VIET NAM NATIONAL UNIVERSITY HCMC
UNIVERSITY OF SCIENCE

SOCIALIST REPUBLIC OF VIETNAM
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REGULATION

On Quality Assurance Activities of the VNUHCM- University of Science

(Promulgated together with Decision No 18 /QĐ-KHTN dated 7 January 2025 of VNUHCM-US' president)

Chapter I

GENERAL PROVISIONS

Article 1. Scope of regulation and subjects of application

1. This document stipulates matters related to quality assurance (QA) activities of the VNUHCM-University of Science (hereinafter referred to as the University of Science).

2. The subjects of application include units and individuals involved in the quality assurance activities of the University of Science.

Article 2. Objectives

1. To ensure the maintenance and continuous improvement of the quality of training, scientific research, and community service activities of the University of Science.

2. To establish and operate the University's internal quality assurance system in order to comply with State regulations, meet stakeholder satisfaction, and fulfil the requirements of domestic and international quality accreditation organizations recognized by the Ministry of Education and Training (MOET).

Article 3. Interpretation of terms

1. *Educational quality* refers to the extent to which educational objectives set by the University are achieved, in compliance with the objectives stipulated in the Law on Higher Education and aligned with training requirements and human resource utilization for local and national socio-economic development.

2. *Quality assurance* refers to the commitment to implementing quality standards, criteria, and management processes to achieve the University's quality objectives.

3. *Internal quality assurance* refers to the overall system, resources, and information dedicated to establishing, maintaining, and improving the quality of training, scientific research, and community service activities.

4. *Quality assurance activities* are activities conducted by the HEI to realize quality assurance objectives.

5. *Self-assessment* is the process by which the University conducts internal review and analysis based on education quality standards promulgated by the Minister of Education and Training, in order to report and assess the actual status of education quality, effectiveness of training, scientific research, community service, and related resources, thereby making adjustments to meet quality standards.

6. *Education quality evaluation* refers to the collection and processing of information and the formulation of judgments based on evaluation standards applied to all activities of the University.

7. *Education quality accreditation* refers to the evaluation and recognition of the extent to which the institution or its study programmes meet quality standards issued by MOET or by international accreditation organizations recognized by MOET.

8. *Stakeholders* of the University include learners, lecturers, staff, leaders, managers, employers, alumni, partners, and other relevant individuals and organizations.

9. *Quality improvement* refers to continuous activities aimed at addressing shortcomings and limitations in the University's operations in order to enhance education quality.

10. *Benchmarking* refers to activities of evaluating, measuring, or comparing products, services, or operational processes of a unit against an external standard.

11. *Quality culture* refers to the system of values, norms, beliefs, and quality-oriented and effective working practices embedded within each member and unit of the University.

Chapter II

QUALITY ASSURANCE SYSTEM

Article 4. The University's quality assurance system

The organizational structure of the University's quality assurance system consists of three levels:

1. University level: the Quality Assurance Council.

2. The Office of Educational Testing and Quality Assurance (OETQA) is responsible for advising and coordinating with other units on the University's quality assurance activities.

3. Unit level: quality assurance departments within the University's units.

Article 5. Functions and duties of the Quality Assurance Council

1. The Quality Assurance Council advises and consults the President on matters related to the University's quality assurance activities in order to maintain and

continuously improve education quality in alignment with the University's development strategy.

2. The Council's duties include:

a) Advising, providing feedback, and supervising the development and implementation of strategic and annual plans for quality assurance;

b) Advising, providing feedback, and supervising accreditation activities and post-accreditation quality improvement at both institutional and programme levels;

c) Advising the President on the issuance, revision, supplementation, and adjustment of regulations related to quality assurance in accordance with VNUHCM and MOET regulations;

d) Advising on policies to promote internal quality culture and other matters related to the University's quality assurance.

