

LOST AND FOUND MANAGEMENT PROCEDURE

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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, Student Information Office, & Asset Management to follow up with lost and found items on campus and related premises. This documentation will provide a formal standardised and repeatable process with clear timelines for departments of Academic & Student Operations, Student Information Office, & Asset Management.

2. SCOPE

The Process documented in this procedure encompasses the process of receiving and recording lost and found queries from students on campus and related premises, returning and disposing or donating found items.

3. DEFINITIONS

a. Abbreviations

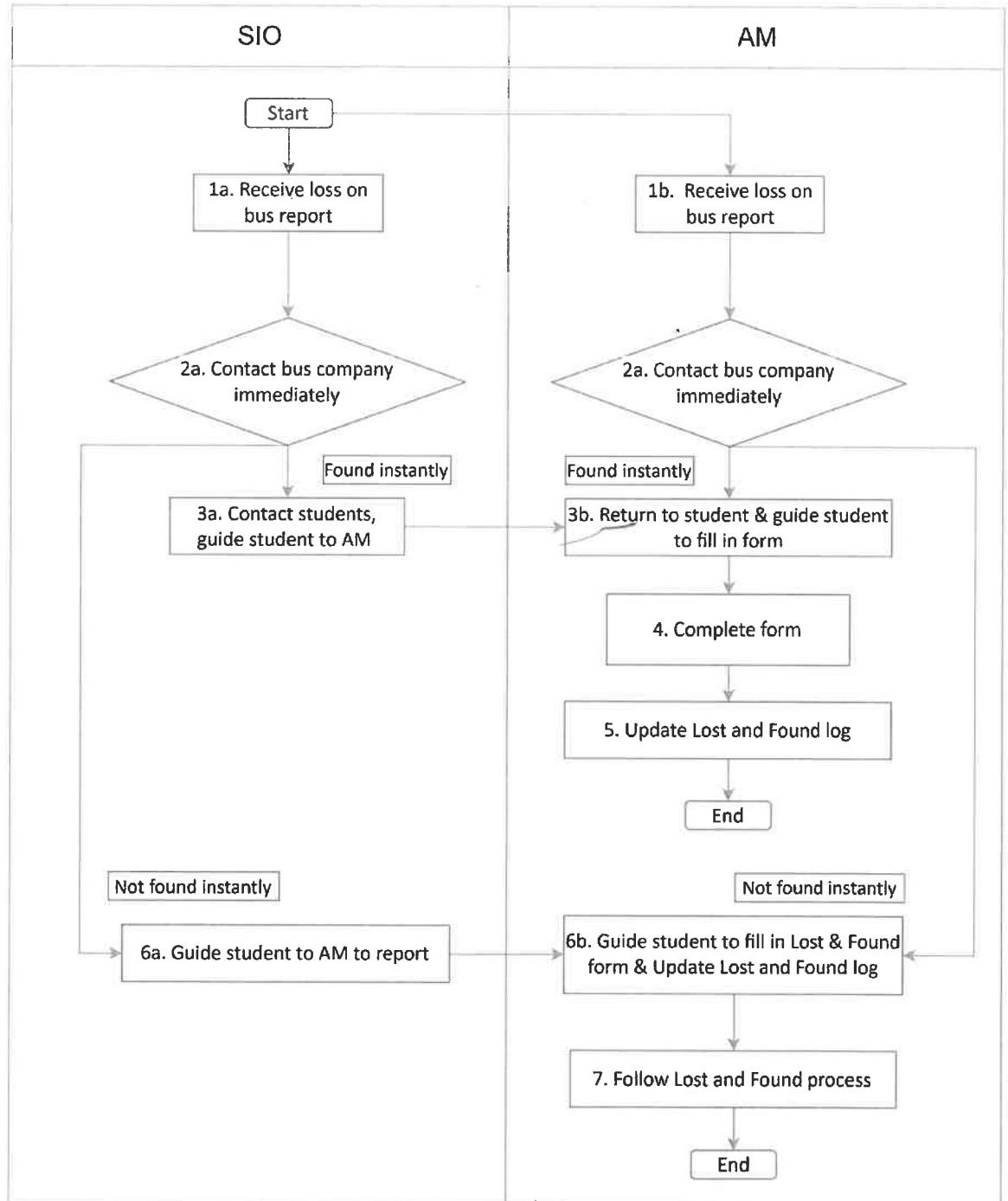
Definitions of abbreviations used throughout the policy and related references are as follows:

Abbreviations	Definitions
BUV	British University Vietnam
SIO	Student Information Office
AM	Asset Management

4. PROCEDURE

a. Loss on bus

i. Flowchart:

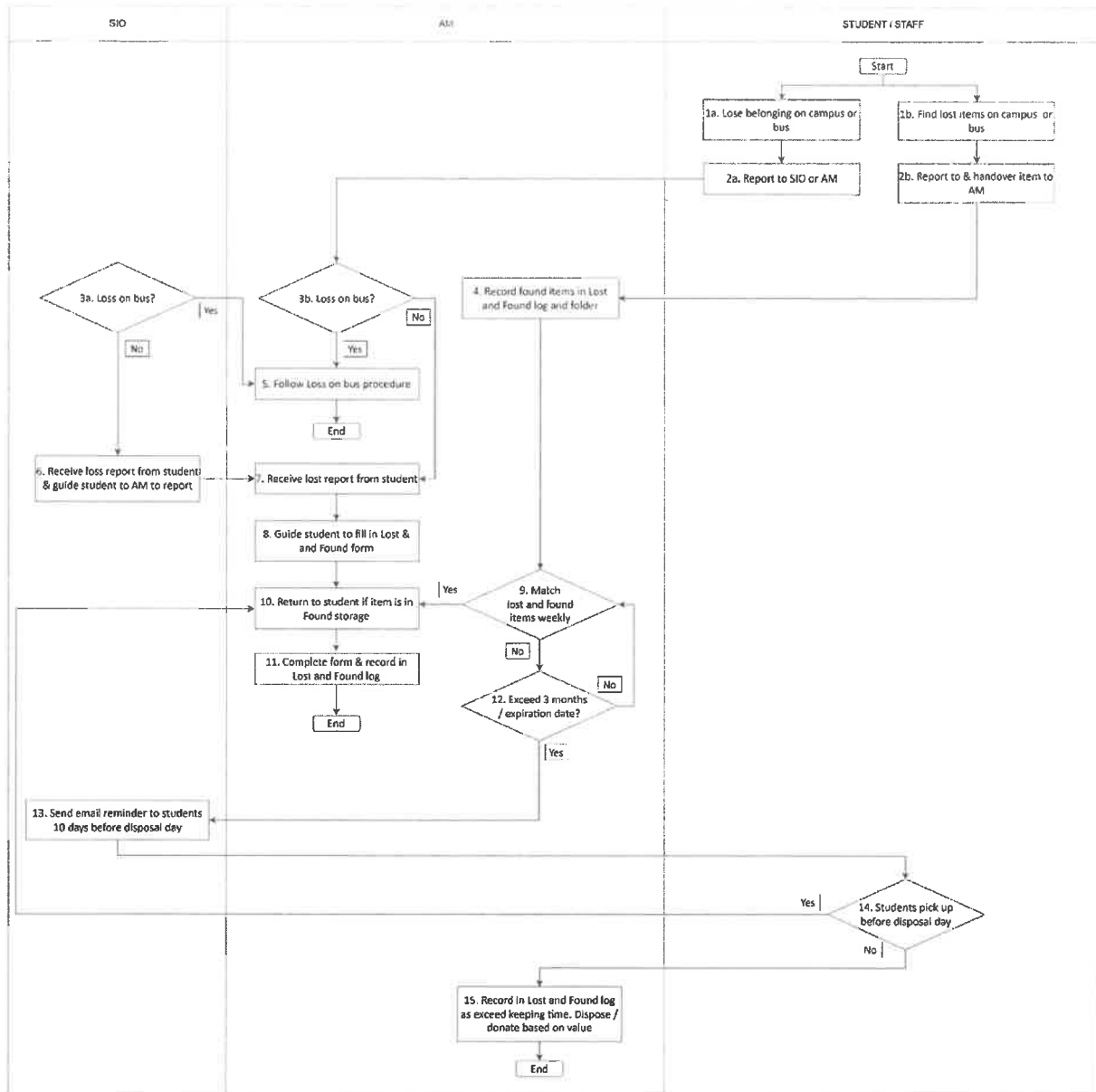


ii. Roles & Responsibilities

Step	Process Activities	Turnaround time	Output	PIC
1a	Receive loss on bus report		Email or call	SIO
1b	Receive loss on bus report		Email or call	AM
2a	Contact bus company immediately If found instantly: Move to (3a) If not found instantly: Move to (6a)	Immediately	Call	SIO
2b	Contact bus company immediately If found instantly: Move to (3b) If not found instantly: Move to (6b)	Immediately	Call	AM
3a	Contact students, guide student to AM	Immediately	Lost and Found form	SIO
3b	Return to student & guide student to fill in form	Immediately	Lost and Found form	AM
4	Complete form	At return	Lost and Found form	AM
5	Update Lost and Found log	Within 1 day from Step 4	Updated Lost and Found log	AM
6a	Guide student to AM to report	Immediately	Lost and Found form	SIO
6b	Guide student to fill in Lost & Found form & Update Lost and Found log	Immediately	Lost and Found form	AM
7	Follow Regular Lost and Found process			AM

b. Lost and found management

i. Flowchart:









ii. Roles & Responsibilities

Step	Process Activities	Turnaround time	Output	PIC
1a	Lose belonging on campus or bus			Student / Staff
1b	Find lost items on campus or bus			Student / Staff
2a	Report to SIO or AM			Student / Staff
2b	Report to & handover item to AM			Student / Staff
3a	Loss on bus? If Yes, move to (5) If No, move to (6)			SIO
3b	Loss on bus? If Yes, move to (5) If No, move to (7)			AM
4	Record found items in Lost and Found log and folder	Within 1 day	Updated log	AM
