ACADEMIC SUPPORT
LEARNING RESOURCE CENTRE

BRITISH
UNIVERSITY
VIETNAM
BUV

DIGITAL LEARNING RESOURCE TRAINING PROCEDURE

DOCUMENT HISTORY

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

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* Digital learning resource training procedure   BUV Ecopark Campus, Ecopark Township, Van Giang, Hung Yen
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1. PURPOSE

This process has been developed to support British University Vietnam (BUV)'s Learning Resource Centre (LRC) and related teams to ensure that appropriate trainings are delivered to students, helping them to fully utilize the digital learning resource and do their best in study and fostering student success.

2. SCOPE

This process is applied for all undergraduates and postgraduates studying at BUV.
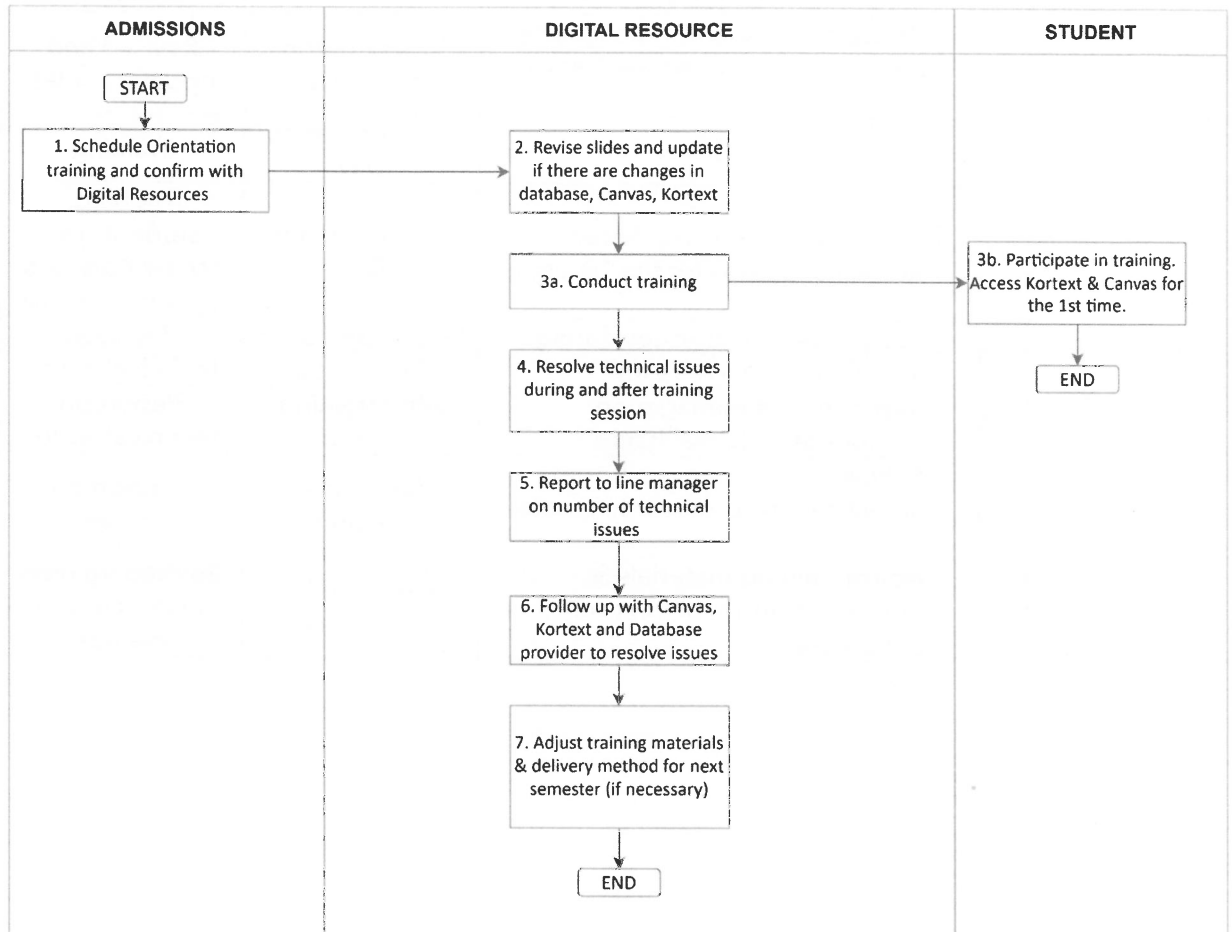
3. DEFINITIONS

a. Abbreviations

Abbreviations	Definitions
BUV	British University Vietnam
DR	Digital Resources
EO	Examinations Office
ACO	Academic Compliance Office
AO	Admissions Office

