STUDENT ENGAGEMENT DEPARTMENT
CAREER SERVICES & INDUSTRY RELATIONS

BRITISH UNIVERSITY VIETNAM BUV

CAREER ACTIVITIES

DOCUMENT HISTORY

Version	Author	Approved by	Date
1.0	Academic Compliance Office	CAO	
2.0	Academic Compliance Office	DVC	

* **Career activities procedure**

STUDENT ENGAGEMENT DEPARTMENT
CAREER SERVICES & INDUSTRY RELATIONS

BRITISH
UNIVERSITY
VIETNAM
BUV

1. PURPOSE

This Procedure has been developed to support British University Vietnam's Student Engagement in general and Career Services and Industry Relations team in particular, to manage the procedure of organizing a wide range of career-related activities that equip students with the labour market knowledge, employability skills and expose students to professional working environment.

2. SCOPE

This process is applied for all students studying University of London programmes, Staffordshire University programmes & BUV Own Degree programmes.

3. DEFINITIONS

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

Abbreviations	Definitions
BUV	British University Vietnam
HSE	Head, Student Engagement
Careers & Industry	Career Services & Industry Relations
Assoc. Mgr	Associate Manager
SE-CS	Career Services Officers
SE-IR	Career Support & Industry Relations Officers
CO	Course Office
EO	Exam Office
ACO	Academic Compliance Office
SIO	Student Information Officer
AM	Asset Management
ICT	Information and communications technology
Marcom	Marketing and communications

Academic calendar

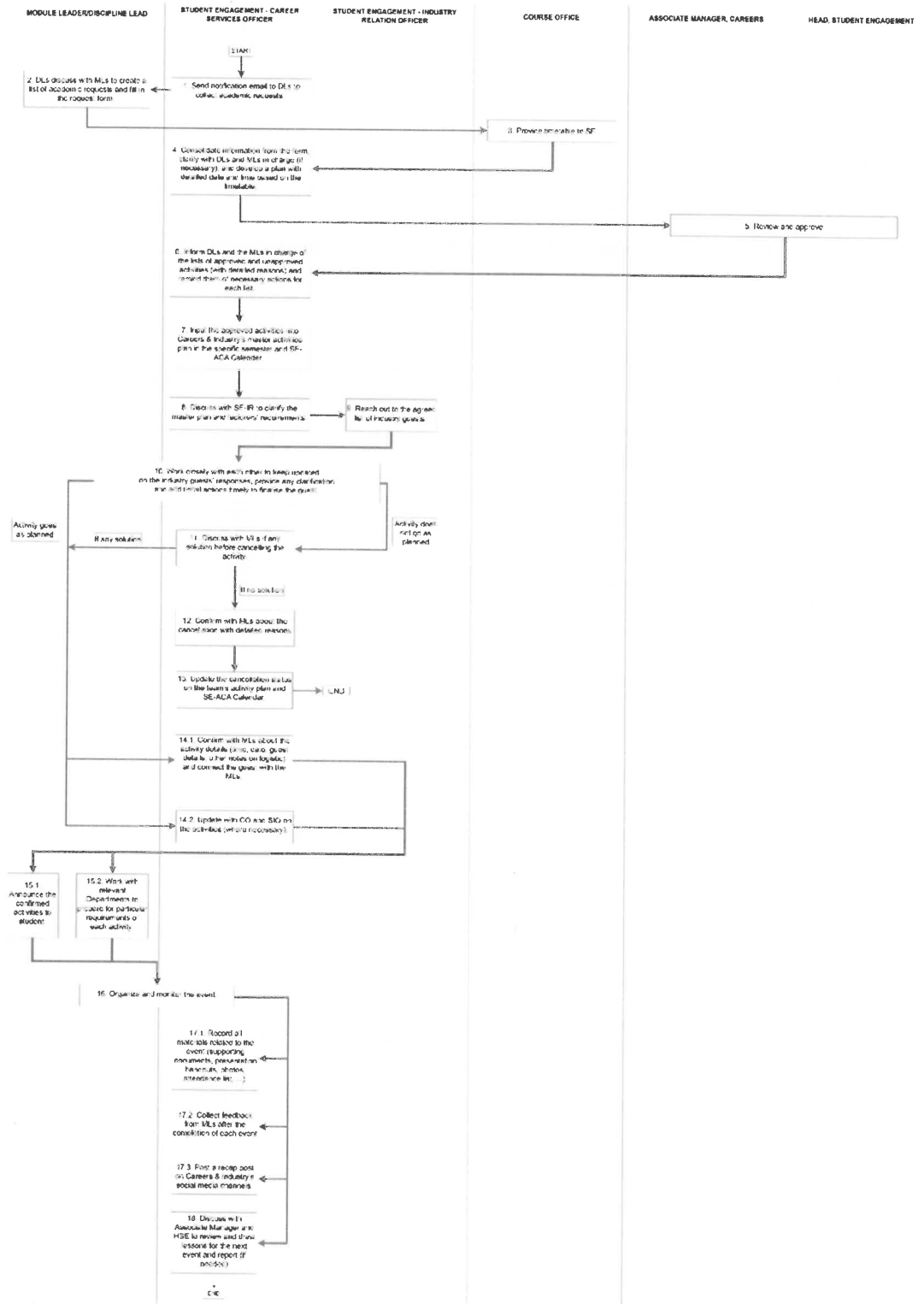| Week	Definitions
Week 0	Week 12 of the previous semester (for 12-week semester)
Week (-1)	Week 11 of the previous semester (for 12-week semester)

