

DECISION

On the Promulgation of the Regulation on Education Quality Assurance

CHANCELLOR OF VIETNAM NATIONAL UNIVERSITY HO CHI MINH CITY

*Pursuant to the Law on Higher Education No. 125/2025/QH15 dated December 10, 2025;
Pursuant to Decree No. 201/2025/ND-CP dated July 11, 2025, of the Government
prescribing the functions, duties and powers of national universities;*

*Pursuant to Decision No. 26/2014/QĐ-TTg dated March 26, 2014, of the Prime Minister
promulgating the Regulation on the organization and operation of national universities and their
member higher education institutions;*

*Pursuant to Circular No. 01/2024/TT-BGDĐT dated February 5, 2024, of the Ministry of
Education and Training promulgating Standards for Higher Education Institutions;*

*Pursuant to Circular No. 09/2024/TT-BGDĐT dated June 3, 2024, of the Ministry of
Education and Training prescribing transparency in the operations of educational institutions
within the national education system;*

*Pursuant to Decision No. 1331/QĐ-DHQG dated September 13, 2023, of the Chancellor of
Vietnam National University Ho Chi Minh City (VNUHCM) on the promulgation of the VNUHCM
Development Strategy for the period 2021-2030, with a vision to 2045;*

Pursuant to the AUN-QA IQA Management Toolkit, Version 1.3;

*Pursuant to Decision No. 2056/QĐ-DHQG dated October 21, 2025, of VNUHCM
promulgating the Regulation on the Organization and Operation of the Center for Educational
Testing and Quality Assessment;*

*Pursuant to Report No. 231/TTr-KT&DG dated May 11, 2026, of the Center for Educational
Testing and Quality Assessment on the promulgation of the Regulation on Education Quality
Assurance;*

At the proposal of the Director of Department of Academic Affairs.

DECIDES:

Article 1. To promulgate, together with this Decision, the Regulation on Education Quality Assurance.

Article 2. This Decision takes effect from the date of signing.

This Decision supersedes Decision No. 1520/QĐ-DHQG dated December 29, 2017, of the Chancellor of VNUHCM on the promulgation of the Regulation on Education Quality Assurance at VNUHCM.

Article 3. The Chief of Office, Directors of relevant functional departments, Presidents of member universities and affiliated units of Vietnam National University Ho Chi Minh City, and heads of relevant units and individuals shall be responsible for implementing this Decision./.

Recipients:

- As per Article 3;
- Chancellor of VNUHCM (for reporting);
- Filed: Archives, Academic Affairs, CETQA.

ON BEHALF OF THE CHANCELLOR
VICE CHANCELLOR

Tran Cao Vinh

REGULATION

On Education Quality Assurance

*(Issued together with Decision No. /QĐ-ĐHQG dated 2026
of the Chancellor of Vietnam National University Ho Chi Minh City)*

CHAPTER I

GENERAL PROVISIONS

Article 1. Scope of Regulation and Subjects of Application

1. The Regulation on Education Quality Assurance of Vietnam National University Ho Chi Minh City (hereinafter referred to as the Regulation) prescribes the fundamental principles, requirements and contents of education quality assurance at Vietnam National University Ho Chi Minh City (VNUHCM), including: the structure of the education quality assurance system; the model and components of the internal quality assurance system; and the responsibilities of relevant units and individuals in organizing, implementing and monitoring quality assurance activities.

2. This Regulation applies to educational institutions affiliated with VNU-HCM and to individuals and units involved in education quality assurance within the system.

Article 2. Purposes of Promulgating the Regulation

1. To establish a unified regulatory framework for the organization, operation and development of the education quality assurance system at VNUHCM, contributing to the effective realization of the vision, mission, objectives and development strategy of VNUHCM and its constituent educational institutions, while fostering and disseminating a culture of quality.

2. To provide a basis for monitoring, evaluating, benchmarking and continuously improving education quality; meeting the requirements and expectations of stakeholders; enhancing the reputation and standing of VNUHCM; and fulfilling accountability obligations to competent state management authorities and society at large with regard to education quality.

3. To create a foundation for preparing and ensuring the necessary conditions for quality assurance and accreditation activities at the institutional and programme levels in accordance with domestic and international standards, in alignment with development objectives in each phase.

4. To define the roles, responsibilities and coordination mechanisms of management levels and units within the quality assurance system; and to promote stakeholder participation, the development of information systems and databases, thereby ensuring consistent and transparent implementation as well as evidence-based decision-making.

