

MINISTRY OF EDUCATION AND TRAINING
HANOI UNIVERSITY OF SCIENCE AND TECHNOLOGY

REGULATIONS ON
INTERNAL QUALITY MANAGEMENT

Hanoi, 2021

MINISTRY OF EDUCATION AND
TRAINING
HANOI UNIVERSITY OF SCIENCE AND
TECHNOLOGY

SOCIALIST REPUBLIC OF VIETNAM
Independence – Freedom - Happiness

REGULATIONS

On internal quality management

*(Issued under Decision No. 1519/QĐ-ĐHKB-QLCL dated June 16, 2021 of the
President of Hanoi University of Science and Technology)*

Chapter I

GENERAL PROVISIONS

Article 1. Objectives

1. Set up, maintain and develop the quality management system of the University in accordance with the governance model, realize the goal of comprehensive quality assurance in the implementation and implementation of the objectives for Mission, Vision and the development strategy of the University, effectively implementing the task of renovating education quality according to the guidelines and policies of the Party and State.

2. As a basis for clearly delineating responsibilities in performing the quality assurance and quality improvement tasks of offices and individuals throughout the University on the task of quality assurance, meeting the national and international educational quality standards.

3. Ensure consistency, system and synchronization in management, quality control of training and research activities, and accountability to learners, social community and related parties related to the quality of education, develop and spread the culture of quality, affirming the quality and prestige of Hanoi University of Science and Technology.

Article 2. Scope and subjects of application

1. Scope

This regulation applies to the entire system of organization and operation of Hanoi University of Science and Technology (hereinafter referred to as University or Hanoi University of Science and Technology), in accordance with the Regulations on Organization and Operation and related Regulations to systematize and improve the quality of management, administration and comprehensive quality assurance.

2. Subjects of application

Units/subsidiaries, staff and learners of Hanoi University of Science and Technology.

Article 3. References

1. Law on Education, Law on Higher Education and related legal documents.
2. Regulations of Hanoi University of Science and Technology.
3. ISO 21001:2018: Quality management system for educational institutions – requirements.
4. ISO 9001:2015: Quality management system - requirements.
5. ISO 9000:2015: Quality management systems – basis and vocabulary.
6. European Higher Education Quality Assurance Framework (ESG2015)
7. European Standards for Accreditation of Educational Institutions (HCERES)
8. Set of standards for assessing the quality of higher education institutions in the Southeast Asian university network (AUN-QA).
9. Set of standards for assessing the quality of training programs (CET) of higher education institutions in the Southeast Asian university network (AUN-QA).
10. European CTET accreditation standards (ASIIN, CTI).

Article 4. Definitions and interpretation

1. “Quality” is the response, in accordance with the objectives.
2. “Educational quality” is the fulfillment of the objectives of the educational institution or training program, and the compliance with the documents on the Education Law and the Higher Education Law.
3. "Educational philosophy" is a set of core views that orient educational goals, teaching content and methods, and the roles of teachers and learners in educational activities.
4. “Quality management (QM)” is the overall, coordinated activities to direct and control an organization in terms of quality in general, including: setting quality policy and objectives, planning quality assurance, quality control, quality assurance, risk prevention and quality improvement, to ensure quality in management, training, research and service in accordance with the stated quality objectives, satisfying the interests and requirements of related parties.
5. “Quality Assurance (QA)” means all planned activities carried out within the organization's management and operating system and demonstrated to the extent necessary to provide adequate confidence that the quality requirements are fully met. Quality assurance includes both internal quality assurance and external quality assurance.
6. “Internal Quality Assurance” is an ongoing process to ensure that the University's mission and strategic goals are being realized, and that standards are being maintained and enhanced within the scope of University level, specialized unit level or each training program.
7. "External quality assurance" is an activity to ensure the satisfaction of standards, evaluation and accreditation criteria of the National and educational accrediting organizations.
8. “Internal quality assurance system” means all systematic quality assurance activities within the quality management system, including quality assurance processes to ensure quality objectives and meet the expected quality standards of the University and the satisfaction of related parties.

9. “Quality assurance activities” means the actualization of quality assurance requirements.

10. “Quality standards” are sets of standards and criteria for higher education quality prescribed by national, regional and international accrediting and evaluation organizations.

11. “Accreditation” means an activity to assess and recognize the extent to which a higher education institution or training program meets educational quality standards set by the Ministry of Education and Training or regional, international accrediting organizations.

12. “Assessment” is the process of surveying, evaluating and writing assessment reports based on quality standards to determine the level of satisfaction of the desired educational quality, as a basis for self-perception and improvement. Assessment can be divided into the following types:

- Self-assessment and internal assessment carried out by the higher education institution itself.

- Peer assessment conducted by higher education institutions of the same level for the assessed organization.

- External assessment by certification organizations that evaluate or accredit education based on quality standards.

13. “Related parties” in higher education are organizations and individuals who are involved and influenced in the operation of the University, including: learners, lecturers, staff, leadership team and managers, scholars, employers, domestic and foreign partners, learners' families, investors, superior state management agencies, other relevant organizations and individuals, are suitably applied according to the specific objectives of quality assurance activities.

14. “Accountability” means the responsibility of the educational institution to give evidence of its commitments to responsibilities and obligations in the performance of its duties, functions or matters related to the higher education institution at the request of management, the community, society and related parties in accordance with the law.

15. “Process” is a set of related or interacting activities that use inputs to translate into intended outputs.

16. “Process approach” is the review and determination of the continuity and systematicity of the input-to-output management processes implemented in the organization, with emphasis on systematic interaction between those processes.

17. “Core process in the university” means the main processes in the operation of the University, including the processes of training, scientific research, knowledge transfer, training and research activities, the process for serving people (officers and learners) and the community and the society.

18. “Risk” is “effect of uncertainty”, which can be divided into 2 types, positive impact (opportunity) and negative impact (risk).

19. “Risk identification” is the process of analyzing, evaluating and accepting or limiting potential risks when making decisions.

20. “Risk management” is the management of the process with contextual inputs (internal issues and external factors relevant to the University) with consideration of stakeholder requirements and outputs the extent to which the goal is achieved on the basis of taking advantage of opportunities and minimizing risks. During this process, the identification of the risks and opportunities associated with each process must be considered, determining the possibility of affecting the achievement of the intended results, including positive and negative effects.

21. “Preventive action” means action to eliminate the cause of a potential nonconformity or other potentially undesirable situation.

22. “Corrective action” means action to eliminate the cause of the nonconformity in order to prevent its recurrence.

23. "Key Performance Indicator" is a set of indicators to monitor and evaluate the ability to complete quality objectives (KPIs), built and updated to represent performance characteristics on the extent to which the plan objectives are met.

24. “SWOT analysis” is the implementation of the rule of analysis and evaluation of 4 factors, including: Strengths, Weaknesses, Opportunities, Threats.

25. “Quality improvement cycle - PDCA” often called Deming cycle, represents the improvement implementation loop in the sequence of 4 steps: Plan, Do, Check and Act.

Article 5. Basic requirements of the Quality Management System

Based on the set of quality standards for the management system of educational institutions ISO21001:2018, the University's quality management system must meet the overall operational requirements according to the following contents:

1. Ensure relevance to the context of the organization.
2. Make quality assurance in leadership, direction and policy.
3. Make quality assurance in strategic planning.
4. Ensure the quality of support and service for learners and staff.
5. Ensure the quality of the deployment and implementation processes.
6. Evaluate the results of the tasks to find out the inappropriate points.
7. Make continuous improvement actions to continuously improve quality.

Article 6. Structure and organization of the Quality Management System

The quality management system has a 3-level structure and is organized according to the diagram Figure 1, parallel with the management and administration system of the University, including:

1. Strategic quality assurance: ensuring quality demand in establishing, maintaining and improving the contents, objectives for Mission, Vision, Strategy and policies set out by the University, in accordance with the guidelines and policies of the State, appropriate to the context, resources and prestige, roles and functions in the community and society.

