

DECISION
On the promulgation of the Quality Assurance Regulation of
Banking University of Ho Chi Minh City

Pursuant to the Law on Higher Education dated June 18, 2012, and the Law amending and supplementing a number of articles of the Law on Higher Education dated November 19, 2018;

Pursuant to Decision No. 174/2003/QĐ-TTg dated August 20, 2003, of the Prime Minister on the establishment of Banking University of Ho Chi Minh City;

Pursuant to Decision No. 1650/QĐ-NHNN dated August 20, 2018, of the Governor of the State Bank of Vietnam stipulating the functions, tasks, powers, and organizational structure of Banking University of Ho Chi Minh City;

Pursuant to Decision No. 547/QĐ-ĐHNH dated March 01, 2019, stipulating the functions, tasks, powers, and organizational structure of the affiliated and directly subordinate units of Banking University of Ho Chi Minh City;

Pursuant to Circular No. 12/2017/TT-BGDĐT dated May 19, 2017, of the Minister of Education and Training promulgating the Regulation on quality accreditation of higher education institutions;

Pursuant to Circular No. 38/2013/TT-BGDĐT dated November 29, 2013, of the Minister of Education and Training promulgating the Regulation on the process and cycle of quality accreditation for training programs of universities, colleges, and professional secondary schools;

Pursuant to Decision No. 1156/QĐ-ĐHNH dated May 17, 2019, of the Rector of Banking University of Ho Chi Minh City on the establishment of the Drafting Committee for amending and supplementing the Quality Assurance Regulation;

At the proposal of the Head of the Department of Testing and quality assurance,

HEREBY DECIDES:

Article 1. To promulgate together with this Decision the "Quality Assurance Regulation of Banking University of Ho Chi Minh City".

Article 2. This Decision takes effect from the date of signing. All previous decisions that are contrary to this Decision are hereby annulled.

Article 3. The Head of the General Administration office, the Head of the Department of Personnel affairs, the Head of the Department of Testing and quality assurance, Heads of relevant units, and all officials, public employees, workers, and learners of Banking University of Ho Chi Minh City are responsible for implementing this Decision.

Recipients:

- As in Article 3 (for implementation);
- Archived at: General Administration office, Department of Personnel affairs, Department of Testing and quality assurance ĐBCL.

RECTOR

(Signed and sealed)

Dr. Bui Huu Toan

**QUALITY ASSURANCE REGULATION OF
BANKING UNIVERSITY OF HO CHI MINH CITY**

*(Promulgated together with Decision No. 2180/QĐ-ĐHNH dated October 04, 2019,
of the Rector of Banking University of Ho Chi Minh City)*

CHAPTER 1

GENERAL PROVISIONS

Article 1. Purpose of promulgation

1. To build and operate an effective internal quality assurance system, helping to comprehensively develop and continuously improve all activities of Banking University of Ho Chi Minh City (the University).

2. To promote the achievement of the University's mission, vision, and strategic goals; to meet the needs and satisfaction of stakeholders; and to fulfill the standards and regulations of the quality accreditation organizations selected by the University for assessment.

3. To explicitly stipulate the responsibilities of the Quality Assurance Board, functional units, and individuals involved in quality assurance operations.

Article 2. Scope and subjects of application

1. This document stipulates the Quality Assurance (QA) activities of the University, including: The QA System; QA operations; Self-assessment; Collection of stakeholder feedback regarding quality; and Resources for implementation.

2. The subjects of application of this Regulation include:

a) The directly subordinate units of the University, including: The Board of Rectors, the Quality Assurance Board, functional departments, faculties, departments, institutes, the library, centers, and unions under the University.

b) Lecturers, officials, and employees; undergraduate students, graduate students, and doctoral candidates (hereinafter collectively referred to as learners) under the managerial authority of the Rector.

Article 3. Terminology interpretation

In this document, the terms below are construed as follows:

1. "Educational quality" is the fulfillment of the objectives set by the educational institution, meeting the requirements of the Law on Education, the Law amending and supplementing a number of articles of the Law on Higher Education, in accordance with the human resource needs for the socio-economic development of the locality and the

nation.

2. "Educational quality assurance" is a continuous, systematic process encompassing policies, mechanisms, standards, procedures, and measures aimed at maintaining and enhancing educational quality.

3. "Educational quality assurance system" includes the internal quality assurance system and the external quality assurance system through the mechanism of educational quality accreditation.

4. "Self-assessment" is the process of self-review and research based on the quality assessment standards for educational institutions or training programs promulgated by the Ministry of Education and Training (MOET) or regional/international accreditation organizations. This is to report on the quality status and effectiveness of training activities, scientific research, human resources, facilities, and other related issues, serving as a basis for the educational institution to adjust its resources and implementation processes to achieve educational quality standards.

5. "External assessment" is the process of surveying and evaluating by an educational quality accreditation organization based on the quality assessment standards for educational institutions or training programs promulgated by MOET and regional/international accreditation organizations to determine the extent to which an educational institution or training program meets the educational quality standards.

