

## UoL & IFP SEMESTER RESULT & FINAL CERTIFICATE RECEIVING GUIDANCE PROCEDURE

<b>1. PURPOSE .....</b>	<b>2</b>
<b>2. SCOPE .....</b>	<b>2</b>
<b>3. DEFINITIONS .....</b>	<b>2</b>
<b>4. PROCEDURE .....</b>	<b>3</b>
<b>5. APPROVALS .....</b>	<b>6</b>
<b>6. RECORDS .....</b>	<b>6</b>
<b>7. REFERENCES.....</b>	<b>6</b>

### 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 guide University of London students to view their results on UoL portal and receive printed transcripts. 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 guiding University of London students to view their results on UoL portal and receive printed transcripts.

## **3. DEFINITIONS**

### **a. Abbreviations**

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

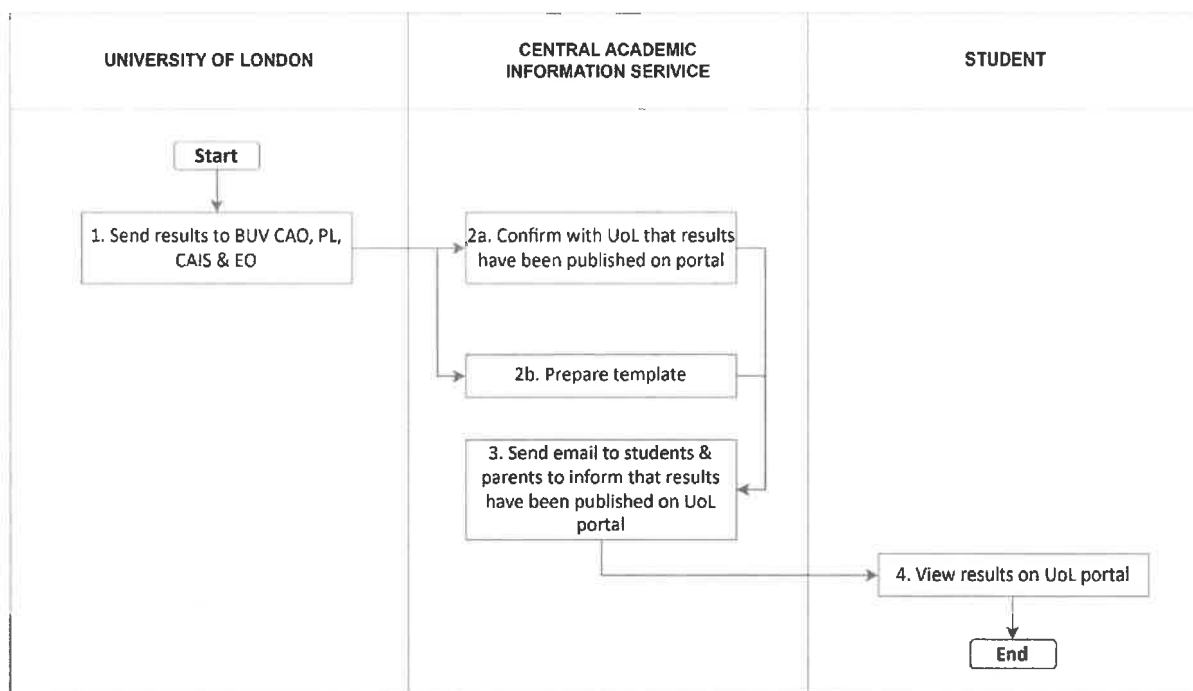
<b>Abbreviations</b>	<b>Definitions</b>
BUV	British University Vietnam
UoL	University of London
CAO	Chief Academic Officer
PL	Programme Leader
CAIS	Central Academic Information Services
EO	Examinations Office

