ACADEMIC & STUDENT OPERATIONS
COURSE OFFICE

BRITISH
UNIVERSITY
VIETNAM
BUV

CHANGE PROGRAMME PROCEDURE

DOCUMENT HISTORY

Version	Author	Approved by	Date
1.0	Academic Compliance Office	CAO	

1. PURPOSE

This Procedure has been developed to support British University Vietnam (BUV)'s Academic & Student Operations Department in general and Admissions Office, Student Information Office & Course Office to receive changing programme requests from students, collect data and proceed requests for consideration. This documentation will provide a formal standardised and repeatable process with clear timelines for departments of Student Information Office & Course Office.

2. SCOPE

The Process documented in this procedure encompasses the process of changing programme during degree for all BUV students of all programmes: Staffordshire University programmes, BUV Own Degree programmes & University of London programmes.

3. DEFINITIONS

a. Abbreviations

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

Abbreviations	Definitions
BUV	British University Vietnam
CAO	Chief Academic Officer
DCAO	Deputy Chief Academic Officer
HASO	Head of Academic & Student Operation
COM	Course Office Manager
PL	MBA Programme Leader
CO	Course Office
AO	Admissions Office
SR	Student Recruitment

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COURSE OFFICE

BRITISH
UNIVERSITY
VIETNAM
BUV

4. PROCEDURES

a. Change programme before registration
i. Flowchart

AO	HASO/AC	CAO/DCAO	SR

START

1. Receive request from SR/parents/student

2. Send Change Programme form to student cc SR

3. Receive form & check if fee payer agree

NO

4. Cancel request → END

YES

5. Follow Admission process

6. Void previous Offer Letter & prepare new one

7. Sign off new OL

8. Approve new OL

9. Handover new OL to SR. Follow registration & enrolment process.

10. Send new OL to student

END

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COURSE OFFICE**

BRITISH
UNIVERSITY
VIETNAM
BUV

ii. Roles & Responsibilities

Step#	Process Activities	Output	PIC
1	Receive request from SR/parents/student		AO
2	Send Change Programme form to student cc SR		AO
3	Receive form & check with fee payer to confirm authentic signature If fee payer does not agree with Change Programme request => Move to (4) If fee paper confirms Change Programme request => Move to (5)	Complete form	AO
4	Cancel request via email with parent/student/SR		AO
5	Follow Admission process		AO
6	Void previous Offer Letter & prepare new one	New OL	AO
7	Sign off new OL	New OL	HASO/AC
8	Approve new OL	New OL	CAO/DCAO
9	Handover new OL to SR. Follow registration & enrolment process.		AO
10	Send new OL to student		SR