6. "Higher education quality accreditation" is the activity of evaluating and recognizing the extent to which a higher education institution or a training program meets the educational quality standards promulgated by MOET or regional/international accreditation organizations.

7. "Educational quality assessment standards" promulgated by MOET or regional/international accreditation organizations are the mandatory requirements and conditions that an educational institution or training program must meet to be recognized as achieving educational quality standards. Each standard consists of several criteria.

8. "Educational quality assessment criterion" is the mandatory requirement and condition at a specific aspect of each standard.

9. "Learning outcomes" are the minimum requirements regarding knowledge, skills, autonomy, and personal responsibility that a learner must achieve upon completion of a training program, which the educational institution commits to the learners and society, and publicly announces along with the conditions ensuring their implementation.

10. "Training program of a major" at a specific level includes: objectives, standards of knowledge, skills, and attitudes that learners need to achieve upon graduation; content, methods, and training activities; conditions of facilities - techniques, organizational structure, functions, tasks, and academic activities of the unit assigned to implement the training of that major.

11. "Information" implies materials used to support and illustrate the findings in the self-assessment report. Information is collected from various sources to ensure reliability and accuracy when used in the assessment process.

12. "Evidence" refers to information attached to specific criteria to determine the level of achievement of that criterion.

13. "Stakeholders" of an educational institution include learners, lecturers, staff, management personnel, employers, partners, families of learners, investors, direct management agencies, state management agencies on education, and other relevant organizations and individuals.

Article 4. Fundamental principles of quality assurance activities

The QA activities of the University must adhere to the following fundamental principles:

1. Complying with legal regulations.
2. Ensuring honesty, objectivity, comprehensiveness, compulsoriness, and periodicity.
3. Ensuring consistency in criteria, forms, classification tables, measurement units, implementation procedures, implementation progress, and comparability.
4. Information and data regarding quality assurance must be shared effectively, publicly, and transparently with all stakeholders.
5. Making public the quality assessment standards and criteria for the activities of the units, the University, and domestic and international quality accreditation agencies/organizations.

CHAPTER 2

QUALITY ASSURANCE SYSTEM

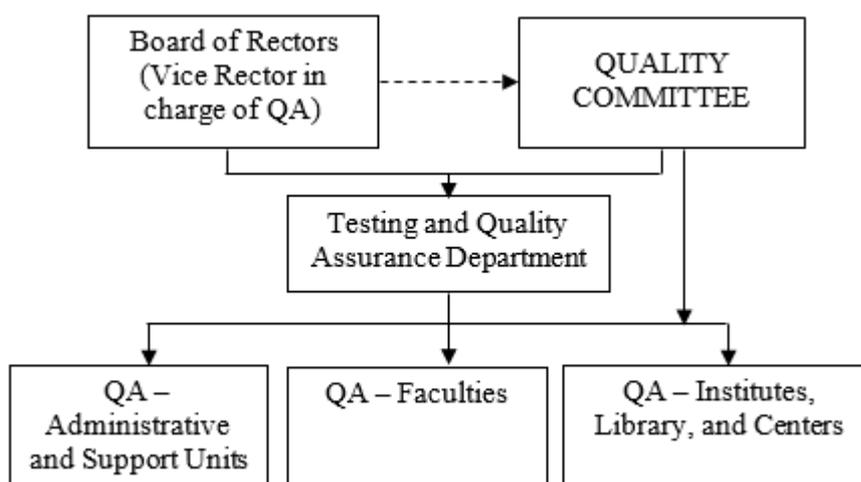
Article 5. Purpose of building the Quality Assurance System

1. The QA system is designed, established, and developed to evaluate, measure, and comprehensively control quality, thereby ensuring continuous improvement and enhancement of the University's quality.

