (down to
8°C). The drops in temperature can be quite sudden and the
chilly wind warrants warm coats. The skies can be very grey
right up to March, when the weather starts to get very damp
and humid, and spring begins to appear as the temperature
rises throughout April. The summer weather from late
April up to the end of the school year in June is once again
categorized by high temperatures, heavy rains, flooding
and typhoons. In Southern Vietnam, the climate provides
a relatively constant temperature and two seasons: a rainy
season from May to October and a dry season from November
to April. The hottest months are March, April and May when
temperatures may reach 40°C. See page 42 Resources section
for useful weather websites.
**Before You Arrive**

**Dates**
New teachers must arrive in Hanoi no later than **Monday, 28 July 2014**. On that date, you will be expected to be at your temporary hotel accommodation, and be ready to commence orientation activities on **Tuesday, 29 July 2014** and ending on **Tuesday, 5 August**. The school will pay for your temporary accommodation for 10 nights from your arrival date. Please note that the school week for all new and returning teachers commences on the following **Wednesday, 13 August 2014**.

The first day of work for returning teachers is **Wednesday, 6 August**, the week before school commences. During this week, new teachers will be further orientated and all teachers will have time to set up their classrooms. Orientation Day for families will be on **Tuesday, 12 August**. The first day of school for students is **Wednesday, 13 August**. Before you arrive you will need to organize your air tickets, visas, shipping and health screening (Health and Medical Section - page 23).

**Air Tickets**
Your contractual entitlement is based on a one-way, economy fare from your Home of Record to Hanoi. You have two options for your one-way air ticket to Hanoi.

The e-ticket may be purchased in Hanoi by the school and e-mailed to you. The school will select the airline and routing based on price and availability.

You may purchase your own ticket, which guarantees a more favourable routing and your preferred airline. When you arrive in Hanoi, bring your ticket and evidence of payment to the Human Resources Office. UNIS Hanoi will reimburse the cost of this flight, up to the value of an equivalent flight that could have been booked by the school for the routing based on Home of Record to Hanoi. The reimbursable amount will be communicated by HR office before you arrive.

In both cases, please contact Ms. Pham Minh Trang, our HR Officer, at [hr officer@unishanoi.org](mailto:hr officer@unishanoi.org). Travel arrangements and advice are organised through the HR Office. Please note that early to mid-August is a peak travel time in Hanoi, for all returning families after the summer break, so it is advisable to book your flight as early as possible.

**Credentials and Transcripts**
To initiate your professional file at UNIS Hanoi, you are required to provide the school with the following documents by email to [hr officer@unishanoi.org](mailto:hr officer@unishanoi.org) as soon as possible or by **Wednesday, 30 April**:

- A photocopy of all your professional teaching certificate(s) and degree(s).
- Official copies of your undergraduate and graduate transcripts.
- In the case of legally married couples, a copy of the marriage certificate or similar document.
- A copy of the birth certificate or similar document for each child.
- A Certificate of Health Competency (the form is included in the Health Screening folder of the Welcome Pack on the UNIS Hanoi Website and is part of the Medical Examinations that are required).
- Up-to-date Police Clearance.
- You will be required to bring the ORIGINAL FORMS of your certificates/degrees and marriage license with you for government approval. Please do not send original forms but carry them with you.

**Visas**
Foreigners cannot enter Vietnam without a visa. Your visa will be a multiple-entry visa based on your employment at UNIS Hanoi and will be used for the first year of your employment before it needs to be renewed. The following are the steps you need to take in order for your visa to be processed:
• Email a soft copy of the first page of the passport for you and all your dependents (that is all family members who intend to reside in Hanoi) to UNIS Hanoi upon a request from HR. Please note, Vietnam Immigration does not recognize de-facto spouses as dependents. If this is your case, discuss with HR for assistance.
• HR will initiate official visa paperwork with the Ministry of Education and Training and the Immigration Department in Hanoi.
• As soon as the official paperwork is ted in Hanoi, HR will email you a copy of the visa approval letter. Another copy of the visa approval letter will be sent to the Vietnamese Embassy or Consulate which is closest to your current place of residence.
• In order to get a visa, you must contact a Vietnamese Embassy abroad (these are the only agencies that can process Vietnamese visas). You can do this in your home country or, if it is convenient, you may apply for a visa from the Vietnamese Embassy or Consulate in the country in which you are currently residing. Please check with the Vietnamese Embassy or Consulate nearest to you for specific information. This may take a while so start early after you receive the visa approval letter from Human Resources. Passports can generally be sent to an embassy by courier with a prepaid return courier envelope for processing of Visas, in case you are not in the same city where the Embassy is located.
• Many countries do not have a Vietnamese Embassy or Consulate. In this case, the school will arrange a visa on arrival for you to collect at an international airport of Vietnam (Noi Bai airport – Hanoi City, Tan Son Nhat airport – Ho Chi Minh City, Da Nang airport – Da Nang City) when you fly to Hanoi in July. You will still need to send HR your copy of passport, and expect a copy of the visa approval letter that you will print out and bring along.
• Keep a copy of the receipt for the cost of your visa processing as you will be reimbursed for visa fees. You may email Ms. Pham Minh Trang, HR Officer, at hrofficer@unishanoi.org if you have any queries about reimbursement.

• Have a copy of your UNIS Hanoi contract with you for your outward bound travel. Some airlines require proof of employment before they will issue a boarding pass at the check-in counter. It is also recommended that you keep some passport size photos of each family member in the unlikely event that customs officials request these at entry.
Packing and Shipping

Relocation Company
The school makes all arrangements from Hanoi with one relocation company and this company packs and ships, via air or sea, all your belongings to Hanoi from the country of origin. The company currently appointed is Asian Tigers-Transpo. They have an office in Hanoi and either offices or agent relationships in most of the cities that you will be relocating from (www.asiantigersgroup.com). When arrangements have been made with the relocation company regarding your shipment, the instructions for contacting the company in the country from which you wish to ship will be sent to you via email. This will occur in mid-May at the latest.

The school is billed directly, so you should not have to pre-pay any shipping, packing services, packing materials, ground transfer and clearance charges, as all costs (except for insurance) are covered by the school; unless you exceed your contracted ‘freight units.’

Asian Tigers Transpo will:
• Assist you in estimating the amount of goods you can pack within your allocated allowance (see below).
• Organize insurance if required (you must pay for this yourself).
• Take an inventory and provide you with a copy.
• Organize all necessary paperwork for shipping and customs.
• Pack your goods into waterproof boxes in order to protect items against dampness and rain.
• Address all your boxes.
• Clear customs.
• Deliver to your new address in Hanoi.

You should discuss all these needs and any personal requirement with the company before the date they arrive at your home to pack your goods. It is recommended that you be present and personally supervise the individuals who are packing your belongings for shipment. You alone can certify to the care and efficiency of the packing. The relocation company and UNIS Hanoi will organize all necessary paperwork.

Shipping Allowance
You have the choice of shipping by air or by sea. The shipping allowance applies to both the beginning and the end of your employment.

<table>
<thead>
<tr>
<th>Sea</th>
<th>500 kg net per teacher</th>
<th>150 kg for non-teaching spouse</th>
<th>125 kg per minor dependent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air</td>
<td>Cash equivalent of sea freight</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

This allowance represents your total shipping entitlement for all items (personal, household and professional items). The relocation company in your home country or country of residence will assist you in estimating what you can ship within your allowance.

You can exceed your limit, but you will then be required to reimburse the school when the shipment arrives in Hanoi, regardless of contents. If you feel that you are going to be above the weight limit, prioritise the goods that you want to send before the relocation company arrives. This means that if you are above or below the limit you can make quick decisions, in consultation with the relocation company, about what you will send.

Shipping Dates
The UNIS Hanoi appointed relocation agents will advise you on shipping requirements and shipping dates.
Insurance
You may elect to purchase insurance for your shipment at your own cost. The relocation company will be able to advise you if you wish to insure your goods and will organize the paperwork if you wish to take up this option. Insurance is based on the declared replacement value of your goods.

Accompanied Baggage
Generally, an airline will allow you to check two suitcases per person up to a limit of 23 kg per person, though it has been reported that some airlines have recently introduced limits of one suitcase, an important point for you to check before arrival at the airport. Carry-on luggage is also restricted on international flights; again, the limits vary between airlines. Allow for dressing in cool, comfortable clothing on your flight as the heat when you arrive in Hanoi will be intense.

If you are over the allowable weight for accompanying baggage, the school will reimburse you for 10 kg per adult for excess accompanied luggage. Make sure you obtain a receipt for this amount which can be presented to the Human Resources Office for reimbursement. If you exceed the 10 kg excess limit, this could prove very costly as the airline rate per kilo is generally quite high.

Confine your suitcase packing to items you will need (clothing, medicine, toiletries and children’s essentials) for the first three to four hot and possibly wet weeks in Hanoi, remembering that many common items are available to purchase here.

Pets
The shipping entitlement does not include pets. You must take personal and financial responsibility for shipment of pets. Vietnam does not have any unusual requirements for importing pets but you are required to produce evidence of up-to-date vaccinations, most notably of rabies. Your airline will be able to provide further advice on their requirements for documentation and transport of your pet.

There are veterinary clinics in Hanoi that service expatriates and many expatriates do bring their pets or acquire a dog, cat, guinea pig or even goldfish while they are living here. Pet food is available as is other equipment, such as cat toilets or leashes. It is worth noting that there have been quite a few incidents of dogs and cats being stolen from homes, mostly in order to resell or for breeding purposes. It is wise to keep your dog or cat securely locked up in the home or supervised by household staff. Further information about pets can be found in the Hanoi Guide.

Furniture Allowance
The school provides a $2,000 (plus $250 for each dependent) furniture allowance to assist in the set-up of your new accommodations.

Some furniture, particularly stoves and refrigerators, will be provided by landlords as part of the package for your rented accommodation and the rest can be negotiated with the landlord or purchased locally.

Household furniture provided by landlords may be second-hand in good condition or new furniture.

Settling-in Allowance
On your arrival in Hanoi, the school also provides you with a settling-in allowance of $500 per family for the purchase of items such as curtains, rugs or any other miscellaneous household items that you will need in order to set-up your household. These items are available locally for very reasonable prices, allowing you to personalize choices for your own living quarters.

