

PERSONAL CAREER SERVICES

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DOCUMENT HISTORY

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

### 1. PURPOSE

This Procedure has been developed to support British University Vietnam's Student Engagement Department - Career Services & Industry Relations Division in particular, to manage the procedure of arranging and providing different formats of personal career consultation for current students and alumni, enabling students to have self-awareness, opportunity awareness, from which to make an informed decision to be successful in their career progression after university.

### 2. SCOPE

This process is applied to all students and alumni studying University of London Programmes, Staffordshire University Programmes & BUV Own Degree Programmes.

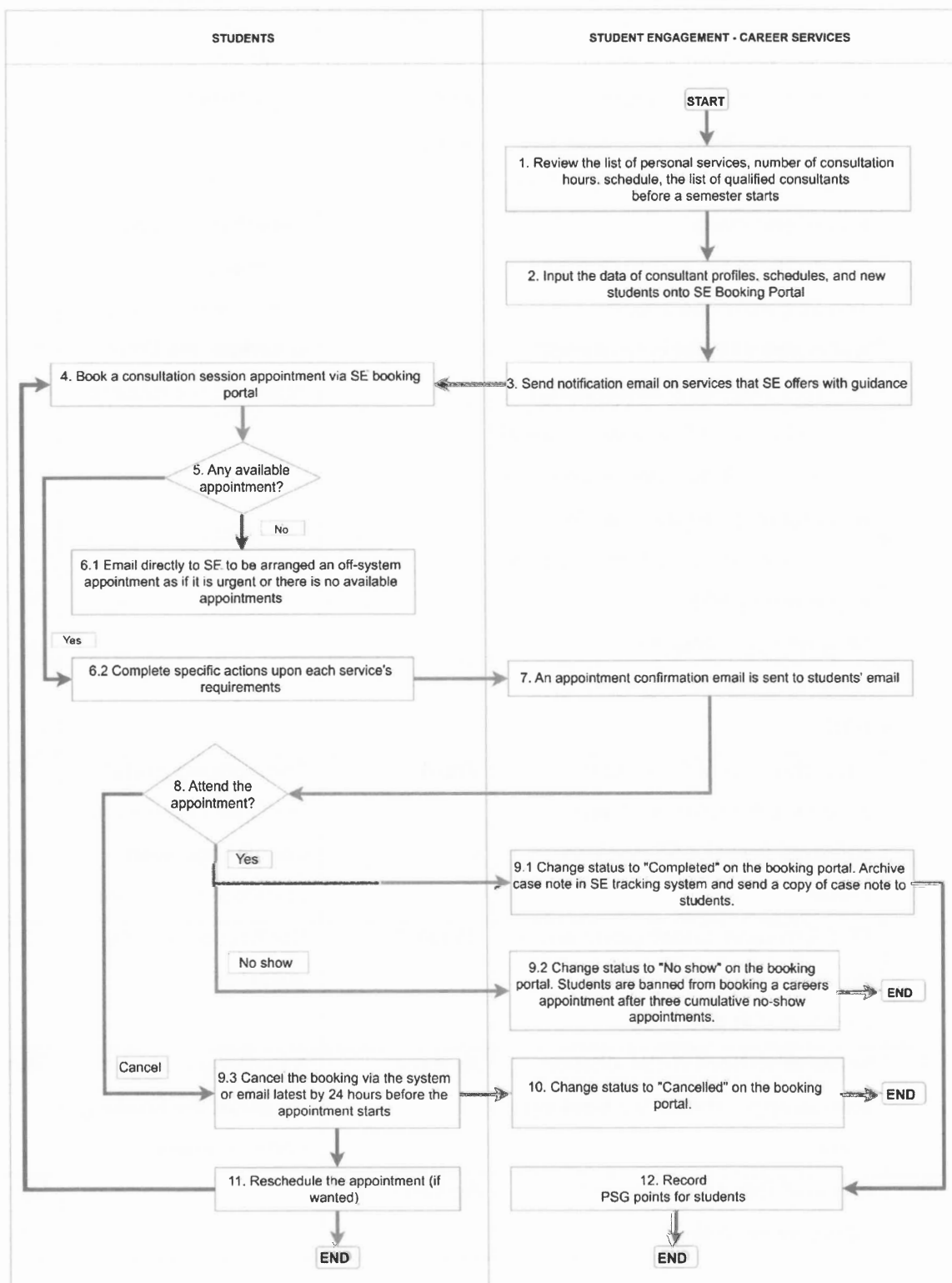
### 3. DEFINITIONS

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

Abbreviations	Definitions
BUV	British University Vietnam
DVC	Deputy Vice-Chancellor
HSE	Head, Student Engagement
SE- CR	Student Engagement - Career Services Officers

