ACADEMIC & STUDENT OPERATIONS
COURSE OFFICE

BRITISH
UNIVERSITY
VIETNAM
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DEFERMENT PROCEDURE

DOCUMENT HISTORY

Version	Description of Changes	Approved by	Date

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1. PURPOSE

This Procedure has been developed to support British University Vietnam's Academic & Student Operation Department in general and Admissions Office & Course Office in particular, to manage the process of deferment before registration. This documentation will provide a formal standardised process with clear timelines for Admissions Office & Course Office after receiving the deferment request from student parents and other offices.

2. SCOPE

This Procedure is applied for all deferment requests in British University Vietnam for British University Vietnam Own Degree programmes, Staffordshire University programmes & University of London programmes.
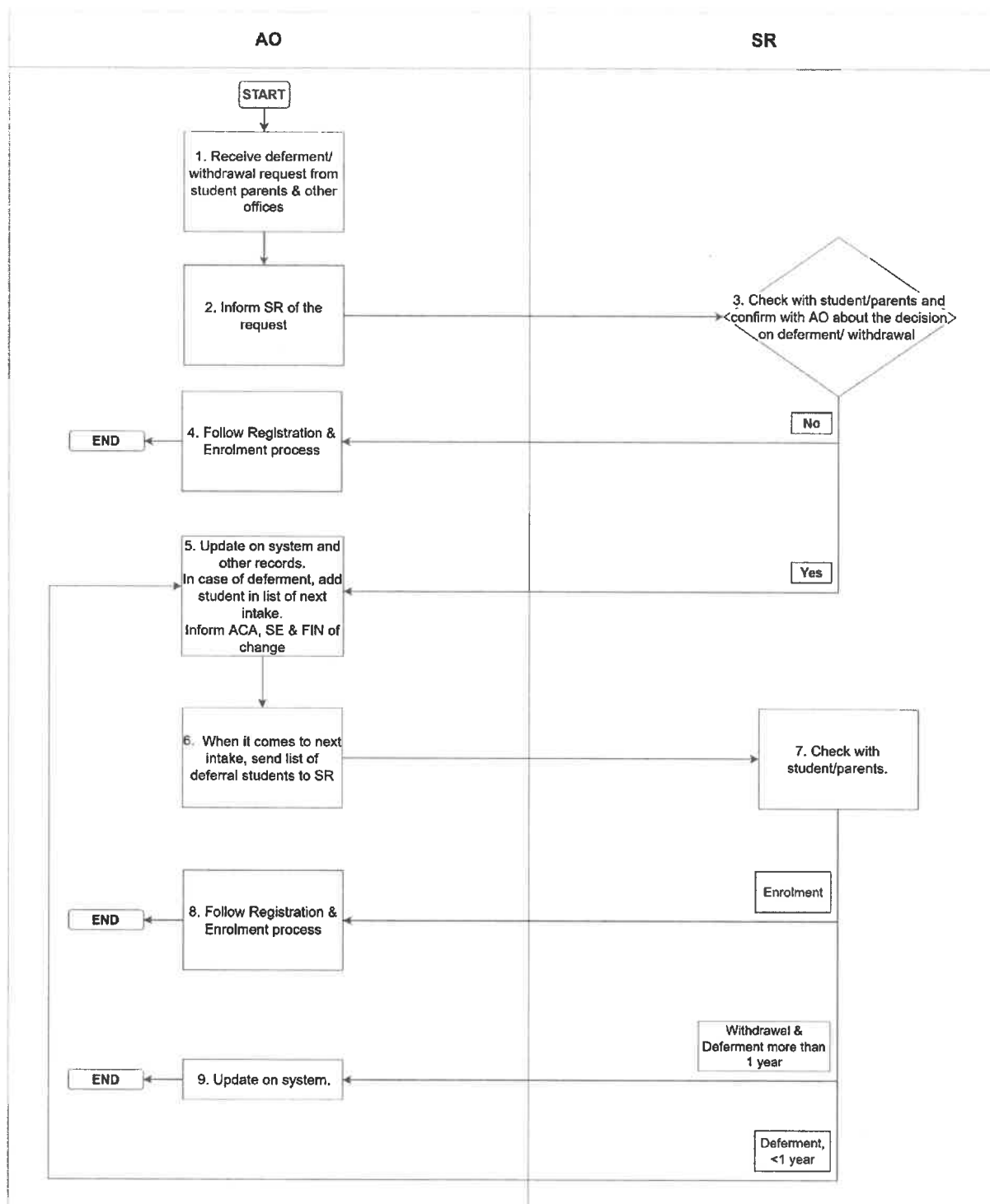
3. DEFINITIONS

