

STUDENT - STAFF LIAISON COMMITTEE PROCEDURE

1. PURPOSE 2

2. SCOPE..... 2

3. DEFINITIONS 2

4. PROCESS..... 3

5. APPROVALS 8

6. RECORDS 8

7. REFERENCES..... 8

DOCUMENT HISTORY

Version	Author	Approved by	Date
1.0	Academic Compliance Office	CAO	2022
2.0	Academic Compliance Office	CAO	2023

Handwritten note:
 Updated
 Approved
 2023

1. PURPOSE

This Procedure has been developed to support British University Vietnam (BUV)'s Academic & Student Operations Department in general and Student Information Office in particular, to hold Student-Staff Liaison Committee which is the main forum for staff and students to discuss matters relating to programmes and the overall student experience. This documentation will provide a formal standardised and repeatable process with clear timelines for departments to respond and take actions.

2. SCOPE

The Process applies to undergraduates studying in Staffordshire University, University of London, British University own and International Foundation programmes.

3. DEFINITIONS

a. Abbreviations

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

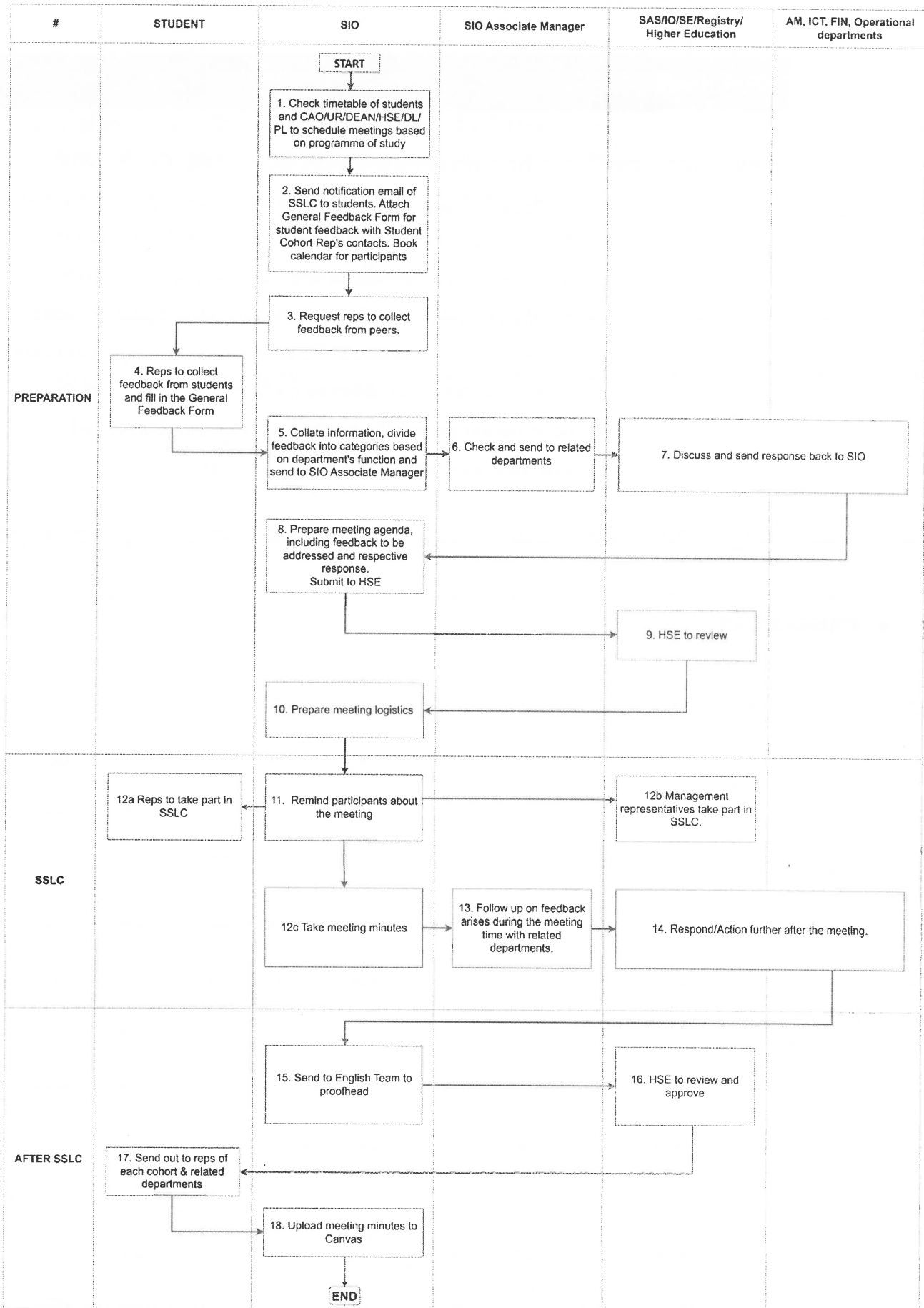
Abbreviations	Definitions
BUV	British University Vietnam
UOL	University of London
SU	Staffordshire University
IFP	International Foundation Programme
CAO	Chief Academic Officer
UR	University Registrar
AO	Admissions Office
CO	Course Office
HSE	Head, Student Engagement
DL	Discipline Lead
PL	Programme Leader
COM	Course Office Manager
Reps	Student Representatives

b. Terminologies

Terminologies	Definitions
Student Staff Liaison Committee	Student-Staff Liaison Committee (SSLC) comprises faculty members including CAO, UR, DEAN, HSE, DL, PL. SSLC meeting provides opportunities every semester for elected student representatives to meet University Management representatives formally to provide feedback related to facilities, courses, learning and teaching, support services and overall experiences at BUV. Two student representatives from each cohort are elected by fellow students and join these meetings, where a range of both academic and student experience areas are discussed.

