OFFICE OF THE VICE-CHANCELLOR & PRESIDENT

DATA RETENTION POLICY

DOCUMENT HISTORY

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1. PURPOSE

Records management is essential for the efficient conduct of business and adherence to legal obligations. British University Vietnam (BUV) is committed to establishing and maintaining good records management to meet operational and business needs, and to demonstrate compliance with legal and regulatory requirements. It applies to all the listed categories in whatever format they are held (i.e. paper or electronic).

This policy takes into account relevant requirement of the University's and complies with Ministry of Education and Training's Decision No. 58/2007/QD-BGDDT on Student record and application of technology in student record management dated October 12, 2007 and Decree No. 27/2016/TT-BGDĐT on Duration of education document retention dated December 30, 2016.

2. SCOPE

This Policy sets out principles and retention periods for a range of records whether they are paper records or electronic. It aims to ensure that these records are managed consistently and are retained as long as necessary to meet operational and business needs, and to demonstrate compliance with legal and regulatory requirements.

3. GENERAL PRINCIPLES

Management: Records need to be managed in a consistent and controlled way, not only to ensure organizational efficiency but also to comply with statutory requirements.

Storage: Documents need to be arranged systematically and labelled helpfully, so that it will be possible to locate them with ease and respond promptly to enquiries. In the case of electronic information, a logical hierarchical structure of folders and sub-folders should be used to ensure that documentation relating to a particular category and year can be readily identified.

Any records of a confidential nature must be kept securely, and access only granted to authorised staff. In addition, it is advisable to reserve the immediate office space for paper records that are consulted frequently and therefore need to be close at hand; while

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documents that will be required for several years, but rarely consulted, can be housed separately.

Action to be Taken: When the stipulated retention period expires, the Custodian will determine whether there is any legitimate basis for further retention of the relevant record(s). If there is no such basis, the record(s) will be destroyed. If there is a legitimate basis for ongoing retention, then the Custodian must record the justification for ongoing retention and must specify a new review date for that retention.

4. STUDENT RECORD MANAGEMENT

1. Definitions

- Student record encompasses all records, files, documents, and other materials that contain information directly related to the student. Those records are used to manage study progress, training process and student activities. Student record includes student profile and statistical documents on student status.
- Electronic record is student record kept under the form of database.
- Database is a set of data structured and held to access, exploit, manage and update via electronic medium.
- Data is information that has been translated into a form of symbol, letter, number, image or equivalent form.
- Electronic data interchange is a process which allows one computer to transfer information to others via electronic medium and devices in a standard electronic format on information structure
- Student information system is a software solution designed to perform student management tasks and expressed in computer-readable language.

2. General principles of creating and managing student record

- Ensure that student record is sufficient, precise, and updated in timely manner
- Include and precisely reflect student status and statistics of each programme
- Unify management criteria, report template; make sure it is easy to add, find, store; comply with confidentiality regulations

3. Content of Student record

3.1. Student admission record:

- Offer letter
- Provisional High School Graduation Certificate for students who admit in the year of graduation or High School Diploma for students who graduated in the previous years (a notarized copy)
- High school transcript book or equivalent (a notarized copy)
- Birth Certificate (a notarized copy)
- Citizen identity card or national identity card (a notarized copy)
- Photograph 4x6
- Authorisation letter
- IELTS or equivalent English certificate

3.2. Student progress monitoring:

- Make a list of student information including full name, date of birth, sex, place of birth, ethnicity, religion, subject, nationality identity number, parents' full name, address, phone number …
- Student's learning and training results include scores, assessment scores, examination results, data management and training scores by semester, school year, or programme.
- Rewards that students achieve in learning, doing scientific research and participating in school activities.
- Disciplinary measures and other legal responsibilities imposed on students on and off campus.
- Changes such as changing programme, moving to other university, restudy, termination, withdrawal, deferment.
- Student loan.
- Student's work placement
- Student's compliance with the University's regulations for boarding students and their accommodation within campus
- Student's compliance with local authorities' regulations for semi-boarding students and their living addresses

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- Student fee payments
- Encouragement scholarship, grants for policy-supported students, subsidy for students

3.3. Graduation record:
- Academic and Student Operations stores all study results, examination results, thesis, dissertation from Exam Office and Faculty, and student progression by semester, academic year during their study in the university.
- Academic and Student Operations stores all training results by semester, academic year, programme and maintains student records, including: 01 High school diploma, 01 curriculum vitae, student list.

