

ON-REQUEST SU CERTIFICATE & TRANSCRIPT DUPLICATE ISSUANCE PROCEDURE

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DOCUMENT HISTORY

Version	Author	Approved by	Date
1.0	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 on-request SU certificate & transcript duplicate issuance 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 receiving & handling requests to issue SU certificate & transcript duplicate from students & parents. SU semester transcripts are officially released on E:Vision. The issuance of SU certificate & transcript duplicate is only upon request.

3. DEFINITIONS

a. Abbreviations

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

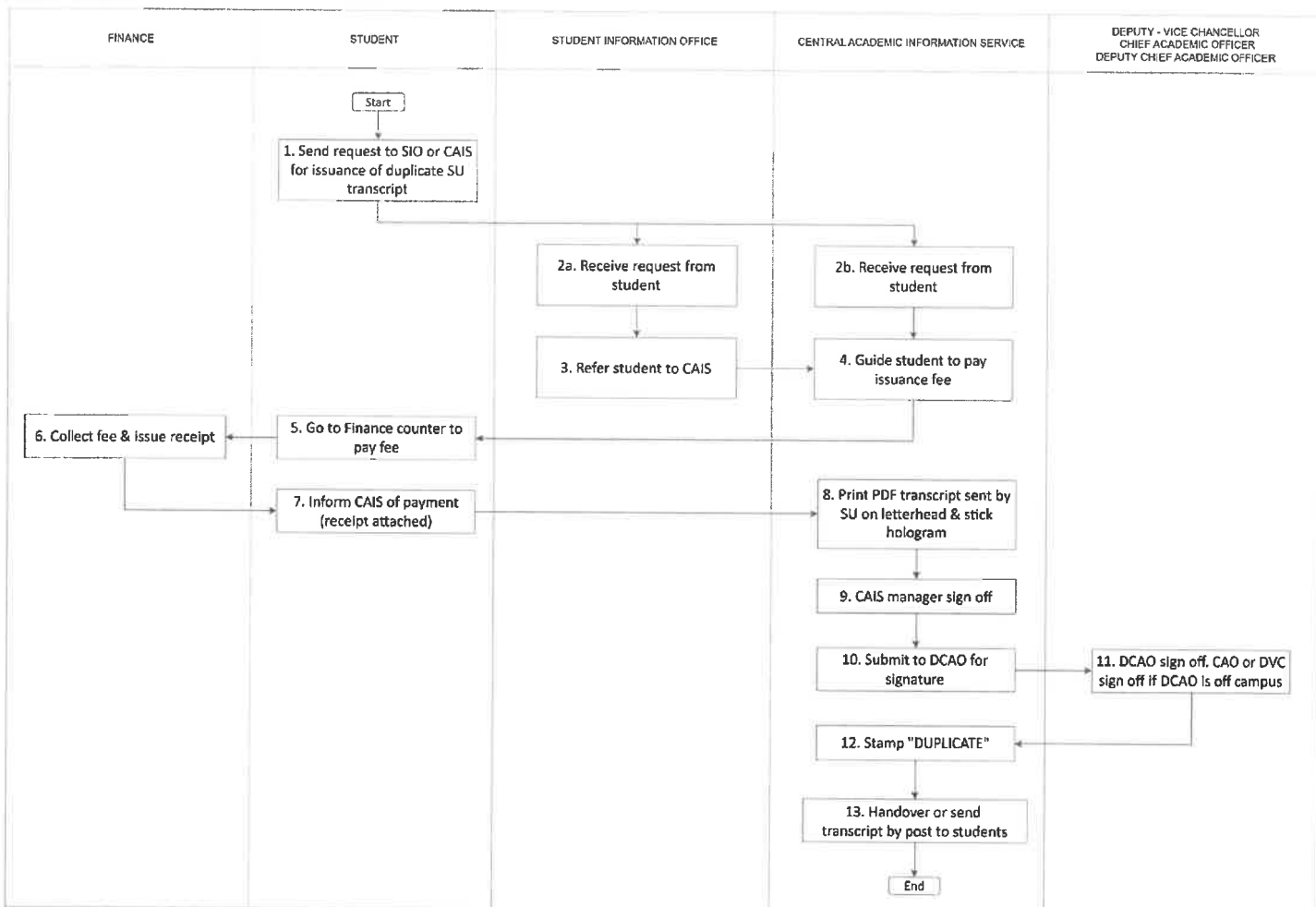
Abbreviations	Definitions
BUV	British University Vietnam
SU	Staffordshire University
DVC	Deputy Vice-Chancellor
CAO	Chief Academic Officer
DCAO	Deputy Chief Academic Officer
SIO	Student Information Office
CAIS	Central Academic Information Services

b. Terminologies

Terminologies	Definitions

4. PROCEDURE

a. Flowchart:



b. Roles & Responsibilities:

Step#	Process Activities	Turnaround time	Output	PIC
1	Send request to SIO for issuance of duplicate SU transcript		Email request	Student
2a	Receive request from student		Request received	SIO
2b	Receive request from student		Request received	CAIS
3	Refer student to CAIS		Within 1 day from Step 1	SIO
4	Guide student to pay issuance fee	Within 1 day from Step 1	Students are guided	CAIS
5	Go to Finance counter to pay fee			
6	Collect fee & issue receipt	Immediately when student request	Fee collected Receipt issued	Finance
7	Inform CAIS of payment (receipt attached)			
8	Print PDF transcript sent by SU on letterhead & stick hologram	Within 1 day from Step 7	Transcript printed	CAIS
9	CAIS manager sign off	Same day as Step 8	Transcript signed off	CAIS
10	Submit to DCAO for signature	Same day as Step 9	Transcript submitted to CAO	CAIS
11	DCAO sign off. CAO or DVC sign off if DCAO is off campus.	Within 1 day from Step 10	Transcript signed off	DVC / CAO / DCAO
12	Stamp "DUPLICATE"	Same day as Step 10	Transcript stamped	CAIS
13	Handover or send transcript by post to students Student to sign off on record log			CAIS

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	Confirmed by	Agreed by	Approved by
 26/10/22 Tran Duc Trung Academic Compliance Manager	 26/10/2022 Nguyen Thi Dung Central Academic Information Service Manager	 26/10/2022 An Nhat Linh Registry Services Associate Manager	 1/11/22 Tony Summers Deputy Chief Academic Officer	 2/11/22 Christopher Jeffery Chief Academic Officer

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)
Hard copy of issued duplicate certificate & transcripts	Hard copy	CAIS	5 years

7. REFERENCES

Document Ref
11/2022/CAIS/BUV-REGISTRY

Document Title
On-request SU certificate & transcript duplicate issuance procedure

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