Article 6. Duties of members of the Quality Assurance Council

1. The Chairperson of the Quality Assurance Council shall be overall responsible for all operations of the Council and shall have the following responsibilities:

a) Direct and manage the operations of the QA Council;

b) Convene and preside over the meetings of the QA Council;

c) Oversee the preparation of agendas and discussion materials for Council sessions;

d) Propose amendments, supplements, or adjustments to quality assurance regulations issued by higher authorities;

e) Monitor the implementation of strategic and annual plans regarding quality assurance;

f) Approve programmes and projects aimed at improving and enhancing educational quality, as well as policies supporting training programmes that meet quality standards;

g) Authorize the Vice-Chairpersons to handle QA Council matters during his/her absence.

2. The Vice-Chairperson of the QA Council has the following duties:

a) On behalf of the Chairperson to handle Council matters when authorized;

b) Review work programs and reports intended for discussion at Council meetings on behalf of the Chairperson when assigned.

3. The Standing Member of the Council has the following duties:

a) Advise and consult the Council on objectives, policies, procedures, regulations, and plans related to the University's quality assurance affairs;

b) Report on the results of the University's quality assurance activities to the Council.

4. Council Members have the following duties:

a) Fully attend all Council meetings;

b) Contribute opinions on meeting contents; provide feedback and recommendations for the amendment, supplementation, or adjustment of the University's quality assurance regulations.

5. The Council Secretary has the following duties:

a) Prepare work agendas as decided by the Council Chairperson;

b) Be responsible for taking notes and recording minutes of Council sessions;

c) Summarize and report the implementation results of tasks assigned at the most recent meeting to the Chairperson.

Article 7. Rights of Council Members

1. To be provided with the necessary conditions and enjoy entitlements in accordance with the University's regulations to effectively perform the Council's duties.

2. To discuss and make recommendations on matters within their scope of responsibility; to vote or reserve personal opinions on such matters; and to be responsible to the Chairperson for their opinions and recommendations.

Article 8. Working Methods of the Council

1. The Council shall hold periodic meetings every six months and may hold extraordinary meetings regarding work requirements as arranged by the Chairperson.

2. Council meetings shall be conducted when at least two-thirds (2/3) of the members are present. In cases where a meeting cannot be organized, the Chairperson may obtain written opinions from Council members regarding matters related to the Council's duties.

3. The Council shall operate on the principle of democracy. Depending on the requirements and nature of the issue, conclusions and resolutions shall be passed by secret ballot or a show of hands. Content shall only be approved for inclusion in the Council's conclusions or resolutions if it receives the support of more than 50% of the members present.

4. Between periodic meetings, members may contribute feedback on Council activities via letters or direct communication through the Standing Member.

Article 9. Functions and Duties of the Office of Educational Testing and Quality Assurance (OETQA)

1. The OETQA serves as an advisory body, assisting the Chairperson of the Quality Assurance Council in the management and organization of the University's quality assurance (QA) activities.

2. The OETQA has the following duties:

a) Develop and submit regulations, procedures, and implementation guidelines for the University's QA activities to the President for issuance;

b) Propose quality objectives; Develop QA programmes, plans, and strategies for the University;

c) Guide, advise, monitor, and inspect the implementation of QA activities across all units of the University;

d) Take the lead in organizing, monitoring progress, and reporting on self-assessment and external assessment activities at both academic programme and institutional levels, in accordance with domestic and international higher education accreditation standards;

e) Act as the standing body for the University's self-assessment and quality accreditation activities; serve as the focal point for coordination with domestic and international education accreditation organizations;

f) Coordinate with units across the University to plan and organize stakeholder satisfaction surveys;

g) Perform other duties assigned by the University leadership.

Article 10. Responsibilities of Unit-level Quality Assurance Departments

1. Report annually to the President on the results of QA implementation within the unit.

2. Coordinate with other functional units in developing QA instruments and in collecting and storing feedback related to policies, regulations, management mechanisms, resource conditions, implementation processes, and performance outcomes of the unit's activities, in accordance with prevailing standards.

3. Advise unit leaders on solutions and plans for operational improvement and enhancement of activity quality within the unit.

4. Support relevant units in the development and implementation of the University's overall QA plans.

Article 11. Responsibilities of Individuals in Quality Assurance Affairs

1. *Responsibilities of University leadership:*

a) Be overall responsible for the quality of education of the University;

b) Direct and promulgate the University's QA policies, strategies, and plans.