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
SIO	Student Information Office
CO	Course Office
CAIS	Central Academic Information Service
ACO	Academic Compliance Office
AM	Academic Misconduct
BiS	Break – in – studies
AO	Admission Office
SR	Student Recruitment

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4. PROCEDURES

    a. Deferment Before Registration
         i. Flowchart

AO	SR

START

1. Receive deferment/ withdrawal request from student parents & other offices

2. Inform SR of the request

3. Check with student/parents and confirm with AO about the decision on deferment/ withdrawal

No

END — 4. Follow Registration & Enrolment process

5. Update on system and other records.
In case of deferment, add student in list of next intake.
Inform ACA, SE & FIN of change

Yes

6. When it comes to next intake, send list of deferral students to SR

7. Check with student/parents.

Enrolment

END — 8. Follow Registration & Enrolment process

Withdrawal & Deferment more than 1 year

END — 9. Update on system.

Deferment, <1 year

ii. Roles & Responsibilities

Step	Process Activity	Turnaround time	Output	P.I.C
1	AO to receive deferment request from student parents & other offices (FIN, LRC, …)		Deferment/ withdrawal request	AO
2	AO to inform SR of the change request	Within 1 day		AO
3	SR to check with student/parents and to confirm with AO about the decision on deferment/withdrawal - If no => move to (4) - If yes => move to (5)		Confirmation from student/ parents	SR
4	Follow Registration and Enrolment process			AO
5	Update on system and other records. In case of deferment, add student in list of next intake. Inform ACA, SE & FIN of change	2 days from Step 3	Update on system and other records	AO
6	When it comes to next intake, AO to send list of deferral students from the previous intake to SR	Next intake	List of deferral students	AO
7	SR to check with students and parents. Student/parents to confirm deferment/withdrawal/enrolment - If student confirm to return => move to (8) - If student withdraws from programme => move to (9) - If student extend deferment and deferment duration in total is above or equal 1 year => move to (10) - If student extend deferment from		Confirmation from student/ parents	SR

