ATTENDANCE MANAGEMENT & ACADEMIC RECOVERY

PROCEDURE

DOCUMENT HISTORY

Version	Author	Approved by	Date
2.1	Change the approaches & sanctions	Deputy Chief Academic Officer – Tony Summers	5th July 2021
	Change the approaches & sanctions	Deputy Chief Academic Officer – Tony Summers	27th December 2021
2.2	Change name of the procedures	Deputy Chief Academic Officer – Tony Summers	July 2022
	Merge 4 procedures into 1 document		

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1. PURPOSE

This procedure has been developed to support British University Vietnam (BUV)'s Student Information Office to manage student attendance. This documentation will provide a formal standardised and repeatable process with clear timelines for department of Student Information Office.

2. SCOPE

This procedure encompasses the process of attendance management 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:
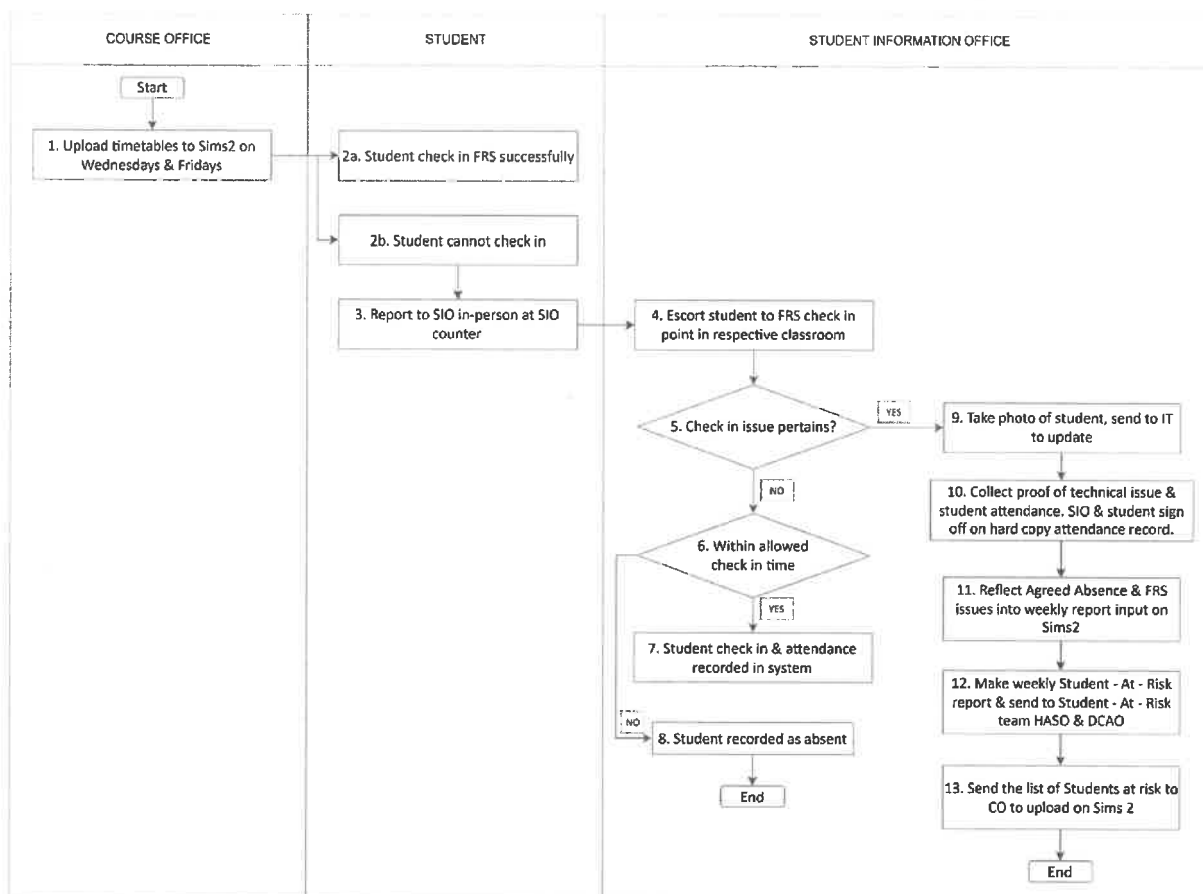
Abbreviations	Definitions
BUV	British University Vietnam
CAO	Chief Academic Officer
DCAO	Deputy Chief Academic Officer
SIO	Student Information Office
ARP	Academic Recovery Panel
ACO	Academic Compliance Office
CO	Course Office

b. Terminologies

Terminologies	Definitions
Intervention Levels	2 intervention levels of absence hours that qualify students for Student – At – Risk report. For each module's intervention levels, refer to Student Attendance Information Sheet.
Academic Recovery Panel (ARP)	Academic Recovery Panel (ARP) will review the weekly Student – At -Risk report to consider the situation of all students who have been identified as 'at risk'.

