REGULATION
The educational quality assurance in Vietnam National University
(Promulgated together with Decision No. 628/QD-VNU
dated February 10, 2015 of the Director of Vietnam National University)

Chapter I
GENERAL PROVISIONS

Article 1. Scope of Adjustment and Application

1. This document regulates education quality assurance in Vietnam National University (VNU), including: structure of quality assurance management system; quality assessment and quality inspection; compare education quality standards; build a database component to ensure the quality of training programs.

2. This document applies to member units, affiliated units, high schools of VNU (hereinafter referred to as "units"), relevant organizations and individuals in VNU.

Article 2. Interpretation of terms

In this text, technical terms and propositions are construed as follows:

1. "*Training program*" expresses educational objectives, stipulates standards of knowledge, skills, scope and structure of educational contents, methods and forms of organizing educational activities, methods and methods of evaluating educational results for subjects in each grade, each level or training level. In this regulation, training programs are understood as undergraduate and postgraduate training programs.

2. *"Education quality"* means the meeting of the objectives set by the training unit; meeting the requirements of the Law on Education, the Law amending and supplementing a number of articles of the Law on Education and the Law on Higher Education; in line with the demand for human resources for the socio-economic development of the locality and the whole country.

3. "*Educational quality of the training program*" means the meeting of the set goals of the training program of the training unit; ensuring the requirements on educational objectives specified in the Law on Education, the Law amending and supplementing some articles of the Law on Education and the Law on Higher Education; following the requirements of training human resources in certain professional fields to serve the socio-economic development of the locality and the whole country.

4. *"Education quality assurance"* is a system of processes, mechanisms, measures and standards to maintain and continuously improve the quality of education.

5. *"Education quality assessment"* is the process of using methods and tools to determine the level of satisfaction according to the objectives of the training unit or training program.

6. *"Accreditation of training units"* is the activity of assessing and recognizing the level of meeting the quality assessment standards of training units.

7. *"Accreditation of training programs"* is the activity of evaluating and recognizing the level of meeting the quality assessment standards of the training program.

8. *"Self-assessment of educational quality"* is the process by which the training unit itself considers, researches and compares with the quality assessment standards of the unit or training program to report on the quality and efficiency of training, scientific research, human resources, etc facilities and other related issues of the unit or training program shall be assessed, serving as a basis for the unit to adjust resources and implementation processes to meet the prescribed standards.

9. *"External assessment"* is the process of surveying and evaluating education quality accreditation organizations to determine the level of satisfaction of education quality assessment standards.

10.   *"Educational quality assessment criteria"* means the level of requirements and conditions that the training unit or training program needs to meet to be assessed as meeting education quality standards. The criteria for assessing the quality of education are the level of requirements and conditions that should be achieved in a specific aspect of each standard.

11.   *"Peer quality assessment in VNU"* is a process of surveying and evaluating colleagues with assessment knowledge and skills that do not belong to the assessed unit, to determine the level of satisfaction of education quality assessment standards.

12.   *"Education quality comparison"* is the activity of comparing and comparing a university or a training program with a set of standards or with another selected university/training program.

13.   *"Stakeholders"* are objects related to the evaluation activities of an educational institution, in this document are understood as managers, lecturers, learners, former learners, and employers.

Chapter II
QUALITY ASSURANCE MANAGEMENT SYSTEM STRUCTURE
Article 3. Vietnam National University Level

1.   The VNU Quality Assurance Council was established and dissolved according to the decision of the Director of VNU. Regulation on organization and operation of the Council in the Appendix.

2.   The Institute for Educational Quality Assurance (IEQA) is the coordinating unit for general activities on quality assurance, quality assessment, quality accreditation, and quality standard comparison in VNU; is the standing agency of the VNU Quality Assurance Council.

Article 4. Unit Level

1.   Units that set up councils or advisory groups on quality assurance at the unit level have the function of advising the head on quality assurance (developing quality assurance work plans; registering for accreditation and

quality assessment; comparing education quality standards) of the units. The establishment, dissolution and operation of the Advisory Council/Group shall comply with the regulations of the Head of the unit.