What to Ship
Clothing
Hanoi is a shopper’s paradise for clothes. Fabric markets and tailors abound, there are many shops set up to clothe tourists so even some larger sizes can be bought off the rack, and there are an increasing amount of modern and well-known brand shops for younger styles. However, clothes shopping and establishing relationships with tailors can be confusing at first and choices and sizes are limited in buying off the rack, so it is best to pack enough clothing to cover your first few month’s work and play. This is particularly true for men; while some shirts are available it is hard to buy trousers off the rack. Cotton and cotton blends are the most appropriate because the weather will be hot and humid at first. Layers of clothing (shirts, light-jackets) are needed as the weather turns cooler in November. Bring your own bathing suits if you are larger than a medium size.

Although cheap rain ponchos are available locally, good quality wet-weather gear is harder to find. Light wet weather
gear that can be used in hot and humid conditions is the most appropriate. The months of December to February can be very cool, so jackets and warmer clothing are needed at these times. Sweaters/jumpers can be harder to find in larger sizes. Remember that the humidity is high so leather goods will go moldy during the wetter months. Umbrellas of serviceable quality are easily purchased in Hanoi.

Refer to the Professional Dress Code (page 39) in the Campus Rules and Procedures Section for specific information about clothing that is suitable for work.

“United Nations Day (celebrated on October 10, 2014), traditionally a celebration at our school, provides the opportunity to wear the national dress of your country or of a country in which you have lived. You may want to bring something suitable or plan on having items made locally.”

Because many silk, linen and high-end fabrics and clothing are available in Hanoi, the style outside of work can often be ‘dressy’ but there are many opportunities to have clothes made in these styles. Full evening wear or black tie functions can easily be catered for by purchasing or making locally and these events do not occur regularly. If you are concerned about cleaning, there are good dry cleaners available all over Hanoi at a reasonable cost.

Many people bring favourite clothes that they have copied or catalogues/pictures of clothing with varying degrees of success. Ask your colleagues for recommendations of tailors who can achieve the best results.

**Underwear**
Underwear of Western style, size and quality is not as readily available in Hanoi as in other countries but this is changing considerably with the addition of shops such as Jockey and Triumph. Women’s underwear and lingerie in larger sizes is especially harder to find, and larger sizes means anything above the very slim and small Vietnamese figure (above size 80B, 36 or Medium). It is easier for you to bring your own underwear, at least one year’s supply.

**Shoes**
Sometimes it’s a challenge to find good shoes in larger Western sizes, particularly for men. Though there are several shops that sell shoes made for the export market (see the Hanoi Guide) it is a hit and miss situation depending on whether they have your size. Athletic shoes are available and inexpensive though they may not come large enough to fit Westerners’ feet. Children’s feet can also be hard to fit, for example, for width and leather children’s shoes are hard to find. Shoes can be made locally, though materials are limited. Rubber and plastic sandals are readily available. Good walking boots are not easily available. It is better to bring the shoes that you need and are comfortable. Many teachers enjoy wearing leather boots in the cooler weather. Remember that leather boots may go mouldy in the more humid months, but are easily cleaned.

**Children’s Clothing**
There are many clothing shops for children so pack enough clothes for current sizes and refer to the Hanoi Guide for children’s clothes shops as they grow. You can also have children’s clothes made or copied into larger sizes. However, rubber boots and rain gear are not readily available. There are many ‘Made in Vietnam’ stores which carry name brand clothing (GAP, Old Navy, etc.,) these can be great finds but it is hit or miss.

**Children and Baby Products**
Johnson baby products and Western-quality disposable diapers are available in supermarkets, including L’s Place which is right around the corner from the Sheraton Hotel where you will be staying in Xuan Dieu. Baby Formula is also available, in several familiar brands, and a limited selection of baby food. Bring any baby medications you prefer to use and a children’s medical reference book.
Baby equipment, including strollers and carriers, are available, though they are more expensive here and not as good quality as in the West. Baby car seats are not available and seat belts in taxis are not reliable.

Good quality wooden and other educational toys are not readily available here and it is recommended to bring good toys. Bring books, music and DVDs for kids in their own language if it is other than English.

**Toiletries and Cosmetics**
Many Western brands of shampoos, toothpaste, soap and other toiletries are readily available in Hanoi. If you have special needs (particularly for more natural products) or favourite brands, bring a supply. Cosmetics are not as readily available though brands such as Shiseido, MAC and Clinique have stores here with more expensively-priced products. Bangkok and Hong Kong have larger selections if you are planning a trip there. It is difficult to find face creams, such as cleansers and moisturizers here, that don't contain whiteners, unless you are buying expensive brands such as Clinique, so bring your favourite brands.

Women's sanitary products of Western quality are available, both tampons and pads. They are not expensively priced but the selection of tampons is more limited so you may like to bring a supply. Bring a year's supply of contraceptive, including condoms, contraceptive pill, extra diaphragm, and spermicidal jelly. The quality of local goods is not reliable and it is likely that you will not find your brand here.

**Bedding**
Duvets (feather or polyester fill) and pillows (foam, cotton and feather) can be easily purchased in Hanoi (try shopping centres or Hang Dieu Street in the Old Quarter) also Dome, METRO and UMA, or you may wish to bring your preferred style. Blankets, quilts, bedspreads, sheets, duvet covers, mattress/pillow protectors, shower curtains and bath mats are locally available. Good quality thick towels are available in some shopping centres such as VinCom but rather expensive, and there are plenty of serviceable towels available at stores such as UMA (a Vietnamese of IKEA).

**Kitchen Items**
Bring a few kitchen items you regularly use in case they are not available in the markets, such as cookie cutters, muffin tins, non-metric measuring cups, potato mashers, pastry cutters, cake pans, baking sheets, spatulas, pastry brushes, etc. though these items are beginning to be found in local shops. If you are a gourmet cook and think you want to continue cooking when you get to Hanoi, you will probably want to bring along your favourite tools and spices. Pots and pans of all types are becoming more readily available, but can be expensive for quality cookware. Attractive ceramic dinnerware, good kitchen knives, locally produced crystal, and plastic items for food storage are easily purchased at reasonable prices. Once again, if you are an avid cook, plan to pack accordingly especially if you are baker—bread pans, muffin tins, cookie sheets.

**Food**
Hanoi has definitely increased its variety of available foods, but some ethnic foods – such as Middle Eastern ingredients – are not as easy to come by and you may consider bringing them along if they make up part of your diet. There may be also foods that your child absolutely has to eat. If you have a specific query, contact the new teachers greeters at ptboa@unishanoi.org or jhedrick@unishanoi.org or tulett@unishanoi.org.

**Health Items**
There aren't many 'health food shops' in Hanoi, though some
whole-grain and organic goods are increasingly being seen in supermarkets. Any vitamins (besides basic C and multivitamins), alternative medicines, creams/salves or specialty food stuffs will need to be shipped if you need to use them regularly.

Books and Resources
The UNIS Hanoi library has a good collection of books, and teachers share reading materials. There is an English-language bookshop that sells both second-hand and new books and another English-language floating bookstore situated in cafes around town, but the selection is limited compared to what you will find in Bangkok, Singapore and Hong Kong. Western magazines are starting to slowly appear, but the choice is limited and expensive. Travel guides are easily available on the streets. Consider bringing a limited supply of leisure reading material in addition to classroom materials and resource books you enjoy using. Professional books, cookbooks (both Vietnamese and Western) and medical reference books are not easily available. Cookbooks are especially useful to give to household staff in order for them to learn to make your favourite or home country foods.

You may wish to teach an after-school activity. If so, consider bringing a resource guide and materials which may not be obtainable in Hanoi. Relatively good quality art, school and office supplies are available.

There are still books banned in Vietnam by Vietnamese writers that can be obtained overseas. Do not attempt bring these into the country as there may be serious consequences. Your bookseller should be able to advise on these authors.

DVDs
There are laws protecting Vietnam from importation of subversive items. DVDs and some books with a religious, erotic or political theme should not be brought into Vietnam. Feel free to bring a large supply of DVDs, but be aware that these can be confiscated until viewed for approval at a cost to you of US$0.25 per hour. DVDs and CDs are available locally and are very reasonably priced.

Personal Computers and Laptops
We highly recommend that you bring your laptop with you to Vietnam with your hand luggage. They are slightly more expensive to purchase here and the selection may be more limited. Computer equipment, such as flash/memory sticks, computer mouse and headsets are easy to purchase. You may ship your personal computer equipment. There is no duty on your computer, provided it is taken out of the country with you at termination of employment.

Photographic Equipment
You can bring your photographic equipment here as there are few specialty camera shops. Any photographic equipment or cameras need to be kept in a ‘dry box’ which can easily be purchased in Hanoi for about $35. Without this there is a good chance that your lenses will develop internal mould. Memory cards, film and batteries are readily available. Film processing can be hit and miss, but there are several good digital labs. Ask your colleagues for recommendations or refer to the Hanoi Guide.

Miscellaneous
Bikes and Bike Helmets: Bikes are available here to purchase inexpensively and they are sometimes stolen so consider this when you are deciding whether or not to bring your own, possibly expensive, bike. However, bike helmets, especially for children, are not as good quality. Quality air pump that is interchangeable is very useful for balls, tires, etc.

Shoe Polish: black or brown are available. Bring any other colours with you.

Musical Equipment: If you are a musician, there are ample opportunities to play in Hanoi with fellow musicians, either in the amateur orchestra, a band or through taking lessons. See Living in Hanoi for further information.

Smoke Alarms: These are not standard in housing in Hanoi and, given the slow response rate from emergency services, many expatriates elect to bring their own from their home countries. Battery operated are highly recommended and, due to the size of houses, you should bring at least six.

Please see the page 16 for a summary list of What to Ship and What Not to Ship.

Voltage and Appliances
Electricity voltage in Hanoi is 220V and European-style plugs are generally used. Electricity is generally dependable, apart from occasional power failures. There are sometimes current fluctuations that will shorten the life of your appliances and electronic equipment, and power blackouts increase in the summer months, but the electricity supply in Hanoi has substantially improved in recent years.
You can use an automatic voltage regulator (AVR) to protect your equipment. AVRs and transformers are heavy and it is recommended that you do not ship these to Hanoi. Good AVRs and transformers can be purchased in Hanoi for about US$50. If you have very expensive equipment for which you want maximum protection, you can use an automatic voltage regulator (AVR).

