

BUV OWN PROGRAMME 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 BUV Own 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 BUV Own programmes.

3. DEFINITIONS

a. Abbreviations

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

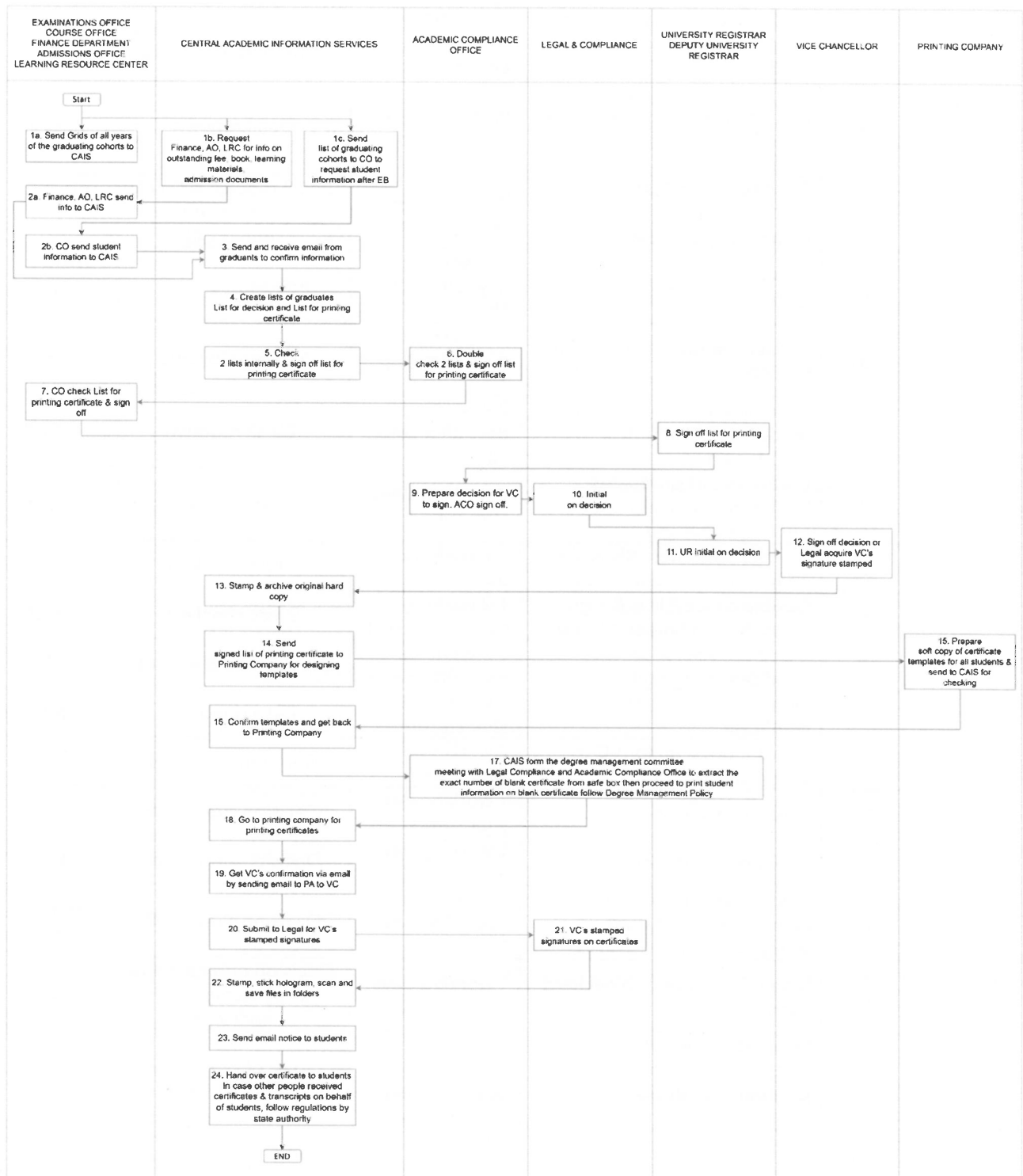
Abbreviations	Definitions
BUV	British University Vietnam
SU	Staffordshire University
VC	Vice Chancellor
CAO	Chief Academic Officer
UR	University Registrar
CAIS	Central Academic Information Services
ACO	Academic Compliance Office
FIN	Finance Department
AO	Admission Office
CO	Course Office
EO	Examinations Office
LRC	Learning Resource Center

b. Terminologies

Terminologies	Definitions

4. PROCEDURE

a. Final Certificate i. Flowchart:

