REGISTRY SERVICES
CENTRAL ACADEMIC INFORMATION
SERVICES & EXAMINATIONS OFFICE

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RESIT ORGANISATION PROCEDURE

DOCUMENT HISTORY

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

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1. PURPOSE

This procedure has been developed to support British University Vietnam (BUV)'s Central Academic Information Services & Examinations Office to manage resit organisation in each semester. This documentation will provide a formal standardised and repeatable process with clear timelines for department of Central Academic Information Services and Examinations Office.

2. SCOPE

This procedure encompasses the process of organising resits for BUV Own Programmes & Staffordshire University programmes.

This procedure is scheduled to be reviewed in January 2023 semester.
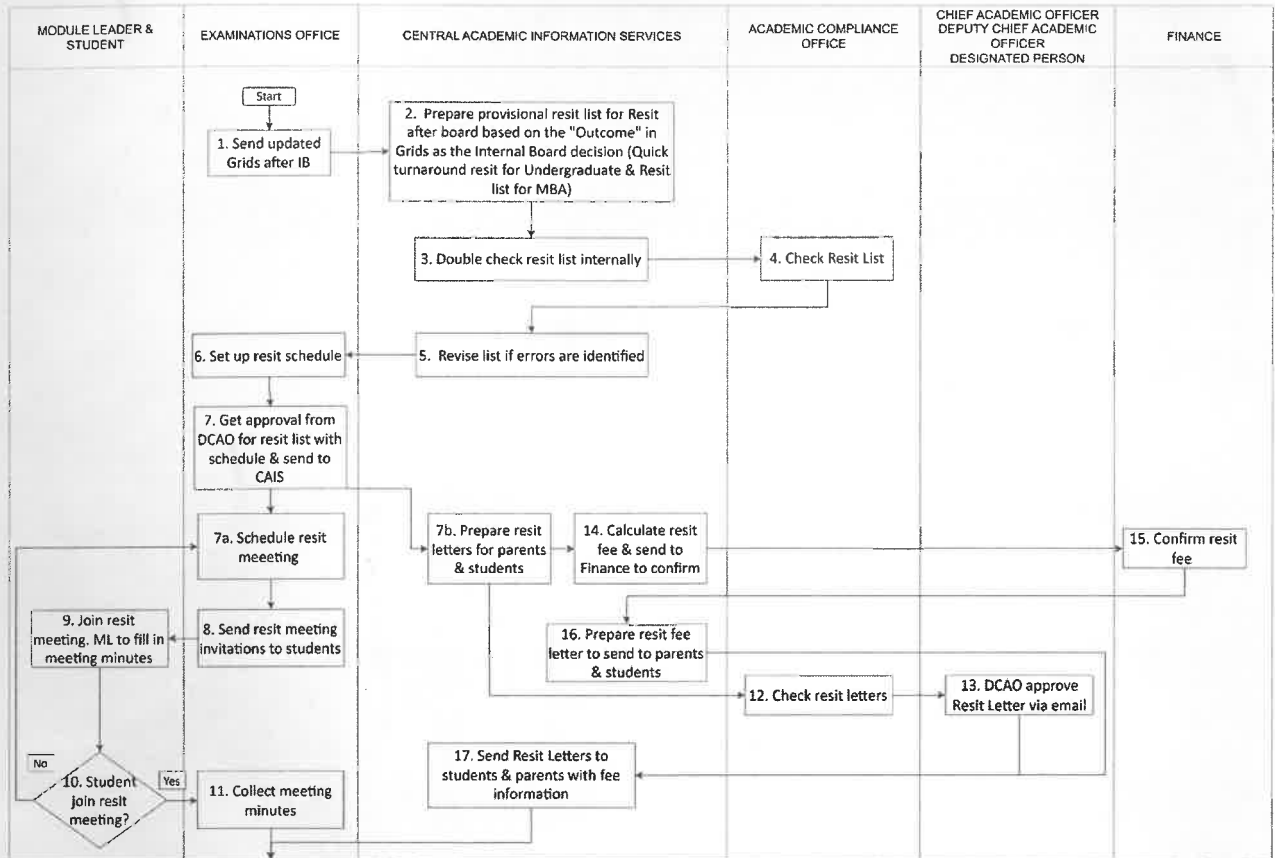
3. DEFINITIONS

