

BUV PROGRAMMES SEMESTER RESULT RELEASE PROCEDURE
UNDERGRADUATE COURSES (FE & IHM)
ACADEMIC ENGLISH MASTERCLASS

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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 & Examinations Office to manage the result release for BUV programmes including: Undergraduate (FE & IHM) and Academic English Masterclass (AEM). 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 result for BUV programmes including:

- Undergraduate (Non-SU FE & IHM)
- Academic English Masterclass (AEM).

3. DEFINITIONS

a. Abbreviations

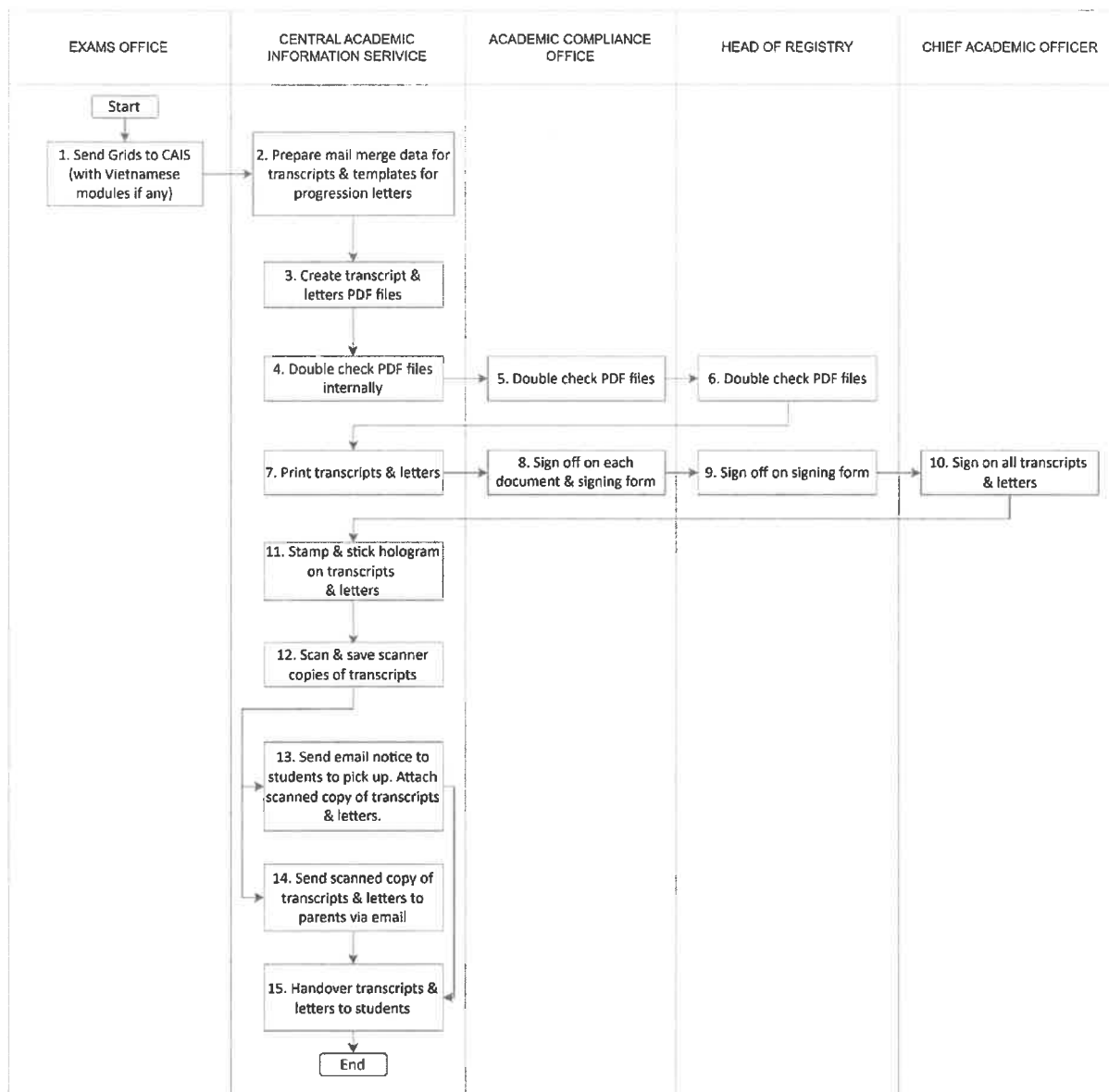
Definitions of abbreviations used throughout the policy and related references are as follows:

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
FE	Bachelor in Finance and Economics
IHM	Bachelor in International Hospitality Management
AEM	Academic English Masterclass

