WITHDRAWAL 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's Academic & Student Operations Department in general and Course Office, Admissions Office & Student Information Office in particular, to manage the process of withdrawal. This documentation will provide a formal standardised process with clear timelines for Course Office after receiving the withdrawal request from students & parents.

2. SCOPE

This Process is applied for withdrawal 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
AO	Admissions Office
SR	Student Recruitment
SIO	Student Information Office
CO	Course Office
CAIS	Central Academic Information Service
ACO	Academic Compliance Office
IFP	International Foundation Programme
PWSU	Pathway to Staffordshire University

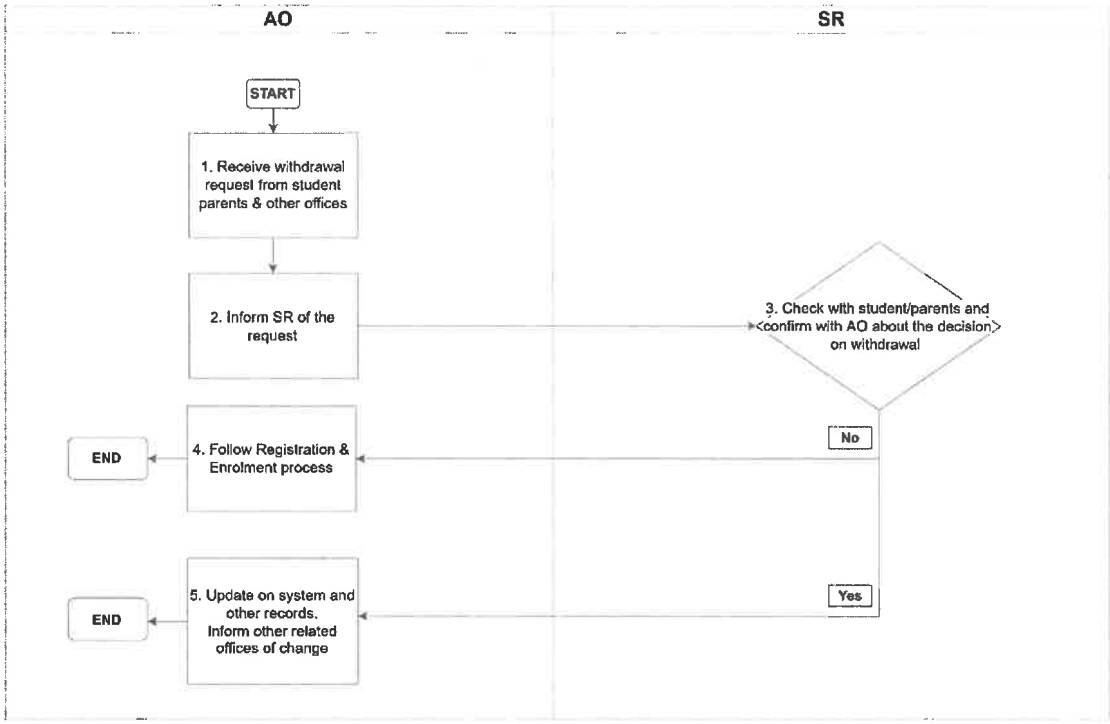
b. Terminologies

Terminologies	Definitions

4. PROCEDURES

a. Withdrawal Before Registration

i. Flowchart

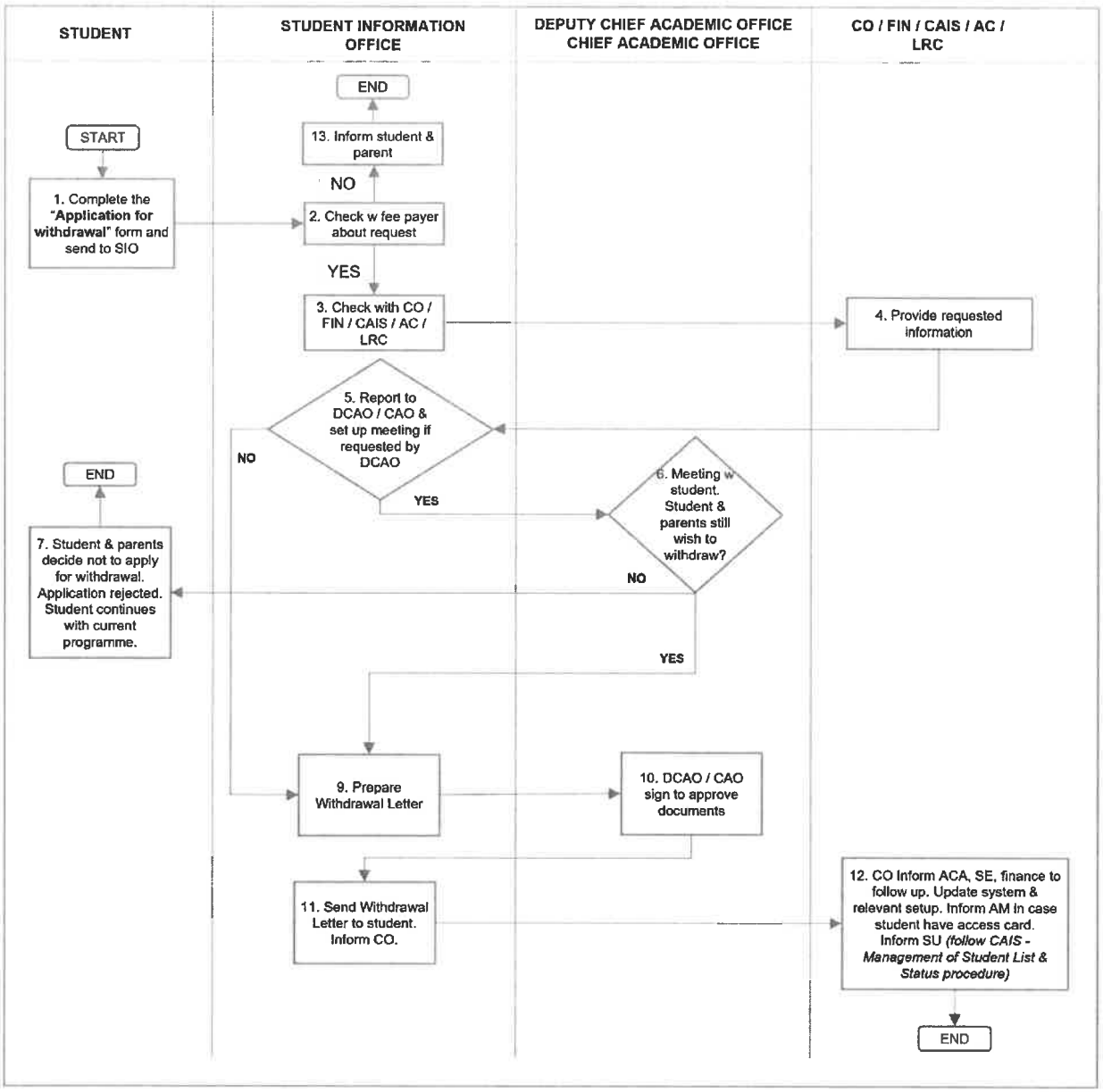


b. Roles & Responsibilities

Step	Process Activity	Turnaround time	Output	P.I.C
1	AO to receive withdrawal request from students, 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	AO to update on system and other records. Inform other related offices of change		Update on system and other records	AO

b. Withdrawal After Registration (during IFP, PWSU & Degree)

i. Flowchart



ii. Roles & Responsibilities

Step	Process Activities	Turnaround time	Output	PIC
1	Complete the "**Application for withdrawal**" form and send to SIO		Form	Student
2	Check with fee payer about request If fee payer confirms => Move to (3) If fee payer does not confirm => Move to (13)	Within 2 days	Phone or email confirmation	SIO