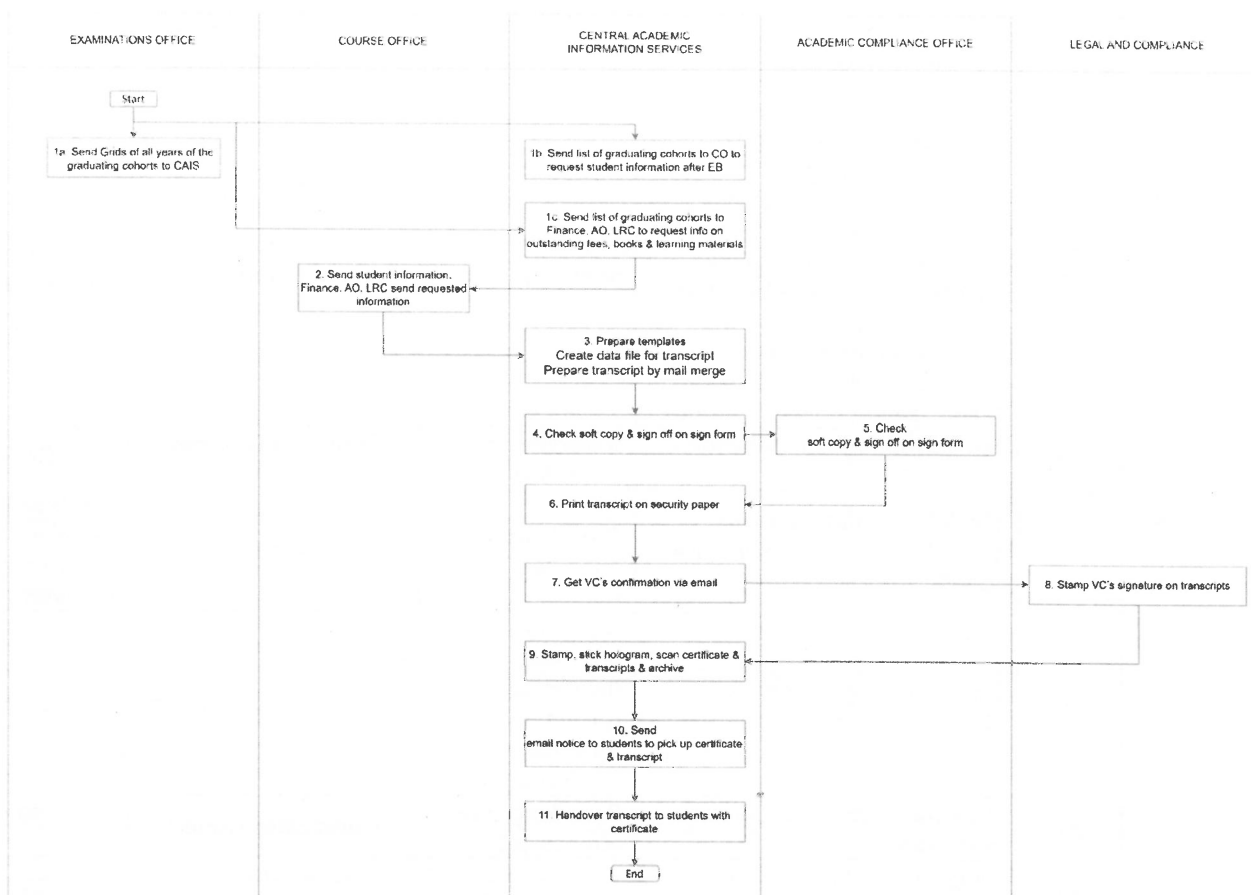


ii. Roles & Responsibilities:

Step#	Process Activities	Turnaround time	Output	PIC
1a	EO Send Grids of all years of the graduating cohorts to CAIS	1 working day after External Board	All grids of graduating cohorts sent to CAIS	EO
1b	Request Finance, AO, LRC for info on outstanding fee, book, learning materials, admission documents	Within 1 week after step 1a	Email request	CAIS
1c	Send list of graduating cohorts to CO to request student information after EB	Within 1 week after step 1a	Email request & list of graduating cohorts sent to CO	CAIS
2a	Finance, AO, LRC send info to CAIS	2-3 working days after step 1b	Info sent to CAIS	Finance - AO - LRC
2b	CO send student information to CAIS	2-3 working days after step 1c	Info sent to CAIS	CO
3	Send and receive email from graduants to confirm information	2-4 working days after step 2b	Email request	CAIS
4	Create lists of graduates List for decision and List for printing certificate	2 working days after step 3	2 lists created	CAIS
5	Check 2 lists internally & sign off list for printing certificate	1-2 working days after step 4	2 lists checked	CAIS
6	Double check 2 lists & sign off list for printing certificate	1-2 working days after step 5	2 lists checked	ACO
7	CO check List for printing certificate & sign off	1-2 working days after step 6	List checked & sign off	CO
8	Sign off list for printing certificate	1 working day after step 7	List signed off	UR / DUR
9	Prepare decision for VC to sign. ACO sign off.	2 working days after step 8	Decision prepared	ACO
10	Initial on decision	1 working day after step 9	Decision signed off	Legal
11	UR initials on decision	1 working day after step 10	Decision signed off	UR / DUR
12	Sign off decision or Legal acquire VC's signature stamped	1-3 working days after step 11	Decision signed off	CAIS & PA to VC, VC, Legal
13	Stamp & archive original hard copy	1 working days after step 12	Decision original hard copy stamped & archived	CAIS
14	Send signed list of printing certificate to Printing Company for designing templates	1-2 working days after step 8	List of printing certificate sent	CAIS