2

STUDENT ENGAGEMENT DEPARTMENT
CAREER SERVICES & INDUSTRY RELATIONS

BRITISH
UNIVERSITY
VIETNAM
BUV

Week (-2)	Week 10 of the previous semester (for 12-week semester)
Week (-3)	Week 9 of the previous semester (for 12-week semester)
Week (-4)	Week 8 of the previous semester (for 12-week semester)

STUDENT ENGAGEMENT DEPARTMENT
CAREER SERVICES & INDUSTRY RELATIONS

BRITISH
UNIVERSITY
VIETNAM
BUV

4. PROCESS

4.1. Academic requested activities

a. Flowchart

STUDENT ENGAGEMENT DEPARTMENT
CAREER SERVICES & INDUSTRY RELATIONS

BRITISH
UNIVERSITY
VIETNAM
BUV

b. Roles & Responsibilities

Step	Process Activities	Turnaround time	Output	PIC
1	SE-CS to send notification email to DLs to collect academic requests.	Week (-4)	An announcement email: - Content: The list of activity types to be supported, registration link, expected timeline & deadline. - Copied: Dean, Manager of CO, HSE, Assoc. Mgr of Careers & Industry)	SE-CS
2	DLs to discuss with MLs to create a list of academic requests and fill in the request form.	By the end of Week (-2)	A list of academic requests with full details in the request form	MLs & DLs
3	CO to provide timetable to SE.	Week (-1)	Master and Weekly Timetable	CO
4	SE-CS to consolidate information from the form, clarify with DLs and MLs in charge (if necessary), and develop a plan with detailed date and time based on the timetable.	By the end of week (-1)	A tentative plan of academic requests for the specific semester	SE-CS

STUDENT ENGAGEMENT DEPARTMENT
CAREER SERVICES & INDUSTRY RELATIONS

BRITISH
UNIVERSITY
VIETNAM
BUV

	Note: To schedule the field trips, SE-CS need to check the availability of both students and lecturers by the master timetable.			
5	Assoc. Mgr and HSE to review and approve	The end of week (-1)	Assoc. Mgr and HSE's approval and the rationale of the decision.	Assoc. Mgr and HSE
6	SE-CS to inform DLs and the MLs in charge of the lists of approved and unapproved activities (with detailed reasons) and remind them of necessary actions for each list. *Note: For each type of activities, SE-CS to inform the following details to MLs & DLs.* *+ Guest lectures: Detailed time & date* *+ Field trip during class time: Detailed time & date then ask*	Week (0)	Emails to MLs and DLs.	SE-CS

* **Career activities procedure**

STUDENT ENGAGEMENT DEPARTMENT
CAREER SERVICES & INDUSTRY RELATIONS

BRITISH
UNIVERSITY
VIETNAM
BUV

	lecturers to inform Dean & CO that the class on campus will be replaced by the field trip. *+ Field trip outside class time: Detailed time & date then ask lecturers to arrange schedule to go with the cohort (also check timetable of the lecturers to see if they are available)*			
7	SE-CS to input the approved activities into Careers & Industry's master activities plan in the specific semester and SE-ACA Calendar.	Week (0)	The activities' details are in place in the Careers & Industry's master activities plan in the specific semester and SE-ACA Calendar.	
8	SE-CS to discuss with SE-IR to clarify the master plan and lecturers' requirements.	Week (0)	A list of prospective partners/ industry guests for each activity and revisions in the activity's schedule.	
9	SE-IR to reach out to the agreed list of industry guests.	Continuously from Week (0) to the end of the semester. The	- Invitation email to partners.	SE-IR