3.4. Alumni tracking:

Faculty collaborates with Student Experience Office to create an alumni tracking table based on the existing information, adding the workplace, email address, phone number and other information to serve the needs of maintaining contact with graduates.

4. Form of student record

- Documents listed in Article 3.1 Student admission record are managed under the form of prescribed template
- Student progress monitoring and graduation record are managed under the form of electronic record
- Student management electronic record uses Unicode font

5. Management process

5.1. Creating student records
- Student admission record (in article 3.1) is created no later than 2 months after student completes admission process.
- By the end of 1st academic year, the University adds all missing information to student admission record as prescribed.

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- Periodically add information such as: learning and training results, awards, disciplinary measures and other information as prescribed.

5.2. Storing record

- Student records are stored as in accordance with current regulations.
- Student records are stored at Academic and Student Operations, the University arranges storage room as in accordance with government's regulations…

5.3. Management flow

a. Accept student's application documents

Student Recruitment Office gathers application documents of students who are offered a place in the university to complete registration and enrolment process. When receiving application documents, Admission Officer checks the items in the admission checklist, receives application documents and guides the students to submit incomplete papers (if any) within 30 days from the enrolment date.

b. Create student list by cohort:

Course Office to create tentative student list by programme and cohort and submit to CAO/DCAO

c. Cohort establishment approval

After the last enrolment, Course Office gathers statistics of the number of students by programme, cohort and issues cohort establishment decision for CAO/DCAO's approval and sign-off

d. Arrange student records by cohort

After cohort establishment decision is approved, Academic and Student Operations categorizes and arranges student records by cohort for efficient management

e. Input student information into system

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Information that needs to be updated on management system include full name, date of birth, place of residence registration, place of birth, ethnicity, religion, subject, national identity number, parents' full name, phone number…

f. Add missing document

The University collects incomplete documents from students and puts into student record file to store and manage.

g. Update student information throughout learning and training process:

Course Office is responsible for updating student information on the University's management system as well as inputting decision of withdrawal, termination, moving to other universities, deferment and information of address to receive notice, living address, place of temporary residence…

Exam Office is responsible for semesterly inputting student's learning and training scores onto the University's management system

h. Store and manage student information in system

Course Office is responsible for inputting student data on the University's management system. The exploitation of student information must be approved by Management School Board.

i. Store and maintain student record

Student record must be put in file and arranged by cohort for easy tracking. Academic and Student Operations will be in charge of managing student records, frequently adding missing documents provided by students every year. Storage room is arranged as in accordance with the government's regulations.

j. Release graduation document

Academic and Student Operations releases graduation documents to graduates right after the students receive their diplomas. For those who drop out, delete their names, moving to other universities,… Academic and Student Operations releases the documents as soon as the decision is issued and the

students have paid all the debts of tuition fees, late fee of borrowing books, textbooks....

k. Gather alumni information

Student Experience Office prepares a questionnaire to ask graduates to provide information. After 6 months and 1 year, Student Experience Office is responsible for contacting and investigate the alumni's employment status after graduation and regularly keeping in touch with them.

6. The University's responsibilities

- Create a student record for each student mentioned in Article 3.1 and Article 3.2 of this policy.
- Manage, add and store records as prescribed.
- Summarize student progress and make reports according to Article 7 of this policy.
- Appoint responsible professional staff who is specialized in information technology to manage student records.
- Develop a student management software on the basis of the principles of this policy and the characteristics of the school;
- Equip facilities, storage locations and prepare budget for creating and managing student records.

7. Reporting mechanisms

- Reporting form: Report to competent bodies in the form of exchanging electronic data or by written reports as prescribed.
- Reporting time: Report periodically as prescribed and report on an ad hoc basis on student-related issues immediately after a major or complicated event occurs or as per request of competent authorities.

8. Rewards and penalties

- Rewards are granted to individuals and groups who have excellent performance and great contributions to the student management process. Specific achievements will be considered and rewarded as prescribed.

- Individuals and groups that violate provisions of this policy will be handled in accordance with law, depending on the nature and seriousness of their violations.
- Academic Compliance Office is responsible for inspecting, monitoring and reporting to the Board on the implementation of these regulations.
- To ensure compliance with international partner universities' data retention policy, BUV will also compare required time scale for retention of partner universities with effective regulations from time to time and follow longer time scale for retention.