The University leaders implement strategic quality assurance according to the provisions of legal documents, regulations in the ISO document system and regional and international educational quality standards for higher education institutions.

2. Quality assurance of the system

Quality assurance of the system is carried out through the establishment of an internal quality assurance system (Article 8) of the University as required in the quality standards of the educational institution, and the implementation of quality assurance activities under the management of the President.

The Quality Management Office is the specialized focal point unit, responsible for developing the quality assurance plan and organizing the internal quality assurance system activities to implement the quality objectives required by the Board of Presidency.

The Offices and Boards coordinate with the Quality Management Office in supervising the quality, the effectiveness of the implementation of the operational plans, the observance of the ISO processes and the quality assurance requirements in order to promptly improve and enhance the quality and risk prevention.

3. Quality assurance by function

The tier 2 units carry out the quality assurance work at the unit level on the basis of the scope, functions, tasks and powers decentralized, based on the University's quality assurance plan, regulations, guidelines and plans for annual quality assurance. For training units, the core quality assurance activity is to conduct quality assurance of training programs according to the requirements of self-assessment, external assessment and accreditation by quality accreditation organizations.

Leaders of units have the assignment of responsibilities in regular tasks of quality assurance, set up a quality assurance team of their units to organize the performance of quality assurance tasks, provide and publicize quality assurance information as required, report the results of the annual quality assurance work.

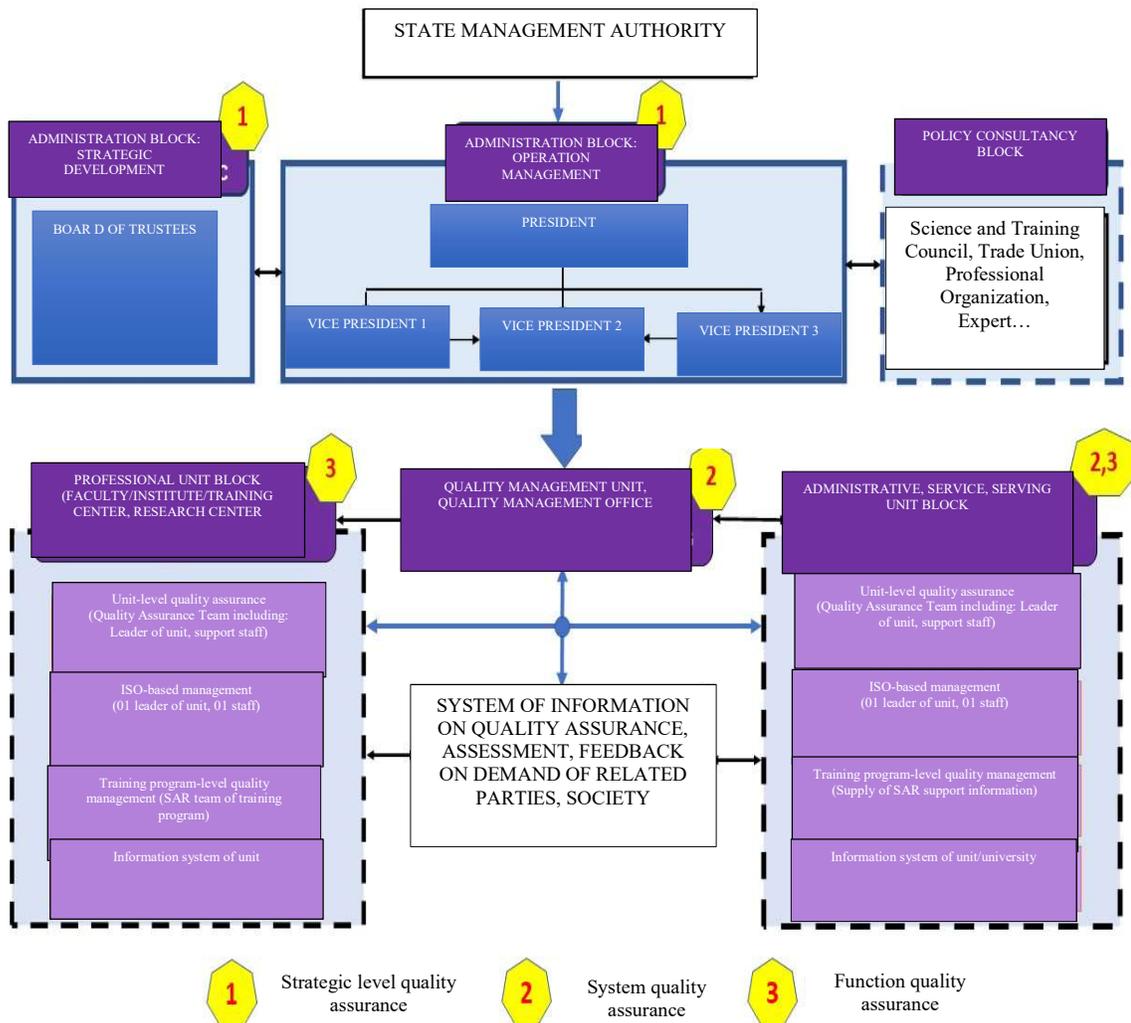


Figure 1. Organization chart of the University's quality management system

Article 7. Operational rules of the Quality Management System

1. Quality management system is a unified and smooth system that follows the management level to each officer, learner and related parties under the direction of the Board of Presidency.

2. Quality assurance and management activities flexibly apply the improvement cycle (PDCA) to perform tasks according to the steps of Plan- Do - Evaluation of process and results - Implement improvements at all 3 levels: Strategy, System, and Function implementation.

3. Leaders at all levels are responsible for assigning and decentralizing responsibilities, allocating appropriate resources, and directing the performance of quality assurance tasks within the scope of their management through monitoring, measurement and evaluation of the process and work results, analyze and propose solutions to improve processes (according to processes, sets of quality indicators on quality assurance, capacity indexes and staff evaluation) to decide on actions to make flexible improvement, suitable for each time and stage.

4. Adhere to the principle of centralization of grassroots democracy, transparency and publicity in training and scientific research activities, intellectual property, and copyright in accordance with relevant laws.

5. Decision making must be based on evidence, facts and data, consider the appropriate internal and external context, assess feasibility and risks, consider the needs of related parties.

Chapter II

STRATEGIC LEVEL QUALITY ASSURANCE

Article 8. Mission, Vision, Culture and Core Values

1. Mission, Vision, Culture and Core Values documents are strategic-level documents, which must be disseminated to all staff and related parties, publicly demonstrating the University's commitment to responsibility for the community and society;

2. The University periodically reviews, evaluates and updates the documents of Mission, Vision, Culture and Core Values and collects opinions from related parties to improve in accordance with the context of each period, trends for changes in social structure and potentials and resources of the University at least once every 5 years.

3. Mission, Vision, Culture and Core Values documents are developed in accordance with the position, social role, functions, resources and sustainable development orientation of the University; in line with the country's socio-economic development strategy, in accordance with the orientation and direction of the Party and State, and to the satisfaction of related parties. In which:

a) The mission must show the role, identity and foundation for the main and cross-cutting goals and ideals in the cause of building and developing the University, unified among all staff, and is the driving force to promote progress, and sustainable development, affirming the position of the University in the domestic and international scope.

b) The vision must ensure consistency, ensure science, relevance and be a guideline for the strategic direction of the University's development, in line with the potential, potential and prospects of realizing the goals of the Mission and sustainability against the effects of the context by period, affirming the goals to be achieved in the future of the University.

c) Culture and Core Values must reflect the tradition, promote the quintessential values, identity and good qualities of the University, match the development trend of the times, be decisive in the perception when implementing commitments inside and outside the University, ensure the reputation and develop the brand of the University with related parties and the social community. Building on its Culture and Core Values, the University declares its educational motto and philosophy that embodies the University's ethos and identity.