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4. PROCEDURES

a. Attendance check & report
   i. Flowchart

ii. Roles & Responsibilities

Step#	Process Activities	Turnaround time	Output	PIC
1	Upload timetables to Sims2 on Wednesdays & Fridays	Wednesdays & Fridays	Timetables on Sims2	CO
2a	Student check in FRS successfully		FRS data synced to Sims2	Student
2b	Student cannot check in			Student
3	Report to SIO in-person at SIO counter	Immediately		Student
4	Escort student to FRS check in point in respective classroom	Immediately		SIO

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	In cases of unmatched photo issues => Move to (5a) In cases that cannot be solved on location => Move to (5b)			
5	Check in issue pertains? If SIO & students check together and FRS works: Move to (6) If SIO & students check together and FRS still has issue: Move to (9)	Same time as Step 4	Issue verified by SIO	SIO
6	Within allowed check in time? When SIO & students check together, is that still within the time allowed for check in / check out? If Yes, move to (7) If No, move to (8)			
7	Student check in & attendance recorded in system	Same time as Step 4	Attendance recorded	Student
8	Student recorded as absent		Absence recorded	System
9	Take photo of student, send to IT to update	Immediately	Photo sent to IT	SIO
10	Collect proof of technical issue & student attendance. Proofs can be photo of student on FRS at check in check out.	Before weekly report	Proof of technical issue & student attendance	SIO
11	Reflect Agreed Absence & FRS issues into weekly report input on Sims2 Reflects hours with proof of technical issue & student attendance as present	Before weekly report	Weekly Attendance Report	SIO
12	Make weekly Student - At - Risk report & send to Student - At - Risk team HASO & DCAO * SIO defines status "at risk" for students who are absent whole week without notice or reach the intervention levels defined	Thursdays	Weekly Attendance Report sent to HASO & DCAO	SIO

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	in Student Attendance Information Sheet. Student Attendance Information Sheet is issued one week earlier than the begining date of each semester.			
13	Send the list of Student at risk to Course Office to upload on Sims 2	Thursdays	Weekly Attendance Report sent to CO	SIO

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b. Approved Absence
   i. Flowchart

SIO	Students
	Start
2. Receive request and guide students to submit Absence Form	1. Make an absence request to SIO
4. Revise & advise additional document if needed	3. Submit filled Absence Form to SIO
	5.1 Need to submit additional documents. Additional documents are provided
	5.2 Need to submit additional documents but unable to provide
	5.3 No need to submit additional documents.
7. SIO team leader approve or reject	6. Record & send form to SIO team leader for approval
8. Record, reflect into Attendance records & Put into Student Profile Hard Copy	
End	

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ii. Roles & Responsibilities

Step	Process Activities	Turnaround time	Output	PIC
1	Student to make an absence request to SIO via email or in person Absence request for planned events must be submitted & approved before absence. Otherwise, will be recorded as absent. Absence request for sickness can be submitted within 03 days when student comes back in the campus		Email, call request	Student
2	SIO to receive request and guide students to submit Absence Form	Within 24 hrs		SIO
3	Student to follow guidance and submit filled Absence Form to SIO	Within 24 hrs	Filled form	Student
4	SIO to revise & advise additional document if needed	Within 24 hrs	Filled form	SIO
5.1	If student submits additional document and completes their submission => return to (3)		Filled form & doc	
5.2	If student is not able to submit additional document => move to (6)		Filled form	
5.3	If student's request and evidence are sufficient => move to (6)		Filled form & doc	
6	Record & send form to SIO team leader for approval	10 am		
7	SIO team leader approve or reject	4pm	Form approved	ACO
8	Record, reflect into Attendance records & Sim2		Attendance Record & Student Profile Hard Copy updated	SIO

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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
Approved via email	*6/12/22*	*7/12/22*	*8/12/22*	
Tran Duc Trung	**Tran To Uyen**	**Ta Ha Lan**	**Tony Summers**	**Christopher Jeffery**
Academic Compliance Manager	Student Information Office Team leader	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)
Agreed Absence	Hard copy	SIO	5 years

7. REFERENCES

Document Ref	Document Title
09/2022/SIO/BUV-ASO	Attendance Management & Academic Recovery

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