**What to Bring**

- Underwear and lingerie
- Cotton or cotton-blend clothing for work
- Bathing Suits
- National dress for UN Day
- Lightweight wet-weather gear
- Jackets and sweaters/jumpers for the cold weather
- Favourite clothes and pictures/catalogues of clothes to have copied
- Shoes, boots and good walking boots if you are planning on trekking
- Rubber boots and rain gear for children
- Baby medications, favourite baby foods
- Children's Medical Reference Book
- Baby Equipment such as strollers and car seats
- Good quality toys; books/dvds/cts in your child's own language
- Favourite toiletries, cosmetics and face creams
- Contraception
- Sanitary protection for first two months, favourite brand tampons
- Favourite cooking/kitchenware items
- Non-metric measuring cups
- Ethnic Food
- Alternative health items
- Books, classroom materials, reference books, cook books
- Resource guides, materials for teaching After School Activities or Community Education Courses
- Laptop and personal computers
- Bike Helmets, especially for children, and full-face motorbike helmets; helmets are required for motorbikes.
- Shoe Polish other than black or brown
- Favourite electrical appliances
- Non-routine contact-lens and cleaning products
- Extra pair of glasses (glasses can easily be made/copied at a reasonable price)
- Prescription medicines (see Health Section)
- Basic First Aid Kit

**What not to bring**

- Art work on paper
- A large amount of photographs and other personal memorabilia that may be damaged by the humidity
- Antiques with mechanisms and intricate woodwork that may be difficult to import
- Foodstuff in large quantities
- Larger items made from leather
- DVDs, books and CDs that may contain offensive or politically sensitive information

**Keeping in Touch**

- If you have any further questions, please contact the school as soon as possible so that your queries can be addressed in good time. The HR Office members, will be able to assist you or direct you to the appropriate staff member. Note that it is difficult to contact the Administration during the month of July since most staff members are on Home Leave at that time.
- It is very important that you keep us up to date with your contact details so that we can forward any relevant information, particularly your visa registration number and shipping details. Please contact the HR Manager to update your details or if you have not heard from us by the end of May. Thank you, it is very much appreciated!

**Money**

**Currency**

The currency of Vietnam is the Vietnamese Dong (VND). Denominations, in bank notes, are of VND 200, 500, 1,000, 2,000, 5,000, 10,000, 20,000, 50,000, 100,000, 200,000 and 500,000.
United States Dollars (USD) are used in Vietnam, but this is decreasing, but this is decreasing as the law has changed forbidding USD transactions. VND has become the preferred as the VND becomes the preferred currency for local transactions. Taxi drivers, small shops and supermarkets do not like to accept USD, and a recent law required retail businesses to display their prices in VND only. However, many of the tourist shops, restaurants and hotels still accept USD and the school publishes its fees and pays salaries in USD. One US dollar is currently (May 2013) officially worth approximately 21,000 VND.

**What money to bring**

VND is not available outside of Vietnam. It is recommended you bring 1000 USD of cash with you from your home country or country of residence for unexpected expenses upon arrival. Most currencies are accepted for exchange but you will be best off with USD, Australian Dollars, Euros, and British Pounds. Asian currencies that are widely accepted are Singapore Dollars, Hong Kong Dollars and Thai Baht. If you have a larger amount of cash that you wish to exchange, there are many authorized banks in the who offer standard exchange rates.

The most popular way of accessing cash in Hanoi is through ATM machines using either your credit card or bank debit card from your already established bank account (usually situated in your home country). There are many ATM machines in Hanoi that accept credit cards or bank cards with the Cirrus/Maestro symbol and dispense cash in VND. UNIS Hanoi has an ATM machine at the entrance of the school. Of course, you must investigate your own charges and which will be the most cost effective for you. But until you establish your own bank account here, this will be the easiest way of accessing cash. Credit cards are widely accepted for payments in restaurants, hotels, travel agencies, supermarkets and tourist shops. Visa and MasterCard are the most widely recognized charge cards in Hanoi. They are of course also useful for paying bills outside of Vietnam or for internet purchases. Travellers’ cheques can still be used and cashed at banks. Again, a fee/commission will apply.

Compared to more developed countries, Vietnam is still a cash society. You will need to pay cash for your transport, small purchases and most food. You are advised to carry enough cash to pay for most transactions, including small denominations as many taxi drivers and small merchants often do not have change for larger notes. You are advised to keep cash in your home in order to pay for bills and services (as payment is collected for utilities at your door and also for many services and deliveries). Some expatriates elect to purchase a small safe; these are relatively inexpensive.
Bank Accounts
You may be keen to set up a bank account as soon as possible. Please refer to the Contractual Issues section of this manual for more information about the payment of salaries and setting up accounts. As stated in that section, the school uses the Australia and New Zealand Bank (ANZ) for its financial services http://www.anz.com/vietnam/en/Personal/. If you choose to open an account with the ANZ bank, which is the current choice of 100% of UNIS Hanoi staff, then the bank will come to school during Orientation to assist you with this process. They also visit the School on Fridays to process banking transactions. Otherwise the bank is open from 08:30 to 16:00 on Mondays to Fridays. You may draw USD over the counter at the bank or VND over the counter or through ATM machines. You can apply for a Visa Debit Card through the ANZ and you can use your ANZ Debit Card (from your ANZ account) and Visa Debit Card in many ATM machines around town as well as at some supermarkets and restaurants.

You are strongly advised to maintain a bank account in your home country in order to accommodate transactions from and outside of Vietnam when necessary. However, the cost of banking internationally can be expensive, including fees and a percentage commission on the money transferred. Many teachers therefore keep an account in their home country and open a local account.

A credit card is also useful in Vietnam, especially as they are being increasingly used for local and international transactions. ANZ Bank has recently introduced VISA credit cards and these have become very popular with UNIS Hanoi staff.

Cost of Living
You will find the cost of locally produced food and goods to be quite inexpensive compared to costs in Western developed countries. Buying products of any kind that are imported from Western countries will add significantly to the amount you spend, but the convenience and pleasure of familiar or Western-quality goods may balance the cost. Eating out can be inexpensive, although high-end restaurants are in abundance and the price tag is moderate to high. Imported wine however continues to be of a slightly higher cost. If you are currently living in a major North American, European, Australian or other developed city, you will find the prices very reasonable. Many items are sold at higher prices to expatriates so negotiation is a fact of life. It’s possible to avoid the extra cost by asking your household helper or other local person to shop for you or with you.

Air travel into and out of Vietnam can be expensive but costs are reducing and internal flights are not prohibitive. There are now budget airlines that fly into Hanoi or Ho Chi Minh City. Ask your colleagues for travel agent recommendations. Hotels cost more than in most developing Asian countries (between US$30 and US$250, average US$70).

Children Attending UNIS Hanoi
If you have children who will be attending UNIS Hanoi in the 2014-2015 Academic Year, you will need to liaise with the Senior Manager-Admissions, Ms Bronagh Lucardie at admissionsmanager@unishanoi.org, in order to fulfil the admissions requirements of the school. Please notify Admissions as soon as possible to prepare all paperwork and coordinate enrolment for your child.
Health and Medical

Health Screening Required by UNIS Hanoi

You and your dependents must have complete medical examinations and ensure that the required immunisations are up-to-date before coming to Hanoi. You must arrange for your medical examination to be conducted by a qualified physician as soon as possible after signing your contract and prior to your arrival in Hanoi. The examination must take place and the report sent to UNIS Hanoi as soon as possible or by Wednesday, 30 April 2014 along with your completed immunisation form and Certificate of Health Competency (see below).

Medical Examination
The Medical Examination form is included in the Health Screening folder or sent to you via the HR Office. Fill in the first two pages and then give to the examining physician to complete the next pages and stamp the form. This form must be brought with you to UNIS Hanoi for photocopying for your professional file and then be presented to a local physician of your choice. You and your dependents will be required to have a school-prescribed physical examination every two years following initial employment.

Certificate of Health Competency
The physician will complete and sign two (2) copies of the Certificate of Health Competency. The physician is required to email one (1) copy directly to HR Office at hrofficer@unishanoi.org. You retain the second copy for your file. The physician's signed copy of Certificate of Health Competency should arrive at the school as soon as possible or by Wednesday, 30 April 2014. Your retained copy should be given to the HR Officer, Ms Trang, on arrival at the UNIS Hanoi Campus.

Immunisations
You and your dependents must have the basic immunisations recommended for residence in Vietnam and for working with children on a continual basis. Unless you and your dependents have already received the required immunisations, you must receive them before your arrival in Hanoi. Subsequent boosters are available locally.

You must return the immunisation form that is required by the School to verify your immunisations. This is included in the Health Screening Document.

The following immunisations and boosters (as needed) are required at the start of the contract for all staff and family members who will be attending UNIS Hanoi:

- Tetanus
- Diphtheria
- Measles
- Mumps
- Pertussis (for children up the age of six)
- Polio
- Rubella
- Yellow Fever (if coming from Yellow Fever infected area)

The following immunisations and boosters are recommended by WHO (but not obligatory) for living in Hanoi; however you will not be reimbursed by UNIS Hanoi:

- Japanese B Encephalitis
- Typhoid
- Hepatitis B and Hepatitis A
- HIB (for children up to the age of six)
- Rabies
If you have a prior immunisation record, it is extremely important that you bring the documents to Hanoi. Without this proof of prior immunisation, the school cannot waive these requirements. The most typical proof of immunisation is the yellow card printed by the World Health Organization titled “International Certificate of Vaccination”.

**School Health Centre**
If you have any queries about your health screening requirements please contact the HR Office or directly UNIS Hanoi School Nurses, Ms Kelly Havlin, Dr Nguyen Lan Anh or Ms Phan Thi Trang at nurse@unishanoi.org.

**Reimbursement**
UNIS Hanoi will cover the cost of all medical examinations, immunisations and boosters for UNIS Hanoi employees and dependents that are stipulated as mandatory. You can be reimbursed for these costs by providing receipts. Be aware that the school cannot reimburse you without receipts.

