

## ACADEMIC REFERENCE LETTER PROCEDURE

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## DOCUMENT HISTORY

Version	Author	Approved by	Date
2.0	Academic Compliance Office	Deputy Vice Chancellor	

## 1. PURPOSE

This Procedure has been developed to support British University Vietnam's Student Engagement Department to manage the procedure of issuing Academic Reference Letter for students.

## 2. SCOPE

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

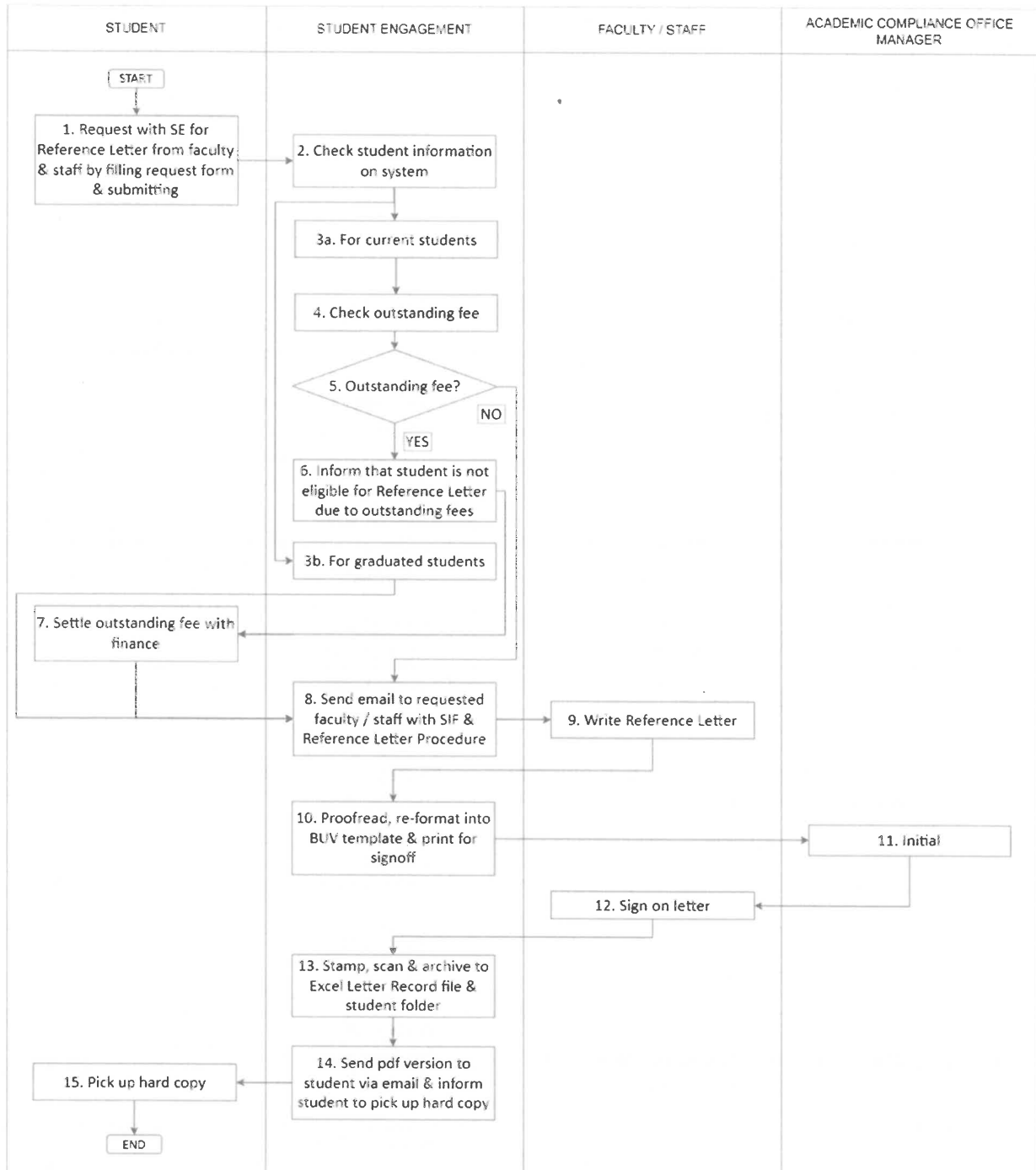
## 3. DEFINITIONS

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

Abbreviations	Definitions
BUV	British University Vietnam
HSE	Head of Student Engagement

## 4. PROCESS

### a. Flowchart




## b. Roles & Responsibilities

Step	Process Activities	Deadline	Output	PIC
1	Request with SE Admin for Reference Letter from faculty & staff by filling request form & submitting	Any date of request	Email request	Student
2	Check student information on system	1 day after the request date	Student information checked	SE Admin
3a	For current students			
3b	For graduated students			
4	Check outstanding fee For current students, SE Admin need to check if students still have outstanding fee	1 day after the request date	Email confirmation from Finance	SE Admin
5	Outstanding fee? If Yes, move to (6) If No, move (8)	1 day after the request date		
6	Inform that student is not eligible for Reference Letter due to outstanding fees	1 day after the request date	Email notice	SE Admin
7	Settle outstanding fee with finance	Varied	Outstanding fee settled	Student
8	Send email to requested faculty / staff with SIF & Reference Letter Procedure	3 days after the request date	Email notice	SE Admin
9	Write Reference Letter	Approximately 10 days	Reference Letter	Faculty / Staff
10	Proofread, re-format into BUV template & print for signoff	Approximately 14 days after the request date	Printed Letter in template	SE Admin
11	Initial	15 days after the request date	Reference Letter signed off	ACM
12	Sign on letter	16 days after the request date	Reference Letter signed	Faculty / Staff
13	Stamp, scan & archive to Excel Letter Record file & student folder	16 days after the request date	Scanned letter archived	SE Admin
14	Send pdf version to student via email & inform student to pick up hard copy	16 days after the request date	PDF version	SE Admin
15	Pick up hard copy	Varied	Hard copy picked up	Student

## 5. APPROVALS

- Policy development or review will be endorsed by HSE and approved by DVC prior to implementation and execution.
- Any exceptions to this policy shall be submitted in writing, using the exception template for appropriate approval.
- This document is approved and effective from the date of signing:

Prepared by	Checked by	Checked by	Confirmed by	Approved by
 Nov 7, 2023 <b>Hoang Linh Chi</b> Senior Officer Academic Compliance Office	 <b>Le Phuong Hoa</b> Personal & Social Growth Programme (PSG) Administrator	 <b>Ta Ha Lan</b> Head of Student Engagement	 7/11/23 <b>Tony Summers</b> University Registrar	 <b>Rick Bennett</b> Deputy Vice- Chancellor and Vice-President

## 6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period
Stamped reference letter	Soft copy	SE Administrator	5 years

## 7. REFERENCES

Document Ref

01/2023/SE/BUV-SE

Document Title

Academic reference letter procedure

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