

## EXTRA CURRICULAR CLASSES AND SHORT COURSES 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 in general and Personal and Social Growth (PSG) Programme Team in particular to manage the procedure of organising Extra-curricular Classes and Short Courses.

## **2. SCOPE**

This process is applied for all Extra-curricular Classes and Short Courses organised by BUV.

## **3. DEFINITIONS**

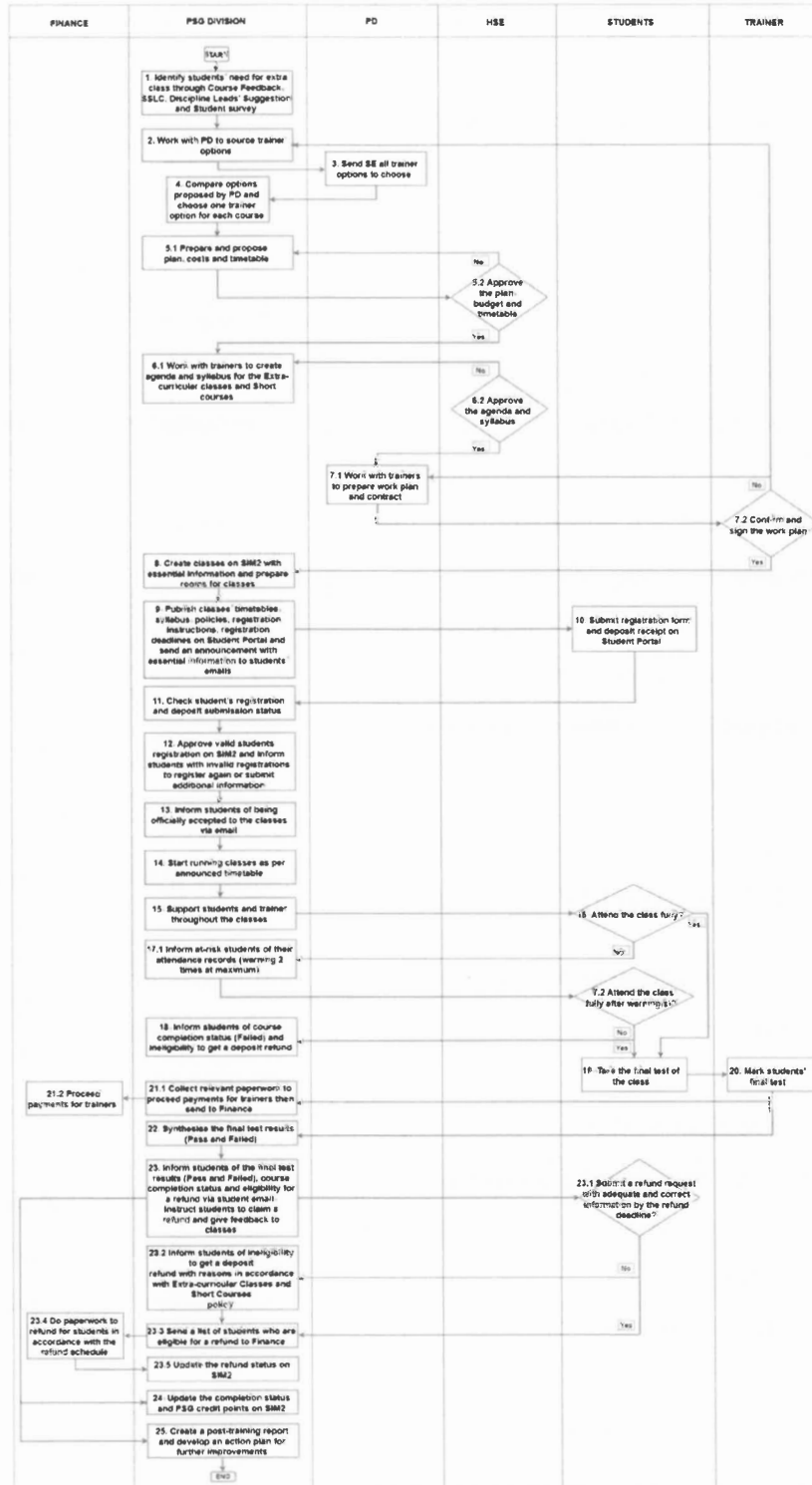
Definitions of abbreviations used throughout the policy and related references are as follows