a. Abbreviations

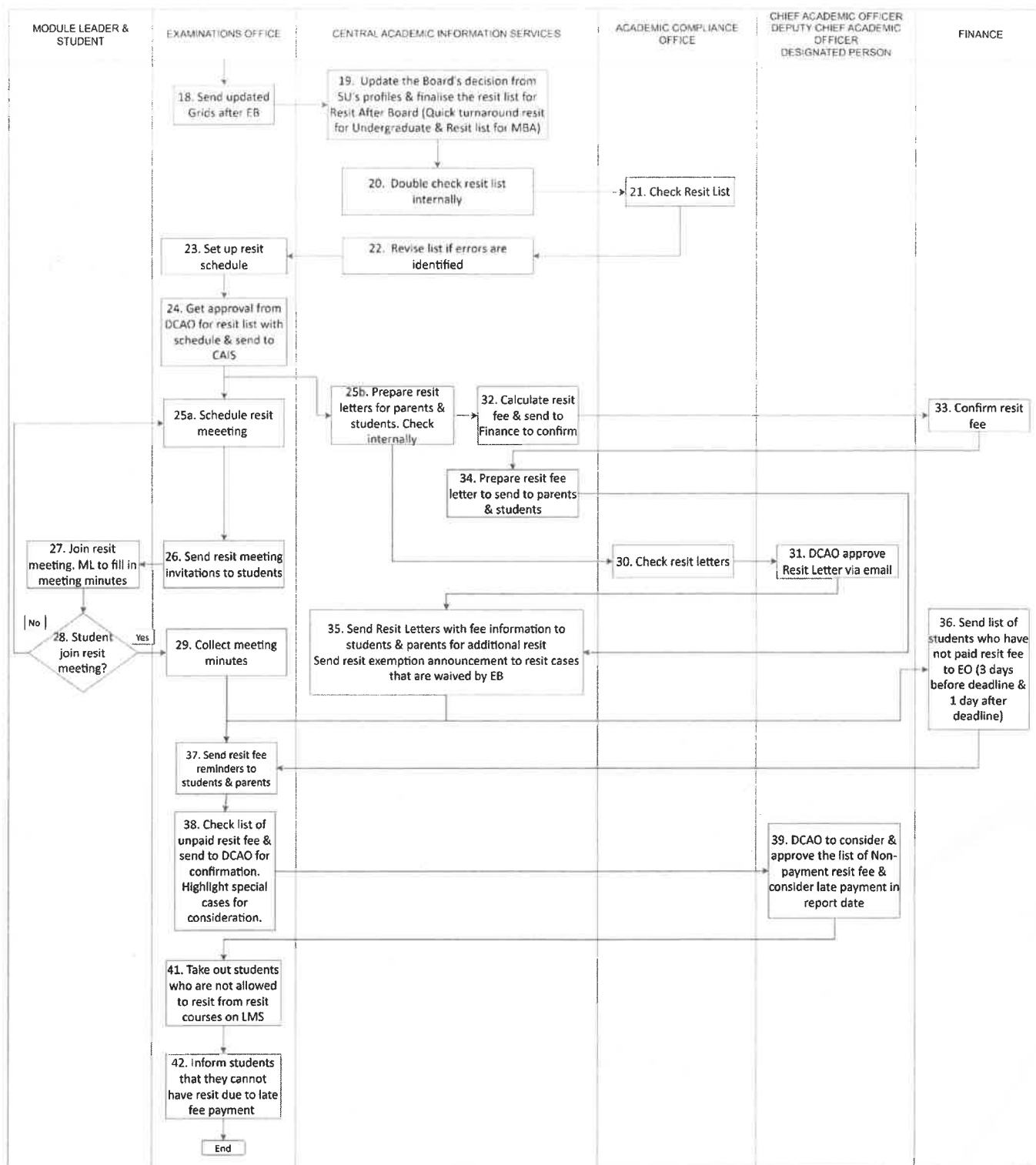**Definitions of abbreviations used throughout the policy and related references are as follows:**