**In summary**
- Arrange for a medical examination for you and your dependents by a qualified physician
- Fill-out the first two pages of the medical examination form.
- Ensure the physician fills out the rest of the medical examination form. This document is to be retained by yourself and brought to Hanoi.
- Ensure the physician signs two copies of your Certificate of Health Competency, one to be emailed to HROfficer@unishanoi.org by Wednesday, 30 April 2014 and one to be retained by you to give to the HR Officer, Ms Trang, on arrival.
- Arrange for all required immunisations and boosters to be completed prior to your arrival in Hanoi.
- Bring all records of prior immunisations with you to Hanoi.
- Each staff member is responsible for keeping his/her immunisations up-to-date.

**Medicines**

Bring a supply of any prescription medications you need. You may be able to replace them here, but it is better to feel comfortable at the start of a new contract. If need be, you can refill prescriptions in Hanoi, Bangkok or Hong Kong. You need to know the generic names of the medications you routinely use as they may have a different brand name here in Hanoi. A basic first-aid kit is available to purchase at the International SOS Clinic or Hanoi Family Medical Practice, but you may prefer to bring your own stocked with more familiar items.

As previously noted, alternative medicines (besides traditional Chinese/Vietnamese medicines) and some vitamins are not available and will need to be brought with you or purchased on visits to Bangkok, Singapore or Hong Kong.

**Glasses and Contact Lenses**

Eye check-ups are advisable prior to leaving your home country; however the costs of the check will not be reimbursed by UNIS Hanoi. If you wear glasses, bring an extra pair or purchase them locally. If you bring prescriptions for glasses with you, they can be made locally and inexpensively. You may consider packing extra pairs and a supply of the lens care products you use. Non-routine contact lens supplies for at least a year should be brought with you as they may not be available here.
Health Care in Hanoi

Medical
Good medical care in Hanoi is available from private clinics staffed by Western doctors. UNIS Hanoi recommends the Hanoi Family Medical Practice (www.vietnammedicalpractice.com) and International SOS (www.internationalsos.com). These clinics have pharmacies, nurses and the ability to conduct some screening, tests and medical services. These clinics currently will direct bill to the insurance company which is used by UNIS Hanoi for your health care insurance needs. However, there is a 10% co-pay that is payable for yourself up to certain limits. There is also a French Hospital (www.hfh.com.vn) in Hanoi which has outpatient and inpatient services in most specialties, including obstetrics. In cases of life-threatening emergencies, you will be evacuated to the nearest appropriate medical facility (usually, Bangkok). See Contractual Issues for more information about Health Insurance and evacuation. There are alternative health care options in Hanoi, with a number of reliable acupressure and acupuncture practitioners. In addition, there are many opportunities for meditation, yoga and other health-related practices. Some are listed in the Health Section of the Hanoi Guide.

Dental
International SOS runs a dental clinic. There are other clinics listed in the Hanoi Guide - West Coast Dental, Peace Clinic and more. Most dentists are Western trained. However, you are advised to have a dental check-up before leaving your home country and have any required major dental work taken care of before you leave. Costs in relation to dental checks will not be reimbursed by UNIS Hanoi. Popular dental care products are available locally, including dental floss. Emergency dental care resulting from accidents is included in your school health insurance plan, full details of which will be available during Orientation.

Health Precautions

Water
It is advisable to not drink tap water. Ice is sometimes made from tap water in the smaller restaurants and using it may defeat your attempts to purify your drinking water. Most people purchase their drinking water in bottles, by the case, or through local companies that provide a water dispenser. Refer to the Hanoi Guide for contact details.

Humidity
Hanoi’s humid climate sometimes aggravates upper respiratory problems such as asthma, bronchitis, and sinusitis. Dust in the street, mold in the rainy season, and pollens during much of the year can also cause problems and aggravate allergies. If you are asthmatic, bring a supply of your usual medication.

Malaria
Malaria is not common in Hanoi. However, medical advice should be sought if you plan to travel to other areas of Vietnam and Southeast Asia.

Dengue Fever
Dengue Fever is present in Hanoi and you should take the same precautions as you would against malaria, as it is spread by mosquitoes. There is no vaccination but you protect yourself by using repellent during the evenings and sleeping under a mosquito net (easily available in Hanoi).

Traffic
Accidents are a source of some concern in Hanoi and many taxis do not have seat belts, let alone passenger or side air bags. If you are considering riding a motorbike in Hanoi, it is advisable to bring a motorbike helmet that is designed to protect the full face, as there have been some concerns about the quality of helmets available in Hanoi at present. The wearing of helmets in Vietnam is now required by law.
Contractual Issues

Salaries

You will receive your first salary payment no later than Thursday, 21 August and on the third Thursday of each month, thereafter. A full year salary payment schedule will be provided during orientation. You will be paid by bank transfer to your account at the Hanoi branch of the ANZ Bank. If you open an account at another local bank, such as Vietcombank or HSBC, you will be paid by cheque. Most teachers elect to open an account at the ANZ bank. The school uses the ANZ bank for its financial services.

As a courtesy to the staff of the School, ANZ bank comes to the UNIS Hanoi campus on Fridays to allow staff make a cash withdrawal from their account, as well as perform a limited number of other transactions. ANZ also operates an ATM outside the campus.

All the options for accounts and salary payments will be explained to you on one of your orientation days at the school, where an ANZ bank member will be in attendance to assist you with queries and to process the opening of your account.

Salary Supplement Plan

In lieu of a school-established retirement plan, the school currently reserves an annual salary supplement of fifteen percent (15%) of the annual base salary. This supplement is paid to the employee on an annual basis in the June salary payment.

Health and Disability Insurance

The school will pay for the cost of the health insurance policy provided by and subscribed to by the school. In the case of expatriate overseas hired staff members, this insurance coverage shall include UNIS Hanoi school-age dependents and younger living with the staff member in Hanoi and a non-teaching spouse living in Hanoi, provided that proof of marriage is provided to the school. College age dependents are also covered by the school’s insurance plan so long as such coverage is available at no additional cost to the school. A description of exactly what is covered within the health insurance plan can be found on the UNIS Hanoi portal and in the health insurance policy. You will receive a copy of this policy upon your arrival in Hanoi. You will also receive your insurance membership card. Coverage may vary from year-to-year, and the school is not responsible for providing benefits which have been discontinued by the insurer. The school will pay for the cost of a long term disability insurance policy for the employee only as subscribed to by the school. In each case, issues regarding eligibility shall be determined in accordance with terms and conditions as stated in the policy and the decision of the insurance carrier is final.

The insurance policy provides for local Hanoi coverage and for coverage in the event that the staff member, spouse, or resident dependent child requires medical treatment for life-threatening emergencies outside of Hanoi, subject to some restriction. In the event of a medically necessary emergency, the policy shall cover the cost of direct air transport to the nearest appropriate (not necessarily home country) medical facility only for the affected party. To qualify for medical evacuation insurance coverage, the employee's condition must be judged by the insurance carrier as critical, that is, the condition must be an immediate, life-threatening perilous illness or a condition due to an accident or natural causes and for which there is an urgent requirement for specialized treatment without delay. In all cases, the decision of the insurance carrier is final regarding eligibility for this coverage.

Physical Examination and Immunisations

See page 23 the Health and Medical section for important information about contractual obligations for health screening.
Arrival

Hanoi’s Noi Bai Airport

The following points will help you prepare for your first-time arrival at Noi Bai International Airport in Hanoi.

• At the immigration desk, you will need your passport, which includes your visa for Vietnam. Please note that the queues are usually long at the immigration counter and generally slow moving. Generally, immigration officials do not process families as one group; you will all have to wait in line and present your documents individually and this includes children (you can bring up children under the age of about 10 years).
• Collect your bags. Trolleys are available at no cost.
• Walk to the Customs official area and request an arrival/departure card and fill in. Submit the completed card to the customs officials and have it stamped. It is very important to have the stamped card in order to clear your shipment. Please read the separate instruction manual prepared by the shipping company, Asian Tigers.
• As you walk out to the arrivals area, you may need to present your baggage tickets which will be checked against the baggage labels on your suitcases.
• A designated UNIS Hanoi Staff person from Administration will meet you in arrivals area and escort you to the hotel.
• You will immediately feel the heat in Hanoi. For this reason and because your flight may be quite long, be sure to dress comfortably for the trip.
• It will take approximately 30 minutes to transport you to your hotel where you will check-in.
• Your Orientation schedule will begin on Tuesday, 29 July at the UNIS Hanoi School Campus. Transportation will be arranged and a copy of the itinerary for the following week will be given to you.
• When you arrive at the school, you will be given your settling-in allowance of $500 in VND currency.
• This allowance is intended to be used for any necessary items you may need for settling in or for the set-up of your household.
• Please present any necessary receipts (for your Visa, additional shipping or medical examinations) to Human Resources Office for reimbursement. Detailed instructions will be provided during the Orientation programme.

Temporary Accommodation

You will be provided with temporary accommodation at the Sheraton Hanoi Hotel. Your accommodation includes breakfast. Transportation to and from the school during Orientation week will be organized by the school or you can travel independently by taxi very easily. UNIS Hanoi pays for 10 nights hotel accommodation from your date of arrival.
Settling In

Permanent Housing

One of the first things you will need to do is find permanent housing. There are many housing options in Hanoi from gated communities to old French villas, from serviced apartments to narrow multi-storied Vietnamese houses. Houses are generally very spacious and comfortable, with ensuites, fully equipped kitchens and plenty of living space. In fact, much of the housing is very charming, though you may find it difficult to find houses with large yards/gardens as space is at a premium. Houses are always multi-storied, sometimes reaching to five levels, and at least semi-detached. Apartments are generally smaller and more expensive than houses. Many expatriates live in the Tay Ho (West Lake) District and for a number of years houses for ‘foreigners’ have been especially built in the area (a house must be registered as a house that can be rented to expatriates and the rental is higher than that for local Vietnamese). Many teachers elect to rent houses or apartments in Ciputra, the housing estate in which UNIS Hanoi is located, while others live close to the school in Tay Ho which is 5 kilometres from campus with a few venturing into town to live. Refer to your contract for your rental allowance and use the Hanoi Guide.