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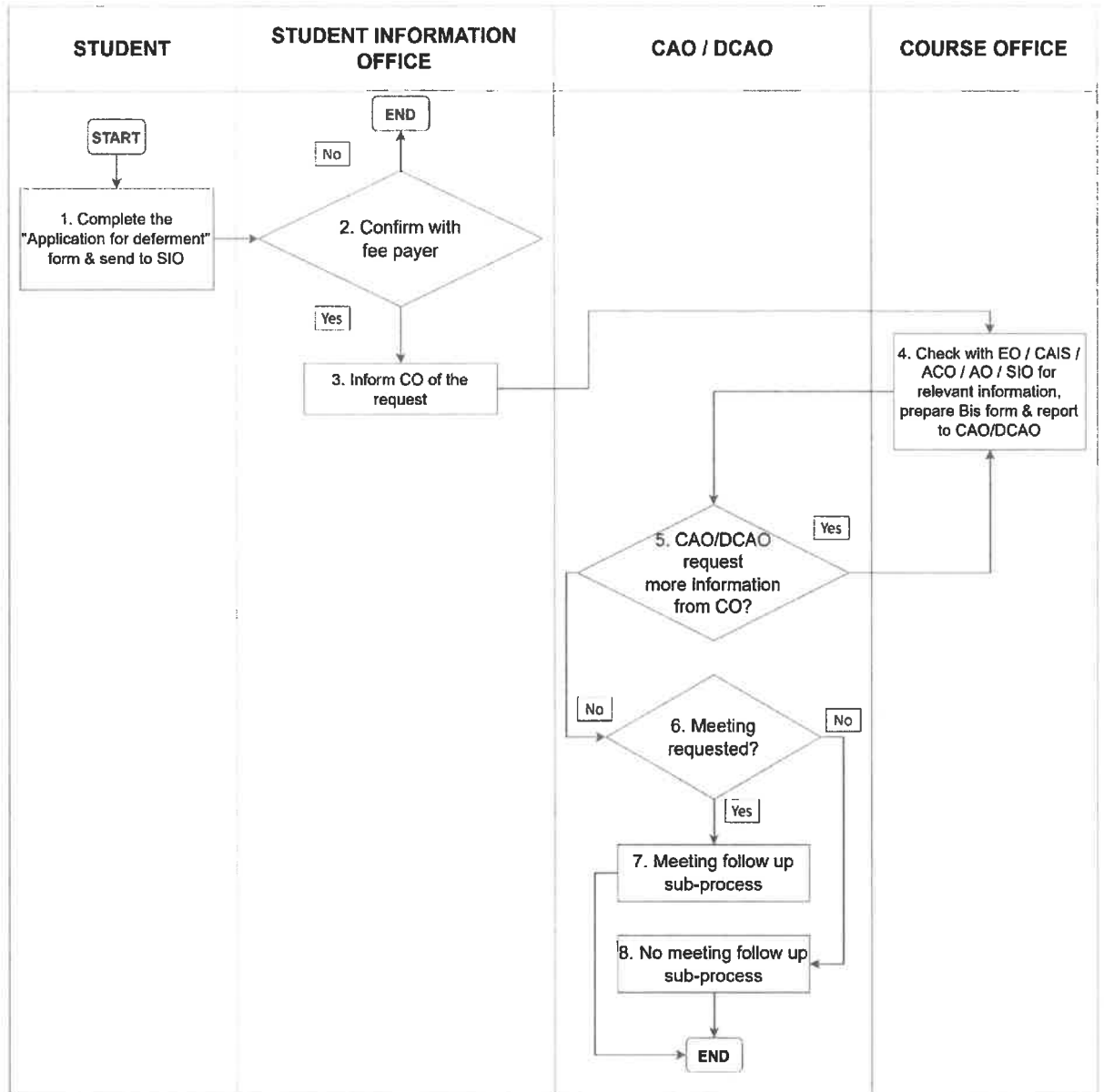|				
	programme and deferment duration in total is equal or less than 1 year => return to (5)			
8	AO to follow Registration & Enrolment process			AO
9	Update on system: Change status of student to "Withdraw"		Update on system and other records	AO

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b. Deferment During PWSU and IFP: CAO / DCAO Recommendations
i. Flowchart

STUDENT	STUDENT INFORMATION OFFICE	CAO / DCAO	ADMISSIONS OFFICE

START

1. Complete the "Application for deferment" form & send to SIO

END

No

2. Confirm with fee payer

Yes

3. Inform CO of the request

4. Check the start date of the next PWSU courses, propose suggestion and report to CAO / DCAO

5. CAO/DCAO request more information from CO?

Yes

No

6. Meeting requested?

No

Yes

7. Meeting follow up sub-process

8. No meeting follow up sub-process

END

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ii. Roles & Responsibilities

