

STUDENT INSURANCE REGISTRATION PROCEDURE

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DOCUMENT HISTORY

Version	Author	Approved by	Date
1.0	Academic Compliance Office	CAO	

1. PURPOSE

This Procedure has been developed to support British University Vietnam's Academic & Student Operation Department in general and Admissions Office in particular, to manage the process of student insurance registration. This documentation will provide a formal standardised and repeatable process with clear timelines for department of Admissions Office.

2. SCOPE

This procedure encompasses the process of compulsory student insurance registration with Vietnam Social Insurance Office for all undergraduate students in British University Vietnam.

3. DEFINITIONS

a. Abbreviations

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

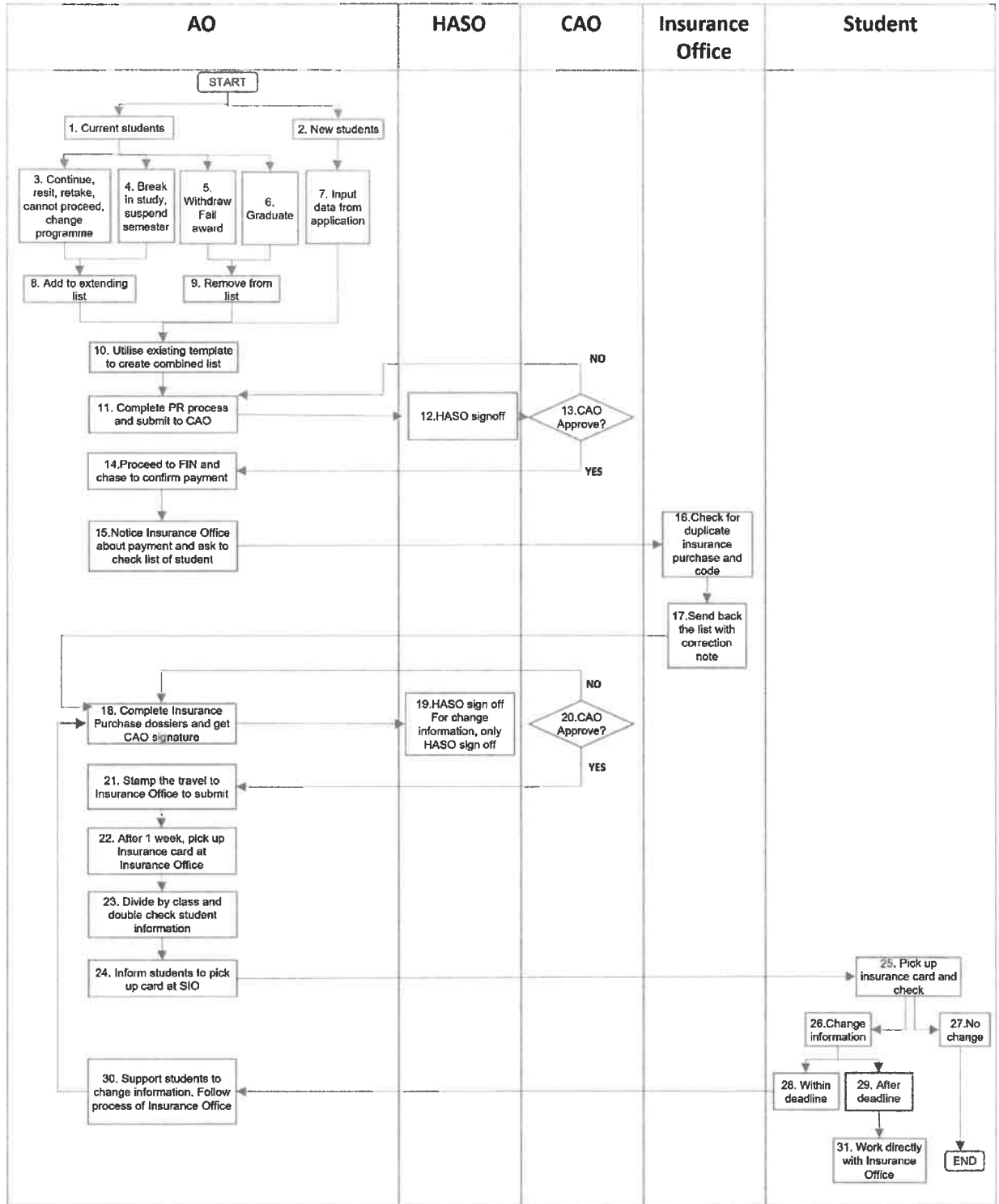
Abbreviations	Definitions
BUV	British University Vietnam
CAO	Chief Academic Officer
HASO	Head of Academic & Student Operations
AO	Admissions Office

