

PERSONAL AND SOCIAL GROWTH (PSG)
TRANSCRIPT ISSUANCE 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 (BUV)'s Student Engagement Department in general and Personal & Social Growth (PSG) Programme in particular to manage the procedure of issuing PSG transcripts for students at any time during their study at BUV.

2. SCOPE

This process is applied for all students studying BUV programmes, BUV dual programmes and franchised programmes with partner institutions.

3. DEFINITIONS

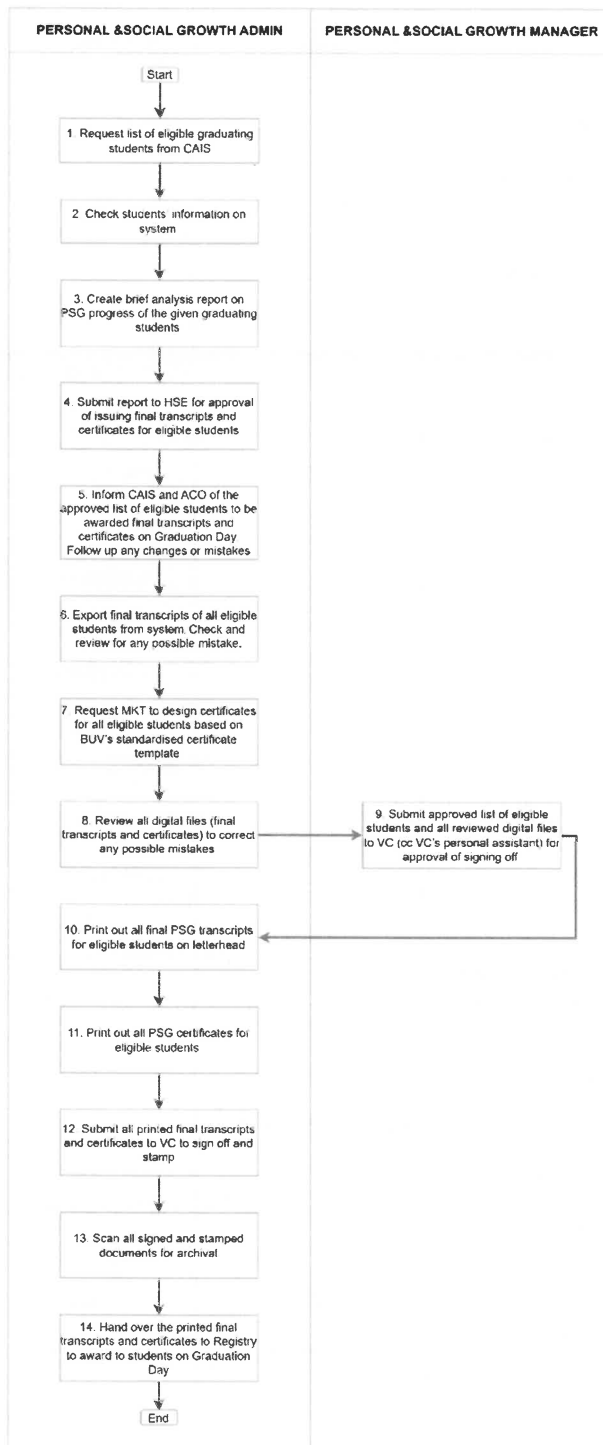
Definitions of abbreviations used throughout the policy and related references are as follows

Abbreviations	Definitions
BUV	British University Vietnam
HSE	Head of Student Engagement
PSG	Personal & Social Growth Programme
FIN	Finance & Accounting Department