Article 3. Definitions

For the purposes of this Regulation, the following terms shall be understood as follows:

1. Education quality: refers to the degree to which an educational institution or training programme meets its stated objectives as prescribed by law; is responsive to social needs and labour market requirements; meets the expectations of internal and external stakeholders; fulfils the institution's mission in the areas of education, scientific research, innovation and community service; and complies with the requirements of the Law on Education, the Law on Higher Education and other relevant legislation.

2. External evaluation: refers to the process of quality assessment conducted by an accreditation organization based on domestic and international accreditation standards issued or recognized by the Ministry of Education and Training.

3. Higher education quality accreditation: refers to the evaluating and recognizing the degree to which an educational institution or training programme meets quality standards; conducted by domestic, regional or international accreditation organizations recognized by the Ministry of Education and Training in Vietnam.

4. Accountability: refers to the obligation to explain the execution of assigned duties, official functions or matters related to the management responsibilities of an educational institution upon request.

5. Benchmarking: refers to the activity of comparing and contrasting an educational institution or training programme against a set of education quality evaluation standards or against a selected institution/programme for the purpose of quality improvement.

6. Stakeholders: parties with an interest in an educational institution, including learners, academic staff, non-academic staff, leaders and managers, employers, partners, learners' families, investors, direct supervisory authorities, state education management authorities, and other relevant organizations and individuals.

7. Quality improvement: refers to an ongoing process of addressing the limitations and deficiencies of an educational institution and its training programmes with a view to enhancing quality.

8. Internal quality assurance: refers to all internal activities of an educational institution aimed at monitoring and enhancing the quality of higher education.

9. Quality culture: refers to the system of values, norms and established work habits that guide every member of an institution in performing their assigned duties to the highest possible standard.

CHAPTER II

PRINCIPLES OF EDUCATION QUALITY ASSURANCE AT VNUHCM

Article 4. Quality assurance as a responsibility of educational institutions

1. Educational institutions bear the responsibility for developing, implementing and sustaining commitments to education quality. Education quality is identified as a strategic priority, wherein quality assurance plays a central role in driving continuous improvement across all areas and in supporting the effective realization of the institution's vision and mission.

2. The quality commitments of educational institutions shall be clearly and consistently articulated in institutional policies, strategies and relevant management documents, providing a guiding basis for the organization and implementation of quality assurance and enhancement activities.

3. Educational institutions shall establish mechanisms for the annual monitoring and evaluation of the implementation of their quality commitments; utilize the results of such monitoring and evaluation for quality improvement; and concurrently disclose information on the degree of commitment fulfillment in a transparent manner in accordance with prevailing regulations.

Article 5. Ensuring an appropriate balance between institutional autonomy and social accountability

1. Educational institutions shall exercise their autonomy in accordance with the provisions of the law, and shall simultaneously be accountable to society in a comprehensive, timely and transparent manner with regard to education quality.

2. The accountability of educational institutions shall be demonstrated through the development, implementation and maintenance of quality assurance activities; participation in external evaluation and quality accreditation as required; and public disclosure of information pertaining to education quality and performance outcomes, meeting the requirements of all stakeholders.

Article 6. Ensuring the participation and collaboration of all stakeholders in education quality assurance

1. Educational institutions shall develop, review and improve quality assurance policies, strategies and plans with the participation of both internal and external stakeholders.

2. Educational institutions shall establish mechanisms to enhance cooperation and the active involvement of stakeholders, especially external stakeholders, in quality assurance and improvement activities. Feedback collection shall be conducted systematically, in accordance with the institution's annual plan, and utilized as a basis for decision-making and quality improvement.

3. Educational institutions shall establish and operate mechanisms to ensure both vertical and horizontal linkages in quality assurance, comprising:

- a) Vertical linkage refers to the consistency in translating quality policies, objectives and directions from the strategic level of VNUHCM down to the levels of implementation (educational institution, faculty/department, individual), while simultaneously ensuring a two-way feedback mechanism from the implementation level to the planning level. This process is maintained through internal communication systems, feedback mechanisms and coordination and supervision procedures based on delegated authority, with the aim of ensuring compliance and continuous improvement;
- b) Horizontal linkage refers to the synchronized coordination among academic units, functional departments and member educational institutions in sharing data, experiences and good practices in quality assurance. This activity is carried out through data and performance indicator sharing platforms, professional exchange forums and coordination mechanisms for implementing inter-unit improvement initiatives.