Housing Agents

You can use one or more agents to help you search for a house as the agents are generally hired by landlords on a non-exclusive basis. However, as most agents know most of the houses that are available, it is often better to stick with one or two. Be very clear to the agent about your requirements otherwise you will see a lot of unsuitable housing, notably the type of housing (ie apartment or house) the number of bedrooms, the approximate price you wish to pay and any options such as the need for a yard, desire for wooden floors, not too many stairs/levels, etc.

See the Hanoi Guide for the names and email addresses of Real Estate Agents. You can email agents now with your expected date of arrival and your specifications and they will arrange housing for you to view on arrival. The School will arrange for meetings with Real Estate Agents during Orientation week.

Searching and Negotiating

The Housing Agent will take you around to the available apartments and houses in the areas in which you may like to live, including the Ciputra Housing Estate. The best ‘deals’ will be snapped up fast so the earlier you start the process the better. Although it may seem discouraging at times, the options for housing are varied and looking around at houses in the area is fun and a good way to start to get to know Hanoi. Your agent will negotiate with the landlord regarding the rental price, the equipment supplied and the length and conditions of the lease. Most agents, and probably some landlords, will already know what your allocated allowance is, and will set the price accordingly. However this price is not fixed and there usually is room to bargain down – though taking into account that you don’t want to miss out on a property. It can be a tricky business, so be prepared to go with the flow and find out as much information as you can from the agent, from your colleagues. The more houses you see, the more of an idea you will get about what you can expect for the amount of rent you have available.

The same situation applies to equipment supplied. Houses used to be rented fully furnished about 50% of the time but this is becoming less common. However, standard equipment should be supplied and this includes a stove and stove top, range hood or exhaust fan, refrigerator, washing machine, telephone and air-conditioners (though check that these are split-system for hot and cold weather) in all working rooms. But you can also try to negotiate for satellite and decoder, voltage stabilizers, ceiling fans if they can be fitted, clothes dryer and dishwasher. You can often negotiate with landlords before the lease for repainting and alterations to the structure
(such as knocking down or building a wall) as these things are relatively cheap to provide. You can also negotiate for mosquito screens, curtains, carpets and fittings. All of these things should be considered in the context of the furniture and appliances allowance that is provided by the School (see What to Ship) and in terms of the price going up and down depending on what ‘deal’ is negotiated.

The landlord will try to negotiate the longest lease possible; 12 months would be the minimum you could negotiate. The Housing Agent will handle all these negotiations. The lease is usually prepared for the landlord and the Government in Vietnamese but insist on getting an English-language version to be signed by both parties. Typically, a one month deposit is required by the landlord but some require six months which can be a strain on resources. UNIS Hanoi is willing to assist with a cash advance for the 3 to 6 month requirements.

Renovations and Standards
Once you have negotiated and signed the lease, expect to wait for the renovations to be complete before you move in. It is not usually too long a wait but could take one or two weeks in some cases where several matters need to be attended to. It may not be possible for you to supervise these works, due to language difficulties, but your housing agent should negotiate on your behalf. The quality of the renovations and equipment supplied may not be to your usual standards. If the works are very substandard or equipment supplied faulty, you can insist on replacements. But pick your battles: the standard of housing works is not high in Vietnam and you will find that even in new houses many things – such as the water pump, electricity, appliances or roofing – create problems or break down in your first couple of months. Vietnam is still a developing country in many respects.

Home Contents Insurance
Some teachers elect to take out inexpensive home contents insurance, which is now available in Vietnam. The school does not pay for home contents insurance; this is at the teacher’s own cost. Ask your colleagues or contact the Business Office when you arrive if you require further advice.

Communications

Mobile Phones
The mobile phone network in Hanoi is generally very reliable and inexpensive compared to some Western countries such as Australia and most local people use mobile phones for communication. Three major networks are Mobiphone, Vinaphone and Viettel. If you already have a mobile phone from another country, such as Australia, it will work in Vietnam if it is a Tri-Band or Quad-band phone. You will be provided a SIM card in the welcoming package. Some phones, such as those from America and some phones from the UK, will not work in Hanoi. You will need to purchase a new phone, and these are generally a little more expensive than those from your home country, though prices continue to be lowering over time.

You have two options for payment: a pre-paid card or taking out a contract to make monthly payments. Pre-paid cards are available anywhere in Hanoi, from supermarkets to specialty phone shops. You can buy all pre-paid cards at L’s Place, the small supermarket around the corner from the Sheraton on Xuan Dieu. They come in 50,000 100,000, 200,000, 300,000 and 500,000 VND cards and it is a simple matter of keying a short number followed by the serial number you scratch from the card. The money is automatically loaded to your account.
and your account topped up. To organize a monthly account, you can go to the main post office on Hoan Kiem lake, pay a deposit and fill out some paperwork. There are many mobile outlets which can also set-up a monthly account for you.

Internet

Internet connections are also continuing to improve and are relatively inexpensive. Most local people have an email address and you will be allocated a school address on arrival. The school uses FPT as its internet service provider; at the Ciputra Housing Estate you are obliged to use VNPT, the government service provider.

The Sheraton Hotel has wireless internet (WiFi) and there are many cafes around town that have WiFi, so if you have brought your laptop that has the capacity to pick up WiFi, you will be able to access the internet easily. Otherwise, you can use the computer at the Sheraton, though at your own cost, or use the computers at the school’s computer lab. You can contact the Director of Technology at techdirector@unisthanoi.org for more information.

Your landlord or housing agent will generally organize your internet service at your home, and wireless common. Once it is installed, the usually very skilled and helpful technicians will set up the correct configurations for receiving mail and accessing the internet on to your computer. It should be noted however that most technicians here do not know how to configure Mac computers.

Many expatriates use an internet phone service, such as Skype, as landline international calls are expensive, but it is wise to initiate an account (for example, set up an account through www.skype.com) and create a phone out account (for example, Skype Out) which you will top up in your home country before arrival. It is difficult, but not impossible, to pay into your internet phone account from Vietnam.

Landlines

Vietnamese landline phones are more expensive than in many countries, particularly for international calls. At least one phone is generally provided by the landlord. The phone number will be allocated by the phone company or leftover from the previous tenant and the landlord organizes the service. Bills are delivered to your door and you are expected to pay on the spot (as you are for all utilities) or negotiate for a return in a couple of days, so it is always best to keep some cash in the house. Many expatriates use Skype or other internet phone services like Vonage in order to make international calls.

Cable/Satellite TV

Your landlord will organize your cable/satellite television needs, including installation of decoders and receivers.

Postal

Some teachers have experienced “ok” service having mail and packages sent through the Vietnamese postal service, which continues to improve. You may, however, find some of your shipments are “lost”. Should you wish to risk using local service, have your correspondents employ regular airmail postage and the local address as follows:

Your Name

UNIS Hanoi, G9 Ciputra Complex, Lac Long Quan Road, Phu Thuong Ward, Tay Ho District, Hanoi, Vietnam

The package should be cleared by the school but sometimes you will need to personally collect the mail from the post office and will need your passport to do so. Note: Packages sent through the Vietnamese postal service are subject to inspection and may require a duty to be paid.
Courier Services
If your correspondents wish to use a courier service, they can use FedEx, DHL or TNT. Use the local address given below and allow five days for delivery. You may also use the courier service to send out of Vietnam; the school receptionist, Ms Linh, can assist you with this process. The cost is approximately US$45.00.
Note: Packages sent to Vietnam through a courier service are subject to inspection and may require high duty fees.

Your Name
UNIS Hanoi, Ciputra Complex Lac Long Quan Road Phu Thuong Ward Tay Ho District, Hanoi, Vietnam

Transport
Due to the convenience and inexpensive cost of taxis and motorcycle taxis (Xe Oms), there is little need to own a vehicle. Due to prohibitive cost, very few teachers purchase cars, though cars with drivers are available for hire for trips or by the month. If you have a valid driver’s license you can use it to be issued a Vietnamese driver’s license.

The challenges and hazards of vehicle traffic in Hanoi cannot be over emphasized, yet many teachers opt for the independence of owning a bicycle or motorcycle for mobility. Transport to and from the school will be organized for you during the Orientation period, but taxis are easily found outside most hotels and on the street. If you are traveling independently, via taxi or Xe Om, just ask for ‘Ciputra’ (See-poo-cha) – most taxi drivers know this destination. Then try ‘UNIS’ or ‘school’, or on arrival at the Ciputra estate, just start pointing. The entrance to the school is not hard to miss!

Taxis
Taxis are easily available and inexpensive compared to Western countries. They can be contacted by telephone (their numbers are clearly marked on the sides of the taxis or see the Hanoi Guide for listings) or, more routinely, by hailing them on the street. You will get to know where the taxis are parked in your local area fairly quickly. Many taxis wait outside the school gates after the school day is over, or it is easy to ask the security guards at the gate to call a taxi. Most taxis are metered but make sure the meter is turned on before you set off. The rates vary; again, you will get to know the cheaper taxis quickly. Many taxis don’t have seatbelts. Many of the phone operators speak some English or you can learn some useful phrases in Vietnamese. Taxis considered reliable are Hanoi, CP, Mai Linh, and ABC. Be careful of smaller taxis as their meters can often move quite quickly and you rack a larger than expected fare. Taxi fare from Tay Ho to UNIS Hanoi costs about 70,000VND (US$3.50).

Xe Oms
A Xe Om is a motorbike taxi and they are situated at just about every busy street corner in Hanoi. You need to negotiate a set price with the driver before you get on the bike. A trip from Tay Ho area to the School should cost you about 30,000VND, equivalent to $US1.50. Foreigners always pay more for Xe Oms than locals; that is a fact of life and reflects the greater salaries of expatriates. Xe Om drivers are usually very poor; some will try to ‘rip you off’ but again you will get to know your local xe om driver and, once a relationship is built up, there is usually no need to worry about negotiating the costs. Some drivers these days will have mobile phones; if you have some Vietnamese or they have a little English, you can ring them.
There are no ‘random breath tests’ for alcohol in Hanoi at present and many drivers will have been drinking especially if it is late afternoon or evening; it’s wise to check this if you can!