STUDENT ENGAGEMENT DEPARTMENT
CAREER SERVICES & INDUSTRY RELATIONS

BRITISH
UNIVERSITY
VIETNAM
BUV

10	SE-IR, SE-CS, and MLs work closely with each other to keep updated on the industry guests' responses, provide any clarification and additional actions timely to finalise the guest. *Note: Several changes in the activities' schedules and details take place in this stage, depending on the actual situation. If re-schedule, SE-CR need to check with CO and EO to make sure no conflicts in timetable and exam's schedules.* **- If one activity can't go as plan due to unexpected reasons**, move to (11) **- If one activity goes as plan**, move to (14.1) and (14.2)	partner needs to be finalized 1 week before the event date.	From SE-IR - Updates on partners' responses - Details of the partners who accepted the invitation. From MLs - Advice and clarification of their requests so that SE-IR and SE-CS can finalise the guests.	SE-IR, SE-CS, MLs

STUDENT ENGAGEMENT DEPARTMENT
CAREER SERVICES & INDUSTRY RELATIONS

BRITISH
UNIVERSITY
VIETNAM
BUV

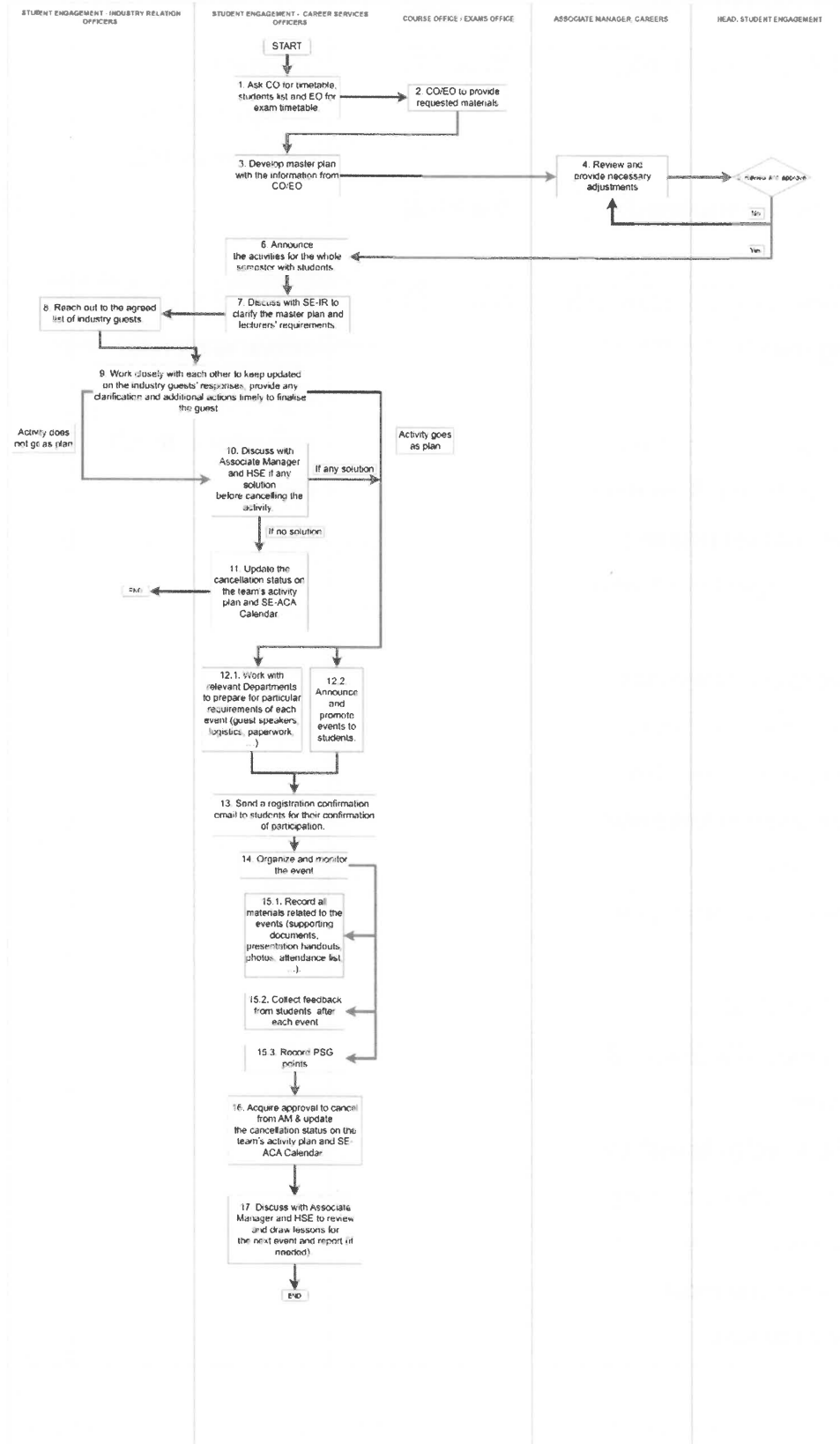| 11	SE-CS to discuss with MLs if any solution before cancelling the activity. - If suitable changes can be made → Move to "Activity goes as planned". - If no solutions/ alternatives → Move to 12. Note: The process of figuring out solutions and making cancellation decision must be consulted by Associate Manager and HSE.	Immediately, when any problem occurs.	A mutual agreement between SE-CS and the ML by an email.	SE-CS
12	Confirm with MLs about the cancellation with detailed reasons	Immediately, when any problem occurs.	A mutual agreement between SE-CS and the ML by an email copying the correlated Discipline Lead, Associate Manager, and HSE.	SE-CS
13	SE-CS to update the cancellation status on the team's activity plan and SE-ACA Calendar.	Once the decision is agreed by MLs.	- Activity status on the activity plan: Cancelled, with detailed reasons. - SE-ACA Calendar: The activity is	SE-CS