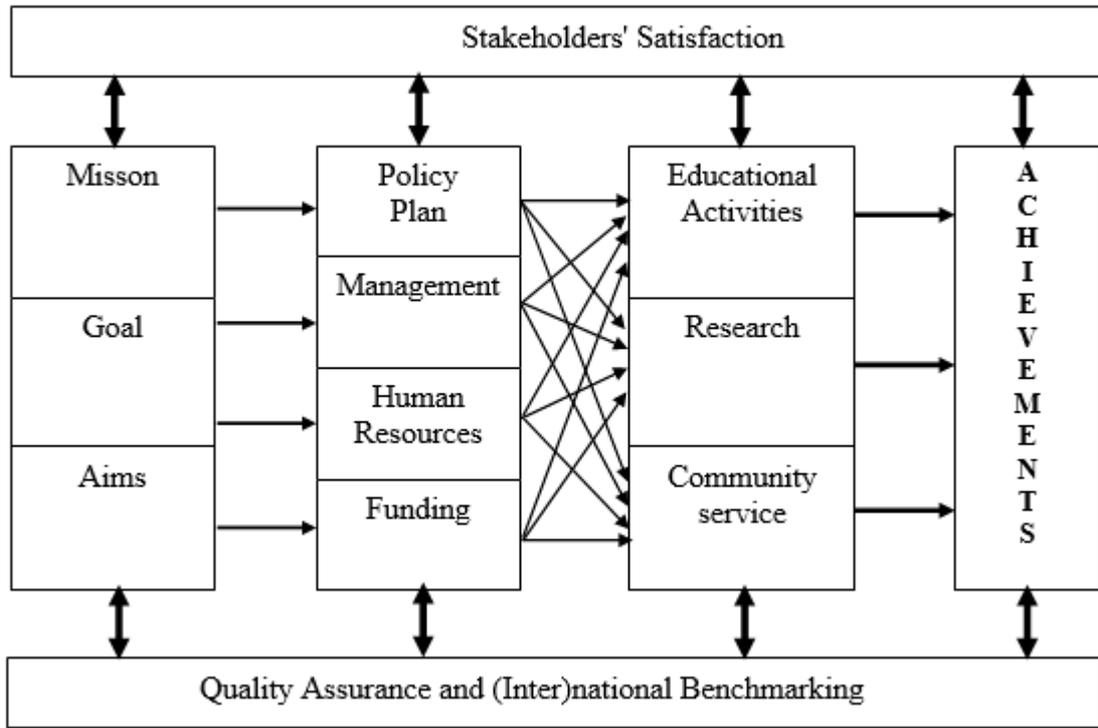
2. Being ready to meet the requirements, standards, and regulations of domestic and international quality accreditation agencies and organizations.

Article 6. Quality Assurance System structure of Banking University of HCMC

1. Organizational structure of the QA System:

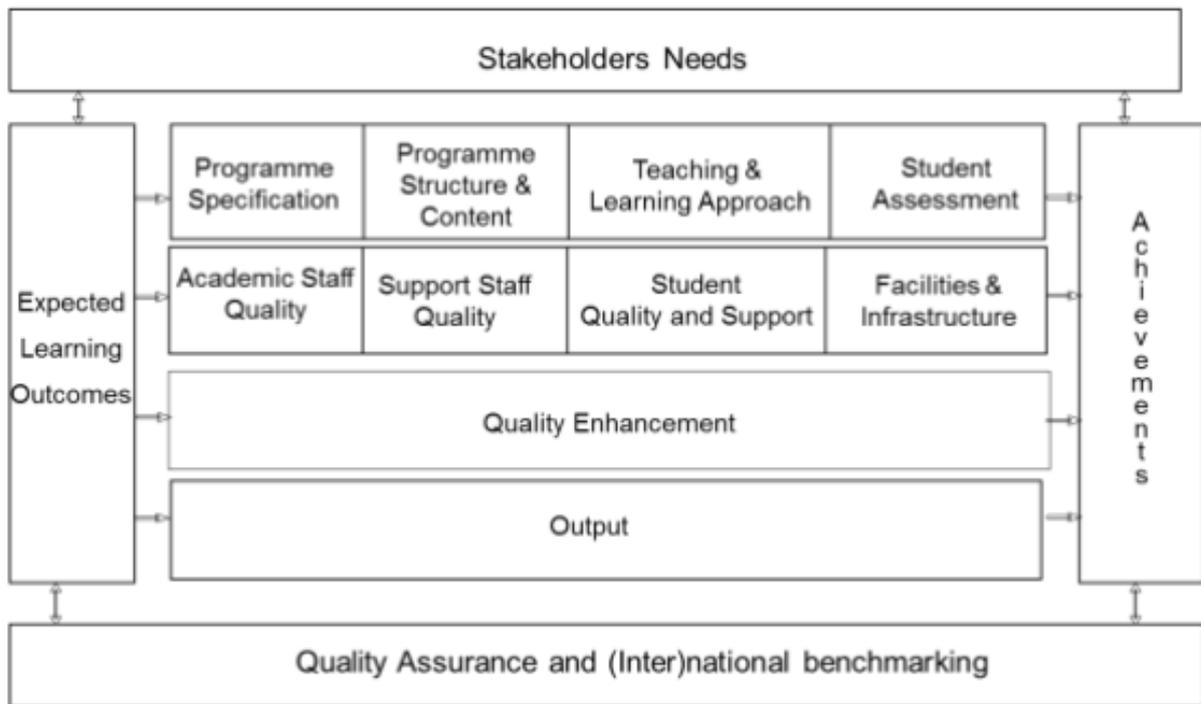


2. IQA Model at the Institutional Level (based on AUN-QA):



(Source: AUN – QA Version 3.0, 2015)

3. IQA Model at the Programme Level (based on AUN-QA):



(Source: AUN – QA Version 3.0, 2015)

Article 7. Quality assurance of training activities

1. All lecturers teaching at the University's facilities must strictly comply with regulations on the content, time, duration, and expected learning outcomes of the courses

and the training programs.

2. Before the conclusion of a course, the Department of Testing and quality assurance (Department of Quality assurance) shall collect learners' feedback on the teaching quality of the lecturers (course quality survey) as a basis for improving the quality of teaching activities.

3. Every semester and academic year, Faculties/Departments must formulate plans and organize peer observations for lecturers within their units according to the University's regulations.