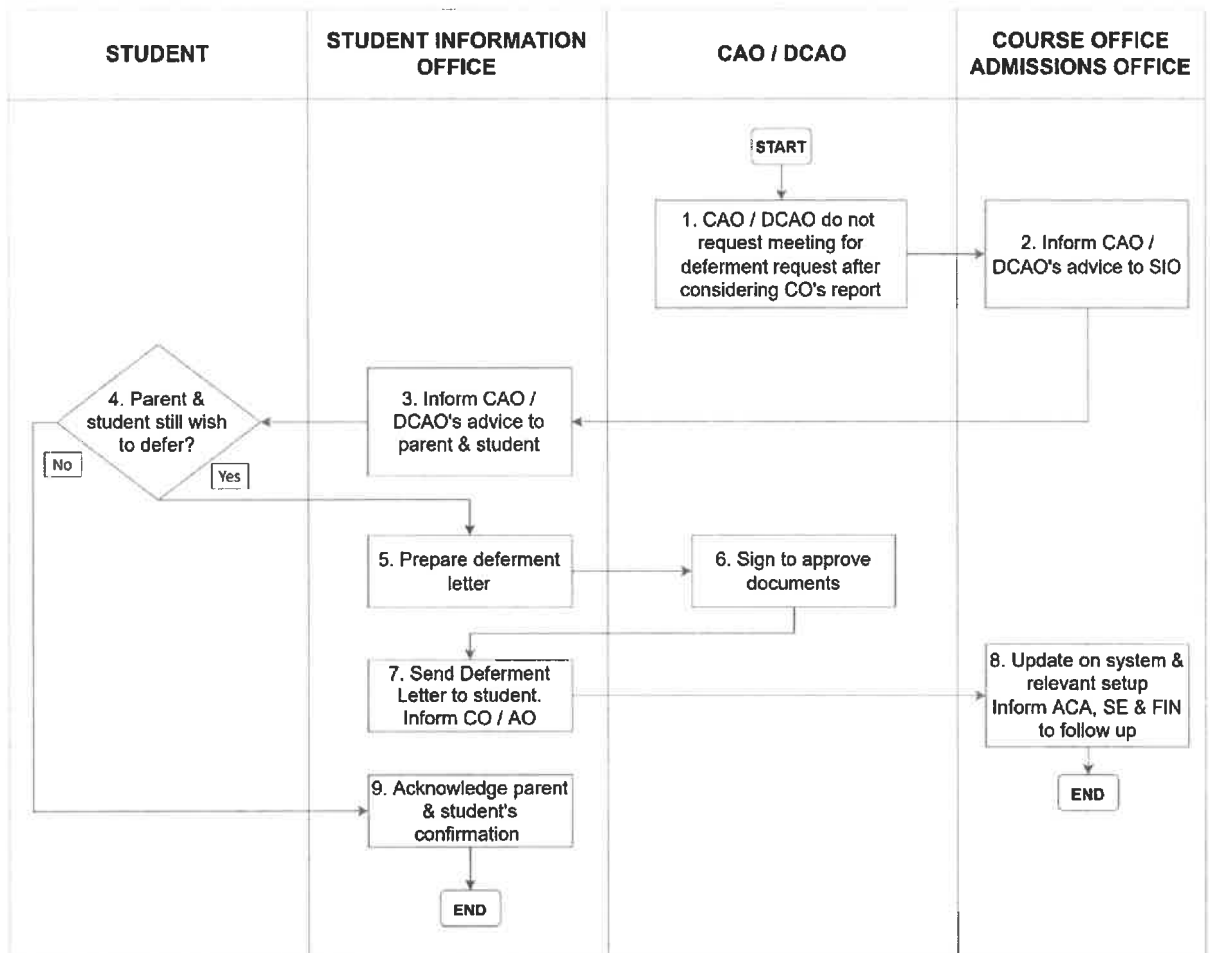| Step	Process Activities	Output	PIC
1	Complete the **"Application for deferment"** form and send to SIO	Form	Student
2	Confirm with fee payer about request If fee payer confirms => Move to (3) If fee payer does not confirm => Move to (13)	Phone or email confirmation	SIO
3	Inform AO of the request		SIO
4	Check the start date of the next PWSU courses, propose suggestion and report to CAO / DCAO	Report to CAO	AO
5	CAO/DCAO request more information from AO? If Yes: Move back to (4) If No: Move to (6)	Email request from CAO/DCAO	CAO/DCAO
6	Meeting requested? CAO/DCAO approve AO's recommendation or provide advice and decide if a meeting is needed If Yes: Move to (7) If No: Move to (8)		CAO / DCAO
7	Meeting follow up sub-process		SIO / AO
8	No meeting follow up sub-process		SIO / AO

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c. Deferment During Degree: CAO / DCAO Recommendations
   i. Flowchart

STUDENT	STUDENT INFORMATION OFFICE	CAO / DCAO	COURSE OFFICE

STUDENT

START

1. Complete the "Application for deferment" form & send to SIO

STUDENT INFORMATION OFFICE

END

No

2. Confirm with fee payer

Yes

3. Inform CO of the request

CAO / DCAO

5. CAO/DCAO request more information from CO?

Yes

No

6. Meeting requested?

No

Yes

7. Meeting follow up sub-process

8. No meeting follow up sub-process

END

COURSE OFFICE

4. Check with EO / CAIS / ACO / AO / SIO for relevant information, prepare Bis form & report to CAO/DCAO

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ii. Roles & Responsibilities