**Motorbikes**

There are sales outlets for new motorbikes all over the city. Second hand motorbikes can be purchased at markets; these are listed in the Hanoi Guide. There is a range of motorcycles from which to choose.

Most expatriates buy motorcycles from people who are leaving as it is difficult to organize the paperwork for registration for new bikes. There have been restrictions in the last couple of years on registering new bikes in the Hanoi district, in order to restrict the numbers of motorcycles, but this seems to have eased off recently. Look for notices put up on the School’s community notice board or at supermarkets such as L’s Place.

Motorbikes can be hired and this is a good way to find out whether you want to go ahead and purchase one. Rental is about $50US per month. A contact for rentals can be found in the Hanoi Guide. The quality of motorbike helmets has been questioned in the past; so it may be a good idea to bring your own.

**Driver’s License**

You need a Vietnamese license to drive a car or motorbike in Vietnam. Details of how to obtain a licence can be found in the Hanoi Guide. This is the way you convert your current licence. However, if you do not have a motorbike license and you plan to ride a motorbike, you cannot convert your motor vehicle licence to a motorbike license. You will need to take a test here, which is extremely difficult to organize. If at all possible, try to obtain a driver’s license in your home country or country of residence.

**Bicycles**

Bicycles can be easily purchased here, both locally made and those made in China or Taiwan; costs are inexpensive and there is a large variety to choose from, including mountain bicycles and models for children. Bike helmets, especially for children, are not of good quality. You can hire bicycles in the old quarter at some of the tourist cafes.

**Cyclos**

Cyclos are available in the Old Quarter and some areas of the city, such as the Ba Dinh and Truc Bach areas, but the places they are allowed to operate are limited. A cyclo ride is a great way to enjoy the sights, sounds and smells of the Old Quarter in relative safety (traffic does seem to defer to cyclos!). They can be hired outside major hotels, for example the Sofitel Metropole.

**Shopping**

**Food**

In Hanoi you can buy everything you need for eating in a healthy way. The amount, variety and quality of goods that are locally available continue to increase. Expatriates can obtain Western goods through supermarkets close to home and a full list is available in the Hanoi Guide. Particularly note the Metro Supermarket, located in the suburbs of Hanoi, which has a large variety of goods at a reduced cost and the FiviMart in Syrena Center which has a very large range of food, including imported food, and is easier to get to than Metro. When you first arrive, L’s Place, located around the corner from the Sheraton Hotel in Xuan Dieu, is a small but well-stocked supermarket that can cater to many of your needs as well as Oasis Market.
A variety of fresh local fruits and vegetables are available all year. They are full of flavour, fairly good quality, and inexpensive. Some are organically grown. However, it is recommended to thoroughly wash all fruits and vegetables. There is vegetable wash available for cleaning fruits and vegetables which is sold at all mini marts. The local meats available include chicken, duck, pork and beef. Better quality, imported meats, including lamb, are available at higher cost and some of the shops selling these meats, such as Veggies or Euro Foods both in Tay Ho, are listed in the Hanoi Guide. An abundant selection of seafood is obtainable. Fresh milk, yogurt, imported cheeses, cold cuts, some Western snack foods and ice cream are available. Dietetic and diabetic foods are generally not found, apart from a selection of diet sodas, or gluten-free foods, though rice being part of the staple diet, including many noodle dishes made from rice, means that there is considerable choice.

A variety of soft drinks, beer and wine can be delivered to your door by the case; although wine can be expensive. There has been an increase in the last year in wine merchants in particular, many of which are located in the Tay Ho District. Many dried herbs and spices, including specialty sauces and spices, are available locally, as well as fresh herbs like basil, coriander, and parsley.

Most cooking is done from scratch, so bring your favourite cookbooks, especially ones with photographs that might help your household cook to translate the text. You can buy inexpensive and useful cookbooks that include photos in Hanoi, at the Bookworm or in bookshops on Trang Tien, that have the Vietnamese and English translation on the page. These can be very useful.

Most food in supermarkets, small shops and even markets are fixed price. Fruit and flowers from street sellers can be bargained. In the markets, you may pay more as a foreigner but your household staff can help.

Other Goods
Though many shops are fixed price, bargaining is a way of life in Hanoi and one that takes practice and patience. Talk to your colleagues and refer to the Hanoi Guide's Shopping Section, which also has names and addresses of a variety of shops.

Eating Out
You have a large choice of establishments for eating out in Hanoi, from street food and simple cafes to more expensive upmarket restaurants. No Hanoi experience is complete without trying the staple dish of Pho (pronounced Fur), a dish of noodles in soup with meat and herbs. Street Food is extremely inexpensive and a great way to experience the local culture, particularly if you are attending a Bia Hoi (your colleagues are sure to introduce you to this drinking experience shortly after your arrival!). Good Vietnamese food is available in many restaurants around town and some favourites are listed in the Hanoi Guide, along with many restaurants catering to all tastes, from the cheap and cheerful or family restaurants located in Tay Ho and Ciputra or fashionable restaurants and bars. Use the Hanoi Guide, the Lonely Planet Guide, ask your colleagues and don't be afraid to experiment. Also bear in mind that many restaurants will deliver meals to your home and that includes deliveries to the Sheraton Hotel, while you are staying there. A list of restaurants are available on the UNIS Hanoi portal. Restaurants change often, chefs come and go - the plus is there are always new establishments on the horizon.
Arriving with Children

Bringing children to live in Hanoi brings its own specific cares and responsibilities. Hanoi through a child’s eyes can seem very strange – smelly, loud and overwhelming – though many children really enjoy the experiences of the different sights and sounds, particularly when eating out. Generally, the Vietnamese are very fond of children, but some children – and parents too – can be disconcerted by the physical touching and fondling that will take place without invitation. A gentle removal of the child from the attention is all that is required in this situation. The Vietnamese love and adore children, the touching of your child is not to annoy you or your child; it is part of the Vietnamese culture to touch children.

Child-care is very easy to organize, once you have established a relationship with a nanny or other household staff, and many children become very attached to their nannies and other domestic staff who look after them.

If you require child care during the Orientation period, please contact the HR Department so we can organize this well in advance HROfficer@unishanoi.org.

Hanoi lacks large public spaces, especially playgrounds, for children to run and play. The Botanic Gardens and Lenin Park are two places that have grounds to walk in, and Lenin Park has amusements for children. Staff with children can take out the option of enrolling in the UNIS Hanoi fitness club, Energise, so children can use the pool on weekends; other staff take out membership at the Sheraton or the Hanoi Club. If you attend Jafa restaurant at Ciputra, you can also use the pool there. There are playgroups for young children (you can contact the CLO of your local embassy listed in the Hanoi Guide, as many embassies run groups for mothers and babies or toddlers). There are also plenty of dance classes or tutors available to give music lessons. For older children, there is Laser World, Indoor Climbing, Bowling and the Cinema. Just ask your colleagues as the options have recently considered improved. Some children will also enjoy the experience of shopping in the Old Quarter, going to the Water puppets, or on a cyclo ride, visiting the Museum of Ethnology or the Army Museum and climbing the flag tower or the swan boats on West Lake. These activities are listed in the Lonely Planet and Hanoi Guide. In addition, the Community Education Programme runs some children’s activities, particularly the very popular Saturday Soccer. If you want to register your child for soccer and is between the ages of 4 to 14 please fill in the Enquiry form at http://www.unishanoi.org/?page=saturdaysoccer or email saturdaysoccer@unishanoi.org for further details.

Disposable Nappies are very easily available in Hanoi, including in local supermarkets. There is a large choice of local and imported brands. Very large sizes may be difficult to acquire in some local shops but usually L’s Place, Citimart, Intimex, Fivimart, and the larger supermarkets don’t run out of stocks of XXL which fit Western-sized toddlers. Pull-ups are also almost non-existence so bring these if your child requires them. It is certainly worth bringing a week’s supply with you to start you off. Baby formula is also easily available, and some baby foods, but specialty foods, such as breakfast porridge, may be hard to find. Bring a supply and then you can gradually change your child’s diet to introduce the many varieties of food that are available here.

The Human Resources Department can put you in touch with colleagues with similar aged children who have been through the settling-in process with young children. These colleagues are your best resource. Please also refer to the Hanoi Guide for some excellent information on settling-in and living in Hanoi with young children.
Domestic Staff

Most staff members will choose to hire household help for shopping, cooking, cleaning and laundry. Some expatriates are not accustomed to having help and adjusting to having someone in your home often takes a little effort, but any loss of privacy and independence is often offset by the convenience gained. Domestic staff don't live in and can be useful conduits for you to the world of Vietnamese landlords, services such as gas bottle or water supplies, bill payments and other tasks such as organizing dry cleaning. They are often useful interpreters too and will add much to the ease of life here.

Some UNIS Hanoi staff hire part-time while others hire full-time household help. Usually, part-time domestic helpers are paid about US$3.00 an hour, and full-time domestic helpers are paid approximately $300 per month, though some wages are higher, depending on the experience and skills of the worker (for example, drivers and cooks will command a higher wage). Wages are negotiable between you and the prospective worker. Teacher greeters can recommend potential workers to you or you can contact:

Hoa Sua School www.hoasuschool.com or
More information can be found in the Hanoi Guide.

Buddies and School Support

All of our expatriate staff members have experienced the settling-in process and we know what you are experiencing. We are here to help you so please don’t hesitate to contact us.

During Orientation, we will organize a shopping tour, eating out and a cultural tour in order to help orientate you to your new life. You will also be given support in understanding school procedures and in setting up your classroom.

For general school support, please contact the Human Resources Department at hroffice@unishanoi.org. We will assist you or put you in touch with the relevant staff member. Please contact the HR Officer, Ms Pham Minh Trang at hrofficer@unishanoi.org for any issues regarding visas, shipping, medical screening or your contract.

New Teacher Greeters

As new teachers come every year, the school is well equipped to assist you with your individual needs and answer your questions. There will be teachers who will be available for you to contact regarding all your questions and concerns about Hanoi, housing, school environment, and teacher support. Please contact Jennifer Hedrick at jhedrick@unishanoi.org, Hoa Phan at pthoa@unishanoi.org and Theresa Ulett at tulett@unishanoi.org with your immediate needs or questions.
Most procedures will be explained to you in your orientation but it is worth noting the following basic points.

