ACADEMIC SUPPORT
Student Academic Support

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STUDENT PEER TUTOR PROCEDURE

DOCUMENT HISTORY

Version	Author	Approved by	Date

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* Student Peer Tutor Procedure   BUV Ecopark Campus, Ecopark Township, Van Giang, Hung Yen
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1. PURPOSE

This Procedure has been developed to support Student Academic Support manage Student Peer Tutoring procedure. This documentation will provide a formal standardised and repeatable procedure with clear timelines for the department of Student Academic Support.

2. SCOPE

The procedure applies for all undergraduate students who study at British University Vietnam.

3. DEFINITIONS

    a. Abbreviations

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

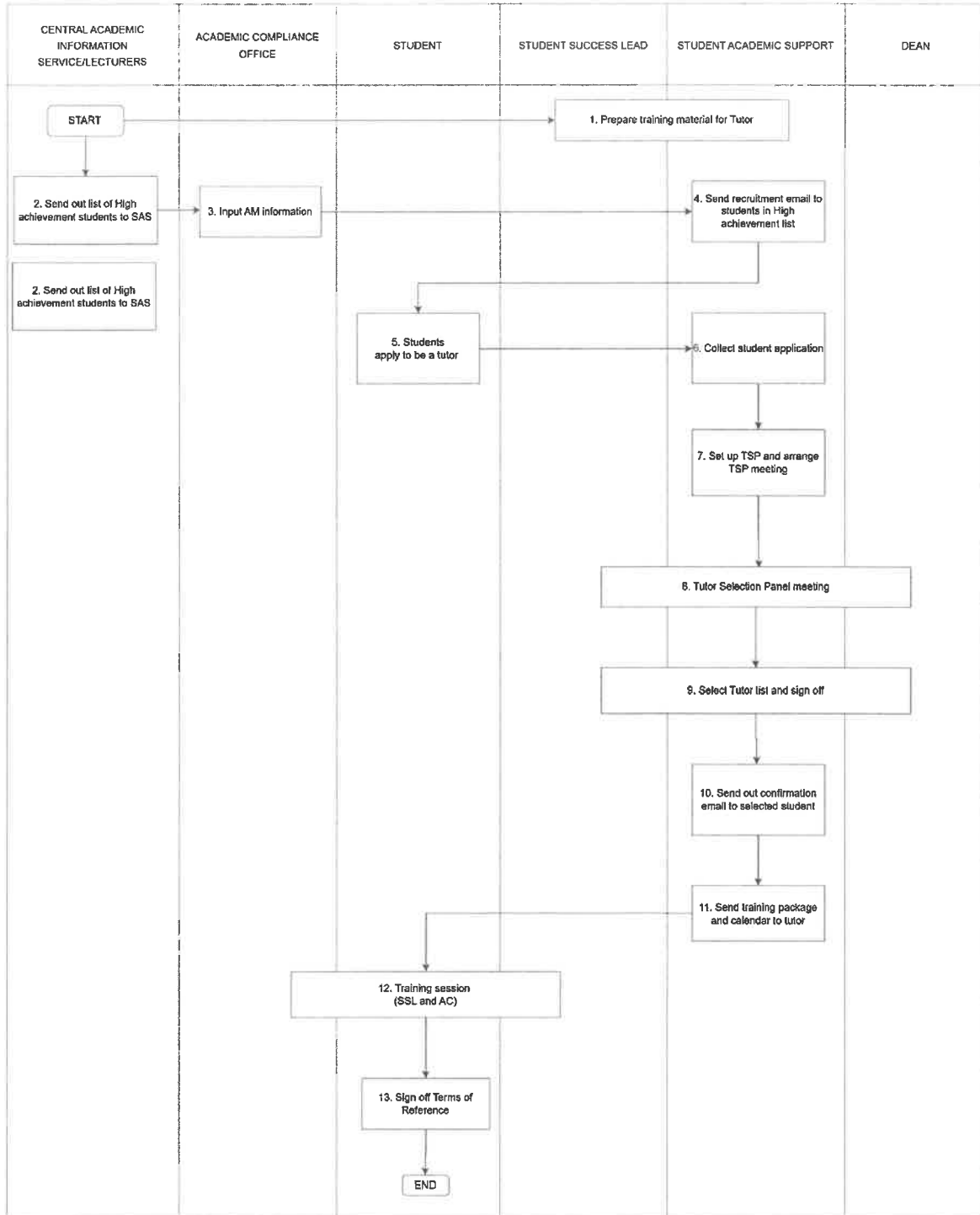| Abbreviations	Definitions
BUV	British University Vietnam
CAIS	Central Academic Information Services
ACO	Academic Compliance Office
SAS	Student Academic Support
SSL	Student Support Lead
AM	Academic Misconduct
SE	Student Engagement
TSP	Tutor Selection Panel
SPT	Student Peer Tutor
PSG	Personal and Social Growth

