PROCESS DEVELOPMENT PROCEDURE

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DOCUMENT HISTORY

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

BUV Ecopark Campus, Ecopark Township, Van Giang, Hung Yen
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1. PURPOSE

This Procedure has been developed to support British University Vietnam (BUV) Academic Compliance Office in developing new processes, policies & procedures for Registry Department, Course Office, International Office, Learning Resource Center, Senate, Student Academic Support, Student Engagement and Teaching Center.

2. SCOPE

The procedure documented in this Procedure encompasses the process of receiving request & developing new processes, policies & procedures for all teams within Registry Department, Course Office, International Office, Learning Resource Center, Senate, Student Academic Support, Student Engagement and Teaching Center.

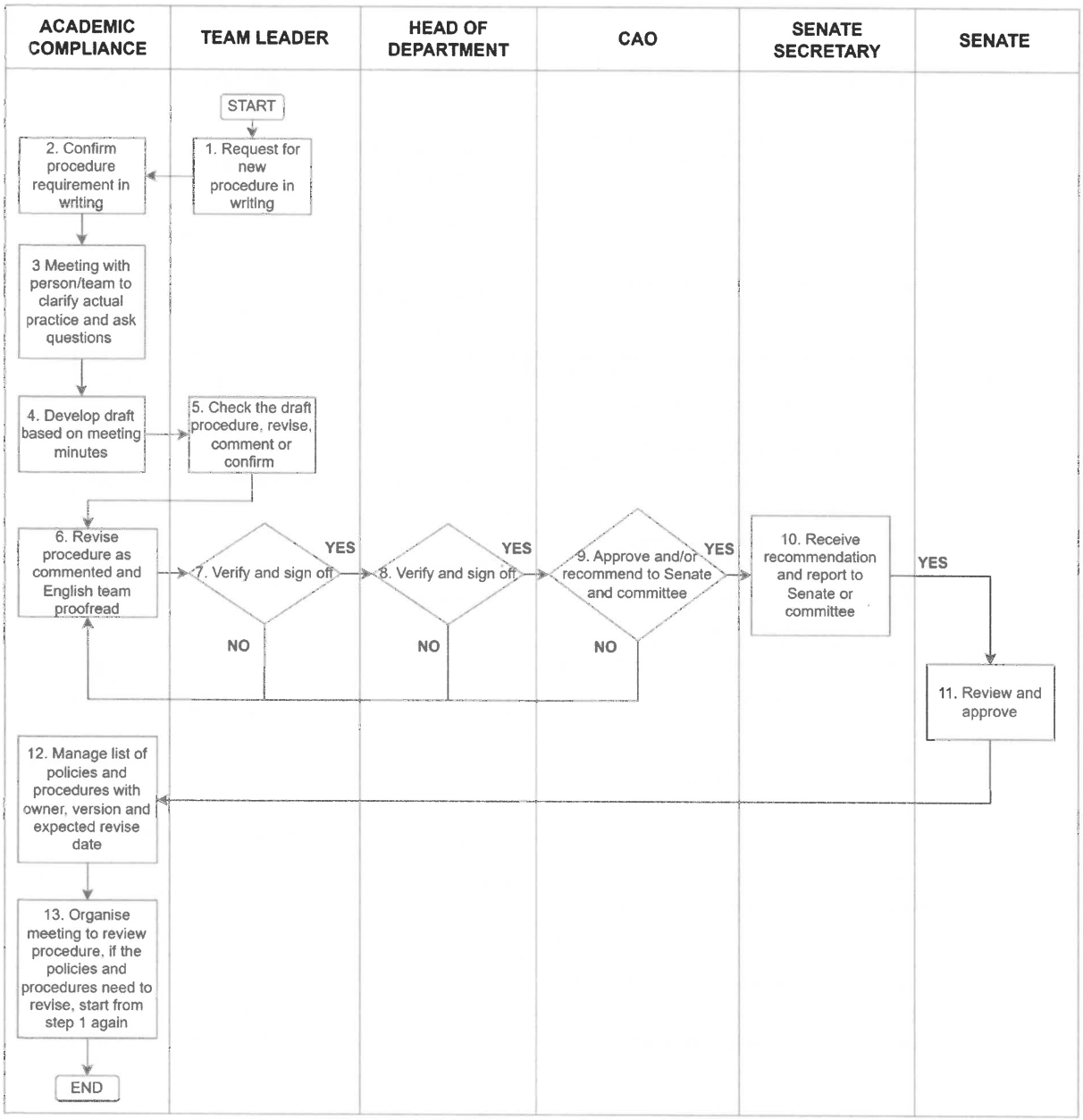
3. DEFINITIONS

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

Abbreviations	Definitions
BUV	British University Vietnam
SU	Staffordshire University
CAO	Chief Academic Officer
AC	Academic Compliance Office

4. PROCEDURES

a. Flowchart



b. Roles & Responsibilities

Step	Process Activities	Turnaround time	Output	PIC
1	Team Leader request for new procedure in writing		Email notice	Team Leader
2	AC confirm procedure requirement in writing	1 week from Step 1	Email confirmation	AC
3	AC Meeting with person/team to clarify actual practice and ask questions	1 week from Step 1	Meeting	AC
4	AC develop draft based on meeting minute	1 week from Step 3	Procedure draft	AC
5	Team Leader check the draft procedure, revise, comment or confirm	2 days from step 4	Procedure draft	Team Leader
6	AC revise procedure as commented and English team proofread	1 week from step 5	Procedure revised draft	AC
7	Team Leader verify and sign-off - If No, go to step 6 - If Yes, go to step 8	3 days from step 6	Procedure signed off	Team Leader
8	Head of Department verify and sign-off - If No, go to step 6 - If Yes, go to step 9	3 days from step 7	Procedure signed off	Head of Department
9	CAO approve and/or recommend to Senate and committee. - If No, go to step 6 - If Yes, go to step 10		Procedure signed off / CAO recommendation	CAO
10	Senate Secretary receive recommendation and report to Senate or committee. This step is only applied for procedures requested to be approved by Senate.	2 weeks from step 9	Procedure draft tabled to Senate / Committee	Senate Secretary
11	Senate review and approve. This step is only applied for procedures requested to be approved by Senate.	2 weeks from step 9	Approved procedure	Senate
12	AC manage list of policies and procedures with owner, version and expected revise date		List of policies and procedures	AC
13	AC organise meeting to review procedures, if the policies and procedures need to be revised, start from step 1 again		Revised procedure	AC

5. APPROVALS

a. Policy development or review will be endorsed by University Registrar and approved by CAO prior to implementation and execution.

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

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

Prepared by	Agreed by	Approved by
24/10/2023 **Tran Duc Trung** Deputy University Registrar	25/10/23 **Tony Summers** University Registrar	7/11/23 **Christopher Jeffery** Chief Academic Officer

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)
Approved policies and procedures	Hard & soft copy	ACO	5 years
Editable policies and procedures documents	Soft copy	ACO	5 years

7. REFERENCES

Document Ref	Document Title
03/2023/ACO/BUV-REGISTRY	Procedure Development Procedure

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