Article 9. Strategy formulation

The established strategy must meet the following requirements:

1. Conform to and meet the objectives Mission, Vision, Culture and Core Values and guidelines, guidelines and policies of the Party and State, development strategy of the education sector and legal documents regulation.

2. Have a basis for analyzing and evaluating the overall internal and external context in terms of advantages, difficulties, threats and opportunities (SWOT) to establish strategic goals, focusing on analyzing the impact factors and risks from the context, identify related issues, human resource shifting trends and socio-economic - scientific and technical structure domestically, regionally and internationally; properly assess the potential and potential of the University, thereby defining strategic goals and sustainable development, and expected results.

3. Based on the development needs of related parties.

4. Ensure the selection of appropriate targets for sustainable and long-term development.

5. Make strategic planning in appropriate phases for implementation.

6. Have appropriate management and management solutions to ensure efficiency and quality to achieve strategic goals.

7. The proposed strategy must be unified and disseminated to all staff and related parties, demonstrating the University's commitment to responsibility to students, staff, community and society.

8. Strategy objectives and content are reviewed regularly depending on the changing context and periodically at least once every 3 years, the results must be evaluated, updated and improved to ensure the quality of the strategy of the University.

9. The updating, adjustment and improvement of strategic content must be agreed upon by all staff of the University according to the principle of democratic centralism and regulations on organization and operation, widely communicated and guaranteed satisfaction of related parties.

Article 10. Quality policy

1. Requested contents

a) The quality policy in place should be consistent with the organization's mission objectives and context, a commitment to meeting the organization's social responsibility, and the needs and expectations of its related parties. The quality policy is based on strategic goals to set quality goals at the University and unit level in the content of the year/term plan for implementation.

b) The content of the policy must promote collective action to achieve the planned and strategic goals in training, scientific research, resource development and community service, specified in the documents and regulations for implementation.

c) The University leaders commit to fully implement the set out strategic service policy, annually collect opinions, evaluate feedbacks from related parties and make improvements.

2. Policy communication

Communicating the policy in the University's activities is the responsibility of the University's leadership, must ensure the following requirements:

- a) Policy guidelines are always available and maintained in the form of written information.
- b) Timely and understandingly communicated to staff for uniform application throughout the University.
- c) In the form of information that is readily available to interested parties, as appropriate.

Article 11. Quality objectives

1. Quality objectives are established on the basis of the quality policy and issued strategic items to concretize and quantify into targets in the quality assurance plans. Quality objectives must be disseminated and communicated to related parties for implementation.

2. The objectives are monitored, measured and evaluated in the implementation of the quality assurance plan through the internal quality assurance system. Annually, offices and focal units according to fields carry out measurement, survey, and evaluation of the effectiveness from the performance results of the divisions and units and the satisfaction of the related parties for service improvement.

3. Quality objectives must be updated in order to timely adjust and improve in accordance with reality, and at the same time adjust and improve policies more effectively.

Article 12. Quality assurance of resources

Quality assurance of resources is important to implement strategic tasks. Resources include: human resources, financial resources, facilities, support services and external cooperation network. The specific requirements for each resource for strategic quality assurance are as follows.

1. Human resources

Human resources include: (i) personnel employed by the University; (ii) personnel who are volunteers and collaborators, working with or contributing to the University, and (iii) employees of external suppliers with contributions to the University's activities.

In order to ensure the quality of human resources, it is necessary to meet the following requirements:

- a) Based on the strategic goals of the University, develop quality objectives on human resources and develop a strategic plan for human resource development, meeting the requirements on scale, quantity and quality corresponding to the structure and position of the governance model towards.
- b) Have a plan for human resource development divided into appropriate phases and reviewed, updated, evaluated and improved to ensure serving the common strategic goals.

c) Have a system of documents on human management, including regulations, regulations, standards, regimes and policies suitable to development needs serving the strategy.

d) Have a human resource management information system and human database management tools to effectively serve in the exploitation and planning of human resource development.

e) Have a plan to periodically foster, recruit, develop the quality of the team, maintain and improve the quality of people to meet the required objectives of the development strategy.

f) Have standards and standardization of staff capacity as required by the position in accordance with the needs of the management system.

g) Have a capacity assessment system according to position (KPI) suitable to the management system in order to promote work efficiency in the exploitation of human resources.

h) Have a policy to attract talents and high-quality human resources to develop and improve the quality of human resources in training and research activities.

i) Periodically conduct surveys, evaluate feedbacks on personnel policies from related parties in order to control effectiveness, quality and continuously improve personnel policies.

j) Annually review and evaluate the effectiveness of regulatory documents, the results of the implementation of the plan and the commitment of staff to ensure the quality of people, working capacity and make appropriate improvements.

2. Financial resources

Quality assurance of financial resources should ensure the following contents:

a) There must be a strategy for the development of financial resources and an annual plan in line with the strategic goals of development, serving the Mission and Vision.

b) There must be a plan to prevent and reduce financial risks based on analysis of the context, external impacts and internal needs in appropriate periods, ensuring the achievement of required strategic objectives.

c) Ensure the balance and transparency of financial resources, have appropriate policies to strengthen financial capacity and attract investment sources, effectively serve strategic contents and plans in operations of the University.

d) Maintain and improve financial resources to meet the needs of internal resources (physical infrastructure, equipment, people).

e) Units conduct evaluation and improvement in revenue and expenditure management, practice thrift and efficiency to meet the development goals of the University.

f) Conduct internal inspection and audit to control the effective use of financial resources and ensure the correct implementation of relevant legal documents.

g) Annually summarizing and evaluating the results achieved and the level of meeting financial goals, updating the context, State policies, needs of related parties to make improvements and ensure stability and increase resources for development strategy.

3. Facilities

Quality assurance of physical resources should ensure the following contents:

a) Have an annual strategy and plan on effective exploitation and development of facilities resources, including a long-term plan on facilities development, meeting the objectives of the Mission, Vision and Development Strategy of the University.

b) Have documents on management of public assets, assurance of property safety, maintenance and quality maintenance of public facilities, regulations on safety of environment, labor and fire and explosion prevention in exploitation and use of facilities, guiding documents on facilities management and information, disseminate to related parties, maintain and improve service capacity to ensure efficiency and savings in exploiting facilities resources.

c) Based on strategic goals, there must be plans to ensure the maintenance and development of facilities, to support and continuously improve the quality of the working environment to serve staff and learners, to meet the following standards: Quality assurance and university accreditation standards according to regulations of the Ministry of Education and Training and international accreditation standards towards strategic goals.

d) Public property management activities ensure compliance with regulations and state management documents according to relevant laws on management and use of public assets, management of fixed assets, land, construction, education, procedures - regulations on technical equipment, safety and working, learning and research environments.

e) There are regulations and procedures on quality control on the supply of equipment and related services for facilities from outside to the University.

f) Quality assurance of the facilities through regular inspection, review, risk assessment and periodic maintenance and annual maintenance.

g) Periodically survey and evaluate user feedback to monitor, enhance, improve quality and meet the needs of related parties.

4. Development of investment projects

Quality assurance of resources through the development of projects and investments should ensure the following requirements:

a) Have a plan and strategy for the construction and development of key projects in the content of the development strategy, ensuring the correct orientation of the facilities planning and improving training and research capacity according to the objectives of Mission, Vision, suitable to the context, economic - political - social period and international integration.

b) Projects with large influence before investment need to evaluate the effectiveness and quality, risk level, get feedback from related parties to make

appropriate decisions, if necessary, must be widely communicated to all staff, learners and related parties.

c) Ensure balance and transparency in using finance to effectively serve the University's projects and activities, take measures to manage risks in investment, comply with current legal regulations on construction and project management.

d) Actively strengthen internal capacity to effectively attract investment from outside the University through external cooperation and State management to effectively serve projects, especially key projects to serve the needs of the development strategy of the University.

e) Have appropriate ISO regulations and procedures in project management for effective implementation, control and coordination along with financial management, facilities management and human resource mobilization to ensure quality assurance of project implementation.

f) Carry out regular monitoring, evaluation of project implementation process and results, risk analysis and feedback from beneficiaries and related parties to identify improvement issues, report annual summary. For long-term projects, it is necessary to have a timely assessment of investment efficiency, capacity and quality of resources for project implementation, update changes and impacts of the context to make appropriate adjustments with strategic goals in developing projects and updating action plans.