4. Periodically, the Department of Academic affairs shall lead and coordinate with the Faculties managing the training programs to review and monitor the quality of training programs and degrees, ensuring compatibility between the vision, mission, and strategic objectives of the University and the training objectives of the programs.

5. Every 02 (two) years, starting from January of the year, Faculties/Departments shall plan to review training programs and adjust, replace, or supplement courses/modules within the curriculum. The review and adjustment of curricula and course syllabi must be completed before July of the same year to establish teaching plans and announce the application for the new academic year.

6. The Department of Academic affairs shall lead and coordinate with the Faculties, the Department of Student affairs, the Center for Student accommodation and support services, the Department of Testing and quality assurance, and the Department of Information technology to build a database on the University's training activities.

Article 8. Quality assurance of management and academic support work

1. Units assigned management and academic support tasks are responsible for executing QA regulations and procedures promulgated by the University.

2. Facilities and academic equipment must be adequately equipped to meet the requirements of teaching, learning, and scientific research.

3. The library must ensure an adequate supply of books, textbooks, and reference materials in Vietnamese and foreign languages, meeting the usage needs of staff, lecturers, and learners; it must feature an effectively networked electronic library to serve teaching, learning, and research.

4. Management records and documents must be drafted, arranged, and archived correctly in accordance with the regulations on clerical and archival work signed and promulgated by the Rector.

5. Once promulgated, QA Regulations and Rules must strictly comply with the documented information control process issued by the Rector and must be periodically reviewed, revised, and supplemented for improvement according to practical requirements.

6. Records and documents of units used as evidence for the University's self-assessment and quality accreditation must be handed over adequately and timely to the Self-Assessment Council upon request.

7. Annually, the General Administration office shall lead and coordinate with the Department of Personnel affairs and the Department of Inspectorate to inspect the promulgation and archiving of management records and documents throughout the University for timely adjustment and completion.

Article 9. Responsibilities of units and individuals within the QA System

1. Board of Rectors

a) Promulgate policies, strategies, quality objectives, QA processes, and regulations;

b) Approve plans, programs, and allocate resources to the units;

c) Direct the implementation of continuous improvement plans to enhance the quality of all activities throughout the University;

d) Direct the organization of inspection and evaluation of the implementation of programs and plans by units to achieve the set objectives.

2. Quality Assurance Board

a) Advise the Board of Rectors on formulating quality policies, strategies, and objectives, as well as QA processes and regulations;

b) Advise on formulating the University's annual QA action plans and programs;

c) Organize the implementation of continuous improvement plans to enhance quality across the University;

d) Organize the inspection and evaluation of the implementation of programs and plans by units to achieve the set objectives.

3. Department of Testing and quality assurance

a) Serve as the focal unit managing QA operations at the institutional level;

b) Advise the Board of Rectors on:

i. Formulating mechanisms, policies, plans, programs, resources, implementation tools, inspections, assessments, etc., aiming to effectively operate the University's QA system;

ii. Developing and deploying cooperation plans in QA activities with domestic and foreign quality accreditation organizations;

iii. Implementing the PDCA (Plan - Do - Check - Act) cycle in all activities at the University's units;

iv. Proposing measures and improvement plans to enhance the quality of the University's operations.

c) Organize the implementation of:

i. QA policies, programs, and plans throughout the University;

ii. Rectifying shortcomings for continuous improvement and quality enhancement.

d) Guide and coordinate with units in:

i. Establishing QA procedures, processes, and guidelines within the units; organizing the arrangement and archiving of evidence records according to ISO 9001:2015 standards and the requirements of QA self-assessment operations;

ii. Self-assessing the quality of the educational institution and training programs, and evaluating the QMS according to ISO 9001:2015 standards.

e) Inspect, supervise, and urge units within the University to execute the QA programs and plans approved by the Board of Rectors;

f) Synthesize and report to the Board of Rectors on the quality improvement results of the units;

g) Represent the University (under the authorization of the Board of Rectors) to report on QA activities to competent authorities upon request.

4. Heads of units (or Persons in charge of units) at functional departments, faculties, departments, institutes, the library, and centers

a) Take charge of QA operations at the unit;

b) Direct and bear responsibility for organizing QA activities at the unit precisely according to the PDCA cycle;

c) Assign staff to take on part-time QA duties for the unit (the number of part-time QA members is according to Clause 2, Article 29 of this Regulation);

d) Lead the drafting of QA documents, materials, procedures, guidelines, and mechanisms suitable for the unit;

e) Organize the arrangement and archiving of records and evidence according to the requirements of the ISO 9001:2015 standard, institutional quality assessment standards, and program quality assessment standards;

f) Coordinate the provision of records and evidence for self-assessment operations according to the schedule and timeline;

g) Upon receiving the quality assessment report, the assessed units must establish a plan and execute corrective and improvement actions, and report the implementation to the Board of Rectors (through the Department of Testing and quality assurance).