9

			removed from the calendar.	
14.1	SE-CS to confirm with MLs about the activity details (time, date, guest details, other notes on logistic) and connect the guest with the MLs.	Immediately once the activity is finalised	A confirmation email and connect ML with the guest. Copied: SE-IR.	SE-CS
14.2	SE-CS to update with CO and SIO on the activities (where necessary). Note: - Guest lecture: No action. - Field trip during class time: Log into the online timetable: "SE_No attendance record" and inform CO via email of the trip. - Field trip out of class time: Inform CO of the trip schedule so CO do not arrange any make-up class to the schedule.	Immediately after the activity is finalised.	- The field trip is updated as "SE_No attendance record" on the online timetable. - An email to CO.	SE-CS

STUDENT ENGAGEMENT DEPARTMENT
CAREER SERVICES & INDUSTRY RELATIONS

BRITISH
UNIVERSITY
VIETNAM
BUV

15.1	MLs to announce the confirmed activities to student.	Week 2 – Week 12	Event announcement email or notification on LMS Canvas.	ML
15.2	SE-CS to work with relevant Departments to prepare for particular requirements of each activity (take care guest speakers, logistics, paperwork, …)		Paperwork as per BUV's policy: Waiver forms for students; PD & Finance's paperwork. Necessary purchases and bookings.	SE-CS
16	MLs and SE-CS to organize and monitor the event.		MLs: Attendance sheet SE-CS: Recap photos & Videos; BUV Merchandise for guests/ partners	MLs & SE-CS
17.1	SE-CS to record all materials related to the event (supporting documents, presentation handouts, photos, attendance list, …).	Within 1 week after the event.	Archive event-related materials in Careers & Industry's Shared Drived/ One Drive	SE-CS
17.2	SE-CS to collect feedback from MLs		Feedback from MLs provided via online form & email.	SE-CS

STUDENT ENGAGEMENT DEPARTMENT
CAREER SERVICES & INDUSTRY RELATIONS

BRITISH
UNIVERSITY
VIETNAM
BUV

	after the completion of each event			
17.3	SE-CS to post a recap post on Careers & Industry's social media channels.		A recap post with summary in words and photos/ videos	SE-CS
18	SE-CS to discuss with Associate Manager and HSE to review and draw lessons for the next event and report (if needed)	After each event and each semester	Lesson learnt	SE-CS