5	Follow Loss on bus procedure			SIO - AM
6	Receive loss report from student & guide student to AM to report			SIO
7	Receive lost report from student			AM
8	Guide student to fill in Lost & and Found form	Immediately	Lost & Found form	AM
9	Match lost and found items weekly	Weekly	Lost & Found form	AM
10	Return to student if item is in Found storage	Immediately	Returned item	AM
11	Complete form & record in Lost and Found log	Immediately	Lost & Found form	AM
12	Exceed 3 months / expiration date? Perisable goods & dirty cloting / shoes, etc will be disposed after 01 working day.	Monthly	Updated log	
13	Send email reminder to students 10 days before disposal day. Students are required to bring student cards to verify the items	10 days before disposal day	Email notice to students	SIO
14	Students pick up before disposal day			Student
15	Record in Lost and Found log as exceed keeping time. Dispose / donate based on value	Weekly	Updated log	AM

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	Confirmed by	Agreed by	Approved by
 26/10/22 Tran Duc Trung Academic Compliance Manager	 27/10/2022 Tran To Uyen Student Information Office Team leader	 27/10/22 Ta Ha Lan Head of Academic and Student Operations	 N.T. Vuong Nguyen Thai Vuong Campus Facilities Manager	 1/11/22 Tony Summers Deputy Chief Academic Officer	 2/11/22 Christopher Jeffery Chief Academic Officer

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)
Lost & Found form	Hard	AM	1 year
Lost & Found log	Soft	AM	1 year

7. REFERENCES

Document Ref

05/2022/SIO/BUV-ASO

Document Title

Lost and Found Management Procedure

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