<b>Abbreviations</b>	<b>Definitions</b>
BUV	British University Vietnam
DVC	Deputy Vice-Chancellor
HSE	Head of Student Engagement
SE	Student Engagement
PSG	Personal and Social Growth

**4. PROCESS**

a. Extra-Curricular Classes and Short Courses Organisation Procedure

i. Flowchart



ii. Roles & Responsibilities

<b>Step</b>	<b>Process Activities</b>	<b>Deadline</b>	<b>Output</b>	<b>PIC</b>
1	Identify students' needs for extra-curricular classes and short courses through Course Feedback, SSLC, Discipline Leads' Suggestions and Student Surveys *Only applicable for new extra-curricular classes and short courses	All year round and especially 3 months before the semester	Students' needs identified	PSG
2	Work with PD to source trainer options *Only applicable for new extra-curricular classes and short courses	03 months before the semester	Trainer options identified	PSG
3	Send PSG all trainer options to choose. *Only applicable for new extra-curricular classes and short courses	2.5 months before the semester	Trainer options sent to PSG	PD
4	Compare options proposed by PD and choose one trainer option for each course *Only applicable for new extra-curricular classes and short courses	2 months before the semester	Trainers compared and chosen	PSG
5.1	Prepare and propose plan, costs and timetables then send HSE for approval	1.5 months before the semester	Plan, budget, timetable prepared	PSG
5.2	Are the plan, budget, and timetable approved? If Yes, move to (6.1) If No, move back to (5.1)	Within 05 days after sending the plan and budget	Plan, budget, timetable approved	HSE
6.1	Work with trainers to create agenda and syllabus for the extra-curricular classes and short courses. Send HSE for approval.	1.5 months before the semester	Agenda & syllabus created	PSG

6.2	Are the agenda and syllabus approved? If Yes, move to (7.1) If No, move back to (6.1)	1.5 months before the semester	Agenda & syllabus approved	HSE
7.1	Work with trainers to prepare work plan and contract	Within 02 week after getting approval from HSE	Work plan & contract prepared	PD
7.2	Are the work plan confirmed and signed by trainers? If Yes, move to (8) If No, move back to (7.1) for further negotiation or (2) if negotiation fails and trainers refuse to provide services	Within 02 week after getting approval from HSE	Work plan confirmed & contract signed	Trainer
8	Create classes on SIM2 with essential information and prepare rooms for classes	03 weeks before class start date	Classes opened on SIM2 and rooms prepared	PSG
9	Publish classes' timetables, syllabus, policies, registration instructions, registration deadlines (within 2 weeks) on Student Portal and send an announcement with essential information to students' emails	03 weeks before classes' start date	Information available on Student Portal & sent to students' emails	PSG
10	Submit registration form and deposit receipt on Student Portal (bank transfer screenshot, email, bank confirmation letter,...)	Before registration deadlines - Within 02 weeks	Form and receipt submitted	Student
11	Check students' registration and deposit submission status. Double-check with Finance if necessary.	Before registration deadlines - Within 02 weeks	Status checked	PSG FIN

12	Approve valid student registrations on SIM2 and inform students with invalid registrations to register again or submit additional information	Before registration deadlines - Within 02 weeks	Valid registrations approved	PSG
13	Inform students of being officially accepted to the classes via email	Within 01 week before classes' start date	Emails sent to students	PSG
14	Start running classes as per announced timetable	As per announced timetable	Classes started as per announced timetable	PSG
15	Support students and trainers throughout the classes <ul style="list-style-type: none"> <li>- Monitor student attendance</li> <li>- Monitor students and trainers' performance</li> <li>- Monitor classes' issues and report to line manager for further actions depending on the complexity of issues</li> </ul>	As per announced timetable	Students and trainers supported constantly	PSG
16	Track student attendance:  If students are frequently absent from the class and at risk of failing the attendance requirements, then move to (17.1)  If students meet attendance requirements, move to (19)	Ongoing throughout the classes	Student attendance tracked	PSG Student
17.1	Inform at-risk students of their attendance records (warning 2 times at maximum)	When students are at risk of failing attendance requirements	Warning notice informed	PSG