ACADEMIC & STUDENT OPERATIONS
COURSE OFFICE

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VIETNAM
BUV

b. Change Programme During IFP & PWSU
   i. Flowchart

AO	HASO/AC	CAO/DCAO	SR

START

1. Receive request from SR/parents/student

2. Send Change Programme form to student cc SR

3. Receive form & check if fee payer agree

NO

4. Cancel request → END

YES

5. Follow Admission process

6. Void previous Offer Letter & prepare new one → 7. Sign off new OL → 8. Approve new OL

9. Handover new OL to SR. Follow registration & enrolment process.

10. Send new OL to student

END

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COURSE OFFICE

BRITISH
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VIETNAM
BUV

ii. Roles & Responsibilities

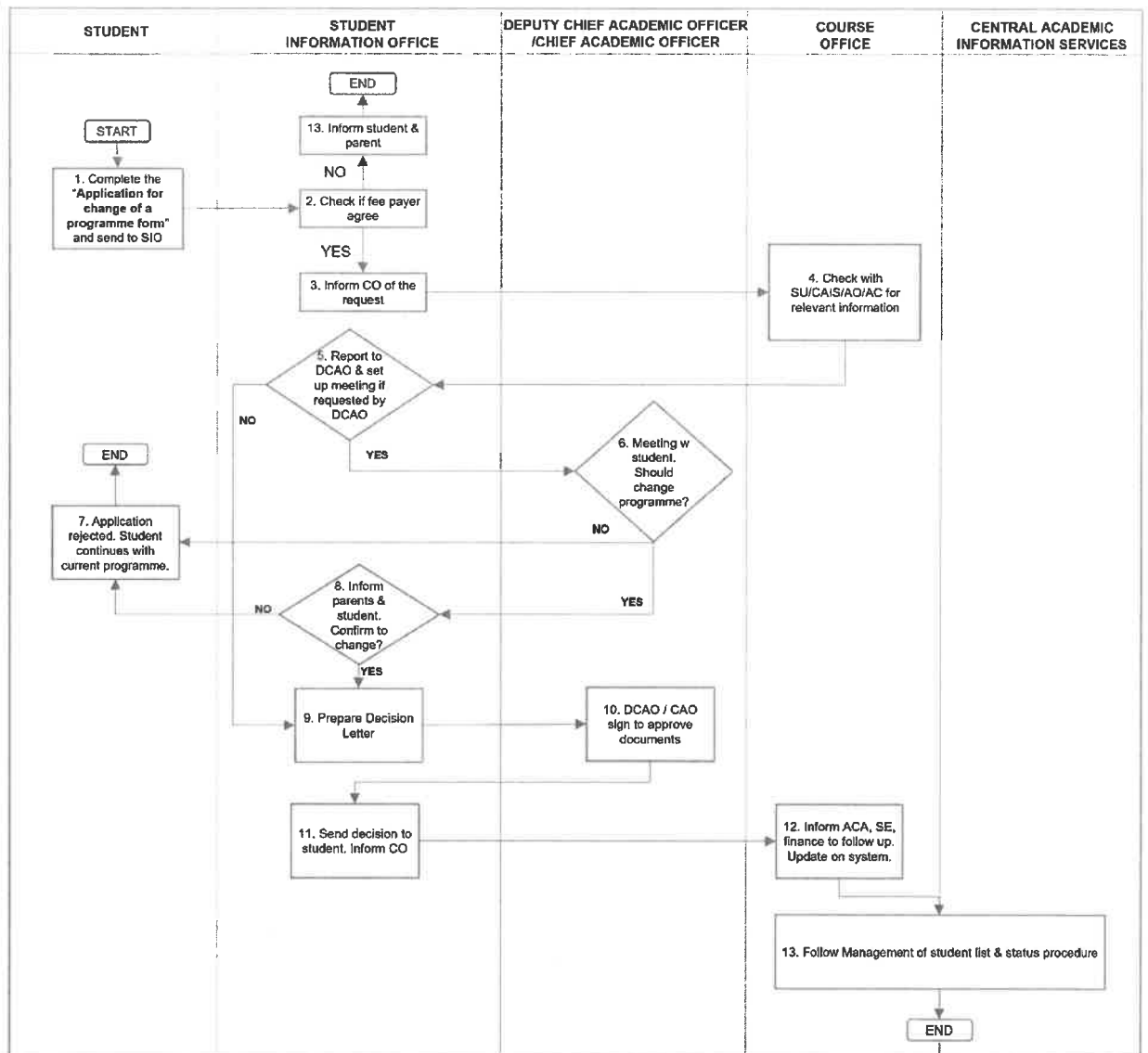| Step#	Process Activities	Output	PIC
1	Receive request from SR/parents/student		AO
2	Send Change Programme form to student cc SR		AO
3	Receive form & check with fee payer to confirm authentic signature If fee payer does not agree with Change Programme request => Move to (4) If fee paper confirms Change Programme request => Move to (5)	Complete form	AO
4	Cancel request via email with parent/student/SR		AO
5	Follow Admission process		AO
6	Void previous Offer Letter & prepare new one	New OL	AO
7	Sign off new OL	New OL	HASO/AC
8	Approve new OL	New OL	CAO/DCAO
9	Handover new OL to SR. Follow registration & enrolment process.		AO
10	Send new OL to student		SR