Article 13. External cooperation network

The network of domestic and foreign cooperation, led by the Department of Foreign Affairs, must be organized in a scientific manner, ensuring the following requirements:

1. Have the strategies and plans in developing a network of cooperation and external relations, creating resources and position for the University in building, developing and serving society and the community.

2. The content and cooperation relationship need to comply with the legal documents of the State, the right functions, the right goals and development policies of the University.

3. Organize a cooperative network in a systematic, coordinated and decentralized manner suitable to the functions and tasks: the strategic level of the University, the unit level in terms of administrative and professional management so that the University leaders can only direct, coordinate and effectively exploit external resources.

4. Coordinating units in information management of related parties, clearly identifying the focal point responsible for organizing the implementation of cooperation contents. The effectiveness of relationships and networks is periodically analyzed, evaluated the effectiveness of cooperation, assessed risks and opportunities to have a suitable exploitation plan.

5. Exploit a network of partners and employers to provide reliable feedback for the building of a database for analysis, evaluation and improvement for the quality assurance and ranking activities of the University.

6. Effectively combine external relations with the media, promote the image, handle media crises, improve the reputation of the University with partners and society.

7. Focus on developing cooperation to serve the goal of international integration and internationalization.

8. Annual cooperative relationships are periodically reviewed, especially close partners to evaluate the effectiveness and appropriate foreign policy in order to adjust, improve, exploit and expand resources and service quality according to the development goals according to the policy of the University.

Article 14. Strategic-level quality control and improvement

The content of quality assurance on strategies and policies of the University is periodically reviewed and evaluated according to the annual summary meeting plan. Based on the results achieved, the issues that need to be considered at the strategic level include:

1. Context inside and outside the University and new requirements from related parties and socio-political-economic development trends.

2. Review and update to implement legal documents related to the University level.

3. Evaluate the results and effectiveness of strategic documents, regulations, regulations, strategic plans and update quality objectives.

4. Evaluate the effectiveness of the organizational structure of the governance system and management model.

5. Evaluate the effectiveness of policies.

6. Make effective network of cooperation and external relations.

7. Efficiently allocate and exploit human, financial, and physical resources to serve strategies and plans.

8. Focused long-term investment projects are strategic and require large resources.

9. Assess risks and opportunities of strategic issues and ongoing plans to make appropriate and timely adjustments.

10. Monitor the implementation of policies and strategic plans through periodic review reports of the University, annual sum-up conferences, surveys and analysis of feedbacks inside and outside the University in order to update changes of political, economic and social contexts to make appropriate improvements.

11. Strategy documents and improvements and supplements are archived and collected in full according to regulations.

12. Timely update, adjust and improve the strategic level after analyzing and evaluating the above contents to ensure the suitability with the context, the match between resources and strategic goals and capabilities of the University, controlling risks in implementation and implementation.

Chapter III

SYSTEM QUALITY ASSURANCE

Article 15. Internal quality assurance system

The University's internal quality assurance system (Clause 2, Article 6) is established, operated and periodically evaluated, improved, improved quality and ensured the quality objectives according to the development strategy and policy of the University is implemented, specifically needs to meet the following requirements:

1. Perform the quality assurance function for the management and administration system in the implementation and implementation of the University's operational plans according to ISO quality management processes and educational quality accreditation standards.

2. Monitor the quality of the system through ISO performance testing, self-assessment reports and improvement levels.

3. Assess the quality of management and administration results according to quality objectives through self-assessment and the results of the implementation of the annual plan, combining survey, measurement, and satisfaction assessment of the related parties.

4. Assess the quality of quality assurance implementation through self-assessment reports and accreditation results at University level and training program level

5. Identify influencing and nonconforming factors, risks and risks, based on the evaluation results to consider necessary adjustments on quality objectives, put them into the next improvement plan, ensure consistent with strategic goals.

6. Update criteria, target for quality assessment and database in the quality assurance information system.

7. Establish a set of measurement, evaluation and quality control tools.

8. Communication and training, training on QA activities and profession, updating and disseminating quality standards and regulations on QA widely to staff and learners, building a quality culture.

9. The units annually report to evaluate the results, propose the problems to be overcome and the improvement plan to the specialized unit which is the Quality Management Office.

10. Quality Management Office synthesizes reports and proposes and recommends necessary improvements for the University's leadership to consider and direct the implementation of improvements in the next Quality Assurance plan.

Article 16. Quality assurance of the document system

1. The document system at the University level and at the unit level, includes legal documents, directing documents of the State management level related to the operation of the whole University, the ISO document system including: documents strategic editions, operating documents, regulations, reports, plans, processes,

guidelines, ISO forms and documents and evidence reviewed, updated, legal, streamlined and supplemented accordance with the annual improvement plan.

2. Tier 2 units, based on their assigned functions and tasks, update and supplement, and report to the President through the improvement report of the unit, ensuring the effectiveness according to actual requirements and new legal documents of the State.

3. Update and standardize the document system, simplify and digitize administrative processes and procedures for digital transformation according to the objectives of administrative reform, streamlining and efficiency in management and operation.

4. Improve the efficiency of management information channels that combine data and information in the whole University's document system, ensure reliability, accuracy, timeliness and confidentiality and information safety.

Article 17. Quality assurance of management and administration organization

1. The University's leadership team annually reviews, evaluates and improves the organizational structure and management apparatus in line with the governance model, effectively serving the strategic goals of the University, and in accordance with the context and university autonomy governance model.

2. Annually, units proactively improve and optimize the organization and structure of employment positions, streamline staffing, set professional and professional standards, and meet quality assurance requirements under the regulations of resources, in accordance with the specific functions and tasks of the unit and the responsibility of its autonomy.

3. Improve quality through IT application and digital transformation in management and administration through digital transformation of ISO processes according to the University's plan to improve management and operating information system.

4. Annually, units review ISO processes to update and improve. The Quality Management Office organizes inspection and supervision of the implementation of ISO processes, evaluates and proposes to the leaders of the University remedial measures and improvements to the management system.

Article 18. Development of quality assurance plan

The annual quality assurance plan developed must ensure the following requirements:

1. Based on the overall strategy and quality objectives of the University, according to the requirements and improvement reports of the units, based on the survey results of related parties, the university-level quality assurance plan and unit level should be developed in accordance with the strategic goals, policies, action plans and central mission of the University.

2. Quality assurance plan is disseminated and communicated to related parties.

3. The objectives of the quality assurance plan are controlled, evaluated and included in the emulation evaluation criteria according to the level of task completion of the units.

Article 19. Management information system

The management information system, referred to as the information system for short, is a tool of the management and administration system, which needs to be qualified according to the following requirements:

1. The information system must ensure the principles of safety and confidentiality as prescribed by the University and the law, be stored, fully responsive, available, accurate, reliable, timely and readily available serving the management apparatus.

2. The information system needs to be continuously updated and improved in IT application and digital transformation of databases, ISO processes and information forms, effectively serving in administrative reform and modernity, convenient for users, improve management efficiency.

3. The information system must ensure the maintenance of a secure and continuous source of information and information storage, classification, management decentralization, delegation of authority and responsibility to participate in the system in a scientific and transparent manner, meeting the quality and usage needs of officials, learners and related parties.

4. The information system when serving communication must ensure necessary information control measures, especially with information originating from outside. The release of media information should be specified in writing.