2. *Responsibilities of unit leaders:*

a) Be accountable to the President and the Quality Assurance Council for the quality of the unit's operations and the implementation of QA activities within the unit;

b) Develop strategic and annual QA plans for the unit;

c) Direct the implementation of QA activities within the unit, including quality assessment, quality accreditation, and continuous quality improvement.

3. *Responsibilities of academic staff*

a) Be responsible for the quality of teaching, scientific research, and community service;

b) Participate in developing, reviewing, and improving study programmes and teaching activities;

c) Engage in QA work, assessment, and accreditation activities as required by the unit;

d) Participate in QA capacity-enhancing activities.

4. *Responsibilities of Support Staff:*

a) Be responsible for the quality of assigned support activities;

b) Provide feedback to unit leaders to improve and enhance the quality of the unit's operations;

c) Participate in assessment and accreditation activities as required by the University;

d) Participate in QA capacity-enhancing activities.

5. *Responsibilities of Learners:*

a) Be responsible for the quality of their own learning;

b) Provide feedback to support the University in improving training quality through surveys on curriculum, teaching and learning activities, etc.;

c) Participate in quality assessment and accreditation activities as requested.

Chapter III

CONTENT OF QUALITY ASSURANCE ACTIVITIES

Article 12. Basic Principles of Quality Assurance Activities

1. Strictly comply with the current regulations of the Ministry of Education and Training (MOET), VNUHCM, and the University.

2. Ensure integrity, objectivity, accuracy, completeness, and timeliness.

3. Ensure the participation and cooperation of stakeholders in the University's QA activities.

4. Publicly disclose quality assurance conditions, as well as the standards and criteria used to evaluate the performance of units and of the University.

5. Decisions regarding the improvement of QA activities must be evidence-based, ensuring the reliability and validity of information, figures, and data.

Article 13. Quality Policy and Quality Objectives

1. *Quality Policy:*

a) The University shall issue and publicize its quality policy.

b) The quality policy shall be implemented across all university activities with the participation of stakeholders.

2. *Quality Objectives:*

a) Ensure and enhance the educational quality of the University.

b) Evaluate, monitor, review, measure, and control quality comprehensively to continuously improve the University's educational standards.

c) Meet the requirements, standards, and regulations of domestic and international accreditation organizations recognized by MOET.

Article 14. Quality Assurance in Training Activities

1. Lecturers participating in teaching according to the University's plan must comply with regulations on time, duration, content, and the learning outcomes of both modules and study programmes.

2. The OETQA shall conduct surveys to gather learner feedback on academic staff’s teaching quality and study programmes, reporting the results to the University and Faculty leadership as a basis for improvement activities.

3. The Office of Academic Affairs shall coordinate with training units to periodically review and standardize syllabi, module learning outcomes, and study programmes; ensuring that programme design and formulation align with the University’s mission, vision, objectives, and educational philosophy, as well as the Vietnamese National Qualifications Framework (VNF), with stakeholder feedback and domestic/international benchmarking.

4. Annually, the Office of Personnel Administrative Affairs shall organize self-assessment activities for staff and employees as a basis for professional development, improvement of teaching quality and learner support services, and as input for the University’s self-assessment, accreditation, and continuous quality improvement activities.

5. The Inspectorate Affairs Office is responsible for conducting inspections and supervision of the implementation of study programmes in accordance with applicable regulations.

6. Relevant units shall develop a database system covering the University's training activities and student academic status (including graduation, on-time graduation, delayed graduation, dropouts, academic dismissal, and disciplinary records), as well as graduate employment status and income.

Article 15. Quality Assurance in Scientific Research Activities

1. Lecturers and researchers shall participate in scientific research activities as regulated.

2. Promote, support, and develop scientific research groups for faculty, researchers, and learners.

3. The Office of Science & Technology shall compile statistics and data on scientific research of all university staff and employees, providing a basis for self-assessment, accreditation, and quality improvement.

Article 16. Quality Assurance in Community Service Activities

1. Lecturers shall participate in community service activities as regulated.

2. The Office of External Relations shall coordinate with relevant units to implement community service activities according to the University's plan.

3. Organize feedback collection from stakeholders regarding the quality of community service activities to serve as a database for the University's self-assessment and improvement.

