

BRITISH UNIVERSITY VIETNAM ACTION PLAN

Based on Key findings of QAA's International Quality Review (IQR) - Publication date: 08 Feb 2023

GOOD PRACTICE				
No.	Good practice	Proposed action	Timeline	PIC/Responsibilities
1	Significant employer engagement and connections with civic society is actively facilitated by all internal stakeholders, including students. It is fundamental to enabling BUV to deliver its mission. (ESG Standard 1.1)	The University continues to expand its employer network and corporate connections into more specific disciplines and faculties, from which we will involve more faculty members and Discipline Leads to have more in-depth conversations with employers of their sectors to explore further support into their academic programme and more opportunities to involve their students into in-depth projects with companies. The university's further aim is to involve Marketing and Student Recruitment Department, Training Center and HR department to input into the scope of collaborations with our employers' network so that both parties and leverage for more mutual benefits.	2023-2024	Student Engagement
2	Opportunities and support for students in preparing for, identifying, and participating in work placements and internships, as formal components of programmes and as extracurricular activities, greatly enhances job readiness and employability. (ESG Standard 1.2)	With the growth of the university and its programme offerings, we also plan to grow our Careers Services and Student life team with more specialised dedicated headcounts to look after students of specific groups of disciplines/courses (i.e. Business - Finance, Business - Marketing, Creativity, Tourism and Hospitality, Computing technologies) so that the services for each group of students are more in-depth and with more opportunities, with the PIC being focused in their sectors of expertise/market research to prepare our students with more solid knowledge background of the employability/labour market related to their chosen major/career paths.	2023-2024	Student Engagement
3	Certified and comprehensive Personal Development Programme of activities and modules that enhance students' broader knowledge and personal development, help to define graduate attributes. (ESG Standard 1.2)	The university continues to upgrade its PDP programme into Personal and Social Growth Programme to align with the new missions and values which has recently been introduced in Feb 2023, as well as aligning with the approved graduate attributes, which would speak directly to our purpose of developing the right type of graduates that delivered within the mission. With the upgraded (2.0) version of the PSG, we will involve more stakeholders to develop the compulsory modules to ensure it also speaks to market needs in the next 5 years, as well as involving students into defining the new modules to be included so that it reflects our students' characteristics and their goals when they enroll into BUV. The upgraded PSG will include new elements that show how our students are socially and culturally aware of etiquettes with manners of respect and kindness; as well as elements about international mobility and academic achievement.	2023-2024	Student Engagement

RECOMMENDATIONS				
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1	Expedite consolidation and synthesis of existing policies and procedures as part of a clear plan to support growth ambitions and development of a BUV quality assurance approach. This work should keep pace with further diversification of academic and placement partnerships, planned entry into an online market, and step changes in student numbers (ESG Standard 1.1).	In 2023, we will map policies and procedures to better synthesise between policies and practice, making sure that all policies are implemented in practice with clear procedures, guidelines and templates where necessary. Together with consolidation and synthesis of existing policies and procedures, to keep pace with increase in student numbers, there is significant change in academic management structure from 2023 which enabled the academic management to be decentralised to Dean, Discipline Leads and Head of Postgraduate centre. The new structure includes a new Dean (Higher Education) to work closely with Discipline Leads, University Registrar, Head of Academic Quality the Academic Compliance team in further development of BUV quality assurance approach, this is also reflected in the revised quality assurance policy	2023 and on-going	Registry
2	Ensure all documented quality assurance policies and procedures are made available to all staff and students through an appropriate platform. (ESG Standard 1.1)	In 2023, in line with ESG standard 1.1, we will publish all policies and procedures, including quality assurance policies and procedure to all staff and students. While students will have access to policies and procedures through the Canvas Learning Management System, staff can access all policies and procedures through shared drives as well as the intranet platform currently in development. In addition, to comply with MOET requirements, quality assurance policies, admission policies and related procedures were published online for external stakeholders.	2023 and on-going	Registry
3	Adopt a regular, planned academic governance effectiveness review to ensure continued fitness for purpose that cross references examples of good governance relevant to its context. (ESG Standard 1.1)	As mentioned in paragraph 17 of the SED, by end of 2022, there was a major improvement in academic governance of BUV as the new Senate was formed based on a nomination and election procedure. The new Senate then formed seven committees where a much wider range of academic and professional staff as well as student representation are involved, in line with ESG Standard 1.1. The new Senate and Committees shall serve for a two-year period, until 2024, with focus on continuous improvement of BUV academic governance effectiveness, benchmarking against good practice in academic governance of partner universities as well as other well-established universities in UK, US and Australia. Senate will meet 4 times and its committees will meet 4 times per year or more frequently if necessary.	2023 - 2024	Senate, Registry