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4. PROCESS

4.1. Orientation Training (E-textbook; Academic Database & Canvas)

a. Flowchart

ADMISSIONS	DIGITAL RESOURCE	STUDENT
START		
1. Schedule Orientation training and confirm with Digital Resources	2. Revise slides and update if there are changes in database, Canvas, Kortext	
	3a. Conduct training	3b. Participate in training. Access Kortext & Canvas for the 1st time.
	4. Resolve technical issues during and after training session	END
	5. Report to line manager on number of technical issues	
	6. Follow up with Canvas, Kortext and Database provider to resolve issues	
	7. Adjust training materials & delivery method for next semester (if necessary)	
	END	

b. Roles & responsibilities

Step	Process Activities	Deadline	Output	PIC
1	Schedule Orientation training and confirm with Digital Resources		Confirmed schedule	AO
2	Revise slides and update if there are changes in database, Canvas, Kortext	1 week before start date	Revised and updated slides	DR
3a	Conduct training	On Orientation Day	Training	DR
3b	Participate in training. Access Kortext & Canvas for the 1st time.	On Orientation Day	Training. Students can access Kortext & Canvas normally.	Student
4	Resolve technical issues during and after training session	During and after training session	Resolved technical issues	DR
5	Report to line manager on number of technical issues	After training session	Report on technical issues	DR
6	Follow up with Canvas, Kortext and Database provider to resolve issues	After training session	Support on issues	DR
7	Adjust training materials & delivery method for next semester (if necessary)	2 weeks before new semester	Revised training materials and method	DR

4.2 Training for new students (including direct entry)

a. Flowchart

EXAM OFFICE	DIGITAL RESOURCES	ACADEMIC COMPLIANCE OFFICE	STUDENT

START

1. Schedule training and confirm with Digital Resources and Academic Compliance

2. Send notification to student using templates. Include training feedback link in the invitation email.

3. Request EO and AC for updated slides

4. Send reminder to students 2 times before the training. Include training feedback link in the reminder email.

5a. Train student about Turnitin

5b. Train student about assignment submission

5c. Train student about Exceptional Circumstances

6. Participate in training

7. Send out training slides and recording (if any)

8. EO - LRC - ACO to adjust training materials & delivery method for next semester (if necessary)

END

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b. Roles & responsibilities

Step	Process Activities	Deadline	Output	PIC
1	Schedule training and confirm with Digital Resources and Academic Compliance		Confirmed schedule	EO
2	Send notification to student using templates. Include training feedback link in the invitation email.	Teaching week 1&2 - PWSU Teaching week 3&4 - degree	Email to students	DR
3	Request EO and AC for updated slides Update slides if needed	Teaching week 1&2 - PWSU Teaching week 3&4 - degree	Slides	DR
4	Send reminder to students 2 times before the training. Include training feedback link in the reminder email.	Teaching week 2&3 - PWSU Teaching week 4&5 - degree	Email to students	DR
5a	Train student about Turnitin submission	Teaching week 2&3 - PWSU Teaching week 4&5 - degree	Training delivered to student	EO, DR, ACO
5b	Train student about assignment submission			
5c	Train student about Exceptional Circumstances			
6	Participate in training	At the end of the training session	Training participation Feedback form filled	Student
7	Send out training slides and recording (if any)	Teaching week 2&3 - PWSU Teaching week 4&5 - degree	Email to students	DR
8	Adjust training materials & delivery method for next semester (if necessary)	2 weeks before new semester	Revised training materials and method	LRC, EO, ACO

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5. APPROVALS

a. Policy development or review will be endorsed by University Registrar 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	Checked by	Confirmed by	Approved by
Sep 5, 2023	*5 Sep 2023*	*8 Sep 23*	*12/5/23*	*12/9/23*	
Hoang Linh Chi	**Vu Thuy Chau**	**An Nhat Linh**	**Tran Duc Trung**	**Tony Summers**	**Rick Bennett**
Senior Officer, Academic Compliance Office	Associate Manager, Learning Resource	Manager, Student Academic Support	Deputy University Registrar	University Registrar	Deputy Vice-Chancellor and Vice-President

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)

7. REFERENCES

Document Ref	Document Title
007/2023/LRC/BUV-SAS	Digital Learning Resource Training Procedure

--End of Document--