5. Responsibilities of Internal Assessors

a) Study documents, records, and establish an assessment program for the assigned units;

b) Perform tasks ethically, honestly, responsibly, objectively, fairly, and maintain the confidentiality of information gathered during the assessment process;

c) Assessment findings, conclusions, and reports must truthfully and accurately reflect the assessed activities. Report significant obstacles encountered during the assessment process and any unresolved differing viewpoints between the assessor and the assessed party. Communication must be honest, accurate, objective, clear, and comprehensive;

d) Internal assessors must operate independently from the assessed activities, being impartial and having no conflicts of interest with the assessed party;

e) After the assessment operation, submit sufficient records and reports to the ISO Management Board promptly.

6. Responsibilities of members assigned part-time QA duties at units

a) Act as the focal point for executing QA reports at the unit; archive and update evidence data to serve the unit's QA work;

b) Monitor, inspect, and urge unit members to execute the quality improvement plan, rectifying any existing shortcomings (if any) following self-assessment cycles, external assessments, and survey periods;

c) Contribute ideas to the leadership to improve and enhance quality at the unit;

d) Participate in capacity-building activities regarding QA work when requested;

e) Perform other tasks as assigned by the Rector/Head of the unit.

7. Responsibilities of Lecturers

a) Bear responsibility for teaching quality, ensuring the consistent design and implementation of teaching and learning curricula; utilizing diverse teaching and learning methodologies; selecting appropriate assessment and evaluation methods to ensure the achievement of expected learning outcomes; utilizing diverse tools and resources to support teaching and learning; supporting learners throughout their study and training.

b) Bear responsibility for the quality of scientific research and technology transfer activities conducted personally;

c) Self-monitor and self-assess personal teaching quality; absorb feedback from stakeholders, draw experiences to improve and enhance teaching quality;

d) Participate in the construction, review, assessment, and improvement of training programs and course syllabi;

e) Periodically each year, participate in surveys assessing the quality of management, academic support, and student quality;

f) Participate in training activities to enhance professional capacity, pedagogical skills, and QA competencies; engage in QA activities and quality accreditation of the educational institution and training programs when requested.

8. Responsibilities of academic support staff

a) Bear responsibility for the quality of assigned academic support activities; review and improve core professional procedures serving academic support tasks at the unit;

b) Contribute ideas to the unit's leadership to improve and enhance the quality of academic support at the unit;

c) Participate in QA activities and quality accreditation of the educational institution and training programs when requested.

9. Responsibilities of Learners

a) Bear responsibility for their own learning progress and learning quality;

b) Participate in contributing ideas to help the University improve and enhance training quality through feedback surveys on lecturers' teaching activities, management and support quality; and surveys on the improvement and development of training programs;

c) Participate in QA activities and quality accreditation of the educational institution and training programs when requested.

CHAPTER 3

QUALITY ASSURANCE OF EDUCATIONAL INSTITUTIONS

Article 10. Process of self-assessment of the educational institution

Executed according to the regulations of MOET or the domestic/international quality accreditation organizations that the University selects for assessment and accreditation.

Article 11. Steps to implement self-assessment activities

- a) Establish a self-assessment plan;
- b) Collect information and evidence; process and analyze the gathered information and evidence;
- c) Write the self-assessment report;
- d) Announce the self-assessment report internally within the educational institution;
- e) Deploy post-self-assessment activities.

Article 12. Responsibilities of units in the institutional self-assessment process

1. Board of Rectors

- a) Issue the Decision to establish the Self-Assessment Council and the Secretariat;
- b) Approve the self-assessment plan;
- c) Direct the execution of self-assessment activities according to the approved plan;
- d) Approve the institutional self-assessment report;
- e) Direct the units to execute quality improvement plans following the self-assessment process.

2. Department of Testing and quality assurance

- a) Advise on the establishment of the Self-Assessment Council and the Secretariat;
- b) Act as the focal point to develop and submit to the Board of Rectors for promulgation the self-assessment plan and relevant documents regarding the University's self-assessment operations;
- c) Lead the implementation of the University's self-assessment activities according to the regulations of MOET or the quality accreditation organization chosen by the University;
- d) Organize professional training for staff participating in self-assessment activities;

e) Organize the archiving of the self-assessment report and databases regarding the University's QA operations;

f) Act as the focal point to monitor and report to the Board of Rectors on the implementation of quality improvement plans after the completion of the self-assessment report;

g) Submit the self-assessment report to the governing body and MOET for reporting purposes;

h) Act as the focal point to organize the periodic updating of the self-assessment report according to regulations.

3. Directly subordinate units of the University

a) Provide information and evidence regarding the unit's QA operations at the request of the Self-Assessment Council;

b) Disseminate the self-assessment report internally within the unit;

c) Execute the quality improvement plan according to the action plan outlined in the promulgated self-assessment report;

d) Perform other tasks per the Rector's decision.

Article 13. Post-institutional self-assessment activities

1. The Self-Assessment Council publicly announces the self-assessment results.

2. Execute the quality improvement plan proposed in the self-assessment report to improve and enhance educational quality.

