

ACADEMIC INFORMATION MANAGEMENT POLICY

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1. PURPOSE

British University Vietnam (BUV) complies fully with the applicable laws related to data issued by the government of Vietnam, as the University operates as a Vietnamese entity in Vietnam. BUV recognises that reliable data is crucial for informed decision-making and for knowing what is working well and what needs attention. Effective processes to collect and analyse information about study programmes and other activities feed into the internal quality assurance system. Therefore, information management is a University-wide responsibility which ensures the adoption of procedures and systems that allow the most efficient control of the information resources of the University. It ensures that records are kept only as long as they are needed for quality management, academic continuous improvement as well as commercial, legal or administrative purposes.

2. SCOPE

This policy applies to all BUV faculty members and staff, who are responsible for ensuring that relevant information is collected, analysed and used for the effective management of programmes and other activities.

3. ROLES AND RESPONSIBILITIES

BUV recognises the university and its departments' responsibility relating to information management:

- The Senate has overall responsibility for the Information Management Policy.
- Members of the Senior Management Team are responsible for endorsing, implementing and supporting the Policy, its procedures and any amendments.
- The Learning and Teaching Committee and Quality Assurance Committee are responsible for ensuring that collected information are analysed and use for the effective management of programmes and other activities.
- All department heads and managers are responsible for ensuring that the information is properly collected and analysed by adopting the policy as well as its procedures, processes and template in practice.
- The Academic Compliance Manager is responsible for monitoring the implementation and management of this Policy.
- All individual staff are responsible for ensuring that they collect, manage, analyse and utilise information and records strictly comply with University policy and procedures.

4. COLLECTION AND ANALYSIS OF INFORMATION

BUV recognises that the collection, use, and administration of student data is ethically complex, and maintains formal mechanisms for governing these activities. While these mechanisms vary across departments, the following principles are consistently applied:

- **Shared understanding.** Data describing student interactions with BUV are joint ventures. Instructors, administrators, students, and third--party vendors all contribute to the process of data production. All of these parties deserve to have a shared understanding of the basic purposes and limits of data collection. Shared understanding is maintained by clear, brief, and explicit messaging to students about the nature of BUV's data collection systems; the provision of detailed information and consultation about data collection, administration, and use upon request.
- **Transparency.** Clarity of process and evaluation are hallmarks of humane education systems and must be maintained even while those systems grow more complex. Students are entitled to clear representations of the nature and extent of information describing them that is held in trust by BUV and relevant third--party organizations. Students are entitled to clear explanations of how they are being assessed, whether by human beings, machines, or hybrid protocols. Students also are entitled to request that assessments be reviewed through a clearly articulated governance process.
- **Informed improvement.** BUV is a learning organization. We study student data in order to learn how our own educational environments can be made more effective and to contribute to the growth of relevant knowledge generally. Any and all research with student data is governed by the BUV Senate.

5. USING INFORMATION FOR EFFECTIVE MANAGEMENT

Information management is essentially about the generation and use of information to support internal discussion and decision-making for quality improvement. The principal aims of information management at BUV are to:

- protect the interests of BUV, its staff, students and other stakeholders by maintaining high quality information for as long as it is required, and to ensure its timely and secure destruction;
- comply with statutory and regulatory requirements affecting the use and retention of records;
- support decision making, teaching and research by maintaining accurate and reliable documentation;
- support business efficiency and continuity by ensuring information can be quickly located and retrieved and protecting information that is vital to the continued functioning of BUV;
- provide evidence in litigation;

prevent unauthorised or unlawful disclosure of information by ensuring records are held securely and access is controlled and managed; maintain the corporate memory by preserving records of historical significance.

6. RECORDS, DATA AND INFORMATION RETENTION

The University has a Central Academic Information Services (CAIS) department to manage the storage, management and control of all academic information as per current regulation on data and information retention.

Many of the University's records are held electronically and within business systems. To ensure that these records are accessible over time, managers and specialist staff will consider issues such as file format, software requirements and the technology required to access systems when implementing and developing systems.

Many records and data exist in electronic format including emails which document business activities and transactions. Email records are legally admissible and will be managed like any other record.

The University will develop guidance on managing email and the use of personally owned devices for university purposes. Procedures are required to demonstrate the authenticity and reliability of electronic records created by scanning paper records. The University will develop procedures and publish Scanning Guidelines.

The University will manage its records in line with the Data Retention Policy to ensure that information is not retained for longer than required to meet business needs and legal and regulatory requirements. The Data Retention Policy shall be complied with both effective regulations and partner universities' requirement. The policy will be reviewed every 5 years.

The Data Retention Policy outlines the timescales for retaining records and the disposal action which may be destruction or long-term preservation. Records and data must be disposed of in a secure manner in line with the University's Data Retention Policy including the Information Classification and Handling Procedure.

7. PERIODIC REVIEW

Much of the public information published by BUV is reviewed and re-approved on an annual cycle with information such as academic policies and regulations being reviewed periodically, normally on a four to five-year cycle.