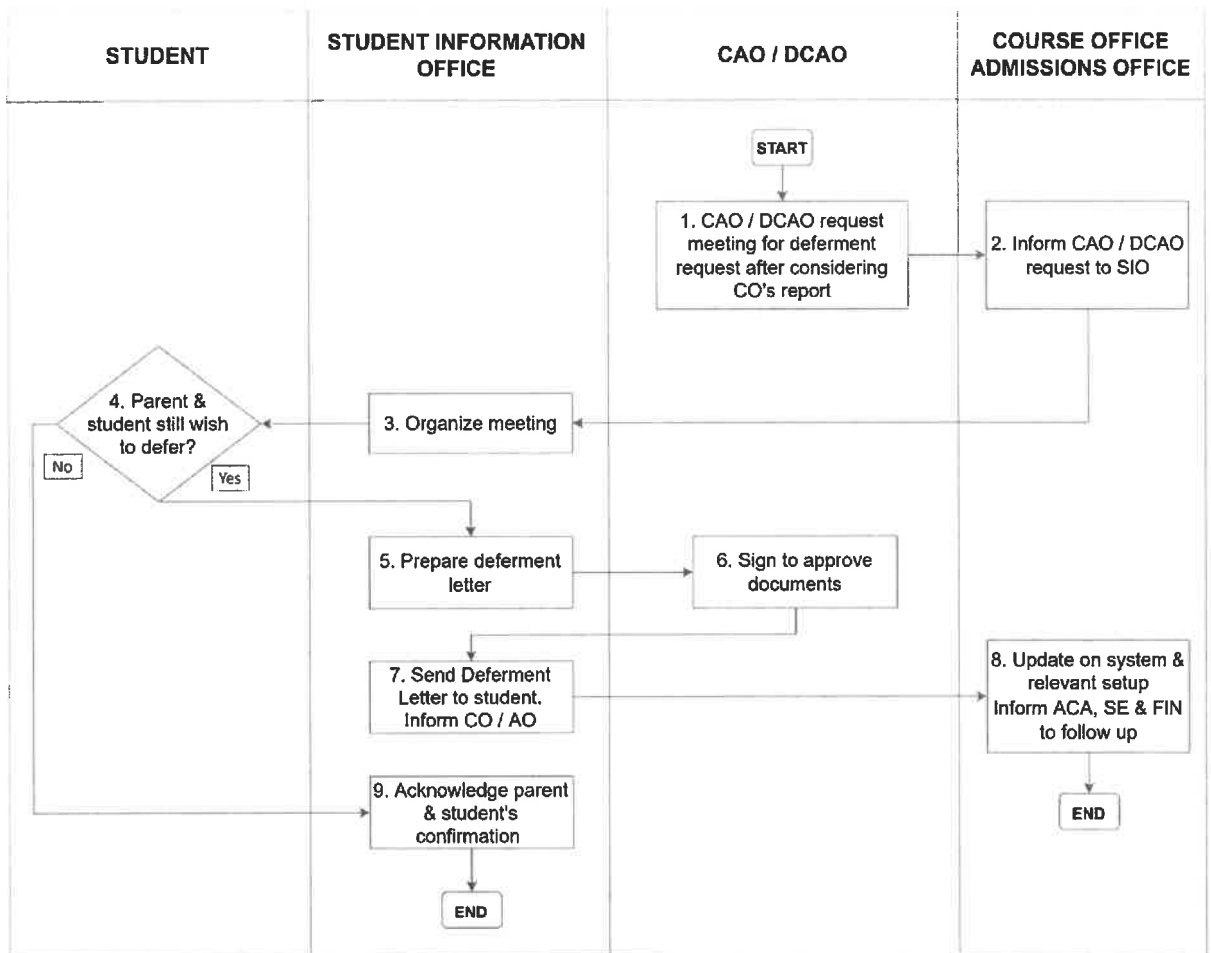| Step	Process Activities	Output	PIC
1	Complete the **"Application for deferment"** form and send to SIO	Form	Student
2	Confirm with fee payer about request If fee payer confirms => Move to (3) If fee payer does not confirm => Move to (13)	Phone or email confirmation	SIO
3	Inform CO of the request		SIO
4	Check with EO / CAIS / ACO / AO/SIO for relevant/further information, prepare BiS form. Report to CAO/DCAO and seek for advice/approval EO: for outstanding assessments and effect on assessment attempts CAIS: for progression information (if finish the semester) & provisional mark (potential resit/failure) ACO: for AM record AO: for student insurance SIO: for further information CO prepare BiS form to report to DCAO	Response from EO / CAIS / ACO / AO/SIO & report to CAO / DCAO	CO
5	CAO/DCAO request more information from CO? If Yes: Move back to (4) If No: Move to (6)	Email request from CAO/DCAO	CAO/DCAO
6	Meeting requested? CAO/DCAO approve CO's recommendation or provide advice and decide if a meeting is needed If Yes: Move to (7) If No: Move to (8)		CAO / DCAO
7	Meeting follow up sub-process		SIO / CO
8	No meeting follow up sub-process		SIO / CO