5. The requirements for the quality of use are assessed, checked periodically and maintained, maintained, implemented upgrade and improvement plans, ensure the service infrastructure and develop the system in accordance with the objectives and the size of the development of the University.

Article 20. Quality assurance information system

Connected with the management information system, the quality assurance information system is an important tool in the internal quality assurance system, storing the database and processing information for the quality assurance work. The quality assurance requirements for the quality assurance information system are as follows:

1. It should be established in a systematic, reliable, scientific manner, ensuring the connection with the management information system, convenient, fast and reliable sharing of the database for efficient service of quality assurance.

2. Ensure the provision and response of information for quality assurance at the University and at the unit level, and at the same time as a tool to collect, store, and manage evaluations and feedbacks of related parties, and quality control, quality assurance and quality improvement services.

3. The database serving quality assurance is designed, updated, analyzed, evaluated, and ensured its suitability, reliability, accuracy, timeliness and availability for timely provision to related parties. And also, it serves the comparison and analysis

of improvements according to the quality objectives and requirements of the quality assurance task.

4. Be monitored and periodically checked for quantity, quality, uniformity and consistency, confidentiality and safety of data and information.

5. Units must regularly provide information and data to the quality assurance information system according to the required quality assurance tasks.

6. Periodically improve and upgrade usability features, storage capacity, IT application level, digitization and digital transformation for the quality assurance information system in accordance with the development plan of the information system. General management information of the University.

Article 21. Survey information and feedback of related parties

Survey information, feedback from related parties is a regular task of the units to ensure the measurement and evaluation of quality and effective improvement.

For the quality assurance of the University system, the Quality Management Office is the focal point to organize and coordinate the units and offices to carry out the survey and quality assessment according to the requirements of the quality assurance at the university level.

For quality assurance according to function, the surveying units and the Quality Management Office coordinate, support, and advise on survey information design to ensure systematicity, right objectives, and efficiency in serving the task of quality assurance.

The specific requirements for conducting surveys to collect opinions of related parties are as follows:

a) Collecting feedback, surveying the needs of related parties is carried out regularly and periodically according to the requirements of quality supervision and assessment.

b) The feedback plan needs to be with the right audience among the related parties, must consider the appropriateness and effectiveness of the content according to the purpose of collecting opinions, the number of samples, the appropriate frequency of taking feedback, science.

c) Feedback information of related parties is kept anonymous, provided and stored in the quality assurance information system.

d) The University regulates official communication channels for service and manages a database of feedback and complaints from related parties and the community.

e) The results of information and feedback from related parties are analyzed and evaluated, serving as the basis for decision making and direction of the management system and serving the improvement plan for the system, management apparatus.

f) Survey information, feedback and analysis, evaluation and improvement results are reviewed and included in the evidence list for management and provided as required by quality assurance, assessment and accreditation.

Chapter IV

QUALITY ASSURANCE BY FUNCTION

Article 22. Quality assurance of enrollment

a) Consider the context, influencing factors to determine the admission quality criteria, the quality of the students' input according to the policy and strategy of the University.

b) Have plans and schemes on enrollment for training programs, publicizing enrollment policies, targets and criteria, requiring input quality, and widely communicating to relevant related parties as prescribed.

c) Have measures and procedures to supervise enrollment work.

d) Have measures and procedures to monitor the admission.

e) Apply IT and digital transformation in enrollment processes. Conduct surveys, evaluate and get feedback on the organization and enrollment results of related parties (candidates, parents, officials and participants of the exam, social opinions) about quality done right after the enrollment round.

f) Enrollment and admission results are assessed annually on completion and undesirable effects to make appropriate adjustments and include in the improvement plan.

Article 23. Quality assurance in the development of training programs

1. Ensure compliance with the process of building and developing training programs according to the regulations of the Ministry of Education and Training, setting up and implementing the appropriate ISO process.

2. Set up a set of standard output indicators (QR), design a set of standards for groups of disciplines and training disciplines to ensure the requirements for training qualifications, training levels and connectivity between undergraduate and postgraduate training according to the regulations of the Ministry of Education and Training, meeting the needs of related parties and promoting quality improvement according to the strategic goals of the University.

3. Periodically evaluate and improve output standards to meet learners' needs in terms of developing knowledge, professional skills, social skills, meeting labor market needs and adapting to economic development trends socio-economic with the participation of related parties.

4. Ensure standards of national training qualification framework and training program content.

5. Course/module outlines, training plans of the training program and subjects/modules are documented, implemented based on the learning outcomes and made public on the unit's official website and information channels, the University's communication to learners and related parties according to regulations.

6. The design and development of training programs to ensure the quality requirements are controlled, evaluated and improved periodically at least once every 5

years according to the regulations of the Ministry of Education and Training, comparing the level of satisfaction of quality standards of training programs of regional and international accreditation organizations.

Article 24. Quality assurance of training activities

Training activities need to be controlled and quality assurance of the processes to achieve the intended goals and objectives according to the output standards, including the following requirements:

1. Quality assurance of the process of building and designing training programs based on the requirements of quality standards and input quality, suitable for the training level and national qualification framework, meeting the objectives, mission, strategy and core values of the university and characteristics of the professional field of the training industry.

2. Quality Assurance organizes the teaching and learning process of the training program and surveys and evaluates the teaching staff and support staff, learners, the quality of facilities, internship places, and student counseling/support.

3. Quality assurance on the form of assessment of learners in the learning process, ensuring the appropriateness of the duration and quality of the content of the subjects, fairness and transparency.

4. Quality assurance on fostering and developing teaching staff/support staff to improve professional and professional quality for the training process, assessment and feedback on learning processes and quality services of related parties (forms of assessment by staff and learners, combination of indicators of capacity assessment by position).

5. Quality assurance output of the learning process, including graduation records, factors affecting the pass rate and the rate of dropout or ineligibility to graduate, the average length of time to obtain a degree and the ability to employed by graduates.

6. Controlling the process from setting goals to achieving results must be based on the satisfaction of related parties and the success of learners through surveys and assessments.

Article 25. Quality assurance on management and organization of training activities

1. Based on the University's strategies and plans, the regulations and regulations on training activities must be updated, promulgated, and widely disseminated to learners, officials and related parties.

2. Based on the context, social needs, career and science and technology trends, international integration trends, at least once every 2 years, the units periodically review the introduction of improvements and innovations suitable in terms of training model, training system and measures to organize and manage training, statutory policies in accordance with the objectives, mission, vision and development strategy of the University.

3. There is a plan to promote digitization and digital transformation of training management systems and ISO processes in training activities in order to improve the

quality of management, analyze predictive information to improve training processes and serve learners effectively.

4. Based on the results of self-assessment and accreditation, plan to develop faculty resources, facilities, activities to support learning and serve learners, learning materials and related factors to improve the quality of training to meet the needs of learners.

5. The specialized units carry out periodic inspection and control and survey, self-assess the effectiveness of training management, and put it into the annual improvement plan.

6. The Academic Affairs Office is the focal point for organizing and supervising the quality of training programs, supervising the training units to implement the regulations and regulations on the management and organization of training, coordination and provision of information for the Quality Management Office in implementing the task of evaluating and accrediting training programs.

Article 26. Measurement and assessment of training program quality

Measuring and evaluating the quality of training programs is a mandatory task in training quality control for the University-level system and internal quality assurance tasks of training units. The measurement and assessment of the quality of training programs should satisfy the following requirements:

1. Periodically evaluate the quality of the training program through surveying the opinions of related parties and the results of the inspection and review of the training programs, ensuring the monitoring and application of the PDCA improvement cycle in the design and construction, monitoring, reviewing, appraising, approving and promulgating in the development of training program.

2. There is a plan to periodically collect opinions, evaluations and feedbacks from related parties in service of elaboration and development of training program, updating learning outcomes, level of achievement of learning outcomes, level of progress according to learners' progress, study duration, learning content, and working skills when participating in designed teaching programs, subjects and modules.