Abbreviations	Definitions
BUV	British University Vietnam
SU	Staffordshire University
CAO	Chief Academic Officer
CAIS	Central Academic Information Services
ACO	Academic Compliance Office
EO	Examinations Office
ML	Module Leader

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4. PROCEDURE

a. Resit organisation for progression students

     i. Flowchart

MODULE LEADER & STUDENT	EXAMINATIONS OFFICE	CENTRAL ACADEMIC INFORMATION SERVICES	ACADEMIC COMPLIANCE OFFICE	CHIEF ACADEMIC OFFICER DEPUTY CHIEF ACADEMIC OFFICER DESIGNATED PERSON	FINANCE
	Start	2. Prepare provisional resit list for Resit after board based on the "Outcome" in Grids as the Internal Board decision (Quick turnaround resit for Undergraduate & Resit list for MBA)			
	1. Send updated Grids after IB				
		3. Double check resit list internally	4. Check Resit List		
	6. Set up resit schedule	5. Revise list if errors are identified			
	7. Get approval from DCAO for resit list with schedule & send to CAIS				
	7a. Schedule resit meeeting	7b. Prepare resit letters for parents & students	14. Calculate resit fee & send to Finance to confirm		15. Confirm resit fee
9. Join resit meeting. ML to fill in meeting minutes	8. Send resit meeting invitations to students	16. Prepare resit fee letter to send to parents & students			
			12. Check resit letters	13. DCAO approve Resit Letter via email	
No / 10. Student join resit meeting? / Yes	11. Collect meeting minutes	17. Send Resit Letters to students & parents with fee information			

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MODULE LEADER & STUDENT	EXAMINATIONS OFFICE	CENTRAL ACADEMIC INFORMATION SERVICES	ACADEMIC COMPLIANCE OFFICE	CHIEF ACADEMIC OFFICER DEPUTY CHIEF ACADEMIC OFFICER DESIGNATED PERSON	FINANCE

18. Send updated Grids after EB

19. Update the Board's decision from SU's profiles & finalise the resit list for Resit After Board (Quick turnaround resit for Undergraduate & Resit list for MBA)

20. Double check resit list internally

21. Check Resit List

23. Set up resit schedule

22. Revise list if errors are identified

24. Get approval from DCAO for resit list with schedule & send to CAIS

25a. Schedule resit meeeting

25b. Prepare resit letters for parents & students. Check internally

32. Calculate resit fee & send to Finance to confirm

33. Confirm resit fee

34. Prepare resit fee letter to send to parents & students

27. Join resit meeting. ML to fill in meeting minutes

26. Send resit meeting invitations to students

30. Check resit letters

31. DCAO approve Resit Letter via email

No

28. Student join resit meeting? — Yes

29. Collect meeting minutes

35. Send Resit Letters with fee information to students & parents for additional resit
Send resit exemption announcement to resit cases that are waived by EB

36. Send list of students who have not paid resit fee to EO (3 days before deadline & 1 day after deadline)

37. Send resit fee reminders to students & parents

38. Check list of unpaid resit fee & send to DCAO for confirmation. Highlight special cases for consideration.

39. DCAO to consider & approve the list of Non-payment resit fee & consider late payment in report date

41. Take out students who are not allowed to resit from resit courses on LMS

42. Inform students that they cannot have resit due to late fee payment

End

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ii. Roles & Responsibilities:

Step#	Process Activities	Deadline for UG	Deadline for MBA	Output	PIC
1	Send updated Grids after IB	2 working days	2 working days	Updated Grids sent	EO
2	Prepare provisional resit list for Resit after board based on the "Outcome" in the grids as the internal board's decision) (Quick turnaround resit for UG& & resit list for MBA)	2-3 working days	2-4 working days	Provisional resit list for Resit after board which are included "Resit failed components", "board may condone" & excluded "For board to decide"	CAIS
3	Double check resit list internally & send to EO & ACO	1-2 working days	1-3 working days	Resit list double checked	CAIS
4	Check Resit List	1-2 working days after step 3	1-3 working days after step 3	Resit List checked	ACO
5	Revise list if errors are identified	1 working day after step 4	1-2 working days after step 4	Resit list revised	CAIS
6	Set up resit schedule	1-2 working days after receiving the final list	1-2 after receiving the final list	Resit schedule set up	EO
7	Get approval from DCAO for resit list with schedule & send to CAIS	2 working days after receiving the final list	2 working days after receiving the final list	Resit list approved	EO
7a	Schedule resit meeeting	Within 1 week after step 7	Within 1 week after step 7	Resit meeting scheduled	EO

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7b	Prepare resit letters for parents & students (MBA only for students)	1-2 working days after step 7	1-3 working days after step 7	Resit letters prepared	CAIS
8	Send resit meeting invitations to students	Within 1 week after step 7	Within 1 week after step 7	Meeting invitations	EO
9	Join resit meeting. ML to fill in meeting minutes	Within 1 week after step 7	Within 1 week after step 7	Meeting minutes taken	ML - Student
10	Student join resit meeting? If Yes: Move to (10) If No: Move back to (6a)	Within 1 week after step 7	Within 1 week after step 7	Student join meeting	Student
11	Collect meeting minutes	Within 1 week after step 7	Within 1 week after step 7	meeting minutes collected	EO
12	Check resit letters	1-2 working days after step 7b	1-3 working days after step 7b	Resit letters checked	ACO
13	DCAO approve Resit Letter via email	1 working day after step 12	1 working day after step 12	Resit letters approved	DCAO/DP
14	Calculate resit fee & send to Finance to confirm	1 working day after step 5	1-2 working days after step 5	Resit fee calculation sent to Finance	CAIS
15	Confirm resit fee	1 working day after step 14	1 working day after step 14	Email notice	Finance
16	Prepare resit fee letter to send to parents & students	1 working day after step 15	1-2 working days after step 15	Resit fee letter prepared	CAIS
17	Send Resit Letters to students & parents with fee information	1 working day after step 13 and 16	1-2 working days after	Email notice with stamped resit letters	CAIS

* Resit Organisation Procedure

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			step 13 and 16		
18	Send updated Grids after EB	1 working day after the board meeting	1 working day after the board meeting	Updated Grids sent	EO
19	Update the Board's decision from " SU profiles" and finalise the resit list for Resit after board (Quick turnaround resit for Undergraduate & Resit list for MBA)	1-2 working days after step 18	1-3 working days after step 18	Resit list revised	CAIS
20	Double check resit list internally	0.5-1 working day after step 19	1-2 working days after step 19	Resit List checked	CAIS
21	Check Resit List	0.5-1 working day after step 20	1-2 working days after step 20	Resit List checked	ACO
22	Revise list if errors are identified	0.5-1 working days after step 21	1-2 working days after step 21	Resit list revised	CAIS
23	Set up resit schedule	1 working days after receiving the final list	1 working days after receiving the final list	Resit schedule set up	EO
24	Get approval from DCAO for resit list with schedule & send to CAIS	2 working days after receiving the final list	2 working days after receiving the final list	Resit list approved	EO
25a	Schedule resit meeeting	Within 1 week after step 24	Within 1 week after step 24	Resit meeting scheduled	EO
25b	Prepare resit letters for parents & students. Check internally.	1-2 working	1-3 working	Resit letters prepared	CAIS

