

PRINTING & MANAGEMENT OF CERTIFICATE, SECURITY PAPER AND
HOLOGRAM 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	

1. PURPOSE

This procedure has been developed to support British University Vietnam (BUV)'s Central Academic Information Services to manage certificate, security paper & hologram. This documentation will provide a formal standardised and repeatable process with clear timelines for department of Central Academic Information Services.

2. SCOPE

This procedure encompasses the process of managing certificate, security paper & hologram including the following sub-procedures:

- Printing new blank certificate, new blank security paper, new hologram & input inventory
- Annulment of BUV certificates
- Revocation of defect transcripts

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
CAIS	Central Academic Information Services
MarCom	Marketing & Communication Department
PD	Purchasing Department
PC	Printing Company
ACO	Academic Compliance Office
Legal	Legal and Compliance

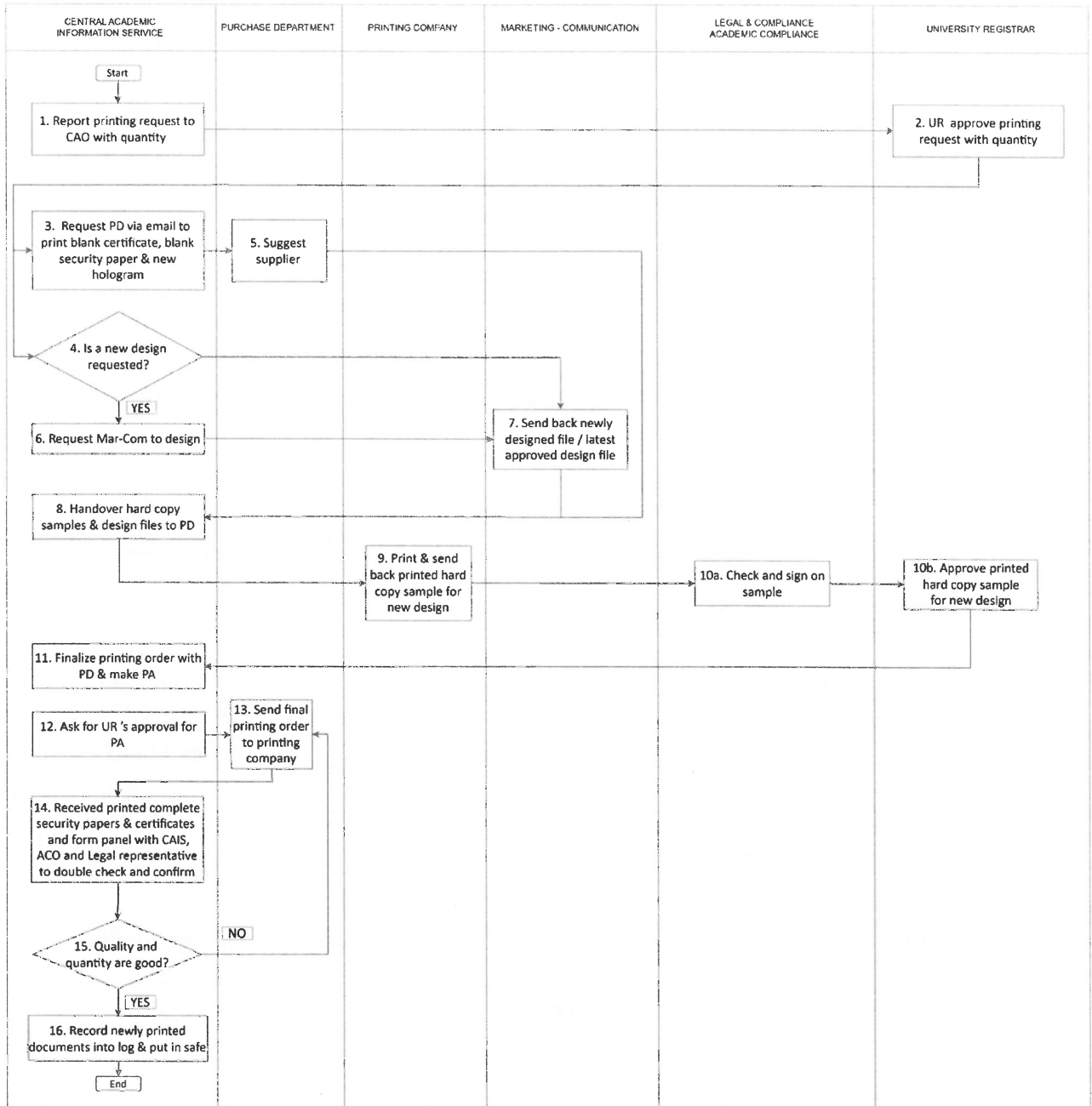
b. Terminologies

Terminologies	Definitions

4. PROCEDURE

- a. Printing new blank certificate, certificate cover, new blank security paper, new hologram & input inventory

i. Flowchart:



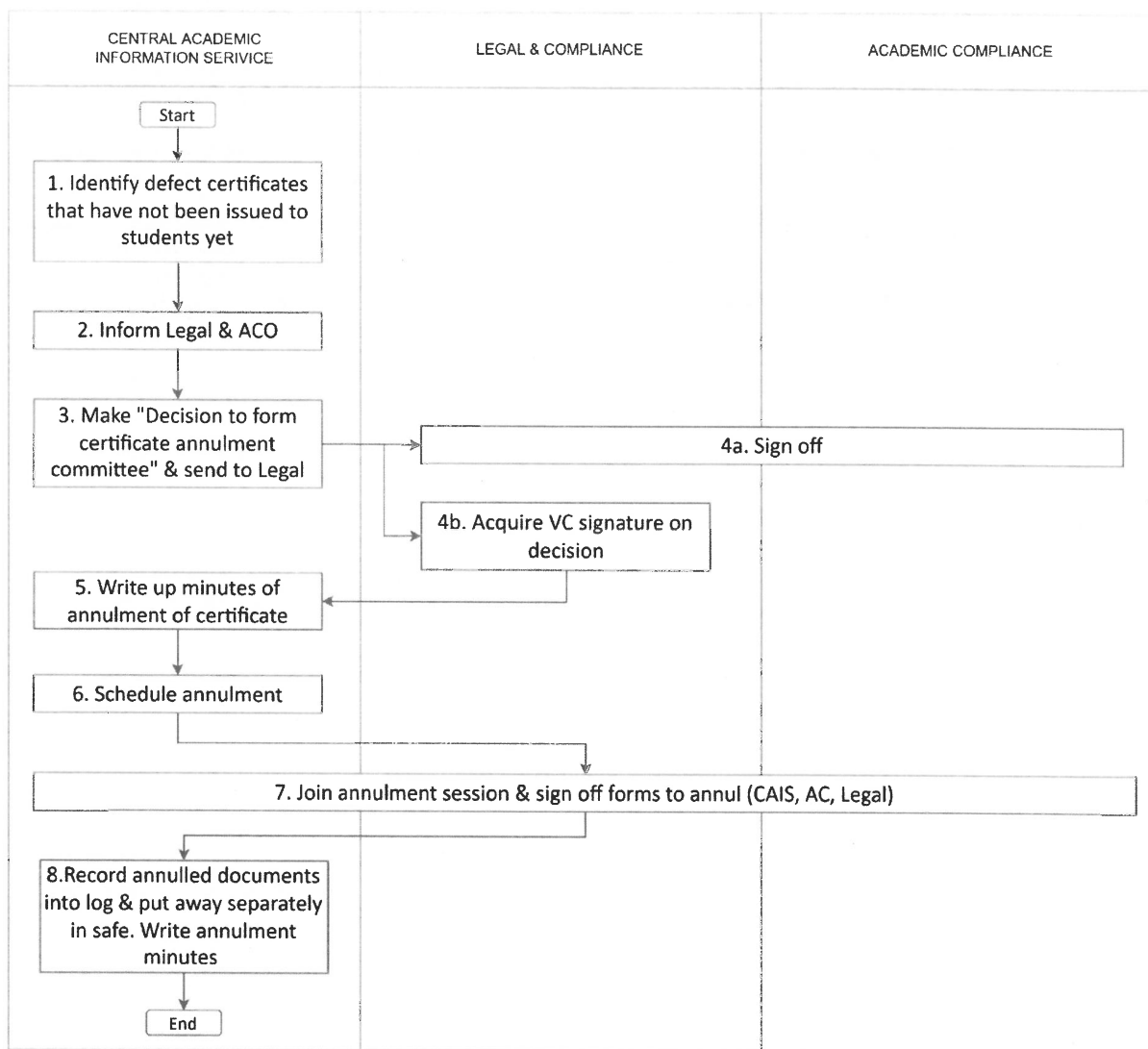
ii. Roles & Responsibilities:

Step#	Process Activities	Turnaround time	Output	PIC
1	Report printing request to University Registrar with quantity		Email request	CAIS
2	University Registrar approve printing request with quantity	1 - 2 working days after Step 1	Email approval	UR
3	Request PD via email to print blank certificate, blank security paper & new hologram	1-2 working days after Step 2	Email request	CAIS
4	Is a new design requested? If Yes, move to (6) If No, move to (7)			
5	Suggest supplier	1-2 working days after Step 3	List of suppliers sent to CAIS	PD
6	Request MarCom to design security paper, blank certificate, certificate cover	1-2 working days after Step 2	Email request	CAIS
7	Send back newly designed file / latest approved design file	1 working day after Step 4 or 5 working days after Step 6	Design file of documents to be printed	MarCom
8	Handover hard copy samples & design files to PD	1-2 working days after Step 6	Hard copy samples and design files handed to PD	CAIS
9	Print & send back printed hard copy sample for new design	3-5 working days after Step 7	Printed hard copy sample	Printing company
10a	Check and sign-on sample	1-2 working days after Step 8	Legal signed off	Legal - ACO
10b	Approve printed hard copy sample for new design	1-2 working days after Step 8	UR signed off	UR
11	Finalize printing order with PD & make PA	2 working days after Step 9	PA	CAIS
12	Ask for University Registrar's approval for PA	2-3 working days after step 11	PA approval	CAIS, UR