4. Educational institutions shall periodically conduct internal evaluations of the degree of vertical and horizontal linkage in quality assurance activities; utilize the evaluation results to identify areas of shortfall and to adjust coordination mechanisms with a view to enhancing the effectiveness of the internal quality assurance system.

5. Educational institutions shall establish mechanisms for the systematic collection, analysis and utilization of feedback from stakeholders, including learners, academic staff, administrators, alumni and employers, for the purpose of reviewing and improving training programmes, policies and quality assurance activities; the results shall be disseminated internally and reported periodically to VNUHCM.

Article 7. Conducting Institutional Activities on the Foundation of a Quality Culture

1. The vision, mission, objectives, educational philosophy and core values of educational institutions shall be developed, communicated and clearly articulated to provide a unified direction for the implementation of activities; and shall be reviewed and evaluated at least once every five-year cycle, with adjustments made as necessary to respond to development requirements and the satisfaction of stakeholders.

2. The development and cultivation of a quality culture is the collective responsibility of all leaders, academic staff, support staff and learners within educational institutions. All institutional stakeholders are responsible for participating in, coordinating and implementing quality assurance and enhancement activities in accordance with their assigned functions and duties; contributing thereby to the formation of quality-oriented habits, norms and behaviours throughout the entire system.

3. Quality assurance activities shall be systematically integrated into all institutional functions and operations.

4. Educational institutions shall develop and implement appropriate recognition, evaluation and reward mechanisms to sustain and enhance the active and enduring participation of individuals and units in quality assurance and improvement activities.

5. Quality assurance policies, objectives, targets and results shall be communicated comprehensively, in a timely and consistent manner to all stakeholders; public disclosure of information and the fulfilment of accountability obligations with regard to education quality shall be carried out in strict compliance with prevailing regulations.

Article 8. The Internal Quality Assurance System is well-structured, flexible, and functions effectively

1. Educational institutions shall establish a well structured and flexible internal quality assurance system, in which the functions, duties and authorities of relevant departments, units and individuals are clearly defined, ensuring appropriate assignment and delegation of responsibilities, with a harmonious balance between centralized management and oversight and the operational autonomy of individual units.

2. The internal quality assurance system shall be organized and operated consistently at all levels of the educational institution. Quality assurance policies, standards and frameworks shall be implemented uniformly from the highest leadership level down to the faculty level and to individual staff members; while simultaneously ensuring close and effective coordination between academic units and functional departments.

3. The system of internal quality assurance regulations and procedures shall be developed in accordance with the provisions of the law, the regulations of VNUHCM and the practical conditions of the educational institution; it shall be reviewed, updated and improved annually to ensure the consistent and systematic implementation of activities.

4. Educational institutions shall develop, apply and continually refine management, monitoring, supervision and quality control tools to support decision-making and enhance the operational effectiveness of the internal quality assurance system.

5. Educational institutions shall annually review, integrate and simplify the quality assurance process system to eliminate duplicative and overlapping procedures; simplify language, forms and reporting requirements; and apply appropriate digital tools to enhance operational efficiency and to encourage the active participation of all administrators, academic staff and learners in quality assurance activities.

Article 9. Institutional leadership shall direct the activities of the education quality assurance system to ensure effective and sustainable implementation

1. Institutional leadership shall translate policies, objectives and development orientations into implementation plans and activities at the faculty, department and functional office levels.

2. Institutional leadership shall ensure the continuous participation, coordination and engagement of stakeholders in the process of developing and implementing policies and regulations pertaining to quality assurance and enhancement.

3. Institutional leadership is responsible for promoting and disseminating a quality culture by integrating quality assurance into all institutional activities and decision-making processes; linking quality assurance with evaluation, recognition, reward and promotion mechanisms; and ensuring the comprehensive, timely and consistent communication of quality assurance policies, objectives and targets to all levels within the institution.

Article 10. Ensuring adequate resources for the effective operation of the internal quality assurance system

1. Educational institutions are responsible for allocating and investing the necessary resources for the development, operation and effective maintenance of the internal quality assurance system, including human resources, financial resources and relevant support conditions.

2. Educational institutions shall develop policies and appropriate, stable and sustainable financial allocation mechanisms for quality assurance activities, meeting the requirements for short-term and long-term implementation of quality assurance activities.

3. Educational institutions shall ensure that quality assurance practitioners and personnel involved in quality assurance activities are sufficient in number and meet the requirements of professional competence and necessary skills to effectively support quality assurance activities in the areas of training, scientific research and community service, aligned with quality enhancement objectives.