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		days after step 24	days after step 24		
26	Send resit meeting invitations to students	Within 1 week after step 24	Within 1 week after step 24	Meeting invitations	EO
27	Join resit meeting. ML to fill in meeting minutes	Within 1 week after step 24	Within 1 week after step 24	Meeting minutes taken	ML - Student
28	Student join resit meeting? If Yes: Move to (26) If No: Move back to (22a)	Within 1 week from the 1st meeting date	Within 1 week from the 1st meeting date	Student join meeting	Student
29	Collect meeting minutes	Within 1 week after step 24	Within 1 week after step 24	meeting minutes collected	EO
30	Check resit letters	0.5-1 working day after step 25b	1-2 working days after step 25b	Resit letters checked	ACO
31	DCAO approve Resit Letter via email	0.5-1 working day after step 30	1-2 working days after step 30	Resit letters approved	DCAO/DP
32	Calculate resit fee & send to Finance to confirm	1 working day after step 22	1-2 working days after step 22	Resit fee calculated & sent to Fin	CAIS
33	Confirm resit fee	1 working day after step 32	1 working day after step 32	Email notice	Finance
34	Prepare resit fee letter to send to parents & students	1 working day after step 33	1-2 working days after step 33	Resit fee letter prepared	CAIS
35	Send Resit Letters to students & parents for additional resit Send resit exemption	1 working day after step 31 and 34	1 working day after step 31 and 34	Resit letters sent	CAIS

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	announcement to resit cases that are waived by EB				
36	Send list of students who have not paid resit fee to EO (3 days before deadline & 1 day after deadline)	3 days before deadline & 1 day after deadline	3 days before deadline & 1 day after deadline	Email notice	Fin
37	Send resit fee reminders to student and parents	3 days before deadline	3 days before deadline	Email notice to students SMS text to fee payer via phone number	EO
38	Check list of unpaid resit fee & send to DCAO for confirmation. Highlight special cases for consideration.	3 working days after fee deadline	3 working days after fee deadline	Email request	EO
39	DCAO to consider and approve the list of Non-payment resit fee and consider late payment on report date (any late payment after the report date will not be accepted)	4 working days after fee deadline	4 working days after fee deadline	DCAO's approval	DCAO/DP
40	Take out students who are not allowed to resit from resit courses on LMS	1 -2 working day after Step 39	1 -2 working day after Step 39	Revised enrolment in resit courses on LMS	EO
41	Inform students that they cannot have resit due to late fee payment	1 working day after Step 40	1 working day after Step 40	Email notice	EO

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b. **Resit organisation for continuing students**
  i. **Flowchart**