15	Prepare soft copy of certificate templates for all students & send to CAIS for checking	4 working days after step 14	Certificate templates sent to CAIS	Printing Company
16	Confirm templates and get back to Printing Company	1-2 working days after step 15	Certificate templates confirmed	CAIS
17	CAIS form the degree management committee meeting with Legal Compliance and Academic Compliance Office to extract the exact number of blank certificate from safe box then proceed to print student information on blank certificate follow Degree Management Policy	1 working day after step 16	Blank certificates issued	Legal & Compliance - CAIS - ACO
18	Go to printing company for printing certificates	3 working days after step 17	Printed certificates collected	CAIS
19	Get VC's confirmation via email by sending email to PA to VC	1 working days after step 18	Email	CAIS send the email to PA to VC to confirm with VC
20	Submit to Legal for VC's stamped signatures	5 working days after step 19 (Including reprinting time for error certificates)	Certificates submitted	CAIS
21	VC's stamped signatures on certificates	2 working days after step 20	Certificates signed	Legal
22	Original Graduation book preparation and checking	2 working days after step 20	Original Graduation book	CAIS
23	Stamp, stick hologram, scan and save files in folders	2 working days after step 21	Certificates stamped with hologram	CAIS
24	Send email notice to students	1 working day after step 22	Email notice	CAIS
25	Hand over certificate to students In case other people received certificates & transcripts on behalf of students, follow regulations by state authority	After step 23 onwards	Certificates handed over	CAIS

b. Final Transcript
i. Flowchart





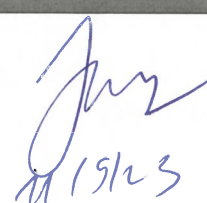
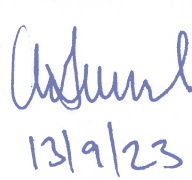
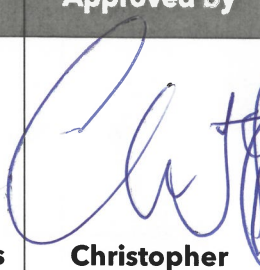
ii. Roles & Responsibilities

Step#	Process Activities	Deadline	Output	PIC
1a	EO Send Grids of all years of the graduating cohorts to CAIS	1 working day after External Board	All grids of graduating cohorts sent to CAIS	EO
1b	Send list of graduating cohorts to CO to request student information after EB	Within 1 week after step 1a	Email request & list of graduating cohorts sent to CO	CAIS
1c	Send list of graduating cohorts to Finance, AO, LRC to request info on outstanding fees, books & learning materials	Within 1 week after step 1a	list of graduating cohorts	CAIS

2	CO send student information. Finance, AO, LRC send requested information	2 working days after step 1c	Info sent to CAIS	CO-Finance-AO-LRC
3	Prepare templates Create data file for transcript Prepare transcript by mail merge	3 working days after step 2	Transcript soft copy prepared	CAIS
4	Check soft copy & sign off on sign form	3 working days after step 3	Soft copy checked	CAIS
5	Check soft copy & sign off on sign form	2 working days after step 4	Soft copy checked	ACO
6	Print transcript on security paper	1 working day after finished printing certificates	Transcript printed	CAIS
7	Get VC's confirmation via email	1 working day after step 6	Email	CAIS send the email to PA to VC to confirm with VC
8	Stamp VC's signature on transcripts	1 working day after step 7	Hard copy signed off	Legal
9	Stamp, stick hologram, scan certificate & transcripts & archive	1 working day after step 8	Transcript stamped with hologram	CAIS
10	Send email notice to students to pick up certificate & transcript	1 working day after step 9	Email notice	CAIS
11	Handover transcript to students with certificate In case other people received certificates & transcripts on behalf of students, follow regulations by state authority	After step 10 onwards	Certificates & transcripts handed over	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
	 6/19/2023	 11/19/23	 13/19/23	
Hoang Linh Chi Senior Officer Academic Compliance Office	Nguyen Thi Dung Central Academic Information Service Manager	Tran Duc Trung Deputy University Registrar	Tony Summers University Registrar	Christopher Jeffery Chief Academic Officer

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)
Scanned transcript	Soft Copy	CAIS	5 years
Scanned certificate	Soft Copy	CAIS	5 years
Decision	Hard Copy	CAIS	5 years

7. REFERENCES

Document Ref
02/2023/CAIS/BUV-REGISTRY

Document Title
BUV Own final result release for Final certificate &
transcript Procedure - Version 2.0

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