4. RULES

    a. The Tutor Selection Panel (TSP) is responsible for choosing Tutor list based on the following rules:

- Tutors need to have a minimum average score of 60% in the previous academic year and no Major Academic Misconduct.
- Tutors must be in Year 2 or Year 3 at the selection time.

    b. Tutors and tutees should follow the rules below during tutoring session:

- Tutors only support on learning strategy and explain course content through the use of course materials and additional practice.
- Tutors must not provide learning material, write assessments, edit, or proofread for tutees.

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- Language in tutoring session should be English. Tutor and Tutee can use Vietnamese only in special cases, upon approval from SAS Manager.
- All tutoring session will be supervised by SAS.

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5. PROCEDURE

    a. Tutor Recruitment procedure:

        i. Flowchart

CENTRAL ACADEMIC INFORMATION SERVICE/LECTURERS	ACADEMIC COMPLIANCE OFFICE	STUDENT	STUDENT SUCCESS LEAD	STUDENT ACADEMIC SUPPORT	DEAN
START				1. Prepare training material for Tutor	
2. Send out list of High achievement students to SAS	3. Input AM information			4. Send recruitment email to students in High achievement list	
2. Send out list of High achievement students to SAS					
		5. Students apply to be a tutor		6. Collect student application	
				7. Set up TSP and arrange TSP meeting	
				8. Tutor Selection Panel meeting	
				9. Select Tutor list and sign off	
				10. Send out confirmation email to selected student	
				11. Send training package and calendar to tutor	
		12. Training session (SSL and AC)			
		13. Sign off Terms of Reference			
		END			

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ii.   Roles & Responsibilities

Step#	Process Activities	Turnaround time	Output	PIC
1a	Prepare training material for Tutor	8 weeks before new semester	Training material	SSL and SAS
1b	EO send provisional grades to CAIS	6 weeks before new semester (tentative, around uploading grids)	Grids	EO
2a	CAIS send out list of High achievement student who got GPA over 60, Y2 Y3 student only	1 week after step 1b	High achievement list	CAIS
2b	Lecturers propose recommended list of High achievement student	6 weeks before new semester	High achievement list	Lecturers
3	AC check whether student in the list got any Major AM or not	5 weeks before new semester	High achievement list with no Major AM	ACO
4	SAS send recruitment email to students in High achievement list and work with SE/Marcom to promote tutor recruitment	5 weeks before new semester	Email	SAS
5	Students apply to be a tutor by filling information in Microsoft form (attached in recruitment email)	On Friday – 3 weeks before new semester	Forms	Student
6	SAS collect students' application	2 days after step 5	List of application	SAS
7	Set up Tutor Selection Panel and arrange Tutor Selection Panel meeting	2 days after step 3	Meeting organized	SAS
8	Tutor Selection Panel meeting	Within 2 weeks before new semester	Meeting	Dean, SSL, SAS
9	Select Tutor list	Within 2 weeks before new semester	List of Tutor	TSP