### Staff Structure

#### Teaching Staff 2014-2015

The Elementary School is directed by the Principal, Ms Carole Denny. It includes a Deputy Principal, Ms Jan Humpleby, a PYP Coordinator, Mr Chris Frost. There are Grade Level Coordinators for each grade level, subject leaders and an EAL Coordinator, Ms Nicole Moodie.

The Middle and High School is directed by the Principal, Mr Pete Kennedy. It includes a Deputy Principal, Dr Mike Cyrus, an MYP Coordinator, Ms Sibylle Harth and an IB Diploma Programme Coordinator, Ms Christine Mills. There are Grade Level Leaders and Heads of Department for seven departments in the Middle/High School:

- Mathematics: Sam Trebesch
- Science: Rebecca Bechard
- Language B: Maite Montero
- Language A: Susan Richey
- Art: Kate Caster
- Humanities: Jackson Garland
- Physical Education

In addition, there is a Service Learning Coordinator, Mr Nick Whatley and an Activities Director, Mr Tarique Aliesa.

#### School Support

**School Nurses**

Three nurses are on duty from 08:00 am to 6 pm Monday to Friday and 08:00 to 17:00 Saturdays, two Vietnamese speaking and one expatriate.

**Counselors**

There are two counselors in Elementary School, one in Middle School, and two in High School.

**Learning Support**

Resources in Elementary School and Learning Support in Middle/High School.

**Teaching & learning Centre**

Faculty professional library, professional development information, coordination of D12 curriculum

**Librarians**

Elementary and Middle/High School, as well as Library Aides.

#### Administration

**Head of School Office**

- Head of School
- Head of School Office Manager/Personal Assistant to Head of School
- School Driver
- Board Assistant
- Receptionist

**Elementary Office**

- Elementary Principal
- Elementary Deputy Principal
- Elementary School Principal Secretary
- Elementary School Deputy Principal Secretary
- Early Childhood Centre Secretary
Middle/High School Office
- Middle/High School Principal
- Middle/High School Deputy Principal
- High School Secretary
- Middle School Secretary
- Guidance Counselor Secretary
- MYP-DP Secretary

Teaching and Learning Office
- Director of Learning
- Director of Learning Assistant

Admissions
- Senior Manager - Admissions
- Admissions Advisor
- Admissions Administrative Officer
- Admissions Officer
- Admissions Assistant

Advancement
- Director of Advancement
- Alumni and Scholarship Officer
- Communications Officer
- Community Liaison Officer
- Marketing and Relationships Officer
- Advancement Assistant

Business Office
- Director of Finance and Operations
- Senior Manager-Business Administration
- Financial Manager
- Chief Accountant
- Financial Accountant
- Revenue Accountant
- Expenditure Accountant
- Procurement Officer and Procurement Assistants
- Logistics Officer/Transport Coordinator
- Business Secretary
- Storekeeper
- Storeroom Assistant

Co-Curricular Activities
- Director of Activities
- Co-Curricular Activities Manager
- Co-Curricular Activities Officer
- ComEd Officer
- Activities Coordinator

Human Resources
- Human Resource Manager
- Human Resource Officers

Information Technology
- Director of Technology
- Senior Manager - School Information System
- Network and System Manager
- IT Officers
- IT Assistant
- IT Asset Control Officer

Operations
- Senior Manager—Operations
- Operations Manager
- Operations Secretary
- Handymen
- Cleaners
- Guards
UNIS Hanoi is in session Monday through Friday. School is not in session on Saturday and Sunday. School hours currently are 8:10 to 15:20 for Elementary School. Middle/High School starts with homeroom at 8:10, with classes starting at 8:25 and ending at 15:25, with early dismissal on Wednesdays for the UNIS Hanoi student body at 14:25 for Elementary School and 14:35 for Middle/High School.

All faculty members are required to be at school by 7:45 and not leave until 16:00 in order to be available to students, parents or other teachers. All staff members are expected to be available after school for meetings, parent conferences, planning or after-school activities. Wednesdays after school are allocated for professional development and staff meetings. All appointments should be made for after 17:30 on that day.

There are a total of 178 Instructional Days and 190 Teacher Contract Days. The additional 12 days include days of Professional Development and days of school development (ie Orientation and packing-up classrooms at the end of the year). These are noted in the School Calendar, located at the end of this document. Most offices and businesses in Vietnam observe a five-day work-week (Monday through Friday). Shops and markets, however, are typically open seven days a week till 20:00 or sometimes 21:00 at night.

The Campus

The campus has been purpose-built, with a central library and canteen, and each school in its own self-contained area complete with courtyard and/or play areas. The sports facilities are located at the back of the campus entrance; the Administration Building at the front. Please refer to the map located in this document (page 48).

All classrooms include reverse cycle air-conditioning. The UNIS Hanoi Campus is sun-safe: all elementary age students must wear hats while playing outdoors to protect them from the bright sun.

- The Early Childhood Education Centre (ECC), Building 11, is a state-of-the-art facility that meets the needs of Discovery to Kindergarten children and includes its own outdoor play space and a small staff room.
- The G1-5 Elementary School building is Building 9 which houses, School Health Centre, Mother Tongue classrooms, staff room and the Elementary School office. The playground is an open area with a small adventure playground. There is ample play area between the buildings and a grassed area.
- The Middle and High School is Building 5, a two-storey structure comprising general purpose learning areas, small computer labs, break-out rooms for discussion, a teacher work area and offices for Service Learning, IB Diploma, and MYP coordinators. A teacher preparation area is located in the staff room that offers a relaxing place to work. A central courtyard is designed to facilitate small group discussions. There is a small amphitheatre built in the courtyards that provides a meeting place for teachers and students.
- Building 6 is the Science and Technology building and comprises four Science laboratories with attached lecture areas, two Science preparation areas, a Design Technology Lab and an IT cluster that comprises a server room, two computer labs and technology support office. The Teaching and Learning Centre contains a meeting room and the faculty professional library. A courtyard with a biological pond and greenhouse adds to the quiet ambiance.
- Building 4 is the PE Sports Facility. It houses all of the PE staff for both Elementary and MS/HS, store rooms, PE change/shower rooms, movement room, fitness room and a 25 meter pool for the MS/HS and a smaller pool.
designed for beginner swimmers. The Sports Fields and Basketball Courts are located near the PE Office.

- Building 10 is the Centre for the Arts which houses art/music/drama/dance classrooms and an auditorium.
- Building 7, the Administration Building, is where the Head of School, Business, Human Resources, Admissions, Advancement and Activities Offices are housed. Reception, the Community Room and the Conference Room are also located in B7.

Campus Regulations
UNIS Hanoi is a closed campus; that is, visitors entering the campus must report to the security guard with ID. Staff will be issued with an ID card shortly after the start of the school year; before that time, it is wise to carry some photo ID with you, until the security guards get to know you as a member of staff.

If you are organising any visitors to the school, you must inform the Senior Manager-Operations, Mr Christopher Rhoda smo@unishanoi.org who will instruct the guards to allow the visitors entry. This is particularly the case for after hours visits and events, such as information nights. All visitors must have photo ID; in the case of large groups visiting, for example children from a local school, you should obtain a full list of names.

UNIS Hanoi staff may use the campus out of hours. You will be allocated a key to your particular classroom for out of hours use, as the guards will lock up rooms on campus after hours.

Skate boarding, roller skating, roller blading, BMX cycling, boomerang throwing and use of radio controlled toys/models are prohibited at all times.

UNIS Hanoi is a pet-free campus. We do not allow dogs or cats on campus.
Contact Chris Rhoda for more information smo@unishanoi.org

Smoke-free Campus
The UNIS Hanoi Board believes that constructive role-modeling should be exhibited by UNIS Hanoi staff at all times. For this reason, UNIS Hanoi maintains a smoke-free environment. Therefore, smoking is prohibited at all times by staff, students and adults on the school campus, at school events, and on school-sponsored trips. If staff members elect to leave campus briefly for smoking purposes, this should not be done in view of the students. Staff, students, and adults shall be reminded of this policy through regular notices, prominent postings and timely reminders before and during school events.

Canteen and Staff Room
Lunch can be purchased from the Canteen (a ticket system is in place, please refer to the website for further information). In the ECC, Elementary or Middle/High Staff Rooms, microwaves and sinks are provided for those bringing food from home. Delivery from local restaurants is also possible.

Storeroom and Supplies
A storeroom for stationary and school supplies is located in the upper floor of the Operations Building, Building 2, and more information on using the storeroom will be supplied during Orientation. Other supplies can be ordered through the Business Office. Teaching Aids and the School Secretaries can assist you.

Professional Dress Code
Administrators and teachers are role models for students and therefore required to present a professional image during the school day and at school functions.

During the school day, dress can be casual and comfortable, and must be clean, pressed and professionally appropriate. The following are clothing items considered professionally inappropriate and not to be worn during the school day or at school functions:

- Shorts (including dress or tailored shorts)
- Denim (all articles of clothing except caps, especially jeans)
- Spaghetti-strap tank tops
- Short dress length
- No bare midriffs

Footwear should be practical and comfortable, but must be professional in appearance. Flip-flops, casual sandals, Crocs or similar footwear are not considered to be professional in appearance.

When field trips or sporting events take place, teachers may dress appropriate to the activity. Physical Education teachers may dress in accordance with their teaching responsibilities;
Internal mail
Internal mail is distributed twice per day using internal mail envelopes (available at Reception) and centrally picked up at Reception and in the Middle/High and Elementary School Offices. Internal Mail is distributed directly to offices or to your pigeonholes located in the staff rooms.

School Newsletters
The Tin Tuc is the UNIS Hanoi school newsletter. Information for the Tin Tuc can be sent to tintuc@unishanoi.org by Thursday noon. On Friday the Tin Tuc is posted on the website and sent to all the community. It is a very good way of getting out information to parents particularly, but teachers also can learn what is going on in the school from reading the Tin Tuc. Ban Tin, the Elementary School weekly newsletter for teachers, and Tuan Bao, for Middle/High School teachers, are distributed by the school secretaries via email and include important information about events and requirements in the weeks ahead. Individual grades in Elementary School also produce a newsletter or two within the school year which includes specific information about that Grades activities.