d. No-Meeting Follow Up Procedures
  i. Flowchart

STUDENT	STUDENT INFORMATION OFFICE	CAO / DCAO	COURSE OFFICE ADMISSIONS OFFICE

START

1. CAO / DCAO do not request meeting for deferment request after considering CO's report

2. Inform CAO / DCAO's advice to SIO

3. Inform CAO / DCAO's advice to parent & student

4. Parent & student still wish to defer?
  No
  Yes

5. Prepare deferment letter

6. Sign to approve documents

7. Send Deferment Letter to student. Inform CO / AO

8. Update on system & relevant setup Inform ACA, SE & FIN to follow up

END

9. Acknowledge parent & student's confirmation

END

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ii. Roles & Responsibilities

Step	Process Activities	Output	PIC
1	CAO / DCAO do not request meeting for deferment request after considering CO's report		CAO / DCAO
2	Inform CAO / DCAO advice to SIO For Deferment During Degree, CO will inform SIO For Deferment During PWSU and IFP, AO will inform SIO	Email notice	CO / AO
3	Inform CAO / DCAO advice to parent & student	Email notice	SIO
4	Parent & student still wish to defer? If Yes: Move to (5) If No: Move to (9)	Email confirmation	Parent & student
5	Prepare deferment letter	Deferment letter	SIO
6	Sign to approve documents	Signed Deferment letter	CAO / DCAO
7	Send Deferment Letter to student. Inform CO	Deferment letter sent to student	SIO
8	Inform ACA, SE & FIN to follow up	Email notice	CO
9	Acknowledge parent & student's confirmation		SIO

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e. Meeting Follow Up Procedures
   i. Flowchart

STUDENT	STUDENT INFORMATION OFFICE	CAO / DCAO	COURSE OFFICE ADMISSIONS OFFICE

START

1. CAO / DCAO request meeting for deferment request after considering CO's report

2. Inform CAO / DCAO request to SIO

4. Parent & student still wish to defer?
No
Yes

3. Organize meeting

5. Prepare deferment letter

6. Sign to approve documents

7. Send Deferment Letter to student. Inform CO / AO

8. Update on system & relevant setup Inform ACA, SE & FIN to follow up

END

9. Acknowledge parent & student's confirmation

END

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ii. Roles & Responsibilities

Step	Process Activities	Output	PIC
1	CAO / DCAO request meeting for deferment request after considering CO's report		CAO / DCAO
2	Inform CAO / DCAO advice to SIO For Deferment During Degree, CO will inform SIO For Deferment During PWSU and IFP, AO will inform SIO	Email notice	CO / AO
3	Organize meeting	Meeting set up	SIO
4	Parent & student still wish to defer? If Yes: Move to (5) If No: Move to (9)	Email confirmation	Parent & student
5	Prepare deferment letter	Deferment letter	SIO
6	Sign to approve documents	Signed Deferment letter	CAO / DCAO
7	Send Deferment Letter to student. Inform CO	Deferment letter sent to student	SIO
8	Inform ACA, SE & FIN to follow up	Email notice	CO
9	Acknowledge parent & student's confirmation		SIO

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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
19/8/22	19/8/22	19/8/22	19/8/22	
Tran Duc Trung	**Hoang Phuong Yen**	**Ta Ha Lan**	**Tony Summers**	**Christopher Jeffery**
Academic Compliance Manager	Admissions & Course Office Manager	Head of Academic and Student Operations	Deputy Chief Academic Officer	Chief Academic Officer

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)
Application for deferment	Hard Copy	CO	5 years
Deferment letter	Hard Copy	CO	5 years

7. REFERENCES

Document Ref
06/2022/CO/BUV-ASO

Document Title
Deferment process

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