4. Educational institutions shall develop and implement a capacity development plan for quality assurance personnel over both short-term and long-term trajectories; with emphasis on training, professional development and enhancement of specialized and quality management capacities to ensure the continuity, stability and sustainable development of the internal quality assurance system.

5. Educational institutions shall develop and implement a mechanism for disseminating quality assurance capacity development throughout the institution, ensuring that knowledge and skills in quality assurance are conveyed from specialized units to administrators, academic staff and employees at all levels, thereby contributing to the cultivation of a sustainable quality culture throughout the organization.

6. Educational institutions shall develop and implement a mechanism for linking quality assurance performance results with performance evaluation, recognition and reward considerations, and professional development of administrators, academic staff and support staff;

while also establishing appropriate recognition forms to encourage the active and sustained participation of all personnel in quality assurance and improvement activities.

Article 11. Educational institutions shall have formal mechanisms and procedures for reviewing training programme quality and monitoring learner progress for continuous quality improvement

1. Educational institutions shall establish and implement formal mechanisms, procedures and a system of clear and appropriate regulations and standards for reviewing and monitoring the quality of training programmes. These mechanisms and procedures shall ensure consistency and compatibility between the vision, mission and strategic objectives of the institution and the training objectives, expected learning outcomes and curriculum of each training programme.

2. Educational institutions shall develop a learner support system with competent professional staff and appropriate tools to advise, guide and support learners throughout the learning process; while simultaneously monitoring and systematically supervising learner progress, academic results and academic workload. Collected data and information shall be analyzed and used as a basis for adjusting and improving training programmes and learner support activities.

3. Learner quality indicators including dropout rates, graduation rates, average time to graduation and employment rates shall be identified, collected, monitored and benchmarked annually, and shall be used to evaluate training effectiveness and to serve as a basis for continuous quality improvement activities.

Article 12. Quality shall be monitored and evaluated regularly at all levels for the purpose of continuous improvement

1. Educational institutions shall issue and implement policies and mechanisms for monitoring the operation of internal quality assurance processes at all units, providing a basis for adjustments and the promotion of quality improvement in a continuous and systematic manner.

2. Educational institutions shall establish mechanisms and systems for the collection, analysis and utilization of feedback from internal and external stakeholders to support decision-making and quality improvement at all levels.

3. Training programmes shall be monitored, supervised, benchmarked and evaluated in alignment with the quality accreditation cycle, based on appropriate criteria and indicators, with a view to ensuring the achievement of predetermined training objectives and expected learning outcomes and the fulfilment of stakeholder needs and expectations.

4. Educational institutions shall develop policies and plans for evaluating the quality of training programmes against appropriate domestic and international standards; evaluation results shall be used to enhance quality and for the sustainable development of training programmes.

5. Quality assurance data and information shall ensure appropriate accessibility for stakeholders; serve management, decision-making, external evaluation, quality accreditation and university ranking purposes; and ensure consistency, confidentiality and information security in accordance with prevailing regulations.

6. With respect to training programmes in teacher education, health sciences, law and other disciplines as prescribed by the Minister of Education and Training, educational institutions are responsible for developing plans and conducting quality accreditation in strict compliance with the provisions of the law; VNUHCM is responsible for monitoring and supervising the fulfilment of mandatory accreditation obligations by educational institutions within the system.

Article 13. Updated information on educational institutions, training programmes, achievements and quality processes shall be made publicly available to society

1. Educational institutions shall provide comprehensive, timely, accurate, objective and regularly updated information pertaining to the institution as required, including: general information about the educational institution; training programmes, training objectives, expected learning outcomes, degrees and certificates awarded upon graduation; teaching, learning and assessment processes; career opportunities for learners; and accreditation results. The public disclosure of this information must ensure that stakeholders can easily search, access and use it when needed.

2. Educational institutions are responsible for developing, maintaining and updating their website for quality assurance activities. This portal shall provide information related to the internal education quality assurance system and mechanisms, implementation procedures, self-assessment results, external evaluation results and achievements in quality assurance and improvement activities.

CHAPTER III

MODEL AND COMPONENTS OF THE INTERNAL QUALITY ASSURANCE SYSTEM

Article 14. The Internal Quality Assurance Model

1. VNUHCM shall develop the internal quality assurance system according to a unified model that serves as the guiding framework for all quality assurance activities throughout the system.

2. The internal quality assurance model shall be designed according to the principle of fitness for purpose, ensuring close alignment with the vision, mission and development strategy of VNUHCM, while meeting state regulations and the requirements of stakeholders.