4. PROCEDURE

a. Flowchart:



b. Roles & Responsibilities




Step	Process Activity	Deadline	Output	P.I.C
1	Check timetable of students and CAO/UR/DEAN/HSE/DL/PL to schedule and book meetings based on programme of study (SU, BUV, UOL, IFP).	Week 1	Meeting reserved	SIO
2	Send notification email of SSLC to students. Attach General Feedback Form for student feedback with Student Cohort Rep's contacts. Book calendar for participants. Every academic year, BUV elects two students from each cohort to act as the representatives on behalf of other students. There are two ways in which students can be involved in the student cohort reps' modelling: - Sign up volunteer via email at studentservice@buv.edu.vn . - Be directly appointed by the Student Information Office.	Week 2	Email notice of SSLC GFF	SIO
3	Reps are requested to collect feedback from peers.	Week 2		
4	Reps to collect feedback from students and fill in the general feedback form	5pm Wednesday Week 3	Student feedback	Students
5	SIO to collate information, divide feedback into categories based on department's function and send to SIO Associate Manager.	Week 4		SIO
6	SIO Associate Manager to check and send to related departments.	Week 4		COM

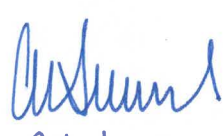
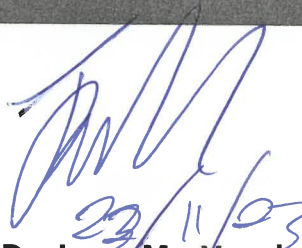
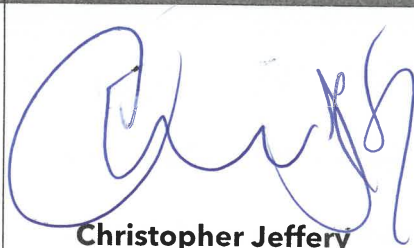
Step	Process Activity	Deadline	Output	P.I.C
7	Departments in charge to discuss and send response to student feedback back to SIO.	Week 5	Office response	Related Office
8	Prepare meeting agenda, including feedback to be addressed and respective response. Submit to HSE.	Week 5	Supporting document	SIO
9	HSE to review.	Week 5		HSE
10	Prepare meeting logistics. - Send out feedback to be addressed, respective response from related offices and other documents to CAO, UR, DEAN, HSE, DL, PL 3 working days before meeting day. - Contact IT and AM for meeting room and equipment set up.	01 week before the meeting date	Meeting logistic	SIO
11	Remind participants about the meeting	01 day before the meeting date		SIO
12a	Reps to take part in SSLC.	On the meeting day		Students
12b	CAO/UR/DEAN/HSE/DL/PL to take part in SSLC. Chair: CAO/UR/DEAN Feedback to be handled by CAO or assigned participant.	On the meeting day		CAO/UR/ DEAN/ HSE/DL/ PL
12c	Take meeting minutes and send to HSE for approval.	01 week after the meeting day	Meeting minutes	SIO
13	SIO Associate Manager follows up on feedback arises during the meeting time with related departments.		Email	SIO Associate Manager
14	Related departments respond and take action further after the meeting	TBC		

Step	Process Activity	Deadline	Output	P.I.C
15	Send to English Team to proofread.	01 day after HSE's review	Meeting minutes proofread	SIO
16	HSE to review and approve. CAO/UR/DEAN/HSE/DL/PL to proofread if needed.	01 week after the meeting		CAO/UR/ DEAN/HSE /DL/PL
17	Send out to reps of each cohort & related departments	02 working days after the English team's approval date	Meeting minutes sent	SIO
18	Upload meeting minutes on Canvas	02 working days after the English team's approval date	Meeting minutes uploaded on Canvas	SIO

5. APPROVALS

- a. Policy development or review will be endorsed by Head of Student Engagement 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
 Tran Duc Trung Deputy University Registrar <i>26/11/23</i>	 Tran To Uyen Associate Manager, Student Information Office	 Ta Ha Lan Head, Student Engagement <i>27/11/23</i>

Agreed by	Agreed by	Approved by
 <i>21/11/23</i> Tony Summers University Registrar	 <i>23/11/23</i> Dr. Jason MacVaugh Dean (Higher Education)	 Christopher Jeffery Chief Academic Officer <i>25/11/23</i>

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)
SSLC Meeting Minutes	Soft copy	SIO	5 years

7. REFERENCES

<u>Document Ref</u>	<u>Document Title</u>
02/2023/SIO/BUV-ASO	Student-Staff Liaison Committee

--End of Document--