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4	Undertake further mapping and defining of the BUV student-centred approach to delivering all programmes, irrespective of the degree being BUV or partnership offering. (ESG Standard 1.3)	<i>Action:</i> In the period 2023-25 we will conduct an interdisciplinary review of programme delivery with particular attention paid to following a student-centered approach. <i>BUV investment in this area:</i> In 2022 we had already resourced and planned a multi-year review of current programmes, and this should support the additional mapping and definition suggested by this recommended action. In addition, weekly Discipline Lead meetings already take place that allow for the sharing of good practices within this group and across the programmes they represent. <i>Outcomes:</i> Our review will benchmark those student-centered approaches which define the BUV experience both from the strategic redesign of our programmes and also as is evidenced by their operation on a week-to-week basis by those responsible for their delivery.	2023-2025	Dean, Higher Education
5	Consider a proactive approach to engaging students as partners in the design of their learning, teaching, and assessment to continue to meet their diverse learning needs. (ESG Standard 1.3)	<i>Action:</i> 1) In the period 2023-25 we will revise the programme monitoring process to include a panel of students and recent graduates who will have the opportunity to influence module and programme changes based on the issues raised by SSLC, module feedback, and the original suggestions of those attending. 2) Programme Leaders, in concert with their module teams, will be encouraged to submit revised assessment criteria allowing students to design a greater percentage of their assessment outcomes (for instance through case study selection, entrepreneurship, and a diversity of independent projects). <i>BUV investment in this area:</i> Action 1 will require a revision of the terms of the programme monitoring process and also a new process to recruit students and alumni to participate. In 2022 we had already resourced and planned a multi-year review of current programmes, and this should support action 2. <i>Outcomes:</i> Actions 1 and 2 should allow for a much greater student engagement as designers of their learning, teaching and assessment which could better support their diverse learning needs.	2023-2025	Dean, Higher Education
6	Define the transition points along the student lifecycle, to understand student support needs and align policy, procedure, data management, and reporting to support ongoing monitoring and enhancement. (ESG Standard 1.4)	2023 has seen the launch of a new focused group within the Academic team, the role is focused on Student Academic Support (SAS) which works closely with teaching and faculty as well as student engagement. BUV recognises the transition from School to University can be challenging, especially for those who come from a traditional education. This as well as progression points within programmes are the focuses of the team. They are presently reviewing and revising our policies and procedures as well as developing new services to	2023 - 2025	Chief Academic Officer (CAO), Student Academic Support (SAS), Registry

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		<p>support the student body throughout their time at BUV, in line with ESG Standard 1.4. This team will be supported by the introduction of our Student Information System (SITS) in 2023 which will produce rich data for analysis and planning purposes as well as regular reports which will highlight potential issues and good practice, these reports will be available to Discipline Leads, Senior Academic Leadership as well as the committees of Senate, these will be regularly reviewed in line with all policies and procedures.</p> <p><i>Detailed timeline:</i> 2023: Review and Approval of updated policies and procedures 2023-2024: Implementation and testing of new systems. 2023: SITS implementation. 2025: Policy Review (scheduled)</p>		
7	<p>Map and define institutional data needs, to support decision-making and enhancement which reflect the context and wide purpose of BUV as well as provide a consolidated business intelligence report to Senate. (ESG Standard 1.7)</p>	<p>In line with recommendation 7, the University has already devised a plan for a new Data Analytics team consisting of approximately 4 staff initially. These will be recruited from existing staff who have either expressed interest in the area or already have previous experience or qualifications. This new department will be briefed to gather and analyse data for areas of University strategic projects, academic intelligence, student recruitment influences, and market expansion strategies. The department has been approved by the Vice-Chancellor's Executive and will provide quarterly reports to both VCE and Senate.</p> <p>In addition, HR recently organised a series of professional development workshops for 50 staff that included gathering data into excel spreadsheets and how to apply to analytic reporting software (Power BI). These were intended to further support the primary Data Analytics team by having a more holistic staff attitude to using data in a far more day-to-day manner to inform and guide decision making at all levels across the University.</p> <p><i>Note on timeline:</i> The planning for this strategy has already begun and staff identified as being promoted into the new department. The department will form on June 1st and continue through 2023 and beyond as an ongoing strategy.</p>	2023 and on-going	Deputy Vice-Chancellor