13	Send final printing order to printing company	1 working day after Step 12	Printing order	PD
14	Received printed complete security papers & certificates and form panel with CAIS, ACO and Legal representative to double check and confirm	As mentioned in agreement	Printed complete security papers & certificates	CAIS
15	Quality and quantity, ok? If Yes, move to (15) If No, move to (12)	1 working day after Step 13	CAIS, ACO and Legal sign-off minute	CAIS - ACO - Legal
16	Record newly printed documents into log & put in safe by panel in Step 13	1 working day after Step 13	Log updated New prints in safe	CAIS

b. Annulment of BUV certificates

i. Flowchart:

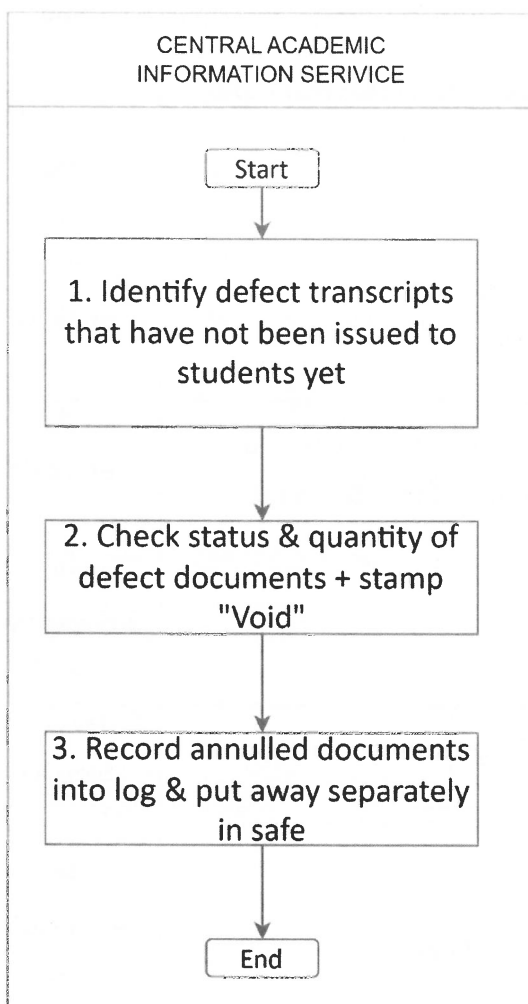


ii. Roles & Responsibilities:

Step#	Process Activities	Turnaround time	Output	PIC
1	Identify defect certificates that have not been issued to students yet	Certificate printing period	Defect certificates	CAIS
2	Inform Legal & ACO	End of certificate printing period		CAIS
3	Make "Decision to form certificate annulment committee" & send to Legal	End of certificate printing period	Decision to form certificate annulment committee	CAIS
4a	Sign off	2 days from Step 3	Decision signed off	Legal & ACO
4b	Acquire VC signature on decision	2 days from Step 4a	Signed decision	Legal
5	Write up minutes of annulment of certificate	After step 4b		CAIS
6	Schedule annulment	After step 4b	Annulment scheduled	CAIS
7	Join annulment session & sign off forms to annul (CAIS, AC, Legal)	On scheduled day	Forms signed off	CAIS, Legal, ACO
8	Record annulled documents into log & put away separately in safe. Write annulment minutes.	After annulment	Security paper record and hologram record updated	CAIS

c. Annulment of defect transcripts

i. Flowchart:



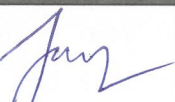

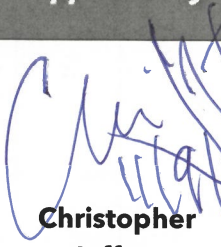


ii. Roles & Responsibilities:

Step#	Process Activities	Turnaround time	Output	PIC
1	Identify defect transcripts that have not been issued to students yet	Certificate printing period	Defect transcripts	CAIS
2	Check status & quantity of defect documents and stamp "Void" on the defect transcripts so it cannot be used.	End of certificate printing period	Defect transcripts quantity checked	CAIS
3	Record annulled documents into log & put away separately in safe	End of certificate printing period	Security paper record and hologram record updated	CAIS

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	Checked by	Confirmed by	Agreed by	Approved by
 Hoang Linh Chi Senior Officer Academic Compliance Office	 5/9/2023 Nguyen Thi Dung Central Academic Information Service Manager	 5/9/23 Tran Duc Trung Deputy University Registrar	 7/9/23 Tony Summers University Registrar	 Christopher Jeffery Chief Academic Officer

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)
Security paper record	Soft copy	CAIS	5 years
Hologram record	Soft copy	CAIS	5 years
Defect transcripts & certificates	Hard copy	CAIS	5 years

7. REFERENCES

Document Ref

03/2023/CAIS/BUV-REGISTRY

Document Title

Printing & Management of Certificate, Security Paper & Hologram Procedure - Version 2.0

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