17.2	If students got (a) warning(s) but attended the class more frequently and meet attendance requirements, then move to (19) If students got 2 warnings but are still absent from the class and failed to meet attendance requirements, then move to (18)	When students are at risk of failing attendance requirements	Warning notice informed	Student
18	Inform students of course completion status (Failed) and ineligibility to get a deposit refund	Within 05 days after students failed to attendance requirements	Final decision informed	PSG
19	Take the final test of the class	As per specific requirements of each class	Final test taken	Student
20	Mark students' final test then move to (21.1) and (22) simultaneously	Within 01 week from class completion date or test date	Final test marked	Trainer
21.1	Collect relevant paperwork to proceed payments for trainers then send to Finance	01 week from class completion	Paperwork collected	PSG
21.2	Proceed payments for trainers	Within the payment schedule of BUV	Payments proceeded	FIN
22	Synthesise the final test results (Pass and Failed)	Within 05 days after getting the final test results	final test results synthesised	PSG
23	Inform students of the final test results (Pass and Failed), course completion	Within 05 days after getting the final test results	Information informed via email.	PSG

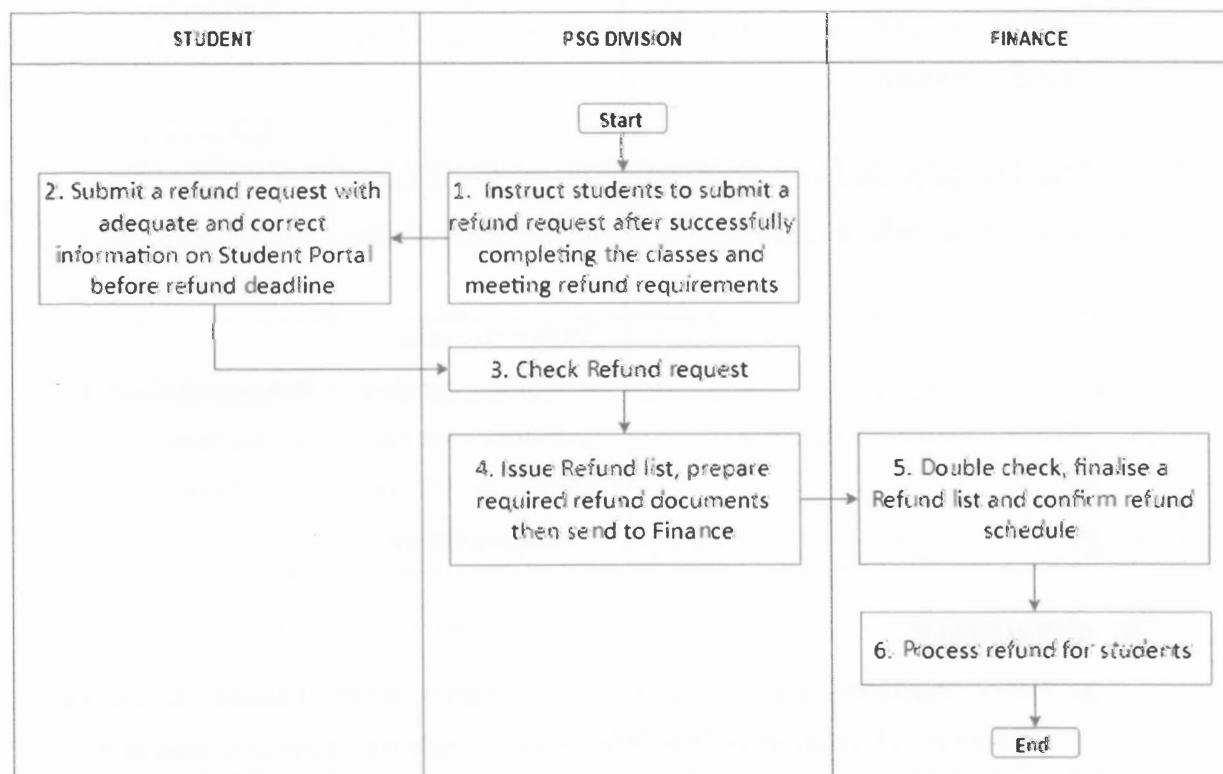
	<p>status and eligibility for a refund via student email.</p> <p>Instruct students to claim a refund (follow Extra-curricular Classes and Short Courses policy) and give feedback to classes</p> <p>Then move to (23.1), (24), (25) simultaneously</p>		<p>Students instructed and feedback given</p>	
23.1	<p>Submit a refund request with adequate and correct information by the refund deadline:</p> <p>If No, move to (23.2)</p> <p>If Yes, move to (23.3)</p>	<p>Before the refund deadline</p>	<p>Refund form submitted</p>	<p>Student</p>
23.2	<p>Inform students of ineligibility to get a deposit refund with reasons in accordance with Extra-curricular Classes and Short Courses policy</p>	<p>Within 05 days after the refund deadline</p>	<p>Information informed via email</p>	<p>PSG</p>
23.3	<p>Send a list of students who are eligible for a refund to Finance</p>	<p>Within the refund schedule of BUV</p>	<p>Student refunded</p>	<p>PSG</p>
23.4	<p>Do paperwork to refund for students in accordance with the refund schedule (Indicated in Extra-curricular Classes and Short Courses policy)</p>	<p>Within the refund schedule of BUV</p>	<p>Student refunded</p>	<p>FIN</p>
23.5	<p>Update the refund status on SIM2</p>	<p>After students got the refund</p>	<p>Refund status updated</p>	<p>PSG</p>
24	<p>Update the completion status and update PSG credit points on SIM2</p>	<p>Within 2 weeks after getting the final test results</p>	<p>PSG points updated on SIM2</p>	<p>PSG</p>



