

INQUIRY HANDLING PROCEDURE

1. PURPOSE 2

2. SCOPE..... 2

3. DEFINITIONS 2

4. PROCESS..... 3

5. APPROVALS 5

6. RECORDS 5

7. REFERENCES..... 5

DOCUMENT HISTORY

Version	Author	Approved by	Date
1.0	Academic Compliance Office	Chief Academic Officer	
2.0	Academic Compliance Office	Chief Academic Officer	

1. PURPOSE

This Procedure has been developed to support British University Vietnam's International Office to provide academic advising support to students who are interested in BUV's exchange or transfer programmes which enable students to further diversify their educational experience and help them navigate the collaborative educational opportunities with BUV's partner institutions.

2. SCOPE

This procedure is applied for all undergraduates studying University of London programmes, Staffordshire University programmes & BUV Own Degree programmes.

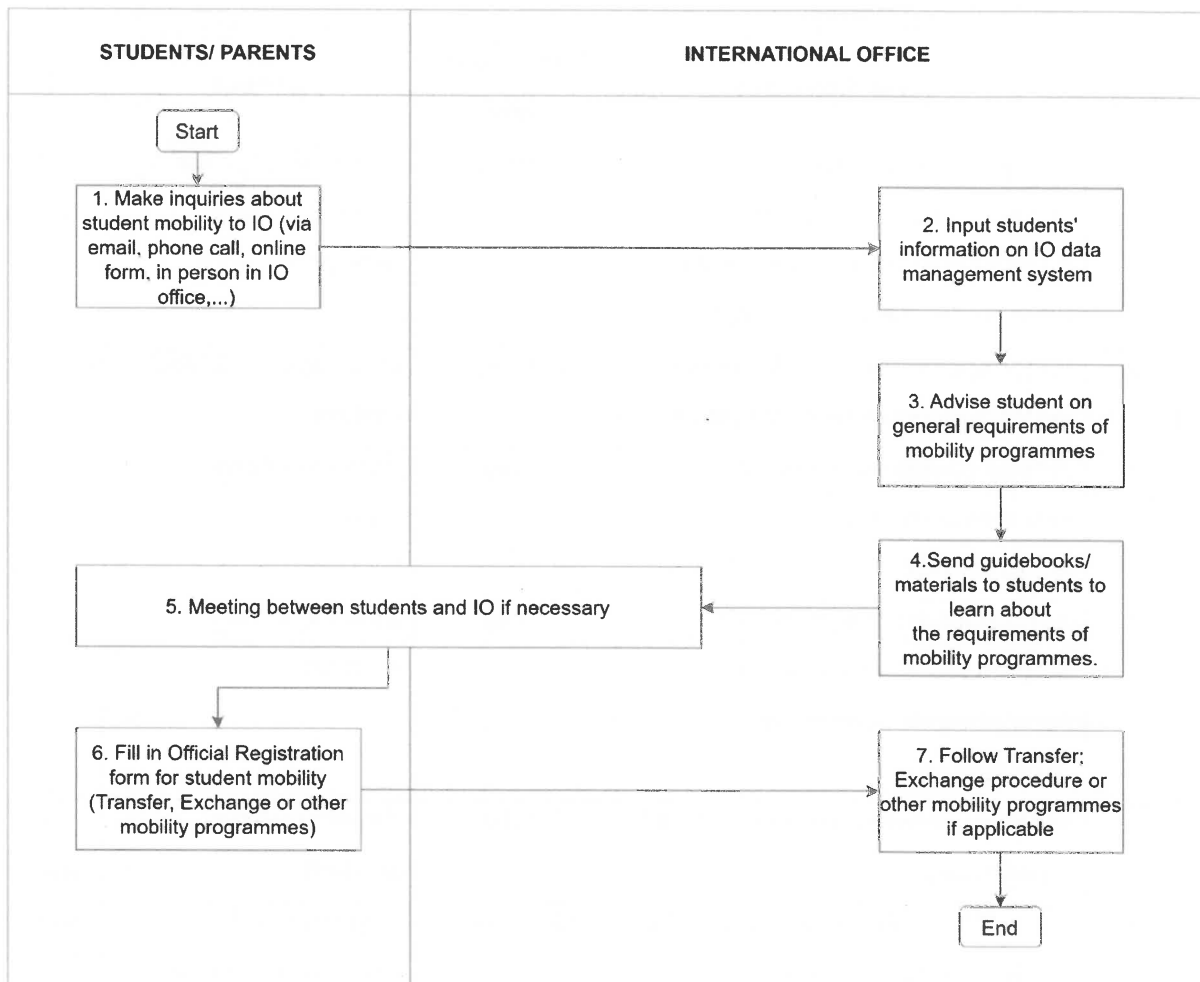
3. DEFINITIONS

Definitions of abbreviations used throughout the policy and related references are as follows

Abbreviations	Definitions
BUV	British University Vietnam
IO	International Office

4. PROCESS

a. Flowchart



b. Roles & Responsibilities

Step	Process Activities	Turnaround time	Output	PIC
1	Students/ Parents to make inquiries about student mobility to IO (via email, phone call, online form, in person in IO office,...)	3 days	IO email response to confirm inquiry receipt	Students/ Parents
2	IO to input students' information on IO data management system	2-3 days	Data input to SIMS2 system	IO
3	Advise student on general requirements of mobility programmes	1 day	Email to inform student	IO
4	Send guidebooks/ materials to students to learn about the requirements of mobility programmes.	1 day	Email to inform student	IO
5	Meeting between students and IO if necessary.	2-3 days	Email to inform student	IO/ students
6	Fill in Official Registration form for student mobility (Transfer, Exchange or other mobility programmes)	10-15 days	Registration form (transfer/exchange)	Students
7	Follow Transfer; Exchange procedure or other mobility programmes if applicable.			IO

5. APPROVALS

Policy development or review will be endorsed by International Office Manager and approved by CAO prior to implementation and execution.

Any exceptions to this policy shall be submitted in writing, using the exception template for appropriate approval.

This document is approved and effective from the date of signing:

Prepared by	Checked by	Confirmed by	Approved by
<p>26.10.2023</p>  <p>Tran Duc Trung Deputy University Registrar</p>	<p>26.10.2023</p>  <p>Nguyen Thi Thu Hien International Office Manager</p>	<p> 20/10/23</p> <p>Tony Summers University Registrar</p>	 <p>Christopher Jeffery Chief Academic Officer</p>

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period
Data record system on Sims2	On Sims2	International Office	3 years (minimum)
Registration forms (exchange/transfer)	Soft Copy	International Office	3 years

7. REFERENCES

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03/2022/IO/BUV

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