3. The internal quality assurance system shall operate according to a cycle of continuous improvement, through synchronized interaction and linkage among four core components: (1)

quality assurance policy; (2) quality assurance systems and processes; (3) data analysis and information management; and (4) quality monitoring, evaluation and enhancement.

4. Internal quality assurance activities shall be implemented on the basis of systematic strategic environmental analysis, conducted periodically or when significant changes arise from the operational context. The analysis shall cover external factors affecting the educational institution, such as: political, legal and state policy factors; economic and labour market factors; social, demographic and stakeholder expectation factors; science, technology and digital transformation factors; and environmental and sustainable development factors. The results of the analysis shall serve as an important basis for adjusting and refining the vision, mission, development strategy and quality assurance policy, ensuring the continuous adaptation and improvement of the system.

Article 15. VNUHCM Quality Policy

1. Quality is the top priority in the development strategy of VNUHCM, integrated throughout all areas of activity and implemented with the active participation of stakeholders.

2. Quality is oriented according to the principle of regular and continuous improvement, linked to the encouragement of innovation and creativity in governance mechanisms, organizational structures and the diversification of evaluation and accreditation activities against reputable domestic and international standards.

3. The quality policy of VNUHCM shall be developed on the basis of VNUHCM's vision, mission and development strategy and the requirements of stakeholders; issued by the Chencellor of VNUHCM, publicly disseminated, and periodically reviewed and updated to remain aligned with development requirements and domestic and international quality assurance standards.

4. The quality policy shall be specified into policies for the core operational areas of educational institutions, including education, scientific research and innovation, community service and area-specific fields according to the context of each unit; each educational institution is responsible for issuing, implementing and periodically reviewing area-specific policies in alignment with the general orientations of VNUHCM.

Article 16. Development and implementation of quality assurance regulations and procedures

1. VNUHCM shall issue a general guidance framework on quality assurance systems, standards and procedures; on this basis, members shall develop, issue and implement specific quality assurance regulations and procedures, consistent with VNUHCM regulations and the university's specific context.

2. The internal quality assurance system shall establish procedures for the operation of key areas, including: training management; teaching and learning activities; scientific research and

innovation; community service; international cooperation and external relations; human resource governance; financial management; management of physical infrastructure and digital systems. Threshold standards, procedural requirements and monitoring indicators for each key area shall be stipulated in details in guidance documents issued by the Center for Educational Testing and Quality Assessment.

3. Teaching and learning procedures shall be designed according to an outcomes-based education orientation, ensuring the continuity, consistency and continuous improvement of training programmes in order to meet stakeholder requirements.

4. Digital transformation activities shall be systematically integrated into the quality assurance process system, including: a digital platform for academic transaction processing (course registration, viewing results, online tuition payment); a learning management system (LMS) for teaching and learning; digital tools for quality assurance data collection and analysis; and artificial intelligence applications to support teaching-learning and quality monitoring. Digital systems must ensure data connectivity, sharing and cross-unit accessibility throughout VNUHCM.

5. Educational institutions shall issue phased digital transformation plans for quality assurance activities, clearly identifying the roadmap, digitalization objectives, budget and implementation personnel; conducting annual effectiveness evaluations and adjusting plans as necessary. The management, exploitation and use of quality assurance data must comply with legal regulations on technology application, information security and personal data protection.

Article 17. Data analysis and quality assurance information management

1. VNUHCM shall develop and operate a quality assurance management information system integrated within VNUHCM's shared database, ensuring the centralized and unified capacity for data collection, storage, processing, analysis and exploitation; serving the monitoring, benchmarking and evaluation of the implementation of key performance indicators (KPIs) aligned with the development strategy of the entire system.

2. Educational institutions are responsible for developing, maintaining and operating an effective information management system, ensuring the completeness, accuracy, timeliness and consistency of data, meeting the requirements of training management, quality assurance and improvement.

3. Quality assurance data and information shall cover at minimum the following key content areas: enrolment and training results; employability of graduates; scientific research and innovation productivity; the size, structure and competency of the academic and administrative workforce; the adequacy of physical facilities and support services; financial sustainability; and stakeholder feedback.

4. The management, exploitation and use of quality assurance data must comply with VNUHCM's information security regulations and relevant legislation; be implemented according to the principle of differentiated access rights commensurate with the functions and duties of each unit and individual; and ensure data security and accountability in accordance with prevailing regulations.