#### 4. PROCESS

##### a. Flowchart



b. Roles & Responsibilities

Step	Process Activities	Turnaround time	Output	PIC
1	SE - CR to review the list of personal services, number of consultation hours, schedule, the list of qualified consultants before a semester starts. *Consultants for Indigo Debrief and SE career consultation are well-trained career consultants/ advisors (internal & outsourcing). *Consultants for final year personal career consultation are outsourced recruitment professionals. Profiles of outsourced consultants must be approved by HSE. *Any new services, the requirements are approved by HSE	Week (-1) of each semester.	A table of career consultation allocation, including the information on personal services, number of consultation hours, schedule, the list of qualified consultants.	SE - CR
2	Input the data of consultant profiles, schedules, and new students onto the SE Booking Portal.	Week 1	The booking portal is ready for students to use with the most updated information.	SE-CR
3	SE-CR to send a notification email on services that SE offers to students with guidance.	Week 1	Notification email with guidance	SE-CR
4	Students to book a consultation session appointment via Booking Portal	Anytime	A booking reserved via either the Booking Portal or email.	Students
5	Any available appointment? - If no, move to (6.1)	Anytime		Students






	- If yes, move to (6.2)			
6.1	If there are no available appointments on the Portal and the student needs to be consulted urgently, they can email directly to SE-CR to be arranged an off-system appointment.	Anytime		Students
6.2	Upon each service's requirements, students are requested to complete specific actions. i.e., * Students must complete an Indigo Assessment to attend an Indigo Debrief session; * Students must submit their CV and/or any other additional documents requested by the consultant.	Upon the deadline of each service.	Required documents upon each service type.	Students
7	An appointment confirmation email is sent to students' email. * The emails can be sent automatically from the Portal or SE-CR Staff, upon the portal's function and if the appointment is booked from the portal or SE-CR Staff. * The email might be included or followed up by another guideline email of what to do before the appointment.	Immediately after an appointment is booked.	Confirmation email and Guideline of what to do next.	SE-CR
8	Consultants and students to attend the appointment. - If students show up, move to (9.1)	Upon the booking		Students

	<p>- If students don't show up, move to (9.2)</p> <p>- If students cancel the booking, move to (9.3)</p> <p>SE-CR staff are required for observation at final year consultation</p>			
9.1	<p>SE-CR to change status to "Completed" on the booking portal. Archive case notes in SE tracking system and send a copy of each case note to students.</p> <p>With final year consultation, SE-CR 's presence in the meeting for observation is required</p>	<p>Within 1 day after the appointment completed</p>	<p>Case note</p>	<p>SE-CR</p>
9.2	<p>SE-CR to change status to "No show" on the booking portal. Students will be warned after three cumulative no-show appointments; and take disciplinary actions after the next two no-show appointments.</p>			<p>SE-CR</p>
9.3	<p>Students to cancel the booking via the system or email latest by 24 hours before the appointment starts</p>	<p>Latest by 24 hours before the appointment starts</p>		<p>SE-CR</p>
10	<p>SE-CR to change status to "Cancelled" on the booking portal</p>			<p>SE-CR</p>

11	Students to follow step 4 if they wish to reschedule another appointment			Students
12	SE-CR to record PSG points for students	End of every month.	A list of students with PSG points upon PSG Team's template and requirements.	SE-CR

**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:

Prepared by	Checked by	Checked by	Confirmed by	Approved by
 Nov 9, 2023  <b>Hoang Linh Chi</b> Senior Officer Academic Compliance Office	 Nov 9, 2023  <b>Vu Tra My</b> Associate Manager, Career Services & Industry Relations	 14/11/23  <b>Ta Ha Lan</b> Head, Student Engagement	 17/11/23  <b>Tony Summers</b> University Registrar	  <b>Rick Bennett</b> Deputy Deputy Vice- Chancellor and Vice-President

## 6. RECORDS

<b>Records (What)</b>	<b>Medium (How)</b>	<b>Responsibility (Who)</b>	<b>Retention Period</b>
List of bookings	Soft Copy	Career Services & Industry Relations	Maximum of BUV policy
Case note	Soft Copy	Career Services & Industry Relations	Maximum of BUV policy

## 7. REFERENCES

Document Ref

008/2023/SE/BUV-SE

Document Title

Personal career services

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