3. Have a plan to carry out self-assessment, internal assessment, external assessment/accreditation by domestic and foreign assessment/accreditation organizations.

4. Periodically review and evaluate the quality of training programs

a) Teaching program, modules/subjects at least once every 2 years, including reference to teaching programs and subjects of advanced training programs, suitable to development needs to serve people; learning through stakeholder feedback.

b) The process of designing and evaluating training program and curricula, after being externally evaluated, must be self-assessed and improved once in the mid-term of the 5-year evaluation cycle.

c) The training programs that have not been evaluated/accredited outside must conduct self-assessment when the course has the first class of students to graduate.

6. The Quality Management Office is the focal point to organize the units that perform the task of quality assurance of training programs according to the regulations of the Ministry of Education and Training through the contents of survey design, measurement, assessment, synthesis, and analysis for database of internal quality assurance system at University level and training program level.

Article 27. Training for international integration and internationalization orientation

1. The English training programs, joint training, training according to the trend of international integration using foreign languages have clear management regulations and training content, ensuring that the training implementation complies with the regulations of the Ministry of Education and Training.

2. Focus on establishing an environment for using English and encouraging the use of English learning materials in the process of guiding research, teaching and learning in the direction of creating an international integration environment for learners.

3. Focusing on enhancing the content of professional skills, applying computerization, and using English in the process of teaching and learning English training programs to ensure the orientation of internationalization of the learning environment and integration.

4. Effectively exploiting the exchange and improvement of training program content, recognizing degrees and credits of training programs in student exchange activities through a network of domestic and international cooperation, creating an environment learning linkage.

5. Attracting and inviting foreign experts to participate in consulting on the development of training programs, curricula, course outlines, and participate in teaching and research at the University.

6. The enrollment and content of training programs need to be translated into Vietnamese - English and communicated and advertised on the Website for international students to access.

Article 28. Quality assurance of student output

1. Annually, evaluate the degree of achievement of the output standards of graduates and in the first 3 years after graduation through reviewing and surveying the following contents:

- a) Form, content and requirements of the graduation thesis.
- b) Survey the feedback of the graduate internship.
- c) Survey on the employment rate of students in the first year of graduation.
- d) Survey of employer satisfaction after 1 year of working.
- e) Survey on the satisfaction of newly graduated alumni with the training program and academic service activities of the University after 1 year of working.
- f) Survey of feedback from teachers and training service staff on the quality of the training process.

2. Control of nonconformity according to output standards and learning volume
 - a) Summarize and evaluate the level of nonconformity and satisfaction of the criteria from the responses and surveys in Clause 1 above.
 - b) Make analysis of influencing factors in the training process.
 - c) Make analysis of internal and external policy factors affecting the output results.
 - d) Make analysis of factors on the training capacity of the University.
 - e) Monitor the percentage of students who graduate on time, fail to graduate.
 - f) Survey of learners to assess learning volume and learning load.
 - g) Make analysis of labor market requirements and movements.
3. Implement improvement of training standards and activities related to the training process on the basis of analysis, evaluation, feedback and update the plan to implement the goal of integration and internationalization of the training environment.

Article 29. Quality assurance of processes in research activities

The quality assurance processes in research activities need to be controlled to improve the quality according to the strategic goals of scientific research development of the University, in particular, the following requirements need to be fulfilled:

1. Have regulations, policies and long-term plans on research development, research orientations consistent with strategic goals and potentials.
2. Quality assurance of the management and organization of scientific research, organization of research forces, research cooperation at home and abroad to promote international integration, compliance with ethical rules, regulations and laws implementation and implementation of scientific research tasks.
3. Quality assurance on research team, policies to attract prestigious and talented scientists, promote and improve research quality, develop planning of research fields and research objectives, planning strong research groups and laboratory system, fostering and developing staff to improve professional qualifications and expertise in scientific research organizations,
4. Have a policy to coordinate research and high-quality training, graduate training in line with strategic goals and potentials, and ensure and improve the quality of educational institutions.
5. Quality assurance on physical facilities, laboratory equipment to attract investment in scientific research and quality and effective technology transfer.
6. Research quality control on the basis of setting goals and product standards in scientific research activities (publication, topics, intellectual property, technology transfer to serve the community).
7. Annually evaluate the satisfaction of related parties and the level of achievement of the target according to the requirements of quality assurance. The Research Management Department is the focal point to organize and supervise the quality of the implementation of the annual scientific research plan, and to supervise the

implementation of regulations and regulations on research management, coordination and information provision by units and individuals for the Quality Management Office in implementing the task of evaluating and accrediting training programs.

Article 30. Quality assurance on organization of research activities

1. Establishing a management system and promulgating regulations on scientific research activities, creating an advanced research environment to serve the University's goals, mission and development strategy and legal documents. Regulations must include the following issues:

a) Organize and manage national and international scientific research topics and projects.

b) Planning scientific research resources according to the set strategic objectives, including research groups and research teams, a system of research laboratories, specialized libraries, physical and financial resources.

c) Have an information system to ensure transparency on science and technology policies and activities.

d) Have regulations and guidelines on decentralization of autonomy, clearly delineating rights and responsibilities, and ethical rules in conducting and performing scientific research activities.

e) Have regulations on asset and financial management of science and technology activities in accordance with investment sources as prescribed by law.

f) Policies to promote cooperation and research development at home and abroad, build networks and exploit effectively in science and technology cooperation with strategic partners.

g) Appropriate policies according to the period to invest and attract investment to promote the development of research resources.

h) Policy to improve training quality through scientific research activities.

i) Policies to support the development of science and technology products of the subject/project that are applicable and transferable; Protect inventions, inventions, copyrights and research results for units/offices/individuals; Promote high-quality international publication; Promote the development of high-tech, interdisciplinary or essential research products with social needs, bring great economic efficiency and develop investment partners in scientific research.

j) Research reward regimes.

k) Strengthening digitization and digital transformation of scientific research activities management processes in order to improve efficiency and quality to promote the development of scientific research activities.

2. Based on strategic objectives, develop short-term and long-term science and technology research and development policies and plans in line with the University's resources and determine appropriate implementation stages.

3. Scientific research management system and S&T development plans are evaluated by the organization on the process and implementation results to make improvements to serve strategic goals according to the PDCA improvement cycle.

4. The implementation of science and technology and technology transfer topics and projects are periodically monitored and evaluated, risks are minimized, improvements are proposed, and research efficiency and investment funding improved.

5. Measure and evaluate quality and efficiency

a) Establish appropriate sets of KPIs in scientific research to assess the quantity, research productivity and quality of research for units and individuals to have a database for analysis, evaluation, improve the results of scientific research activities and encourage appropriate staff.

b) Regarding science and technology management activities: Survey opinions and feedback of related parties; achieved results compared with planned objectives.

6. Policies, plans and research management are reviewed, periodically evaluated annually and proposed improvements to improve the quality of scientific research and technology transfer.

Article 31. Quality assurance supporting training and research processes

Service, serving and support activities for training and research activities need to be controlled, and quality assurance must be carried out with the following requirements:

1. Have policies and annual plans on ensuring and improving service quality, services supporting training and scientific research processes.

2. Quality assurance of service staff equipped with appropriate and effective knowledge and professional qualifications to the requirements of supporting training and research processes in the University.

3. Quality assurance on financial resources, facilities and learning materials to build an environment, study and research to meet the quality objectives of the University.

4. Units carry out quality control of the service process, support training and research activities according to their assigned functions, and conduct surveys and assess the satisfaction of related parties to meet internal quality assurance requirements, national and international educational accreditation standards.

5. Annually evaluate the level of completion of the plan's objectives and the results of service activities, research support and training for improvement. Improvements in service activities, training and research support services are included in the content of the units' annual reports and information is sent to the Quality Management Office to serve the quality assurance work.

Article 32. Quality assurance supporting learners

1. There are regulations and guidelines on activities to support learners according to the policy that learners are the subject in the training process, constantly improving quality for the progress of learners and meeting the needs of related parties.