2. Quality assurance centers/departments/divisions are the standing members of the Advisory Council/Group on quality assurance of the unit; is the operational department and the focal point for quality assurance; including self-assessment, comparison of education quality standards, building a quality assurance database component of the unit; The specific functions and tasks of the Quality Assurance Center/Department/Division shall be prescribed by the Head of the unit.

Chapter III
QUALITY ASSESSMENT AND QUALITY INSPECTION
Article 5. Objectives and principles

1. Goal

a) Ensuring and improving the quality of higher education;

b) Certifying the level of the training unit or program meeting the objectives of higher education in each certain period;

c) As a basis for the unit to explain to the competent state management agencies and society about the current status of training quality;

d) As a basis for learners to choose units, training programs and employers to select human resources.

2. Principle

a) Independence, objectivity and lawfulness;

b) Honesty, openness and transparency;

c) Equality, compulsory, periodic.

Article 6. Scope of quality assessment and quality inspection

1. VNU's member universities, training programs and high schools must be accredited in accordance with the regulations of the Ministry of Education and Training.

2. Member universities are assessed for quality at the same level according to VNU's set of quality assessment standards, oriented to ASEAN regional standards (AUN) or international standards (NEASC, USA). Encourage member universities to register for accreditation according to regional or international standards.

3. Training programs are assessed for quality at the same level according to VNU's set of AUN-oriented standards.

4. Talented, high-quality, international standard training programs must be accredited at one of the regional (AUN) or international accreditation organizations (ABET, AACSB, NCATE, etc.).

5. IEQA is the focal point for registering for quality accreditation/quality assessment for units and training programs in VNU; coordinate quality inspection/quality assessment activities of VNU.

Article 7. Conditions for registering for quality assessment/quality inspection

1. The accreditation of member universities; training programs; high schools under VNU and according to the regulations of the Ministry of Education and Training shall be conducted when the unit or training program has at least one course of students/graduates and is continuing to organize training.

2. The peer assessment of units or training programs according to VNU's set of quality assessment standards is carried out when the unit or training program has at least one course of graduates and is continuing to organize training.

3. Assessment of the quality of member universities and training programs according to the AUN set of standards is conducted when the university or program has at least three courses of graduates and is continuing to provide training.

4. Conditions for quality accreditation of member universities and training programs according to the standards of other regional and international

quality accreditation organizations shall comply with the regulations of these organizations.

Article 8. Quality Assessment/Quality Inspection Process

1. The process of accreditation of member universities; training programs; high schools under VNU shall comply with the regulations on the process of the Ministry of Education and Training.

2. The process of assessing the quality of peer levels of member universities and training programs in VNU is carried out in accordance with the technical guidelines issued by VNU.

3. The process of accreditation of member universities and training programs according to the standards of regional and international accreditation organizations shall be carried out under the guidance of these organizations.

4. IEQA implements detailed technical guidance for units when implementing corresponding quality inspection activities.

Article 9. Confirmation of peer assessment results

The Director of VNU certifies that the internal quality standards are met for units/training programs with satisfactory peer assessment results.

Article 10. Publication of quality assessment results/quality inspection

1. Units shall publish self-assessment reports within the unit at least 30 days before registering for external assessment with an education quality accreditation organization.

2. Units shall publicly announce the Certificate of Quality Accreditation or quality assessment results on their websites within 30 days after being granted the Certificate/results of education quality accreditation.

Article 11. Quality assessment through feedback from stakeholders

1. The scope of quality assessment activities through feedback from stakeholders includes: lecturers self-assess; learners' feedback on modules; feedback on the quality of training and scientific research support activities; feedback on learner support activities; feedback from former learners and

employers.