Extra-Curricular Activities

Service Learning
The school runs a Service Learning Programme that provides a variety of opportunities for teachers to coordinate school-based or community activities. Many of these activities benefit directly local community organizations, such as orphanages, schools and non-government organizations. The Service Learning Coordinator will contact teachers during the summer with programme details. You can view more information about the programme on our website.

After School Activities
Refer to the UNIS Hanoi website for more information on After School Activities (ASAs). These are included as part of the school tuition fee for all UNIS Hanoi Students and many teachers run sport, arts & crafts, computer, community service and hobby-style activities on Mondays, Tuesdays, Thursdays and Fridays (Wednesdays are reserved for staff meetings).
School Community Organisation (SCO)

The UNIS Hanoi School Community Organisation (SCO) is made up of all parents and teachers at School and its mission is...

“To enhance and foster supportive partnerships throughout the school community in support of the UNIS Hanoi Mission.”

By enrolling their children at UNIS Hanoi, all parents automatically become members of the SCO. The main objective of the SCO is to advance the interests of the School Community and promote the well-being of the students, parents, faculty and staff who comprise the School Community.

UNIS Music Academy (UMA)

The UNIS Music Academy is open to all students, staff and parents to learn or improve their musical talents via lessons on campus after school and on Saturdays. Teachers are from the local music community (most are professional musicians) and expat teachers. Please contact UMA Officer at umaofficer@unishanoi.org if you are interested in instrumental or voice lessons. Instruments are available for rent on a monthly basis.

Community Education Programme

The UNIS Hanoi Community Education Programme is run by the Co-Curricular Activities Office and is open to all in the Hanoi Community. It includes some useful programmes for newcomers to Hanoi about Vietnamese culture and language, as well as some popular food, skill-building and movement courses. Many teachers also participate in the sports activities. The Programme also recruits tutors from the teacher population, anything from Toddler Swimming to Creative Photography to Cooking. Bookings and the full brochure are available online at www.unishanoi.org/comed.
Resources

Books

The Hanoi Guide has some useful information about cultural orientation and a list of books that may help you to adjust to your life in Vietnam (see ‘Welcome to Hanoi’ and ‘Reading Suggestions’).

It is recommended that you have a look at the Lonely Planet Guide to Vietnam before you come, or guides from Fodor or Insight. The latest editions are generally available overseas quicker than they are in Hanoi. Another good book as a starter is Culture Shock Vietnam by Claire Ellis (Times Books International) and there are many biographies available on Ho Chi Minh (Ho Chi Minh: A Portrait by C David Thomas (Youth Publishing House, Hanoi, 2003 is recommended and available in our library).

A couple of good resources for international teachers are Essential Guide for Teachers in International Schools by M Langford (John Catt, 2002) and Effective Learning Support in International Schools by M Haldimann (John Catt, 2004).

Website Resources

Some of these websites can be browsed before you come to give you an idea of what to expect. The Hanoi International Women’s Club website has particularly useful information about life in Hanoi most of which can be also found in the Hanoi Guide

General Guides
The World Factbook (CIA)
CNN Travel Destination

Weather
http://www.wunderground.com/global/VS.html

Hanoi Groups
Hanoi International Women’s Club
www.hanoi-iwc.com
Friends of Vietnam Heritage
www.fvheritage.org
Asian Women and Friends in Hanoi
awfriendsinhanoi@gmail.com

Information Sites
New Hanoian
www.newhanoian.com
Hanoi Grapevine
www.hanoigrapevine.com
The Word
www.wordvietnam.com

Health
Hanoi Family Medical Practice
www.vietnammedicalpractice.com
International SOS
www.internationalsos.com
All of the information in this manual will assist you in settling in and living in Hanoi. The enclosed Hanoi Guide and the websites that are listed in the Resources section will also give you some idea of the experience of living in Hanoi. In this section, we would like to list some of the many and various activities available to expatriates living in Hanoi.

**Sports**

Energize, the UNIS Hanoi fitness club, which requires a membership to the fitness room and swimming pool, is part of your package as a teacher at UNIS Hanoi. The pool and gym are open before school and after UNIS Hanoi ASAs for individual and family use.

The UNIS Hanoi Community Education Programme, sports at present include Ultimate Frisbee, Men’s Basketball, Women’s Basketball, Men’s Soccer, Adult Swimming, Street Hockey and Tennis, [http://www.unishanoi.org/comed](http://www.unishanoi.org/comed). Staff sports activities which include Soccer games after school and group running.

Fitness and swimming pool club memberships for Elite Fitness, the Sheraton Hotel, InterContinental Hotel, Sofitel Plaza Hotel, Ciputra Housing Estate and the Hanoi Club are also available. These are listed in the Hanoi Guide. In addition, club, facilities, small groups or teachers exist in the following sports and movement activities.

- Australian Rules Football
- Aerobics
- Bowling (10 pin)
- Badminton
- Cricket
- Cycling
- Darts
- Frisbee
- Golf
- Men’s soccer
- Netball
- Pilates
- Rowing
- Running Group Tay Ho
- Red River Runners
- Running: Hash House Harriers
- Rugby
- Street Hockey
- Soccer
- Shaolin Kung Fu
- Swimming
- Tai Chi
- Tennis
- Yoga
Music, Arts and Culture

We know of more than one expatriate who has discovered their inner rock band artist or thespian while living in Hanoi. It is very easy to pay Vietnamese musicians to rehearse or play with you and sometimes expatriates get together to form bands that play around town. You can rent a piano through the Yamaha shop (see the Hanoi Guide). Music instructors abound, from guitar to flute as part of the UNIS Music Academy. There is an active amateur theatre group, a book club, many art galleries and a variety of cultural activities from Opera to an annual jazz festival hosted by the European Union.

- UNIS Community Education Programme www.unishanoi.org
- International Choir
- Hanoi International Women’s Club www.hanoi-iwc.com
- Hanoi Cinematheque (for enquiries, info@hanoicinema.org)
- Friends of Vietnam Heritage www.fvheritage.org

Further contact details for all these organizations can be found in the Hanoi Guide. In addition, Hanoi Grapevine is an excellent mail list that lists events, sporting and cultural groups. Subscribe to their email updates on the website.

Worship

There are several active religious groups to meet the worship needs of expatriates in Hanoi. See the Hanoi Guide for Buddhist, Christian, Catholic, Hindu and Muslim places of worship. The Hanoi International Fellowship website address is http://www.hifvn.org/. The Indonesian and Malaysian Embassies in Hanoi have information about Muslim services.
## Important Dates

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>28 July</td>
<td>New Teachers Arrive</td>
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<td>29 July</td>
<td>Orientation Commences for New Faculty</td>
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<td>6 August</td>
<td>First Day of Work for all Teachers</td>
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<tr>
<td>12 August</td>
<td>Orientation Day for School Families</td>
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<tr>
<td>13 August</td>
<td>First Day of School</td>
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<tr>
<td>2 September</td>
<td>Vietnamese National Day Celebrated <em>(Schools/Offices Closed)</em></td>
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<tr>
<td>10 October</td>
<td>UN Day</td>
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<tr>
<td>13 to 17 October</td>
<td>Autumn Break <em>(School Closed – Offices Open)</em></td>
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<tr>
<td>10-11 November</td>
<td>Professional Development Day for Faculty/Staff</td>
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<tr>
<td>15 December to 2 January</td>
<td>Winter Holidays <em>(School Closed – Offices Open)</em></td>
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<tr>
<td>6 February</td>
<td>Staff Tet Party</td>
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<tr>
<td>16 to 24 February</td>
<td>Tet Holidays <em>(Schools/Offices Closed)</em></td>
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<tr>
<td>27 April to 1 May</td>
<td>Spring Break <em>(School Closed – Offices Open)</em></td>
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<tr>
<td>28 April</td>
<td>Hung King Ancestor Death Anniversary Celebrated <em>(Schools/Offices Closed)</em></td>
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<tr>
<td>11 June</td>
<td>Last Day of School – End of Fourth Quarter <em>(Second semester)</em></td>
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<tr>
<td>12 June</td>
<td>Last Day of Work for All Teachers</td>
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### Abbreviations Used at UNIS Hanoi

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tr>
<td>APAC</td>
<td>Asian Pacific Activities Conference</td>
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<td>ASA</td>
<td>After School Activities</td>
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<td>BoD</td>
<td>Board of Directors</td>
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<td>CAS</td>
<td>Community and Service</td>
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<tr>
<td>ComEd</td>
<td>Community Education</td>
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<td>D</td>
<td>Discovery</td>
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<tr>
<td>DP</td>
<td>Diploma Programme</td>
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<tr>
<td>EAL</td>
<td>English as an Additional</td>
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<tr>
<td>ECC</td>
<td>Early Childhood Centre (PreK/D and K)</td>
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<tr>
<td>ECERP</td>
<td>Early Childhood Education Renovation Programme</td>
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<tr>
<td>ES</td>
<td>Elementary School (ECC to Grade 5)</td>
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<td>HoS</td>
<td>Head of School</td>
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<tr>
<td>HS</td>
<td>High School</td>
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<tr>
<td>IB</td>
<td>International Baccalaureate</td>
</tr>
<tr>
<td>IT</td>
<td>Information Technology</td>
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<tr>
<td>K</td>
<td>Kindergarten</td>
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<tr>
<td>MRISA</td>
<td>Mekong River International Schools Association</td>
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<td>MS</td>
<td>Middle School</td>
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<tr>
<td>MSHS</td>
<td>Middle School High School</td>
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<tr>
<td>MYP</td>
<td>Middle Years Programme</td>
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<tr>
<td>PAC</td>
<td>Performing Arts Celebration</td>
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<td>PE</td>
<td>Physical Education</td>
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<tr>
<td>Pre-K</td>
<td>Pre-Kindergarten</td>
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<tr>
<td>PYP</td>
<td>Primary Years Programme</td>
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<td>SCO</td>
<td>School Community Organisation</td>
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<tr>
<td>UoI</td>
<td>Units of Inquiry</td>
</tr>
<tr>
<td>D-12</td>
<td>Whole school, from Discovery to Grade 12</td>
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</table>
Location of UNIS Hanoi in Hanoi and Campus Map