### **b. Terminologies**

<b>Terminologies</b>	<b>Definitions</b>

#### 4. PROCEDURE

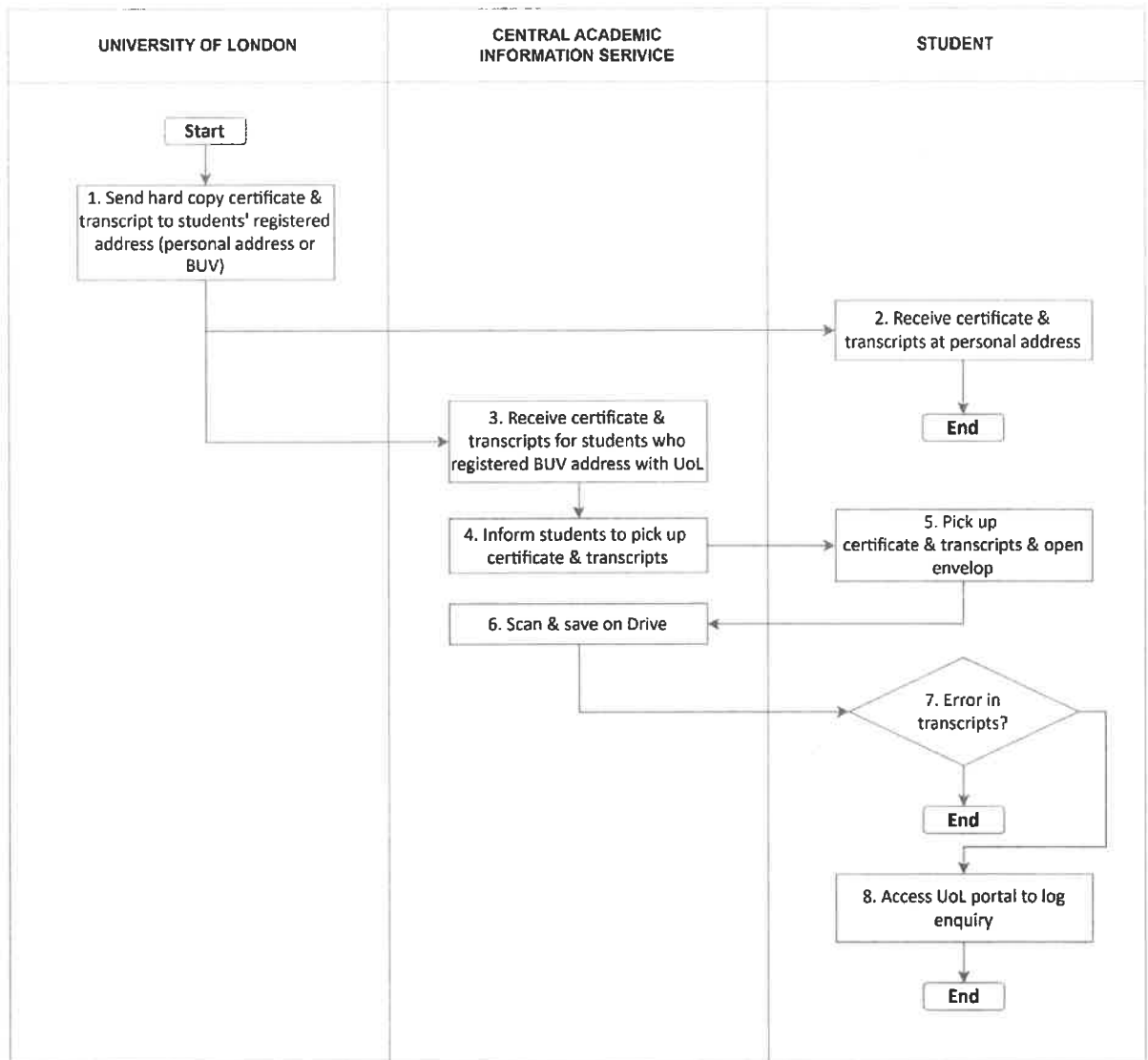
- a. Semester result receiving guidance  
i. Flowchart



- ii. Roles & Responsibilities:

Step#	Process Activities	Deadline	Output	PIC
1	Send results to BUVA CAO, PL, CAIS & EO		Email with results	UoL
2a	Confirm with UoL that results have been published on portal	1 day after Step 2	Email confirmation	CAIS
2b	Prepare template	Same day as Step 2a	Template prepared	CAIS
3	Send email to students to inform that results have been published on UoL portal	1 day after Step 2b/ After UOL confirmed in step 2a	Email notice	CAIS
4	View results on UoL Portal			Students/parents

b. Final certificate receiving guidance  
i. Flowchart




ii. Roles & Responsibilities

1	Send hard copy certificate & transcript to students' registered address (personal address or BUU)		Hard copy transcripts delivered by post	UoL
2	Receive certificate & transcripts at personal address		Hard copy transcripts received	Students / BUU
3	Receive certificate & transcripts for students who registered BUU address with UoL		Hard copy transcripts received	BUU
4	Inform students to pick up certificate & transcripts	2 days after Step 3	Email notice	BUU
5	Pick up certificate & transcripts & open envelop		Hard copy transcripts received	Students
6	Scan & save on Drive	When student pick up certificate & transcripts at BUU	Scanned transcripts & certificate saved	CAIS
7	Error in transcripts? If Yes, move to (11) If No, move to End			Students
8	Access UoL portal to log enquiry	As soon as possible		Students

**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
 28/11/2022 <b>Tran Duc Trung</b> Academic Compliance Manager	 29/11/2022 <b>Nguyen Thi Dung</b> Central Academic Information Service Manager	 30/11/2022 <b>An Nhat Linh</b> Registry Services Associate Manager	 02/12/22 <b>Tony Summers</b> Deputy Chief Academic Officer	 2/12/22 <b>Christopher Jeffery</b> Chief Academic Officer

**6. RECORDS**

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)

**7. REFERENCES**

Document Ref

15/2022/CAIS/BUV-REGISTRY

Document Title

Uol Semester & Final Result Receiving Guidance Procedure

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