2. Quality assessment activities through feedback from stakeholders are included in the unit's school year quality assurance plan; The evaluation process and the use of quality assessment results through feedback from stakeholders are carried out in accordance with VNU's technical guidance.

Chapter V

COMPARISON OF EDUCATION QUALITY STANDARDS

Article 12. Scope of comparison of education quality standards

1. Member universities shall compare education quality standards according to the criteria for determining research universities and criteria for determining universities meeting international standards; encourage matching with advanced universities in the top 100 in Asia and the world's top 500 according to the QS World University Rankings.

2. Training programs shall compare education quality standards according to the criteria for determining majors/majors that meet international standards; encourage comparison with international training programs of advanced universities in the top 100 in Asia and 500 in the world according to the QS World University Rankings.

Article 13. Implementation

Activities of comparing education quality standards of units are included in the unit's school year quality assurance plan; The process of comparing education quality standards and the use of results of comparing education quality standards shall comply with VNU's guidance.

Chapter VI

DATABASE COMPONENTS

QUALITY ASSURANCETRAINING PROGRAM

Article 14. Database Component Structure

The training program quality assurance database component is part of

VNU's integrated database. The main components of this component include: a standard description of the program's output; program specification; the content and structure of the program; list of learning materials; lecturer; managers; learners; list of material foundations and equipment; statistics on the results of evaluation and feedback from stakeholders.

Article 15. Build, manage and exploit the use of

1. IEQA is the focal point for building a database component to ensure the quality of training programs throughout VNU.

2. Member/affiliated units are responsible for fully gathering data as required, supplementing and updating information annually and sending it to VNU.

3. The database component to ensure the quality of training programs of units in VNU is managed by specialized software.

4. VNU, units exploiting and using the component of the training program quality assurance database to contribute to perfecting quality assurance conditions and improving the quality of training programs.

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Chapter VII

IMPLEMENTATION ORGANIZATION

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Article 16. Institute for Educational Quality Assurance and functional departments

1. IEQA coordinates with functional departments to develop, submit to the Director of VNU for approval and implement VNU's annual quality assurance plan.

2. IEQA is the focal point, coordinating with functional departments to monitor and evaluate the implementation of the annual quality assurance plan throughout VNU.

Article 17. Units

1. Units shall base on the regulations to develop a plan to ensure the quality of education of the unit on the basis of the quality assurance plan of

VNU.

2. Units implement quality assurance activities as planned.

Article 18. Operating expenses

1. Units proactively estimate funds for annual quality assurance from their lawful revenues. VNU's support funds are allocated directly to units according to the plan.

2. Funds for coordination, supervision and evaluation of quality assurance and peer assessment activities in VNU are provided directly to IEQA by VNU according to regulations.

3. VNU, units are allowed to receive aids, sponsorships, gifts, donates, donate and mobilize other lawful financial sources according to the regulations of the Government and VNU.

Article 19. Reporting Mode

1. Units shall report on quality assurance to VNU (via IEQA) before 10/6 and 01/12 every year; Member schools report to the Ministry of Education and Training on quality self-assessment and quality accreditation according to regulations.

2. IEQA is the focal point for gathering quality assurance reports in VNU.

Chapter VIII

INSPECTION, SUPERVISION, COMMENDATION AND HANDLING OF VIOLATIONS

Article 20. Inspection and supervision

1. Education quality assurance activities in VNU are subject to professional inspection and supervision by competent authorities and in accordance with the law.

2. The Inspection and Legislation Department shall coordinate with the Institute for Education Quality Assurance in periodically inspecting and supervising the implementation of regulations on education quality assurance

and plans for implementation of quality assurance at units or organizations conducting irregular inspections at the request of the Director of VNU.

Article 21. Commendation and handling of violations

1. Units that well implement the quality assurance work plan and have excellent results in quality assurance activities are proposed to be commended and rewarded according to the regulations of VNU, the Ministry of Education and Training and the State.

2. Units that do not comply with regulations on quality assurance, depending on the severity, they will be handled according to VNU's regulations.