3	Check with CO / FIN / CAIS / AC / LRC CO: Equipment & University asset's loan FIN: Outstanding fees CAIS: Certificates that can be issued AC: Academic Misconduct History LRC: Outstanding books & fees	Within 2 days	Email request	SIO
4	Provide requested information	Within 2 days	Response from CO / FIN / CAIS / AC / LRC	CO
5	Report to DCAO & set up meeting if requested by DCAO If Yes: Move to (6) If No: Move to (9)	Within 3 days	DCAO / CAO's response	SIO
6	Meeting with student. Student & parents still ? If Yes => Move to (8) If No => Move to (7)	Within 1 week	Meeting minutes	CAO
7	Student & parents decide not to apply for withdrawal. Application rejected. Student continues with current programme.	Within 2 days from 6		Student
9	Prepare Withdrawal Letter	Within 1 day from Step 8	Withdrawal Letter	SIO
10	DCAO / CAO sign to approve documents	Within 1 day from Step 8	Signed Decision Letter	CAO
11	Send Withdrawal Letter to student & parent. Inform CO.	Within 1 day from Step 10		SIO
12	CO Inform ACA, SE, finance to follow up. Update system & relevant setup. Inform AM in case student have access card. Inform SU (*Follow CAIS - Management of Student List & Status procedure)*	Within 1 day from Step 10		CO
13	Inform student & parents			CO

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
26/8/22 Chi **Tran Duc Trung** Academic Compliance Manager	26/8/22 **Hoang Phuong Yen** Admissions & Course Office Manager	26/8/22 **Ta Ha Lan** Head of Academic and Student Operations	29/8/22 **Tony Summers** Deputy Chief Academic Officer	**Christopher Jeffery** Chief Academic Officer 5/9/22

6. RECORDS

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

7. REFERENCES

Document Ref	Document Title
02/2022/AO/BUV-ASO	IFP Progression Procedure

--End of Document--

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