ACADEMIC & STUDENT OPERATIONS
COURSE OFFICE

BRITISH
UNIVERSITY
VIETNAM
BUV

c. Change Programme During Degree
i. Flowchart

STUDENT	STUDENT INFORMATION OFFICE	DEPUTY CHIEF ACADEMIC OFFICER /CHIEF ACADEMIC OFFICER	COURSE OFFICE	CENTRAL ACADEMIC INFORMATION SERVICES

```
                        END
                         ↑
              13. Inform student &
                    parent
                   NO ↑

START
  ↓
1. Complete the              2. Check if fee payer
"Application for                    agree
change of a
programme form"            YES ↓
and send to SIO
                           3. Inform CO of the ────────────────────→  4. Check with
                                request                                 SU/CAIS/AO/AC for
                                                                        relevant information

                           5. Report to
                           DCAO & set
                           up meeting if ◄────────────────────────────────────┘
                           requested by
                             DCAO
        NO                                    6. Meeting w
                           YES →              student.
                                              Should
  END                                         change
                                              programme?
                                                          NO
7. Application
rejected. Student ◄────────────────────────────────────────┘
continues with
current programme.         8. Inform
                    NO     parents &           YES
                           student.
                           Confirm to
                           change?
                             YES ↓
                           9. Prepare Decision ───→  10. DCAO / CAO
                                Letter                 sign to approve
                                                       documents

                           11. Send decision to ──────────────────→  12. Inform ACA, SE,
                           student. Inform CO                          finance to follow up.
                                                                       Update on system.

                                                                      13. Follow Management of student list & status procedure

                                                                                      END
```

* **Change Programme Procedure**

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ACADEMIC & STUDENT OPERATIONS
COURSE OFFICE

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VIETNAM
BUV

ii. Roles & Responsibilities

Step	Process Activities	Output	PIC
1	Complete the "Application for change of a programme form" and send to SIO	Form	Student
2	Check w fee payer about request If fee payer confirms => Move to (3) If fee payer does not confirm => Move to (13)	Phone or email confirmation	SIO
3	Inform CO of the request		SIO
4	Check with SU/CAIS/AO/AC/EO for relevant information Students may change major within IBM/MM/AF/EM/TM without re-evaluating their eligibility in the first 3 weeks of Y1S1 with approval from CAO/DCAO only. After this time, or if the change is across other disciplines / programme, the request must be evaluated on feasibility & implications by BUV or SU. AO: for entry requirements of new programme EO: for resit CAIS: for progression information and updated transcripts AC: for AM record CAO/DCAO: for further request SU: for compatibility and approval if needed.	Response from SU/CAIS/AO/AC	CO
5	Report to DCAO & set up meeting if requested by DCAO If Yes: Move to (6) If No: Move to (9)		SIO
6	Meeting with student. Should student change programme? If Yes => Move to (8) If No => Move to (7)	Meeting minutes	CAO

ACADEMIC & STUDENT OPERATIONS
COURSE OFFICE

BRITISH
UNIVERSITY
VIETNAM
BUV

7	Application rejected. Student continues with current programme.		Student
8	Inform parents & student about meeting with DCAO/CAO and DCAO/CAO advises that student should change programme. Parents & student confirm to change? If Yes => Move to (9) If Np => Move to (7)	Phone or email confirmation	SIO
9	Prepare Decision Letter	Decision Letter	SIO
10	DCAO / CAO sign to approve documents	Signed Decision Letter	CAO
11	Send decision to student & parent. Inform CO.		SIO
12	Inform ACA, SE, finance to follow up. Update on system.		CO
13	Follow Management of student list & status procedure		CO - CAIS

ACADEMIC & STUDENT OPERATIONS
COURSE OFFICE

BRITISH
UNIVERSITY
VIETNAM
BUV

5. APPROVALS

i) Policy development or review will be endorsed by Head of Academic and Student Operations and approved by CAO prior to implementation and execution.

ii) Any exceptions to this policy shall be submitted in writing, using the exception template for appropriate approval.

iii) This document is approved and effective from the date of signing:

Prepared by	Checked by	Confirmed by	Agreed by	Approved by
12/9/2022	12/9/2022	13/9/2022	16/9/22	19/9/22
Tran Duc Trung Academic Compliance Manager	**Hoang Phuong Yen** Admissions & Course Office Manager	**Ta Ha Lan Head of** Academic and Student Operations	**Tony Summers** Deputy Chief Academic Officer	**Christopher** Jeffery Chief Academic Officer

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)
Changing programme decision letter	Soft/Hard	CO/SIO	5 years
Application for change of a programme form	Soft/Hard	CO/SIO	5 years

7. REFERENCES

Document Ref	Document Title
03/2022/CO/BUV-ASO	Change programme procedure

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