<p align="center">Chapter IX</p>

<p align="center">IMPLEMENTATION TERMS</p>

Article 22. Enforcement effect

1. This Regulation takes effect from the date of signing and replaces the Regulation on Assessment of Education Quality in VNU issued together with Decision No. 1023/QD-DBCL dated 05/4/2013 of the Director of VNU.

2. Based on this Regulation, the heads of the units shall promulgate specific regulations and guidelines following the actual conditions of the units.

3. During the implementation, this Regulation may be adjusted and amended accordingly. The amendment and supplementation shall be considered and decided by the Director of VNU on the basis of the proposal of the Director of IEQA./.

<p align="center">PRESIDENT</p>

<p align="center">Phung Xuan Nha</p>

Appendix

REGULATIONS ON ORGANIZATION AND OPERATION
OF THE QUALITY ASSURANCE COUNCIL
AT VIETNAM NATIONAL UNIVERSITY

1. Functions and tasks of the Council

1.1. Function

The VNU Quality Assurance Council has the function of advising the Director of VNU on quality assurance in VNU, including the internal quality assurance mechanism, quality standard comparison and other consulting functions assigned by the Director of VNU.

1.2. Task

- Advising on ensuring and accrediting education quality in accordance with the Law on Higher Education and relevant regulations of the Ministry of Education and Training, relevant ministries and branches.

- Consulting on developing, amending, supplementing and adjusting internal regulations and guidelines on evaluation criteria, quality assurance and training programs in accordance with the characteristics and high quality requirements of VNU, regulations of the Ministry of Education and Training and other ministries, and related industries.

- Consulting on developing internal quality assurance strategies and plans; supervise and evaluate the implementation of this strategy and plan throughout VNU.

- Advising on developing a quality accreditation plan throughout VNU; supervise the implementation of tasks on quality assurance and quality inspection according to regulations and plans promulgated; support units to register for quality assessment and accreditation with reputable quality assessment organizations in Vietnam, in the region and in the world.

- Consulting on the organization of training high-quality human resources on education quality assurance, measurement and evaluation in education; research and application of new achievements in the field of ensuring the quality of education, measuring and evaluating education of advanced countries; according to national and international standards.

- Consulting on quality self-assessment and post-accreditation quality improvement activities, quality culture development activities in VNU.

2. Organizational Structure

a. The organizational structure of the VNU Quality Assurance Council consists of the Chairman, Vice Chairmen, Secretary and Members. The Council has from 15 to 27 members, including ex-officio members (representatives of the Board of Directors; Director of the Institute of Education Quality Assurance; Rectors of member universities; Chief of VNU Office and Heads of functional departments of VNU) and invited members (lecturers, scientists, higher education experts inside or outside VNU and representatives of employers).

b. The Chairman of the VNU Quality Assurance Council is a representative of the VNU Board of Directors or a highly reputable educator in the country and internationally; the Vice Chairmen of the Council are representatives of the VNU Board of Directors and the Director of the Institute for Education Quality Assurance; a representative of the VNU Board of Directors is the Standing Vice Chairman of the Council. The Secretary of the Council is the Deputy Director of the Institute for Education Quality Assurance or the Head of the Education Quality Assurance Research Department of the Institute for Education Quality Assurance.

c. The Director of VNU shall issue a decision to appoint and dismiss the Chairman, Vice President, Secretary, and members of the Council.

d. The term of office of the Council follows the term of office of the Director of VNU.

3. **Working Principles of the Council**

   The Council meets regularly twice a year. When necessary, the Council may meet extraordinarily. The Council works on the principle of democratic centralization. The Council's resolution shall be adopted by public vote or secret ballot. The Council's conclusions take effect when more than half of the Council's members approve.

4. **Working regime of Council members**

   The Chairman, Vice Presidents, Secretaries and members of the VNU Quality Assurance Council are entitled to the regimes according to the current regulations of the State of VNU during the time of participating in the activities of the Council.