4.2. SE initiated activities

a. Flowchart

Flowchart columns: STUDENT ENGAGEMENT - INDUSTRY RELATION OFFICERS | STUDENT ENGAGEMENT - CAREER SERVICES OFFICERS | COURSE OFFICE / EXAMS OFFICE | ASSOCIATE MANAGER, CAREERS | HEAD, STUDENT ENGAGEMENT

START

1. Ask CO for timetable, students list and EO for exam timetable.

2. CO/EO to provide requested materials

3. Develop master plan with the information from CO/EO

4. Review and provide necessary adjustments

Review and approve

6. Announce the activities for the whole semester with students

7. Discuss with SE-IR to clarify the master plan and lecturers' requirements

8. Reach out to the agreed list of industry guests

9. Work closely with each other to keep updated on the industry guests' responses, provide any clarification and additional actions timely to finalise the guest

Activity does not go as plan

Activity goes as plan

10. Discuss with Associate Manager and HSE if any solution before cancelling the activity.

If any solution / If no solution

11. Update the cancellation status on the team's activity plan and SE-ACA Calendar

END

12.1. Work with relevant Departments to prepare for particular requirements of each event (guest speakers, logistics, paperwork, ...)

12.2. Announce and promote events to students.

13. Send a registration confirmation email to students for their confirmation of participation.

14. Organize and monitor the event

15.1. Record all materials related to the events (supporting documents, presentation handouts, photos, attendance list, ...).

15.2. Collect feedback from students after each event

15.3. Record PSG points

16. Acquire approval to cancel from AM & update the cancellation status on the team's activity plan and SE-ACA Calendar

17. Discuss with Associate Manager and HSE to review and draw lessons for the next event and report (if needed)

END

STUDENT ENGAGEMENT DEPARTMENT
CAREER SERVICES & INDUSTRY RELATIONS

BRITISH
UNIVERSITY
VIETNAM
BUV

b. Roles & Responsibilities

Step	Process Activities	Turnaround time	Output	PIC
1	SE-CS to ask CO for timetable, students list and EO for exam timetable.	Week (-2)	Timetable, students list and exam timetable.	SE-CS
2	CO/EO to provide requested materials	Week (-2)		CO/EO
3	SE-CS to develop master plan with the following details: - Topic - Tentative timeline/schedule - Tentative outcome & content - Tentative speaker profile - Tentative budget for activities *Notes:* *- SE-CS to cross check with the academic-request activities to ensure a comprehensive plan without duplication in topic and conflict in schedule.* *- The activities must satisfy the criteria below:* *+ Are PSG applicable* *+ Address most disciplines & programmes* *+ Are scheduled to fit with the Academic Timetable and any other University's schedule so students are in the most convenience to join.*	Week (-2)	A detailed master activities plan for the specific semester with full details.	

STUDENT ENGAGEMENT DEPARTMENT
CAREER SERVICES & INDUSTRY RELATIONS

BRITISH
UNIVERSITY
VIETNAM
BUV

	(The criteria is subject to change upon the Department's requirements in the future).			
4	The master plan is sent to Associate Manager for review and provide necessary adjustments before sending to HSE for approval.	Week (-2)		Associate Manager
5	HSE to review and provide recommendations - If approve => move to step (6) - If need adjustment => move to step (4)	Week (-1)	HSE's recommendations	HSE
6	SE-CS to announce the activities for the whole semester with students. (topic only). For CO, EO and MarCom, SE-CS will only share the info when being asked.	Week (-1)		SE-CS
7	SE-CS to discuss with SE-IR to clarify the master plan and lecturers' requirements.	Week (0)	A list of prospective partners/ industry guests for each activity and revisions in the activity's schedule.	SE-CS, SE-IR
8	SE-IR to reach out to the agreed list of industry guests.	Continuously from Week (0) to the end of the semester. The partner needs to be	Invitation email to partners.	SE-IR
9	SE-IR and SE-CS work closely with each other to keep updated on the industry guests' responses, provide		From SE-IR - Updates on partners' responses	SE-IR, SE-CS