3. Annually, the self-assessment report is updated (in the form of a supplementary report) and archived in the University's library.

Article 14. External assessment and institutional quality accreditation

1. Periodically, according to the accreditation cycle, the University must organize the preparation of the self-assessment report and register for external assessment to be reviewed and recognized as meeting institutional educational quality standards.

2. The Department of Testing and quality assurance is responsible for advising the Board of Rectors on selecting the educational quality accreditation organization to conduct the external assessment and institutional quality accreditation.

3. The approved institutional self-assessment report must be published internally before the external assessment.

4. The Department of Testing and quality assurance is responsible for formulating the external assessment plan to submit to the Rector for approval; acts as the primary

contact for information exchange and related requirements regarding external assessment between the University and the selected quality accreditation organization.

5. Based on the external assessment results, the Department of Testing and quality assurance shall advise the Board of Rectors on formulating a plan to improve and enhance educational quality. Concurrently, it shall monitor the execution of the improvement plan approved by the Board of Rectors.

6. Pursuant to the regulations of the educational quality accreditation organization, the Department of Testing and quality assurance is responsible for synthesizing and submitting progress reports on the execution of the quality improvement plan following the external assessment to the accreditation organization, and simultaneously to the governing body and MOET.

CHAPTER 4

QUALITY ASSURANCE OF TRAINING PROGRAMS

Article 15. Self-assessment process of training programs

Executed according to the regulations of MOET or the quality accreditation organizations that the University selects for assessment and accreditation.

Article 16. Steps of self-assessment for training programs

The self-assessment steps for training programs are executed according to the Plan-Do-Check-Act (PDCA) cycle.

1. Establish the Self-Assessment Council;
2. Establish the self-assessment plan;
3. Collect, analyze, and process information and evidence;
4. Write the self-assessment report;
5. Deploy post-self-assessment activities;
6. Improve quality following the self-assessment process.

Article 17. Responsibilities of units in the self-assessment and external assessment process of training programs

1. Board of Rectors:

a) Determine the appropriate set of standards to deploy the quality assessment of training programs;

b) Issue the Decision establishing the Self-Assessment Council and the Secretariat;

- c) Approve the self-assessment plan for the training program;
- d) Direct the units to execute the quality improvement plan following the self-assessment and external assessment processes.

2. Department of Testing and quality assurance:

- a) Advise the Board of Rectors and Faculties on selecting the appropriate set of self-assessment and quality accreditation standards suitable to the University's conditions;
- b) Act as the focal point to develop and submit to the Board of Rectors for promulgation the assessment plan and documents guiding activities related to the self-assessment of the University's training programs;
- c) Coordinate with the faculty hosting the assessed training program to organize training for stakeholders participating in self-assessment and quality accreditation operations;
- d) Inspect, supervise, and support the faculties during the execution of self-assessment and external assessment;
- e) Act as the focal point to supervise and report to the Board of Rectors on the execution of the quality improvement plan after the self-assessment report is completed.

3. Faculties possessing training programs under assessment:

- a) Review conditions, select the training program for quality assessment, and register for assessment participation with the Department of Testing and quality assurance;
- b) Lead the formulation of the self-assessment plan for the training program according to the set of standards selected by the University;
- c) Propose officials and lecturers to participate in executing the self-assessment plan and assign tasks to the report writing groups;
- d) Report writing groups shall study the assigned standard criteria; collect, process information, evidence, and write the self-assessment report per the requirements of the standards;
- e) Coordinate with the Department of Testing and quality assurance to train stakeholders participating in self-assessment and quality accreditation operations;
- f) Monitor and control the execution of the self-assessment plan and report adequately and timely to the Self-Assessment Council.

4. Directly subordinate units of the University:

- a) Coordinate with the faculties possessing programs under assessment in executing related plans upon request;
- b) Participate in writing self-assessment reports regarding standards and criteria related to their unit's operations;
- c) Coordinate the provision of information and evidence belonging to the unit upon request;
- d) Execute the quality improvement plan according to the action plan outlined in the promulgated self-assessment report;
- e) Perform other tasks per the Rector's decision.

Article 18. Activities after completing the training program self-assessment report

1. The Self-Assessment Council approves the self-assessment report.
2. The Dean of the Faculty signs to approve the self-assessment report of the training program managed by the Faculty.
3. The Department of Testing and quality assurance submits the report to MOET (Vietnam Education Quality Management Agency), the governing body, and the quality accreditation organization chosen by the University for assessment.

Article 19. External assessment and quality accreditation of training programs

1. The Department of Testing and quality assurance acts as the focal point to register for external assessment with the quality accreditation organization chosen by the University/Faculty to have the training program evaluated and recognized as meeting educational quality standards.
2. The Department of Testing and quality assurance is responsible for establishing the external assessment plan to submit to the Rector for approval; acts as the primary contact for information exchange with the chosen quality accreditation organization regarding activities related to external assessment.
3. Based on the external assessment results, the Dean of the Faculty formulates an improvement plan and submits it to the Board of Rectors via the Department of Testing and quality assurance.
4. The Faculty and related units have the responsibility to execute the quality improvement according to the plan approved by the Board of Rectors.
5. The Department of Testing and quality assurance bears the responsibility to monitor, inspect, and assist the Faculty and related units during the execution of the improvement plan.

