

SU FINAL RESULT RELEASE FOR FINAL CERTIFICATE & TRANSCRIPT
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 the final result release for Final certificate & transcript for SU programmes. 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 releasing final result for Final certificate & transcript for SU programmes.

3. DEFINITIONS

a. Abbreviations

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

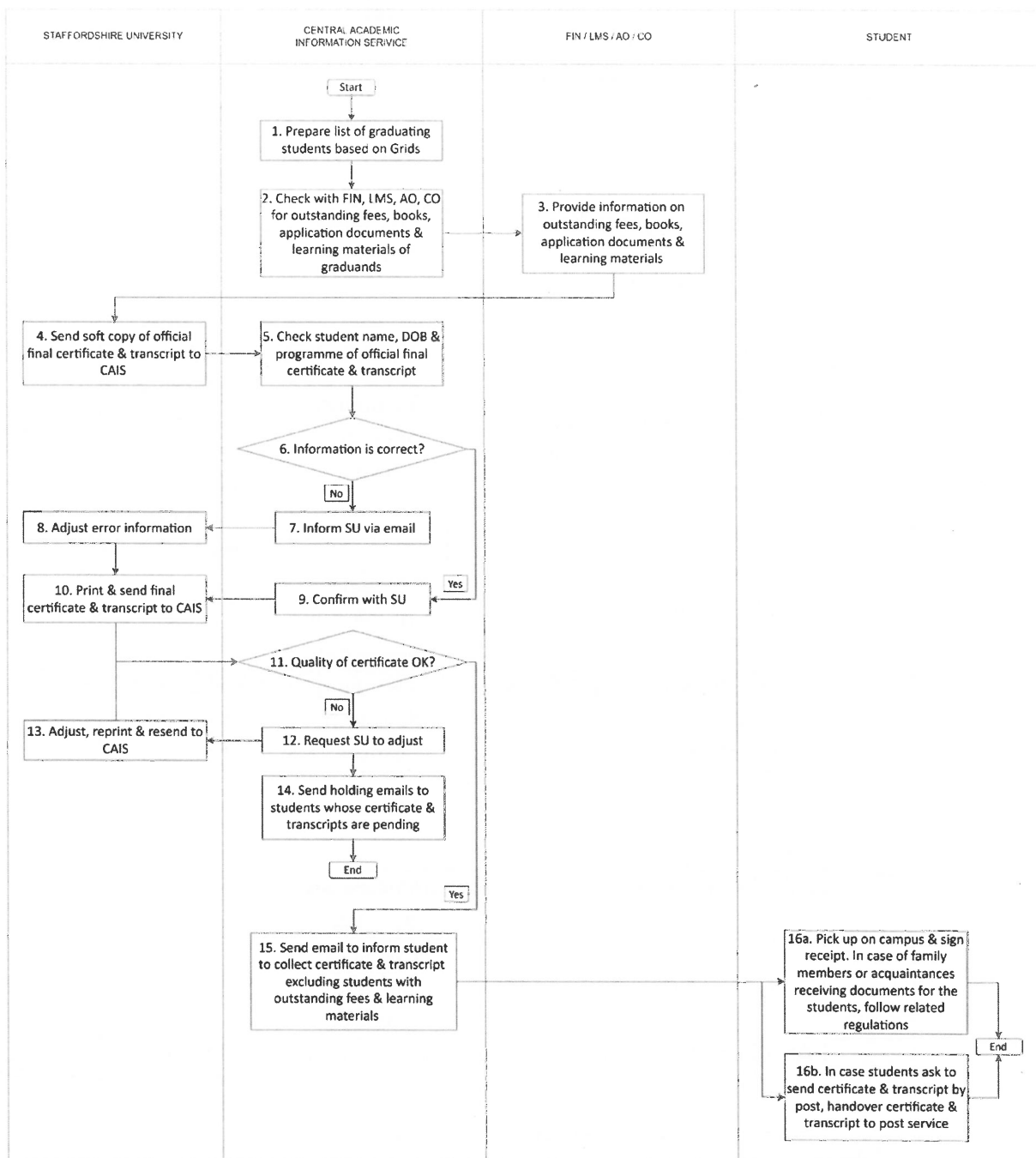
Abbreviations	Definitions
BUV	British University Vietnam
SU	Staffordshire University
CAO	Chief Academic Officer
UR	University Registrar
CAIS	Central Academic Information Services
ACO	Academic Compliance Office
FIN	Finance Department
AO	Admission Office
CO	Course Office
LMS	Learning Management System

b. Terminologies

Terminologies	Definitions

4. PROCEDURE

a. Flowchart






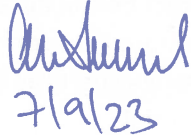
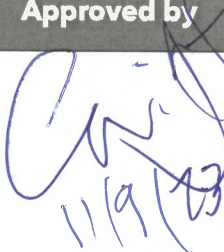
b. Roles & Responsibilities:

Step#	Process Activities	Turnaround time	Output	PIC
1	Prepare list of graduating students based on Grids after External Board	1-2 days after External Board	List of graduating students	CAIS
2	Check with FIN, LMS, AO, CO for outstanding fees, books, application documents & learning materials of graduands	1-2 days after step 1	Email request	CAIS
3	Provide information on outstanding fees, books, application documents & learning materials	3 working days after step 2	List of students with outstanding fees, books, application documents & learning materials	FIN/LMS/AO/CO
4	Send soft copy of official final certificate & transcript to CAIS	3 weeks from Result release date		SU
5	Check student name, DOB & programme of official final certificate & transcript	3 working days from Step 4	Certificates & transcripts checked	CAIS
6	Information is correct? If yes => step 8 If no => step 6			CAIS
7	All information are correct (Yes): Inform SU via email	Immediately after step 5	Email notice	CAIS
8	Adjust error information	1 working day after step 6		SU
9	All information are correct (No): Confirm with SU	Immediately after step 5	Email confirmation	CAIS
10	Print & send final certificate & transcript to CAIS	2 weeks after Step 8	Final certificates & transcripts sent	SU
11	Quality of certificate OK? If Yes: Move to (15) If No: Move to (12)	1 working day after step 9	Final certificates & transcripts	CAIS

			received & checked	
12	Request SU to adjust	1 working day after Step 10	Email request	CAIS
13	Adjust, reprint & resend to CAIS => back to step 10	1 week after step 12	Adjusted docs sent	SU
14	Send holding emails to students whose certificate & transcripts are pending	2 working days after Step 10	Email notice sent	CAIS
15	Send email to inform student to collect certificate & transcript excluding students with outstanding fees & learning materials	1 working day from Step 10	Student list to received final certificates & transcripts	CAIS
16a	Pick up on campus & sign receipt. In case of family members or acquaintances receiving documents for the students, follow related regulations.	After step 14 onwards	Final certificates & transcripts by students. Receipt / handover minutes signed	Student
16b	In case students ask to send certificate & transcript by post, handover certificate & transcript to post service.	After step 14 onwards	Final certificates & transcripts by post office	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	 11/9/23 Christopher Jeffery Chief Academic Officer

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)
Copy of released transcripts & certificates	Hard copy	CAIS	5 years

7. REFERENCES

<u>Document Ref</u>	<u>Document Title</u>
05/2023/CAIS/BUV-REGISTRY	SU final result release for Final certificate & transcript Procedure - Version 02

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