25	Create a post-training report and develop an action plan for further improvements	01 month from class completion	Report and action plan created	PSG
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b. Extra-curricular Classes and Short Courses Procedure - Issuing refunds after successful completion of classes

i. Flowchart



ii. Roles & Responsibilities

Step	Process Activities	Deadline	Output	PIC
1	Instruct students to submit a refund request after successfully completing the classes and meeting refund requirements	Within 05 days after getting the course completion status	Students instructed	PSG
2	Students submit a refund request with adequate and correct information on Student Portal before refund deadline	Before the refund deadline	Request submitted with adequate and	Student

			correct information	
3	Check refund requests to ensure the information is accurate and sent by refund deadline	Within 05 days after the refund deadline	All refund requests checked	PSG
4	Issue a list of students who are eligible for a refund, prepare required refund documents then send to Finance	Within 05 days after the refund deadline	Refund list issued	PSG
5	Double-check, finalise a refund list and confirm refund schedule	Within 03 day after double check the list	Refund list finalised and refund schedule confirmed	FIN
6	Process refund for students	Within the refund schedule indicated in Extra-curricular Classes and Short Courses Policy	Refund received by students on time	FIN

## 5. APPROVALS

- a. Policy development or review will be endorsed by Head of Student Engagement and approved by Deputy Vice-Chancellor 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 7, 2023  <b>Hoang Linh Chi</b> Senior Officer Academic Compliance Office	  <b>Le Quynh Trang</b> Personal & Social Growth Programme (PSG) Manager	 8/11/23  <b>Ta Ha Lan</b> Head of Student Engagement	 13/11/23  <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
Student list of each class	Collect from registration on Student Portal, save in PSG folder and upload to PSG drive	PSG	03 days after finalising the list - Before class start date
Final test results, attendance data and course completion status	Collect test results, attendance data and course completion status, save in PSG folder and upload to PSG drive	Trainer + PSG	01 week after finalising relevant data

## 7. REFERENCES

Document Ref  
 010/2023/SE/BUV-SE

Document Title  
 Extra-Curricular Classes and Short Courses Procedure  
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