2. A system of monitoring and supporting learners is set up to monitor the progress and development of learners (learning management software, database to evaluate learning progress, learning and research results of students) learners, training inspectors, ...), providing data on learners' learning and training process for assessment, appropriate improvement in training management, risk reduction and support student progress.

3. The implementation of activities to serve and support learners must ensure:

a) There is a specific assignment of responsibilities to each unit/individual according to ISO management processes for control and assessment.

b) Staff and support staff are trained and recruited (if necessary) qualified to advise and support learners.

c) Monitor the learning progress, effectiveness and progress of learners.

d) Ensure resources of facilities, laboratories, libraries and learning materials are updated regularly.

e) Ensure psychological counseling and health care, mental and physical health, creating a favorable, friendly, safe and fair learning and research environment for learners.

f) Ensure and strengthen effective policies to support learners in terms of scholarships and tuition fees in accordance with the State's regulations.

g) Create an environment to enhance skills training and experiential learning, creative research and entrepreneurship for learners.

4. Conduct surveys to collect feedback from learners on the effectiveness of service, support and supervision activities, specifically periodically survey the quality of student service and support activities, including:

a) The level of improvement in the quality of student service and support activities, the level of student satisfaction.

b) The level of improvement in the management system, supporting learners in learning (student management software, database of student assessment results, learning advisor,...).

c) Evaluation of staff, support staff, level of satisfaction with activities serving and supporting learners.

5. Annually, summarize and evaluate the results of activities to serve and support learners, the level of meeting needs and satisfaction of related parties.

The Department of Student Affairs is the focal point for organizing and monitoring the quality of the implementation of the annual plan to serve and support learners, to supervise specialized units in the implementation of regulations, regulations and annual plans, to provide information for Quality Management Office for quality control, assessment and inspection.

Article 33. Requirements on community service and knowledge transfer

1. The University coordinates with organizations, mass organizations and units to include in the annual plan the content of community service activities, encourages the

organization of events and activities with the community and society, and overcomes when an epidemic or disaster occurs; well implement social policies according to the guidelines and policies of the Party and State.

2. Encourage and promote the transfer of knowledge, technology and products from training, scientific research and human activities of the University to the sustainable development goals of the community and society.

3. Communicate, encourage and promote the implementation and positive contributions to the development of the community and society and the results of improving the quality and reputation of the University according to the commitments in the Mission goals and strategy.

Article 34. Evaluation and verification of quality assurance service

Quality assessment/accreditation is a specialized tool of the internal quality assurance system which is divided into 2 levels, including: University level (higher education institution level) and training program level. Evaluation forms include: self-assessment, internal/peer assessment, inspection and external assessment.

1. Self-assessment

Units according to their assigned functions and tasks must have a plan for self-assessment as a regular task in the annual quality assurance task.

For the University-level self-assessment, the President shall assume the prime responsibility for and direct according to the requirements of the University-level improvement plan and accreditation plan. Quality Management Office is the focal point to coordinate the implementation and supervision of self-assessment activities according to the overall quality assurance plan of the University. The self-assessment process is specified in the ISO document and complies with the current regulations of the Ministry of Education and Training.

For self-assessment at the training program level, the Quality Management Office organizes, guides and supervises specialized units to follow the plan. The functional offices and divisions coordinate to send staff to monitor quality assurance to support, provide evidence, participate in surveys and interviews.

The Quality Management Office summarizes the results of the self-assessment and reports it to the Board of Presidency to make necessary improvements.

2. Internal and peer review

Under the direction, the Quality Management Office organizes quality assessment activities through invited experts from the same units inside and outside the University in accordance with the requirements of the accrediting organization and actual conditions.

3. External assessment and verification

The assessment of higher education quality must be carried out by educational quality assessment and accreditation organizations recognized by the Ministry of Education and Training under the Law on Higher Education.

Quality Management Office is the contact point, exchange of requirements for

accreditation, report to the President for approval, direct the implementation according to the quality assurance plan of the University.

The applications to coordinate with the Quality Management Office to comply with the assignment in the internal quality assurance system specified in Article 6. The division that performs the self-assessment report is responsible for completing the self-assessment document at the request of the auditing organization for inclusion in the audit plan.

The organization of accreditation is in accordance with the regulations of the Ministry of Education and Training, relevant regulations according to the law and at the request of the accrediting organization.

Article 35. Self-assessment activities

1. Self-assessment activities are included in the annual quality assurance plan according to the quality goals of the University with the aim of proactively improving and improving quality according to strategic goals, following steps of implementing self-assessment in accordance with the quality objectives of the University in accordance with the guidance of the Ministry of Education and Training and the requirements of the accrediting and evaluation organizations.

2. The Quality Management Office organizes and compiles guiding documents according to the required quality standards, coordinates and supports the training units to carry out self-assessment activities to ensure the right goals and plans.

3. Self-assessment activities need to ensure the principles of objectivity, honesty, accuracy, and fully cover the activities of the self-assessment level (University/training center level). Statements and assessments need to be associated with specific evidence and data.

4. The content of self-assessment results should objectively clearly indicate the level of achievement, development trends, internal and external comparisons and the degree of alignment with the set goals. The Quality Management Office is responsible for appraising, evaluating and reporting to the President for inclusion in the quality improvement plan and subsequent evaluation.

5. Evaluation results are the basis for consideration for improvement and approval of external assessment plans by appropriate educational quality accreditation organizations.

Article 36. Internal/peer-level assessment

1. Internal assessment activities are organized after self-assessment is completed, using invited experts (inside or outside the University and outside the assessed unit) to ensure objectivity, honesty, accurate to continue to review and compare the quality of the University and the training program to meet the goal of continuous quality improvement and for peer or external assessment.

2. Require experts to be accreditors with professional qualifications and knowledge consistent with the set of standards for assessing the quality of higher education.

3. Units that have an evaluation program shall send documents and results of

internal/peer assessment to the Quality Management Office to summarize and report.

4. Evaluation results are the basis for reviewing and approving improvement plans and external evaluation by appropriate educational quality accreditation organizations.

Article 37. External assessment and verification

1. External assessment must comply with the regulations of the Ministry of Education and Training, educational quality accreditation organizations that the University has selected. The registration plan for external assessment is included in the annual quality assurance plan and is proposed by the Quality Management Office for approval by the President.

2. For out-of-University assessment

The Quality Management Office is the contact point, registers with the accreditation organization and reports to the Board of Presidency for approval to develop detailed plans and standard guidance documents. Units throughout the University coordinate with the Quality Management Office to follow the guidelines of the quality accreditation organization after the assessment plan is accepted.

3. For assessment outside the training program level

The Faculty/Institute cooperates with the Quality Management Office to follow the process of the quality accreditation organization after the assessment plan is accepted. Relevant offices, agencies and centers supporting the training process are responsible for coordinating, providing information and evidence for the evaluation and verification of training programs.

Article 38. Activities after external assessment and implementation of control and improvement

1. Based on the results of external assessment and verification, the Quality Management Office summarizes reports, discusses with relevant units in analyzing strengths and weaknesses and proposes improvement solutions, and submits them to the Board of Presidency for approval, update the quality objectives and quality policy of the University and include it in the annual quality assurance plan for implementation.

2. For University-level accreditation, after having the results, the Quality Management Office reports to make an improvement plan and submit it to the President to have a basis for updating the University-level quality assurance policy and plan.

3. For training program-level accreditation, after having the results, the Faculty/Institute for training program management of that training program is responsible for the evaluation results, making plans to remedy and improve as soon as the results are available to ensure the quality. The quality of training programs sends reports to the Board of Presidency through the Quality Management Office to summarize, propose appropriate solutions, and include them in the improvement and quality improvement plan.