6. The Faculty and related units shall report the progress of executing the improvement plan to the Board of Rectors (through the Department of Testing and quality assurance).

7. Pursuant to the regulations of the educational quality accreditation organization, the Department of Testing and quality assurance is responsible for synthesizing and submitting progress reports on executing the quality improvement plan following external assessment to the quality accreditation organization, and simultaneously to the governing body and MOET.

CHAPTER 5

STAKEHOLDER FEEDBACK SURVEYS

Article 20. Purpose of the survey

1. To implement the regulations of MOET and the QA objectives of Banking University of Ho Chi Minh City.

2. To enhance the sense of responsibility of officials, lecturers, and staff in performing their duties; to create information channels helping staff and lecturers self-improve the quality of training and academic support; to contribute to the prevention of negativity, while discovering and multiplying advanced exemplars.

3. To assist the University leadership and the leadership of units with a basis to review, evaluate, and plan training and fostering programs for officials, lecturers, and staff.

4. To strengthen the connectivity among the University, Faculties, and stakeholders; helping the University and Faculties acquire feedback from which necessary adjustments can be made to continuously improve and elevate training quality to meet societal demands.

5. To enhance learners' sense of responsibility in their studies and training; to ensure learners' benefits, creating conditions for learners to express their thoughts, aspirations, and legitimate opinions.

6. To serve as a basis for establishing or adjusting the objectives, programs, and action plans aimed at improving the University's training quality.

Article 21. Principles of the survey

1. The surveyed subjects must clearly understand the purpose and significance of the survey, and be voluntary, honest, and objective in providing information through the survey forms.

2. The tools used to collect stakeholder feedback must ensure reliability.
3. Feedback information from the surveyed subjects must be processed objectively, honestly, reliably, kept confidential, and used exactly for its intended purpose.
4. Units and individuals must respect and adopt a receptive attitude towards the processing results of feedback from stakeholders regarding their own teaching activities, or the management and academic support activities of their unit.

Article 22. Survey contents

1. Units shall autonomously propose to the Board of Rectors for review and approval the contents of the survey (including content, survey questionnaires, methodology, and results processing) before implementation, based on needs.
2. The contents of stakeholder feedback surveys that must be conducted periodically focus on the following domains:
 - a) Training activities.
 - b) Scientific research activities.
 - c) Community service activities.

Article 23. Survey execution process

1. The Department of Testing and quality assurance develops the plan for survey periods and submits it to the Board of Rectors for approval;
2. The Department of Testing and quality assurance organizes and deploys the survey periods according to the plan;
3. The Department of Testing and quality assurance processes the survey data, synthesizes, and sends the survey results to the Board of Rectors and relevant units;
4. Units organize the dissemination of survey results to their members, provide feedback on the survey results, propose corrective and improvement measures, and send them back to the Department of Testing and quality assurance for consolidation and reporting to the Board of Rectors (units execute the report according to Point g, Clause 4, Article 9 of this Regulation);
5. The Department of Testing and quality assurance synthesizes the feedback and proposed corrective solutions from the units, advising the Board of Rectors in directing units to execute corrective and quality improvement measures;
6. Units deploy the execution of corrective and quality improvement measures; the Department of Testing and quality assurance monitors the implementation of corrective measures by units through the survey results of the subsequent survey period.

Article 24. Publication and use of survey results

1. The quality survey results of each unit, official, and lecturer will be kept confidential and sent directly to the respective unit per the Rector's decision.

2. The Department of Testing and quality assurance utilizes the stakeholder feedback results as a basis to propose and advise the Board of Rectors on management solutions, directing units in specific activities, while simultaneously monitoring the continuous quality improvement activities of units to unceasingly elevate the overall operational quality across the University.

3. Leaders of units utilize the quality survey results as a basis for adjusting policies and building solutions aimed at improving operational quality at their units.

4. Faculties managing training programs utilize the survey results and stakeholder feedback as a basis for quality improvement at the training program level.

5. Lecturers and related individuals utilize the survey results to adjust teaching and learning activities, improve, and elevate the quality of training support.

6. Quality survey results are updated annually and integrated into the University's QA database.

7. Survey results are utilized in QA operations serving institutional and programmatic quality self-assessment and accreditation.

Article 25. Archiving and confidentiality of survey information

1. Original copies of survey forms and original data files are archived by the Department of Testing and quality assurance.

2. Officials and staff involved in surveys are responsible for keeping survey results and stakeholder feedback confidential according to the University's regulations.

Article 26. Resolution of complaints and inquiries regarding survey results

The Department of Testing and quality assurance is the focal point receiving complaints and inquiries from stakeholders regarding quality surveys and reporting to the Board of Rectors on resolution plans (if necessary).

