TABLE OF CONTENTS

DOCUMENT REVISION HISTORY

Revision Date	Revision Made By	Description of Changes	Revision No.
31 December 2019	Academic Compliance Manager	Standardize terms, define renew and replace of student ID card	1.1

I.   PURPOSE

This Procedure has been developed to support British University Vietnam (BUV) Registry and Student Services, Finance Department and related parties in managing request for renewal and replacement of Student ID card from BUV students.

II.   SCOPE

The scope of this document covers:

a) The process of receiving request on renew/replace student ID card

b) The process of renew/replace student ID card and dispose old ID card

The process applies for undergraduate and post graduate students who study programme of Staffordshire University or BUV.

III.   DEFINITIONS

1.   Abbreviations

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

Abbreviations	Definitions
BUV	British University Vietnam
SSO	Student Support Office
CO	Course Office
RSS	Registry and Student Service section, including Faculty, Exam Office, Course Office, Student Support Office, Admission Office, Academic Compliance Office, Learning Resources Centre and Training Centre

2.   Terminologies

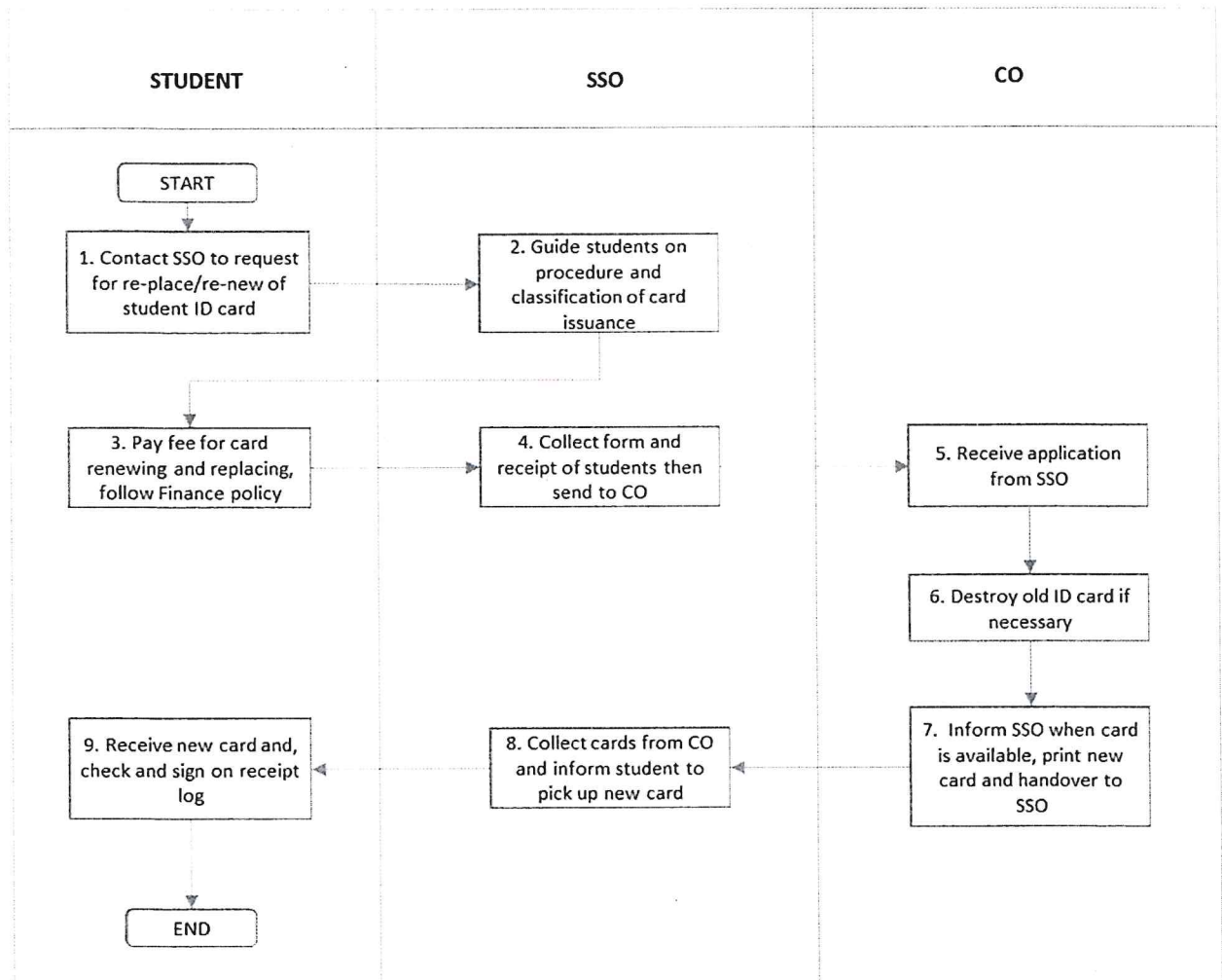| Terminologies	Definitions
Renew Student ID card	Refers to issuance of new card due to any change in information of students. If the student ID card was issued with inaccurate information, student shall not be charged.