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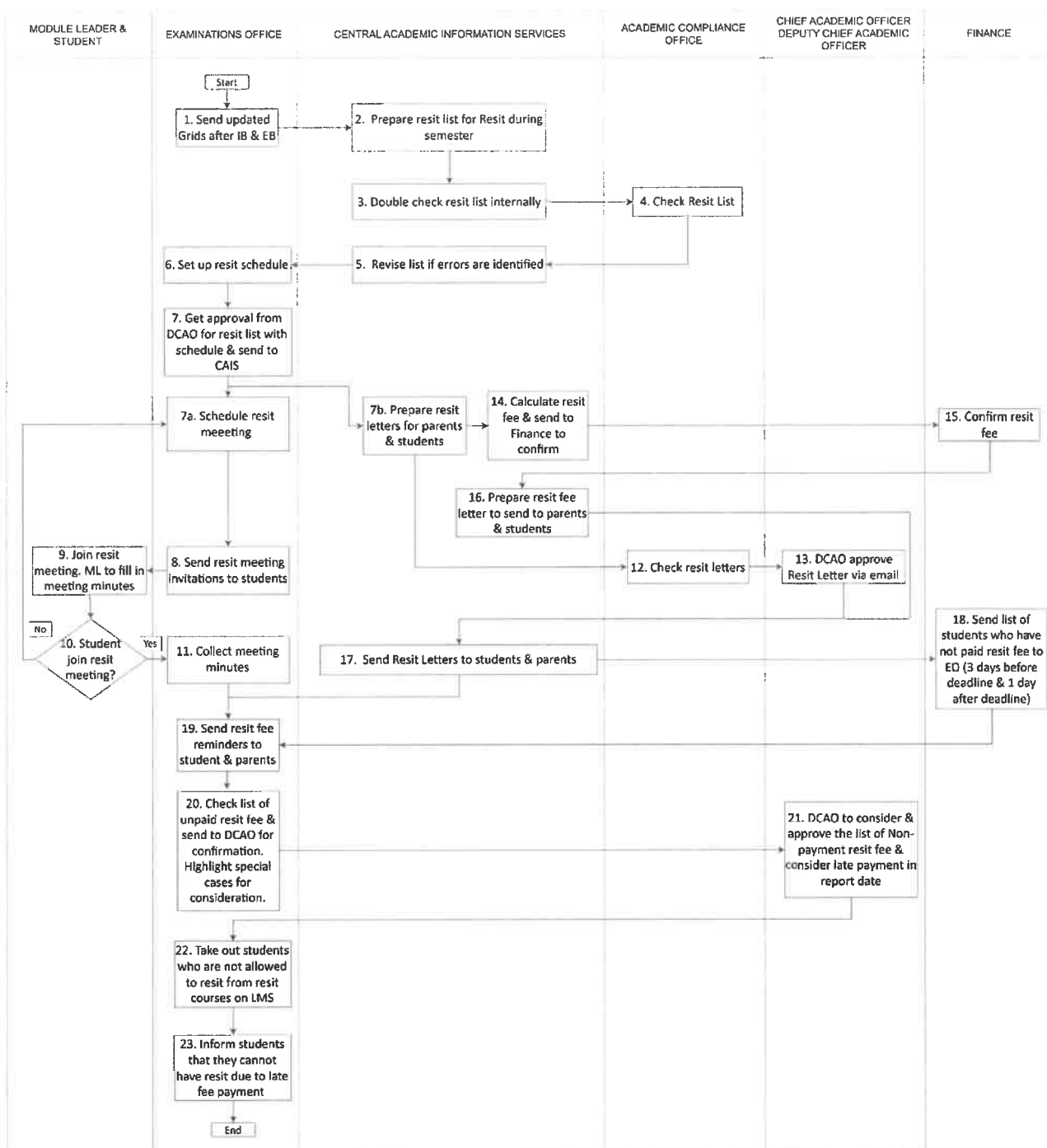
ii. Roles & Responsibilities

Step#	Process Activities	Deadline	Output	PIC
1	Send updated Grids after IB & EB	2 working days	Updated Grids sent	EO
2	Prepare resit list for Resit during semester	1-3 days of week -3 of new semester	Resit list prepared	CAIS
3	Double check resit list internally	1-2 working days after step 2	Resit List checked	CAIS
4	Check Resit List	1-2 working days after step 3	Resit List checked	ACO
5	Revise list if errors are identified	1 working day after step 4	Resit list revised	CAIS
6	Set up resit schedule	1-2 working days after receiving the final list	Resit schedule set up	EO
7	Get approval from DCAO for resit list with schedule & send to CAIS	1-2 working days after receiving the final list	Resit list approved	EO
7a	Schedule resit meeeting	Within 1 week after step 7	Resit meeting scheduled	EO
7b	Prepare resit letters for parents & students	1-2 working days after step 7	Resit letters prepared	EO
8	Send resit meeting invitations to students	Within 1 week after step 7	Meeting invitations	EO
9	Join resit meeting. ML to fill in meeting minutes	Within 1 week after step 7	Meeting minutes taken	ML - Student
10	Student join resit meeting? If Yes: Move to (26) If No: Move back to (22a)	Within 1 week after step 7	Student join meeting	Student
11	Collect meeting minutes	Within 1 week after step 7	meeting minutes collected	EO
12	Check resit letters	1-2 working days after step 7b	Resit letters checked	ACO
13	DCAO approve Resit Letter via email	1 working day after step 12	Resit letters approved	DCAO