b. Terminologies

Terminologies	Definitions

4. PROCEDURES

a. Flowchart



b. Roles & Responsibilities






Step#	Process Activities	Output	PIC
1	If student is current student, go to - Step 3 if student continue, resit, retake, cannot proceed, change programme - Step 4. if student break in study/suspend whole semester - Step 5 if student withdraw or fail award Step 6 if student graduate		AO
2	If student is new student, go to - Step 7.		AO
3	Status of student is continuing, resit, retake, cannot proceed or change programme, which means they are still BUV students. Therefore, proceed to step 8	List of students in these cases for the semester	AO
4	If status of student is (1) suspension or (2) BiS and register to renew student insurance, proceed to step 8.	List of suspended, BIS students for the semester	AO
5	If status of student is "withdraw" or "fail award" or "BiS" but not register to renew student insurance, proceed to step 9	List of withdrawn and fail award student for the semester	AO
6	Status of student is graduate means student completed study. Therefore, proceed to step 9.	List of graduate student for the year	AO
7	For new student, there is no record and need to input data base on available information from application. After that, proceed to step 10.	List of new students for the semester	AO
8	Student with status as mentioned in step 3 and 4 shall be added to extending list then proceed to step 10.		AO
9	Student with status as mentioned in step 5 and 6 to be removed from the list, then proceed to step 10.		AO
10	Utilise existing template to (1) Add students from step 8, (2) Remove student from step 9 and (3) add students from step 7.	Combined list to purchase Insurance	AO
11	Complete PR process as regulated by Finance and submit to CAO	PR document	AO

12	HASO sign off		HASO
13	CAO approve? - If Yes then go to step 13 If No then go step 11		CAO
14	Proceed to Finance and chase for payment confirmation.	Signed PR document	AO
15	Inform Insurance Office about payment made and ask them to check the list of students with their system. *This is essential because there are students whose insurance is covered by government as parents work in specific authorities.	Email or other communication with Insurance Office	AO
16	Insurance Office check and confirm		Insurance Office
17	Insurance Office send back the list with comments and correction if any	List from Insurance Office	Insurance Office
18	Fill in Insurance Purchase Official form and submit to HASO/CAO for approval	Filled Insurance Purchase Official form	AO
19	HASO sign off. For change information, HASO sign off only		HASO
20	CAO approve or not? If Yes: Move back to (18) If No: Move to (21)		
21	Stamp and submit documents to Insurance Office.	CAO signed and stamped Insurance Purchase Official form. Receipt from Insurance Office	AO
22	After 1 week, follow up with Insurance Office and go to Insurance Office to pick up printed insurance card	Receipt of the purchase	AO
23	Divide by class and double check student information		AO
24	Inform students to pick up card at SIO	Email to student	AO
25	Pick up insurance card and check		Student
26	If there is change in information, - Go to step 26 if inform AO within 2 weeks		Student

	Go to step 27 if inform AO after 2 weeks		
27	If there is no change, the process end here		Student
28	If student inform AO about changes within deadline from the date of notice, proceed to step 28		Student
29	If student informed AO after deadline from the date of notice, proceed to step 29		Student
30	Support student to change information. Follow process of Insurance Office.		AO
31	Student need to work directly with Insurance Office		Student

5. APPROVALS

- i) Policy development or review will be endorsed by Head of Academic and Student Operations 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	Checked by	Confirmed by	Agreed by	Approved by
 26/8/22 Tran Duc Trung Academic Compliance Manager	 26/8/22 Tran To Uyen Student Information Office Team leader	 26/8/22 Ta Ha Lan Head of Academic and Student Operations	 29/8/22 Tony Summers Deputy Chief Academic Officer	 Christopher Jeffery Chief Academic Officer 5/9/22

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)

7. REFERENCES

<u>Document Ref</u>	<u>Document Title</u>
06/2022/AO/BUV-ASO	Student Insurance Registration

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