STUDENT ENGAGEMENT DEPARTMENT
CAREER SERVICES & INDUSTRY RELATIONS

BRITISH
UNIVERSITY
VIETNAM
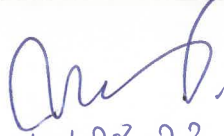BUV

	any clarification and additional actions timely to finalise the guest. *Note: Several changes in the activities' schedules and details may take place in this stage, depending on the actual situation. If re-schedule, SE-CR need to check with CO and EO to make sure no conflicts in timetable and exam's schedules.* - **If one activity can't go as plan due to unexpected reasons**, move to (10) - **If one activity goes as plan**, move to (12.1) and (12.2)	finalized 1 week before the event date.	- Details of the partners who accepted the invitation. From SE-CS: Clarification and additional actions to adapt the changes.	
10	SE to discuss with Associate Manager and HSE if any solution before cancelling the activity. - If suitable changes can be made → Move to "Activity goes as planned". - If no solutions/ alternatives → Move to (11)	Immediately, when any problem occurs.	An alternative event or a solution to reschedule. If cancel: The rationale of cancellation noted in the master plan.	SE-CS
11	SE-CS to update the cancellation status on the team's activity plan and SE-ACA Calendar.	Once the decision is approved by the HSE	- Activity status on the activity plan: Cancelled, with detailed reasons. - SE-ACA Calendar: The activity is removed from the calendar.	SE-CS

STUDENT ENGAGEMENT DEPARTMENT
CAREER SERVICES & INDUSTRY RELATIONS

BRITISH
UNIVERSITY
VIETNAM
BUV

12.1	SE-CS to work with relevant Departments to prepare for particular requirements of each event (guest speakers, logistics, paperwork, …)	Week 2 – Week 10	Event preparation	SE-CS, PD, AM
12.2	SE-CS to announce and promote events to students.	Week 2 – Week 10 (3-5 working days before the event date)	Event announcement and promotions via Email, Social Media, and LMS Canvas.	SE-CS
13	Each event, SE-CS to send a registration confirmation email to students for their confirmation of participation.	Week 2 – Week 10 (1-3 working days before the event date)	Confirmation Email to students	SE-CS
14	SE-CS to organize and monitor the event	Week 2 – Week 10	In case the facial recognition doesn't work, a manual attendance sheet is required.	SE-CS
15.1	SE-CS to record all materials related to the events (supporting documents, presentation handouts, photos, attendance list, …).	Within 1 week after the event date	Archive event-related materials	SE-CS
15.2	SE-CS to collect feedback from students after each event	Within 1 week after the event date	An email asking for feedback sent to event participants. Feedback provided via the online form and email.	SE-CS

STUDENT ENGAGEMENT DEPARTMENT
CAREER SERVICES & INDUSTRY RELATIONS

BRITISH
UNIVERSITY
VIETNAM
BUV

15.3	SE-CS to record PSG points	Once per month.	An attendance list of participants is in place for PSG points (according to PSG Team's requirement)	SE-CS
16	SE-CS to acquire approval to cancel from AM & update the cancellation status on the team's activity plan and SE-ACA Calendar.	Once the decision is agreed by MLs.	- Activity status on the activity plan: Cancelled, with detailed reasons. - SE-ACA Calendar: The activity is removed from the calendar.	SE-CS
17	SE-CS to discuss with Associate Manager and HSE to review and draw lessons for the next event and report (if needed)		Lesson learnt & Report	SE-CS

5. APPROVALS

a. Policy development or review will be endorsed by Head, Student Engagement and approved by Deputy Vice-Chancellor and Vice-President 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:

STUDENT ENGAGEMENT DEPARTMENT
CAREER SERVICES & INDUSTRY RELATIONS

BRITISH
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Prepared by	Checked by	Checked by	Confirmed by	Approved by
lllllll Nov 28, 27 **Hoang Linh Chi** Senior Officer, Academic Compliance Office	Nov 28, 23 **Vu Tra My** Associate Manager, Career Services and Industry Relations	**Ta Ha Lan** Head, Student Engagement	4/12/23 **Tony Summers** University Registrar	**Rick Bennett** Deputy Vice-Chancellor and Vice-President

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period
Event plan and overall master file	Soft Copy	Career Services & Industry Relations Division	Maximum upon BUV policy.
Speaker's profile and contact	Soft Copy	Career Services & Industry Relations Division	Maximum upon BUV policy.
List of registered students and participants' feedback	Soft Copy	Career Services & Industry Relations Division	Maximum upon BUV policy.

7. REFERENCES

Document Ref
006/2023/SE/BUV-SE

Document Title
Career Activities

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