4. PROCESS

4.1. Personal and social growth (PSG) final transcript and certificate issuance procedure

a. Flowchart



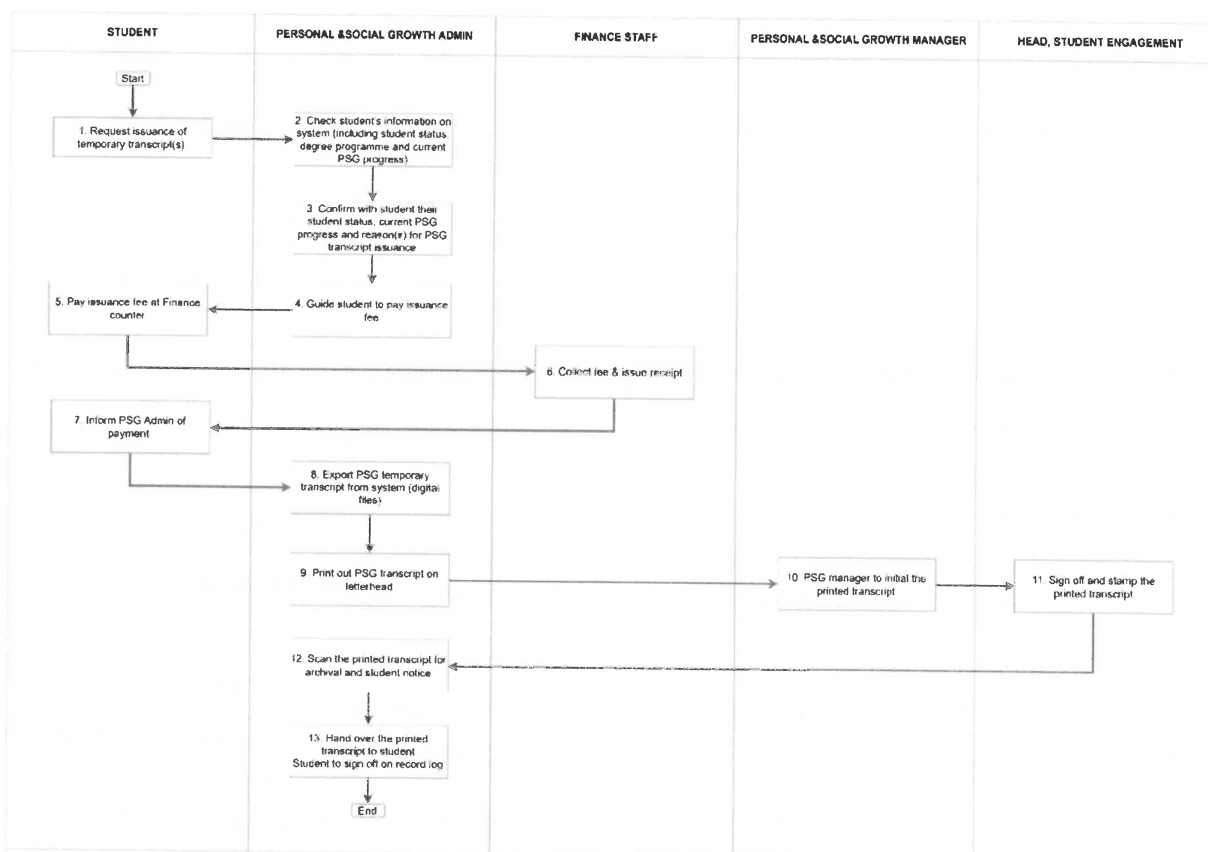
b. Roles & Responsibilities

Step	Process Activities	Deadline	Output	PIC
1	Request list of eligible graduating students from CAIS Keep updates from CAIS for any changes until Graduation Day	01 month before Graduation Day	Email request	PSG Admin
2	Check students' information on system (including personal information, student status, degree programme and current PSG progress)			PSG Admin
3	Create brief analysis report on PSG progress of the given graduating students (clarifying students' scores and eligibility for certificate/transcript issuance)		Consolidated list of graduating students with scores and PSG completion status	PSG Admin
4	Submit report to HSE for approval of issuing final transcripts and certificates for eligible students (to award on Graduation Day)		PSG manager to initial HSE to sign off	PSG Admin
5	Inform CAIS and ACO of the approved list of eligible students to be awarded final transcripts and certificates on Graduation Day Follow up any changes or mistakes	03 weeks before Graduation Day		PSG Admin
6	Export final transcripts of all eligible students from system Check and review for any possible mistakes	02 weeks before Graduation Day	Digital files of final transcripts	PSG Admin

7	Request MKT to design certificates for all eligible students based on BUV's standardised certificate template (send approved list to MKT)	02 weeks before Graduation Day	Digital files of certificates	PSG Admin
8	Review all digital files (final transcripts and certificates) to correct any possible mistakes	10 days before Graduation Day	Digital files of final transcripts and certificates	PSG Admin
9	Submit approved list of eligible students and all reviewed digital files to VC (cc VC's personal assistant) for approval of signing off	08 days before Graduation Day	Email request	PSG Manager
10	Print out all final PSG transcripts for eligible students on letterhead	07 days before Graduation Day	Physical copies of final transcripts	PSG Admin
11	Print out all PSG certificates for eligible students	07 days before Graduation Day	Physical copies of certificates	PSG Admin
12	Submit all printed final transcripts and certificates to VC to sign off and stamp	05 days before Graduation Day	All physical copies signed off and stamped	PSG Admin
13	Scan all signed and stamped documents for archival	04 days before Graduation Day	All physical copies archived	PSG Admin
14	Hand over the printed final transcripts and certificates to Registry to award to students on Graduation Day	03 days before Graduation Day	All physical copies delivered to Registry	PSG Admin

4.2. PSG Transcript Issuance Procedure

a. Flowchart



b. Roles & Responsibilities

Step	Process Activities	Deadline	Output	PIC
1	Request issuance of temporary transcript(s)	Any date of request	Email request	Student
2	Check student's information on system (including student status, degree programme and current PSG progress)	1 day after the request date		PSG Admin
3	Confirm with student their student status, current PSG progress and reason(s) for PSG transcript issuance	1 day after the request date	Email confirmation	PSG Admin

4	Guide student to pay issuance fee	1 day after the email confirmation	Email information	PSG Admin
5	Pay issuance fee at Finance counter	Varied		Student
6	Collect fee & issue receipt	Immediately at student's request	Fee collected & receipt issued	FIN staff
7	Inform PSG Admin of payment		Email information with receipt attached	Student
8	Export PSG temporary transcript from system (digital files)	1 day after email information of payment		PSG Admin
9	Print out PSG transcript on letterhead	1 day after email information of payment	Transcript printed	PSG Admin
10	PSG manager to initial the printed transcript	2 days after email information of payment	Transcript initialed	PSG manager
11	HSE to sign off and stamp the printed transcript	3 days after email information of payment	Transcript signed off and stamped	HSE
12	Scan the printed transcript for archival and student notice	3 days after email information of payment	Transcript scanned and PDF saved	PSG Admin

13	Hand over the printed transcript to student Student to sign off on record log	3 days after email information of payment	Student to receive the printed transcript	PSG Admin
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5. APPROVALS

- a. Policy development or review will be endorsed by HSE and approved by DVC 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 30, 23 Hoang Linh Chi Senior Officer Academic Compliance Office	 Le Phuong Hoa Administrator Personal & Social Growth Programme (PSG)	 Ta Ha Lan Head of 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
Stamped temporary PSG transcript	Soft copy	Personal & Social Growth Programme (PSG)	5 years
Stamped final PSG transcript and certificate	Soft copy	Personal & Social Growth Programme (PSG)	5 years

7. REFERENCES

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PSG temporary transcript issuance procedure
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