Article 17. Quality Assurance in Learner Support Services

1. Units and individuals tasked with management, academic services, and learner support are required to strictly comply with the quality assurance regulations and procedures issued by the University for the relevant activities of their units.

2. Facilities, machinery, and teaching equipment serving the academic activities must meet the requirements for teaching, learning, and research.

3. The University Library ensure the availability of sufficient books, textbooks, and reference materials in both Vietnamese and foreign languages to meet the research and learning needs of staff, academic staff, and learners.

4. Administrative records and documents must be drafted, organized, and stored in accordance with the University’s archiving regulations.

5. Regulations, provisions, and documents must be issued in strict compliance with the University's guidelines on drafting and promulgation, as well as the procedures for the control of documented information approved by the President. These documents shall be periodically reviewed, revised, supplemented, and updated to ensure continuous improvement and alignment with practical conditions.

6. Unit records and documents used as evidence for the University's self-assessment, accreditation, and quality improvement activities shall be systematically classified in accordance with the prescribed list and fully and promptly submitted to authorized individuals or entities upon request.

7. Stakeholder feedback on the quality of management, training services, and learner support should be collected on a periodic basis to serve as a foundation for improving the quality of the University's activities.

Article 18. Quality Assurance of Stakeholder Satisfaction Surveys

1. The survey and evaluation of quality assurance conditions through feedback from stakeholders includes: staff and employees' satisfaction with the working environment; students' satisfaction with courses and lecturers; lecturers' satisfaction with study programmes and the University's support services; employers' satisfaction with employees who are VNUHCM-US' alumni; students' satisfaction with academic programmes and support activities; and graduates' employment status and income after graduation.

2. Survey and evaluation activities through feedback from stakeholders are included in the annual and phased quality assurance plans; the survey and evaluation process and the use of survey and evaluation results based on stakeholder feedback are carried out in accordance with regulations.

3. In addition to the periodic surveys planned by the University, faculties, functional Offices, centers, and libraries may organize separate surveys and gather feedback from stakeholders as a basis for improving and enhancing the quality of activities within their units in accordance with regulations.

4. Survey results must be synthesized, reported, utilized, and evaluated to serve as a fundamental basis for making improvement decisions.

Article 19. Quality Assurance in Self-Assessment and Post-External Assessment Improvement

1. The Office of Educational Testing and Quality Assurance (OETQA) is the focal point for implementing self-assessment, accreditation, and post-external-evaluation quality improvement activities.

2. Institutional-level quality self-assessment is conducted periodically every 5 years (including a mid-cycle review 2.5 years after being granted certification) in accordance with the institutional accreditation plan, applying MOET standards and aligning with regional or international standards

3. Programme-level self-assessment activities are conducted annually, following the accreditation and external evaluation roadmap approved by the President, applying the standards of domestic and international quality accreditation organizations recognized by the Ministry of Education and Training.

4. The self-assessment processes at the HEI and program level are carried out according to the requirements of domestic and international quality accreditation organizations recognized by the Ministry of Education and Training.

5. The evaluation and accreditation results from domestic and international accreditation organizations, recognized by the Ministry of Education and Training, serve as the basis for implementing improvement, remediation, and enhancement activities to improve the quality of the VNUHCM-US' operations.

Chapter IV

IMPLEMENTATION ORGANIZATION

Article 20. Implementation Organization

1. The Quality Assurance Council advises and provides feedback on quality assurance policies, strategies, and plans to the Board of Directors and the University Council.

2. The Educational Testing and Quality Assurance Office coordinates with relevant units to develop the University quality assurance activity plan, submits it to the President for approval, and organizes the implementation of the quality assurance plan for each academic year.

3. The quality assurance departments of the units under VNUHCM-US are responsible for supplementing and developing separate plans for quality assurance affairs or integrating them into other activities of the units.

4. Unit leaders are responsible to the President for quality assurance, quality accreditation, and quality improvement activities within their respective units.

Article 21. Implementation Clause

1. This Provision shall take effect from the date of signing.

2. During implementation, this Provision may be amended, supplemented, or improved to suit practical circumstances. Amendments and supplements shall be considered and decided by the President./.