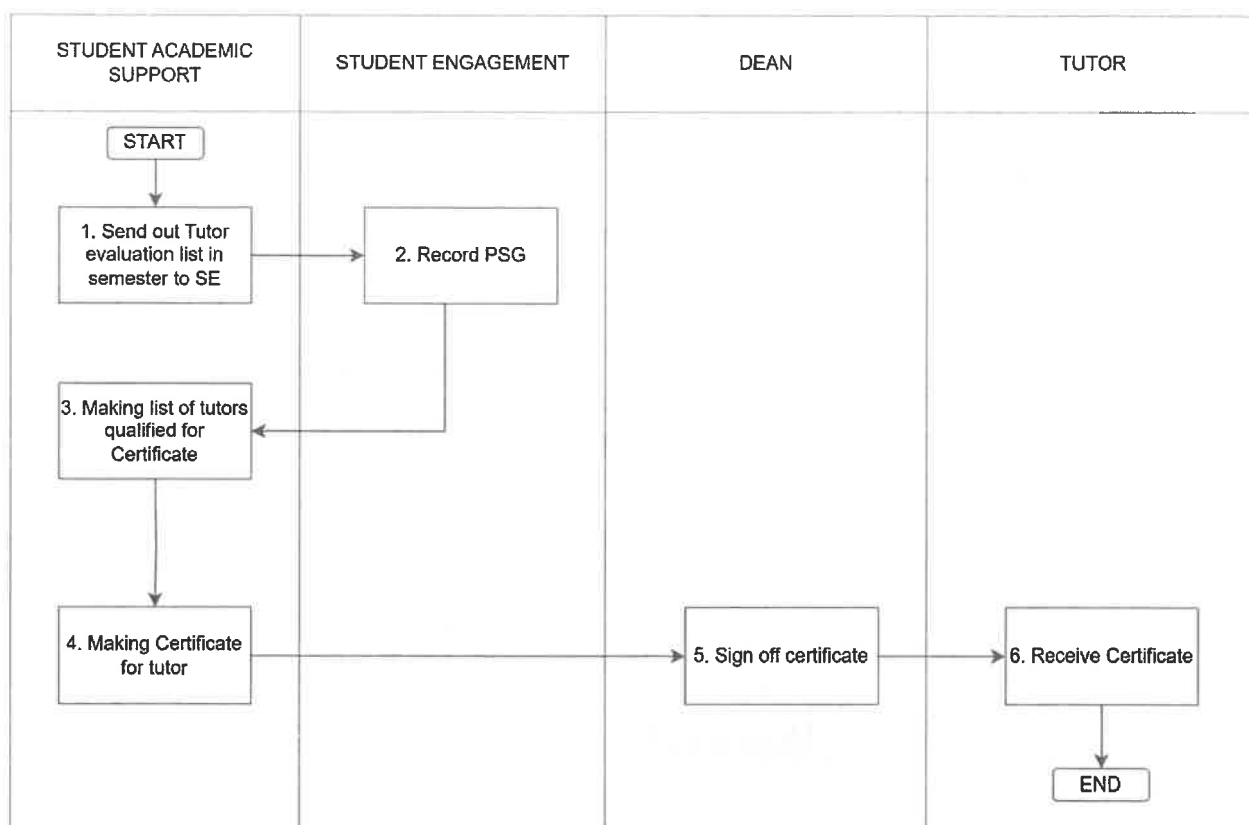| 10	Send out confirmation email to selected students	Within 2 weeks before new semester	Confirmation email	SAS
11	Send training material package to Tutor	1 week before new semester	Training material package	SAS
12	Conduct training session	1st week of new semester	Training session	SSL, ACO
13	Tutors sign off Terms of Reference	At the end of training session	ToR	Student

b. Tutoring Operation:
    i. Flowchart:

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STUDENT ACADEMIC SUPPORT	TUTOR	TUTEE

START

1. Finalise tutoring schedule

2. Set up tutor profile and schedule on Simply.book

3. Public tutor profile and schedule on Simply.book

4. Sent email to all SU and BUV students and work with SE/Marcom to promote SPT program

5a. Tutee book schedule via Simply.book

5b. Tutee drop in SAS Office

6. Show up at SAS office

7. Read and sign off ToR

8. Tutoring session

9. Send Tutoring record form to SAS

10. Collect information from Tutoring record form

11. Send out Tutor feedback form for tutee

12. Fill in tutor feedback form

13. Making Tutor evaluation report

END

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* Student Peer Tutor Procedure

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ii.   Roles & Responsibilities:

Step#	Process Activities	Turnaround time	Output	PIC
1	Finalize tutoring schedule	1 week before new semester	Tutoring schedule	SAS, Tutor
2	Set up tutor profile and schedule	1 week before new semester	Tutor profile and schedule	SAS
3	Public tutor profile and schedule on Simply.book	1st week of new semester	Tutor profile and schedule	SAS
4	Send email to all undergraduate students and work with SE/Marcom to promote SPT program	With in the 2nd week of new semester	Email	SAS
5a	Book tutoring slot online	During semester	Booking confirmation?	Tutee
5b	Students drop in at SAS Office	During semester	Booking slot	Student
6	Tutor and tutee show up at SAS office/booked room for conducting tutoring session (with appearance of supervisor)	5' before tutoring session		Tutor, Tutee, SAS
7	Tutee read and sign off Terms of Reference	In the first session	ToR	Tutee
8	Tutoring session between Tutor and Tutee		Tutoring session	Tutor, Tutee, SAS
9	Send tutoring record form to SAS	After tutoring session	Tutoring record form	Tutor
10	Collect information from tutoring record	End of semester	Student Peer Tutor Record	SAS
11	Send out Tutor feedback form for Tutee	After tutoring session	Email	SAS
12	Fill in Tutor feedback form	After tutoring session	Tutor Feedback form	Tutee
13	Making Tutor evaluation record	At the end of semester	Tutor evaluation record	SAS

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c. Evaluation and Recognition
   i. Flowchart:

STUDENT ACADEMIC SUPPORT	STUDENT ENGAGEMENT	DEAN	TUTOR

START

1. Send out Tutor evaluation list in semester to SE → 2. Record PSG

3. Making list of tutors qualified for Certificate

4. Making Certificate for tutor → 5. Sign off certificate → 6. Receive Certificate

END
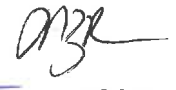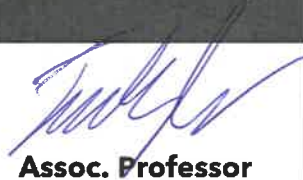
ii. Roles & Responsibilities

Step#	Process Activities	Turnaround time	Output	PIC
1	Send out tutor list in semester evaluation to SE	2 weeks after the end of semester	Tutor evaluation list	SAS
2	Record student's PSG	1 week from receiving Tutor evaluation list	PSG record	SE
3	Making list of tutors qualified for Certificate	TBC	List of qualified Tutor	SAS
4	Making Tutor Certificate	As soon as possible	Certificate	SAS
5	Sign off Certificate	As soon as possible	Certificate	Dean
6	Tutor receives Certificate	As soon as possible	Certificate	Tutor

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6. APPROVALS
i) Policy development or review will be endorsed by Student Academic Support Manager and approved by CAO prior to implementation and execution.
ii) Any exceptions to this policy shall be submitted in writing, using the exception template for appropriate approval.
iii) This document is approved and effective from the date of signing:

Prepared by	Confirmed by	Confirmed by	Confirmed by
Tran Duc Trung Academic Compliance Manager 16/5/23	**An Nhat Linh** Student Academic Support Manager 17 May 23	**Hoang Thi Vien** Exams Office Manager 17 May 23	**Nguyen Thi Dung** Central Academic Information Service Manager 17 May23

Confirmed by	Agreed by	Agreed by	Approved by
Ta Ha Lan Head of Student Engagement	**Tony Summers** University Registrar 17/05/23	**Assoc. Professor Jason MacVaugh** Dean (Higher Education) 18/5/23	**Christopher Jeffery** Chief Academic Officer 22/5/23

7. RECORDS

Records (What)	Medium (How)	Responsibility (Wh	Retention Period (Active) (When)
Term of References for Tutor	Soft copy	SAS team	5 years
Term of References for Tutee	Soft copy	SAS team	5 years
Tutor application form	Microsoft form	SAS team	5 years
Tutoring Record form	Microsoft form/Hard copy	SAS team	5 years
Tutor feedback form	Microsoft form/Hard copy	SAS team	5 years

8. REFERENCES
Document Ref   Document Title
268   Student Support Policy
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