Replace Student ID card	Refer to issuance of a duplicated copy of student ID card, due to lost, destruction of previous card. There is no change in information or picture.

PROCEDURES

1. Process flow

This section provides a visual overview of the process. The process flow diagram should be read in conjunction with Section (V) "Process detail" in order to get a complete view of the process.

IV. PROCESS DETAIL

Step#	Process Activities	Turnaround time	Output	Responsibility
1	**Contact SSO to request for replace/re-new of student ID card** • SSO ask student to request for replace/re-new of student ID card via email	0 day	Email or verbal request	Student
2	**Guide students on procedures** • SSO record student request on SSO daily enquires log • SSO send student request, evidence & receipt (if available) to CO	1 day	Email Enquiry log entry	SSO staff
3	**Pay fee for card issuance** • The standard fee for issuance of card, whether it is renewed or replaced is $7 • If the information on card is inaccurate after issuance, student shall return the card and have a new one free of charge. • Student shall follow Finance department procedure on payment	1 day	Receipt	Student
4	**Collect forms and receipt** • Collect all applications from students and send to CO at the end of working day	0 day	All applications	SSO staff
5	**Receive request and supportive documents from SSO** • CO record student request on daily enquires log • Check student status, whether information is correct (eg. Defer, withdraw)	1 day	Enquiry log entry	CO in charge of student profile
6	**Destroy old card if available** • If student submit old ID card, process to dispose old card	1 day	Destroyed card evidence	CO staff in charge of student profile
7	**Print new card and inform SSO** • Print new card • Inform SSO when card is available • Handover to SSO with a confirmation email • Update CO daily enquiries log	1 day	Email to inform SSO Close enquiry	CO staff in charge of student profile
8	**Collect cards from CO & Inform students** • Collect cards, email to confirm with CO • Inform students to pick up • Close enquiry	0 day	Email to CO Email/call students	SSO staff
9	**Student receive card and confirm** • Student receive new card, check for all information on card and sign on receipt log	1 day	Email confirms from student	Student

V.   APPROVALS & EXCEPTIONS

AC Controlled Document	Approval Authority	Responsibility & Mode of Approvals
Generic Policy and procedure applied within RSS	Approval by CAO Christopher Jeffery	AC Policy Owner via presentation or circulation to RSS

Any exceptions to this policy shall be submitted in writing, using the exception template for appropriate approval.

VI.   RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)
SSO daily enquires log	Soft Copy	SSO	5 years
CO daily enquires log	Soft Copy	COM	5 years
Student ID card receipt log	Hard Copy	SSO	1 year

VII.   APPENDICES

VIII.   REFERENCES

Document Ref   Document Title

AC-PD-07/12/2019 - BUV   BUV Procedure Renewal and Replacement of student ID card

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