4. Midterm quality assessment

The mid-term assessment after verifying that the University level and the training program have met the standards must comply with the regulations of the

Ministry of Education and Training (after 2.5 to 3 years of each 5-year evaluation period) and regulations. of accrediting organizations. The mid-term report focuses on the content of the points that have been corrected after the assessment, the effectiveness of the improvement process, the ability to maintain according to the requirements of the quality assurance standards of the evaluation organization and the issues that need to be further overcome. perform next.

At the University level, the Quality Management Office is the focal point to organize and coordinate the implementation of improvement reports and documents and proofs of requirements under the direction of the Board of Presidency.

At the training program level, the Dean/Director of Institute sends the mid-term self-assessment to the Quality Management Office to summarize the results of the improvement implementation and check the improvement level according to the recommendations of the accrediting organization and make improvement requests. next.

Chapter V

LIABILITIES FOR PERFORMANCE

Article 39. Quality Management Office

1. Act as a specialized unit, acting as a focal point in organizing the development of quality assurance and improvement plans according to the goal of ensuring and improving quality under the direction of the Board of Presidency, ensuring it is consistent with the Strategy and Mission, Vision and Strategies of the University.

2. Propose and implement a comprehensive quality assurance and management policy under the direction of the Board of Presidency to promptly update, amend and supplement regulations according to the objectives of quality assurance and in accordance with innovation, quality improvement and internationalization requirements.

3. Perform the role of the unit operating the internal quality assurance system to ensure efficiency and achieve quality goals.

4. Update and compile quality management documents, guide and train staff in the University on requirements and profession of quality assurance in order to effectively serve quality management and accreditation.

4. Coordinate with units in the organization to evaluate and accredit the quality of University and training programs according to the quality assurance plan approved by the Board of Presidency.

5. Organize the assessment and accreditation of training programs, guide the implementation, and supervise the implementation of the quality assurance work of the units and the implementation of the University's quality assurance plan approved by the President.

6. Evaluate the effective application of ISO processes by units in management and administration, propose improvement, standardization, simplification and digital transformation of administrative processes and procedures.

7. Annually summarize and evaluate the improvement reports of the units, the results of monitoring the implementation of the application of ISO documents, the results of assessment and verification at the training program level and the University level for proposals and submissions of University-level improvement plan for the President to consider and direct the implementation in the next plan.

Article 40. Offices, boards and service and support units

1. Leaders of Offices and Boards, based on the strategic goals of the University, the quality objectives and the plans of the University to develop a work plan and carry out monitoring, evaluation and quality improvement at the unit in quality assurance according to functions (specified in Chapter IV), performing a full role in the internal quality assurance system (Chapter I) in supervising specialized units in performing quality assurance tasks, advising the Board of Presidency in quality assurance at the level strategy specified in Chapter II

2. Coordinate with the Quality Management Office in the quality assurance plan, put in the unit's operation plan the quality assurance tasks, carry out surveys to measure and evaluate in the implementation process and implementation results, summarize the level the level of meeting needs and satisfaction of related parties, as a basis for improvement in the following years.

3. The unit head assigns regular tasks and sets up a working group on quality assurance and ISO of the unit, including 01 member of the leadership team and 1 to 2 experts, and sends the list to the Quality Management Office to coordinate in implementing the general quality assurance plan of the University and of the unit, conduct evaluation and quality assurance activities at the University level and at the training program level as required in Chapters III and IV.

4. Annually, the unit summarizes and evaluates the achieved results, consults with related parties, proposes evaluation and improvement.

Article 41. Faculties/Institutes/Training and Research Centers

1. Units base themselves on the University's Objectives, Mission, Vision and Strategy, determine their goals and develop their Development Strategy, set quality objectives and quality assurance plans according to the guidelines of the Quality Management Office on quality assurance standards at the training program level.

2. The unit head assigns regular tasks and sets up the unit's quality assurance and ISO working groups according to the requirements of the quality assurance system (Article 6) and the internal quality assurance system (Article 15). The Quality Assurance Working Group includes: 01 member of the board of leaders, the office staff in charge of ISO and the staff in charge of training programs, making decisions and sending them to the Quality Management Office to be responsible for implementing the Quality Assurance plans. And also, there is a plan to foster professional skills for staff to serve the quality assurance work of the unit.

3. The quality assurance working group helps the unit leaders propose and develop the annual quality assurance plan, including the tasks of ISO application and quality assurance on the basis of the unit's improvement plan and the quality assurance plan of the University.

4. The unit head directs the Quality Assurance Working Group to disseminate the quality assurance task to staff in the unit, organizes the implementation of the quality assurance requirements according to the function (Chapter IV), and implements self-assessment and verification of the training program, report the results to the Quality Management Office.

5. The head of the unit organizes to supervise the implementation of quality assurance work, update ISO documents, update proofs for quality assurance.

6. Summarize issues on the basis of self-assessment and test results of training programs, periodically evaluate ISO work to make improvement reports.

7. Annually, the Unit Head summarizes the results of quality assurance implementation, considers risk factors, proposes solutions, combines with surveys to collect opinions of related parties to evaluate, analyze and report to the University the improvement plan.

Article 42. Organizations and unions in the University

1. Cooperate with the University in organizing quality assurance support activities for staff and learners, and community and social service activities.

2. Coordinate with the University to widely communicate the guidelines and policies of the University through programs and activity plans, contributing to building a culture of quality, community service spirit, and improving the awareness and responsibility of staff and learners in maintaining core values and improving quality.

Article 43. Personal responsibilities of officials, lecturers and experts

1. Firmly grasp the goals, missions, undertakings, orientations, development strategies, action plans of the University and units; aware of and strictly comply with the requirements for the position and the quality requirements in the assigned tasks, ensuring the quality and efficiency of the work.

2. Comply with the requirements of ISO and quality assurance according to the current position, in which, focus on applying the principles of the PDCA improvement cycle in work, self-improvement training and teaching quality, supporting and creating positive motivation for learners, raising awareness and responsibility to serve the community and society.

3. Develop research and innovation, preserving scientific integrity to ensure and continuously improve the quality of work.

4. Communicate and spread the guidelines, policies and strategies of the University, preserving the core values and enhancing the image, brand and quality culture in the workplace and in the community.

5. Perform self-assessment and quality accreditation tasks as required, provide feedback in University surveys, ensure quality through compliance with University regulations, rules behavior and law.

Article 44. Responsibilities of learners and former learners

1. Learners are responsible for their own learning and training results, comply with discipline, respect the core values of the University and the laws and policies of the Party and State.

2. Contribute ideas in surveys and through feedback channels of the University to effectively serve the improvement and quality improvement of policies, quality of training and research of the University, output standards and content of training programs, quality of teaching and learning activities, facilities, job opportunities and student support activities of the University.

3. Engage and actively participate in University building activities, create a positive learning and research environment, experience skills development activities, community service activities and contribute to society. .

Chapter VI

IMPLEMENTATION PROVISIONS

Article 45. Implementation arrangements

1. The President directs the units in the University based on the provisions of this Regulation to perform the task of quality assurance.

2. Heads of units concretize this Regulation in the content of internal assignment of ISO quality management, quality assurance tasks, self-assessment and quality inspection in accordance with the functions and tasks of the unit.

3. This Regulation is reviewed, reviewed and updated annually. The President decides on the improvement and modification based on the adjustments in context, policies, strategies and implementation practices.

4. Funds and financial sources for quality assurance and assessment activities are included in the financial plan of the unit and submitted to the leadership for approval in accordance with the University's Regulations and regulatory documents of the State.

Article 46. Benefits, rewards and settlement of violations

1. Individuals participating in quality assurance working groups shall be assigned service hours by the contracted unit according to the Regulations on staff work and internal expenditure regulations of the University.

2. The level of task completion, quality assurance and inspection are included in the annual emulation and commendation criteria for individuals and units.

Article 47. Validity

This regulation takes effect from the date of signing. The previous regulations of the University on quality management are no longer effective.

PRESIDENT

Assoc. Prof. PhD. Huynh Quyet Thang