ACADEMIC & STUDENT OPERATIONS
STUDENT INFORMATION OFFICE

BRITISH
UNIVERSITY
VIETNAM
BUV

ENQUIRY HANDLING PROCEDURE

DOCUMENT HISTORY

Version	Author	Approved by	Date
1.0	Academic Compliance Office	CAO	

ACADEMIC & STUDENT OPERATIONS
STUDENT INFORMATION OFFICE

BRITISH
UNIVERSITY
VIETNAM
BUV.

1. PURPOSE

This procedure has been developed to support British University Vietnam's Academic & Student Operations Department in general and Student Information Office in particular to handle incoming enquiries effectively & efficiently. This documentation will provide a formal standardised process for enquiry handling for departments of Academic & Student Operations & Student Information Office.

2. SCOPE

This process is applied for all enquiries coming into Student Information Office from students & parents for all programmes at British University Vietnam.
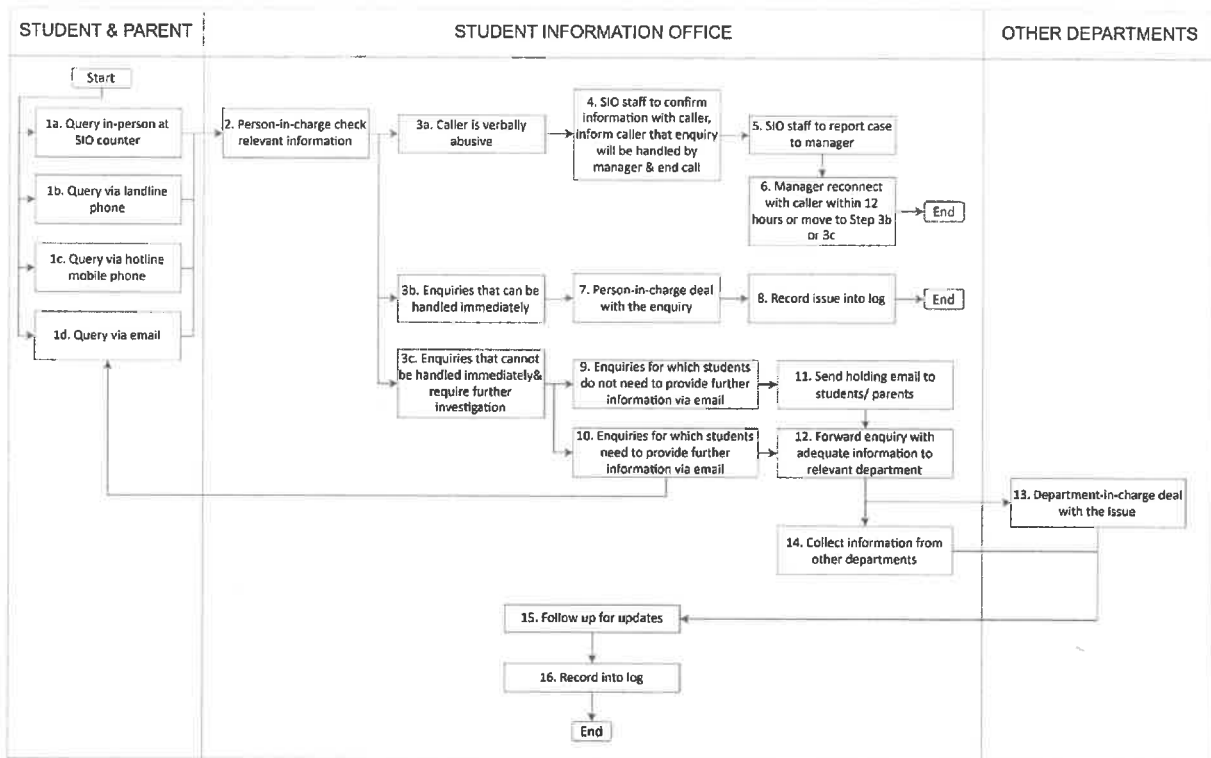
3. DEFINITIONS

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

ACADEMIC & STUDENT OPERATIONS
STUDENT INFORMATION OFFICE

BRITISH
UNIVERSITY
VIETNAM
BUV

4. PROCEDURES

a. Flowchart

b. Roles & Responsibilities

Step	Process Activity	Deadline	Output	P.I.C
1a	Query in-person at SIO counter 1st handler: Counter standby officers. At least 2 officers are present at the counter from 8.30am to 5.30pm, Monday to Friday. 01 officer for the late shift from 5.30pm to the end time of the latest class. Rotate by semester.		Incoming enquiries	Student / Parent
1b	Query via landline phone 1st handler: Counter standby officers. Calls can be forwarded from University reception counter or come directly to SIO counter. If all SIO counter phones are busy, calls will be forwarded to SIO back office. SIO can receive landline calls from 8.30am - 5.30pm, Monday to Friday.		Incoming enquiries	Student / Parent

3

ACADEMIC & STUDENT OPERATIONS
STUDENT INFORMATION OFFICE

BRITISH
UNIVERSITY
VIETNAM
BUV

1c	Query via hotline mobile phone 1st handler: Officer in charge of hotline. Hotline mobile phone operates from 7am to 6pm, Monday to Friday.		Incoming enquiries	Student / Parent
1d	Query via email 1st handler: Officer in charge of the student's cohort		Incoming enquiries	Student / Parent
2	Person-in-charge check relevant information For enquiries that can be handled immediately: Move to (3a) For enquiries that cannot be handled immediately: Move to (3b)	Immediately	Enquiry log updated	SIO
3a	Caller is verbally abusive: Move to (4)	Immediately		SIO
3b	Enquiries that can be handled immediately: Move to (7)			SIO
3c	Enquiries that cannot be handled immediately & require further investigation For Issues for which students do not need to provide further information via email: Move to (6a) For Enquiries for which students need to provide further information via email: Move to (6b)			SIO
4	SIO staff to confirm information with caller, inform caller that enquiry will be handled by manager & end call		Caller's input is collected & caller is informed that manager will handle the case	SIO
5	SIO staff to report case to manager	Immediately	Case reported	SIO
6	Manager reconnect with caller within 12 hours or move to Step 3b or 3c	Within 12 hours	Manager reconnect with parent	
7	Person-in-charge deal with the enquiry	Immediately		SIO
8	Record issue into log	Immediately	Enquiry log updated	SIO
9	Enquiries for which students do not need to provide further information: Move to (9)			
10	Enquiries for which students need to provide further information via email or call			

11	Send holding email to students/ parents while waiting for further information from other departments	Within 24 hours		SIO
12	Forward enquiry with adequate information to relevant department	Within 24 hours	Email request	SIO
13	Department-in-charge deal with the issue: Move to (12)	Within 48 hours	Email / Phone response	Department in charge
14	SIO collects information from other departments: Move to (13)	Within 48 hours	Email / Phone response	SIO
15	Follow up for updates	Within 24 hours from Step 7	Email request	SIO
16	Record into log	Within 24 hours	Enquiry log updated	SIO

ACADEMIC & STUDENT OPERATIONS
STUDENT INFORMATION OFFICE

BRITISH
UNIVERSITY
VIETNAM
BUV

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
16/11/2022	17/11/2022	18/11/2022	21/11/22	2/12/22
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)
Enquiry log	Soft Copy	SIO	5 years

7. REFERENCES

Document Ref	Document Title
10/2022/SIO/BUV-ASO	Enquiry Handling Procedure

--End of Document--