Article 27. Responsibilities of stakeholders regarding survey activities

1. Responsibilities of the Board of Rectors

- a) Approve survey plans;
- b) Review and approve survey result reports;
- c) Review and approve improvement and corrective plans of units and inspect their implementation;

d) Resolve proposals and recommendations from units (if any).

2. Responsibilities of the Department of Testing and quality assurance

a) Develop survey plans and submit them to the Rector for approval;

b) Organize the implementation of approved survey plans;

c) Process and send the survey results report to the Board of Rectors and relevant units; d) Receive feedback after the survey;

e) Organize experience-sharing sessions, adjust survey tools (if any), and propose to the University leadership the methodology for utilizing survey results.

f) Archive data regarding the results of survey periods to monitor and support the University's QA work;

g) Report survey results per the requirements of MOET and the University.

3. Responsibilities of Faculties managing training programs

a) Periodically, according to the regulations of MOET, the University, and the quality accreditation organization chosen by the University for assessment, Faculties managing training programs shall organize surveys to collect stakeholder feedback as a basis to adjust training programs according to regulations, alongside the quality surveys provided by the Department of Testing and quality assurance.

b) Study and utilize the survey results, collect feedback as stipulated in Point a, Clause 3, Article 27 of this Regulation as a basis to review, improve, and enhance the quality of training programs.

4. Responsibilities of Heads of units across the University

a) Disseminate survey results from stakeholders to unit members and write a self-assessment report as prescribed;

b) Inspect, supervise, and urge unit members to execute programs and quality improvement plans outlined in the quality improvement report;

c) Report the execution results of quality improvement plans to the Board of Rectors (through the Department of Testing and quality assurance).

5. Responsibilities of lecturers, officials, and staff

a) Study and utilize survey results to self-adjust and improve aspects of their activities during teaching and working processes;

b) Possess the right to provide personal feedback when not fully agreeing with the assessment level of the surveyed subjects (must provide specific evidence to the Head of the unit);

c) Bear the responsibility to discuss and propose corrective and improvement measures personally in a progressive spirit regarding aspects that are not yet well-received according to the feedback of stakeholders.

CHAPTER 6

RESOURCES FOR IMPLEMENTATION

Article 28. The educational QA system is provided with adequate resources for effective operation

1. The University must invest adequate resources to build and maintain the internal educational QA system to operate effectively, including both human and financial resources.

2. Financial policies must be appropriately established and allocated, ensuring that educational QA activities are deployed effectively and sustainably.

3. Ensure the staff possesses adequate quantity and capacity, meeting the requirements of deploying activities aimed at maintaining and elevating the quality of teaching, learning, scientific research, and community service.

Article 29. Human resources for implementation

1. Department of Testing and quality assurance performs specialized professional duties regarding the University's QA work.

2. Functional departments, faculties, departments, institutes, centers, and the library: The leadership of the unit directly manages the QA work and assigns a number of members to take on part-time QA duties for the unit (faculties managing training programs: 02 members; all other remaining units: 01 member each). The duties and allowances of these part-time members are based on Clause 6, Article 9 and Clause 1, Article 30 of this Regulation.

Article 30. Finance

Executed according to legal regulations, the State Bank of Vietnam, and the internal expenditure regulations of the University, specifically:

1. Persons assigned part-time QA duties at units are entitled to a part-time support allowance: 10% of the base salary/month. The Department of Testing and quality assurance shall compile the list and submit it to the Rector for approval.

2. Annually, the Department of Testing and quality assurance acts as the focal point to formulate the overall budget estimate for QA activities and submit it to the Rector for approval.

3. For other expenditures related to QA activities, the Department of Testing and quality assurance acts as the focal point to submit them to the Rector for approval.

CHAPTER 7

COMMENDATION, DISCIPLINE, AND IMPLEMENTATION PROVISIONS

Article 31. Commendation - Discipline

1. Assessment:

The Board of Rectors shall periodically assess the QA work based on the level of compliance with the provisions regarding the responsibilities of individuals and units stated in Article 7, Article 8, Article 9, Article 12, Article 17, and Article 27 of this Regulation.

2. Commendation:

a) Executed according to the Emulation and Commendation Regulation of the State Bank of Vietnam and the Regulation on the assessment and classification of officials, public employees, and workers of the University promulgated by the Rector.

b) In the annual Quality Assurance Conference, based on the assessment results of the Board of Rectors, the Rector will award Certificates of Merit to units and individuals with outstanding achievements in the QA work of their units and the University.

3. Discipline:

Executed according to the Regulation on the assessment and classification of officials, public employees, and workers promulgated by the Rector.

Article 32. Implementation provisions

1. This Regulation takes effect from the date of signing. Any previous regulations contrary to this Regulation are hereby annulled.

2. The Department of Testing and quality assurance is responsible for advising and assisting the Rector in deploying the implementation of the contents of this Regulation comprehensively across the University.

3. During the implementation process, this Regulation may be supplemented or adjusted to align with new regulations from MOET and the actual operations of the University. Should any issues arise or difficulties occur, units and individuals should report them to the Rector (through the Department of Testing and quality assurance) for timely resolution.