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14	Calculate resit fee & send to Finance to confirm	1 working day after step 5	Resit fee calculation sent to Finance	CAIS
15	Confirm resit fee	1 working day after step 14	Approved resit list sent	FIN
16	Prepare resit fee letter to send to parents & students	1 working day after step 15	resit fee calculated	CAIS
17	Send Resit Letters to students & parents	1 working day after step 13 and 16 or the first week of the new semester	Email notice	CAIS
18	Send list of students who have not paid resit fee to EO (3 days before deadline & 1 day after deadline)	3 days before deadline & 1 day after deadline	Email notice	Fin
19	Send resit fee reminders to student and parents	3 days before deadline	Email notice to students SMS text to fee payer via phone number	EO
20	Check list of unpaid resit fee & send to DCAO for confirmation. Highlight special cases for consideration.	3 working days after fee deadline	Email request	EO
21	DCAO to consider and approve the list of Non-payment resit fee and consider late payment on report date (any late payment after the report date will not be accepted)	4 working days after fee deadline	DCAO's approval	DCAO/DP
22	Take out students who are not allowed to resit from resit courses on LMS	1 -2 working day after Step 39	Revised enrolment in resit courses on LMS	EO
23	Inform students that they cannot have resit due to late fee payment	1 working day after Step 40	Email notice	EO

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c. **Resit organisation for UoL students**
  i. **Flowchart**

STUDENTS	EXAMINATION OFFICE	UoL
		Start
	2. Inform students in resit list about resit period that available on portal	1. UoL inform CAO, EO, CAIS about resit period (Oct - Nov)
	4. Inform student to register for resit on portal and send UoL's admission notice to EO	3. Inform open of resit registration on portal (Sep)
5. Registered on portal ? — No	6. Remind student about resit registration	
Yes	7. Follow up with students in resit list to make sure all student registered (3 days before close date)	
8. Send UoL's admission notice to EO via email		9. In October: UoL update teaching center about resit session details
11. Attend the resit exam online/offline upon UoL decision	10. Arrange standby staff for UoL resit session to support online exam if there is any submission issue.	
12. Online submission ok? — No → 13. Send student paper to EO	14. Send student paper to UoL (only for online exam)	
Yes → End		

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ii. **Roles & Responsibilities**

Step#	Process Activities	Deadline	Output	PIC
1	UoL inform CAO, EO, CAIS about resit period (Oct - Nov)		Email from UoL	UoL
2	Inform students in resit list about resit period that available on portal	Within 1 day from step 1	Email to student	EO
3	Inform open of resit registration on portal (Sep)	September	Email from UoL	UoL
4	Inform student to register for resit on portal and send UoL's admission notice to EO	Within 1 day from step 1	Email to student	EO
5	Student registered on portal? If yes, go to [8] If no, go to [6]			
6	Remind student about resit registration	1 week from closing date	Email to student	EO
7	Follow up with students in resit list to make sure all student registered	3 days before closing date	Email & call to student	EO
8	Send UoL's admission notice to EO via email	Latest by closing date	Email from student to EO	Student
9	UoL update teaching center about resit session details	October	Email from UoL to EO	UoL
10	Arrange standby staff for UoL resit session to support online exam if there is any submission issue.	1 week before examination date	Email to staff	EO
11	Attend the resit exam online/offline upon UoL decision	By examination date		Student
12	Online submission ok? If yes, go to End of process If no, go to [13]			
13	Student send his/her paper to EO as online submission failed	Within the examination date	Student paper via email to EO	Student
14	Send student paper to UoL within the day	Within the examination date	Student paper via email to UoL	EO

5. APPROVALS

a. Policy development or review will be endorsed by Head of Academic and Student Operations 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	Checked by	Confirmed by	Agreed by	Approved by
12/12/22	*13/12/22*	*12 Dec 22*	*13/12/22*	*13/12/22*	*14/12/22*
Tran Duc Trung	**Nguyen Thi Dung**	**Hoang Thi Vien**	**An Nhat Linh**	**Tony Summers**	**Christopher Jeffery**
Academic Compliance Manager	Central Academic Information	Examinations Office Manager	Registry Services Associate Manager	Deputy Chief Academic Officer	Chief Academic Officer

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)
Resit lists	Hard Copy	CAIS	5 years
Resit letters	Soft Copy	CAIS	5 years

7. REFERENCES

Document Ref	Document Title
14/2022/CAIS/BUV-REGISTRY	**Resit Organisation Procedure**

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