4. PROCEDURE

a. Undergraduate (Non-SU FE & IHM) semester result release

i. Flowchart



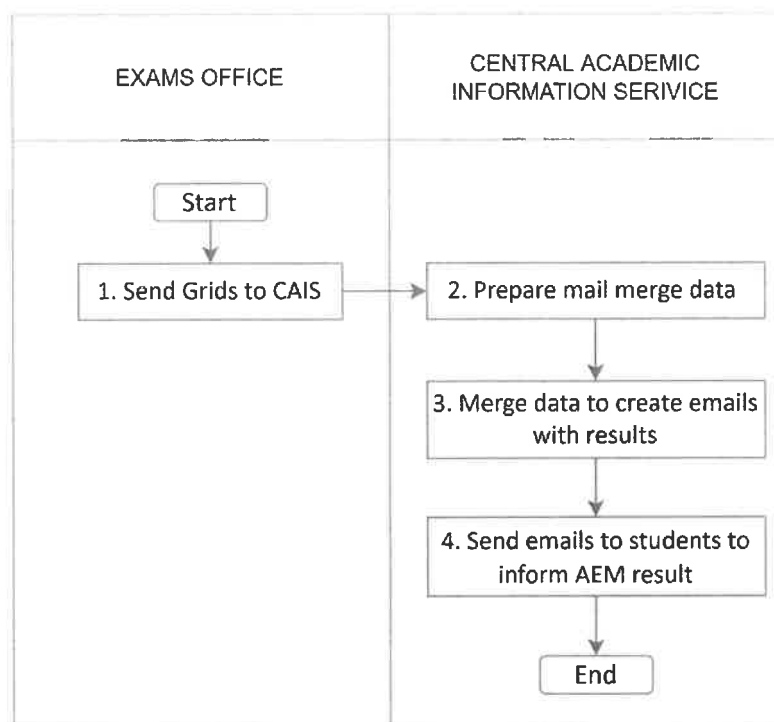
ii. Roles & Responsibilities:

Step#	Process Activities	Turnaround time	Output	PIC
1	Send Updated Grids to CAIS (with Vietnamese modules if any)	1 working day after External Board	Updated Grids	CAIS
2	Prepare mail merge data for transcripts & templates for progression letters Progression letters are only prepared for Semester 2	2 working days after step 1	Mail merge date file & templates prepared	CAIS
3	Create transcripts & progression letters PDF files	1 working day after step 2	Soft copy of transcript & progression letters	CAIS
4	Double check PDF files internally	1-2 working days after step 3	PDF files checked	CAIS
5	Double check PDF files	1-2 working days after step 4	PDF files checked	ACO
6	Double check PDF files	1-2 working days after step 5	PDF files checked	HoR
7	Print transcripts & progression letters	1 working day after step 6	Printed transcripts & progression letters	CAIS
8	Sign off on each document & signing form	1 working day after step 7	Documents signed off	ACM
9	Sign off on signing form	Same day after step 8	Signing form	HoR
10	Sign on all transcripts & letters	1 working day after step 6	Transcripts & progression letters signed off	CAO
11	Stamp & stick hologram on transcripts & letters	1 working day after step 7	Transcripts & progression letters stamped	CAIS
12	Scan & save scanner copies of transcripts	1 working day after step 8 (same day with step 8)	Transcripts scanned	CAIS

13	Send email notice to students to pick up. Attach scanned copy of transcripts & letters.	1 working day after step 9	Email notice	CAIS
14	Send scanned copy of transcripts & letters to parents via email	1 working day after step 9 (same day with step 10a)	Scanned transcripts & letters sent to parents	CAIS
15	Hand over transcripts & progression letters to students In case other people receive transcripts & progression letters on behalf of students, follow regulations by state authority	After step 10b onwards	Transcripts & progression letters handed over	CAIS

b. Academic English Masterclass Result Release

i. Flowchart



ii. Roles & Responsibilities

Step#	Process Activities	Deadline	Output	PIC
1	Send Grids to CAIS	Friday of Week 12	AEM Grids sent	EO
2	Prepare mail merge data	1 working day after step 1	Mail merge data prepared	CAIS
3	Merge data to create emails with results	1 day after step 2	Email content	CAIS
4	Send emails to students to inform AEM result	1 day after step 2	Result sent via email	CAIS

5. APPROVALS

- Policy development or review will be endorsed by Head of Academic and Student Operations and approved by CAO prior to implementation and execution.
- Any exceptions to this policy shall be submitted in writing, using the exception template for appropriate approval.
- This document is approved and effective from the date of signing:

Prepared by	Checked by	Confirmed by	Confirmed by	Agreed by	Approved by
 Tran Duc Trung Academic Compliance Manager	 Nguyen Thi Dung Central Academic Information	 Hoang Thi Vien Examinations Office Manager	 An Nhat Linh Registry Services Associate Manager	 Tony Summers Deputy Chief Academic Officer	 Christopher Jeffery Chief Academic Officer

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)
Scanned transcripts	Soft Copy	CAIS	5 years
Scanned progression letters	Soft Copy	CAIS	5 years

7. REFERENCES

Document Ref

13/2022/CAIS/BUV-REGISTRY

Document Title

BUV programmes result release - UG - PWSU - AEM Procedure

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