5. The quality assurance management information system must fully comply with regulations on personal data protection pursuant to Decree No. 13/2023/ND-CP; educational institutions are responsible for:

a) Developing data security policies for learners and stakeholders; assigning access rights in accordance with the principle of minimum necessary access;

b) Clearly defining permissible cases for the use of artificial intelligence (hereinafter referred to as AI) in teaching, learning and research; ensuring academic integrity in the use of AI tools;

c) Formulating contingency plans for incidents of leakage or compromise of learners' personal data.

6. On an annual basis, members shall organize reviews and evaluations of the operational effectiveness of the quality assurance information system; on this basis, propose and implement improvement solutions aimed at enhancing data utilization efficiency and the quality of management and quality assurance activities.

7. VNUHCM and educational institutions shall proactively participate in reputable domestic and international university ranking systems consistent with their development orientations; utilize ranking results and data as an important benchmarking information source to evaluate their standing, identify areas for improvement and establish development objectives; ensure the accuracy and integrity of data provided to ranking organizations and publicly disclose results in accordance with legal regulations.

Article 18. Quality Monitoring and Enhancement

1. VNUHCM shall develop and issue standards and guidance to monitor and evaluate the operational effectiveness of the internal quality assurance system at educational institutions.

2. Educational institutions are responsible for monitoring and evaluating quality of training, scientific research and community service activities; monitoring the quality of training programmes; annually evaluating the operational effectiveness of the internal quality assurance system and implementing improvement activities.

3. VNUHCM shall organize evaluations of the internal quality assurance systems of educational institutions and communicate the results to the respective institutions. Educational institutions are responsible for developing plans and implementing specific improvement activities

based on the recommendations provided, reporting on implementation results to VNUHCM through the Center for Educational Testing and Quality Assessment.

4. Educational institutions shall publicly disclose information on quality assurance conditions in accordance with prevailing regulations; implement annual and ad hoc reporting on quality assurance in accordance with regulations; and provide comprehensive and timely information, data and reports as required by VNUHCM and competent state management authorities.

5. On the basis of synthesizing results of monitoring, evaluation and quality improvement across educational institutions, VNUHCM shall develop and publish an Annual Quality Report, serving the purposes of management, strategic planning and social accountability.

6. Educational institutions shall periodically conduct quality benchmarking at two levels: internal benchmarking among units and training programmes within the VNUHCM system; and external benchmarking against comparable domestic and international institutions; and shall use benchmarking results to identify areas of underperformance, establish improvement objectives and inform development strategic planning.

CHAPTER IV

ORGANIZATIONAL STRUCTURE AND RESPONSIBILITIES IN EDUCATION QUALITY ASSURANCE

Article 19. Structure of the VNUHCM education quality assurance system

The VNUHCM education quality assurance system is organized according to a three-tier model, ensuring unified direction and coordination at the VNUHCM level and proactive and flexible implementation at institutional level and faculty/department level, as follows:

1. VNU-HCM level: comprising the VNUHCM Board of Chancellors, relevant functional departments and the Center for Educational Testing and Quality Assessment. The VNUHCM level is responsible for strategic orientation; issuing policies and guidance; and monitoring and coordinating quality assurance activities throughout the entire VNUHCM system.

2. Institutional level: comprising the Boards of Presidents of member universities and the quality assurance office. This level is responsible for organizing, operating and improving quality assurance activities in a alignment with the general orientations of VNU-HCM and the specific conditions of the institution.

3. Faculty/department level: comprising the quality assurance unit within faculties or equivalent units, directly supervised by faculty/department leadership. This level is responsible for implementing quality assurance procedures in educational, scientific research and community service activities in accordance with the assignments of the Board of Presidents.

Article 20. Responsibilities of the VNUHCM Board of Chancellors

1. To bear overall responsibility to society and to state management authorities for the education quality of VNUHCM.

2. To approve the strategic quality assurance plan at the VNUHCM level; to issue regulatory documents on quality assurance throughout the entire system.

3. To decide on budget allocation for system-level activities or priority programmes/projects; to approve the implementation of evaluation and accreditation against domestic and international standards.

Article 21. Responsibilities of VNUHCM Functional departments

1. To advise the VNUHCM Board of Chancellors in the implementation of policies and plans for quality enhancement in their respective areas of responsibility; to propose improvement measures and support educational institutions in effectively implementing specialized activities within the purview of the department.

2. Functional departments (such as Department of Academic Affairs, Department of Science and Technology, Department of Student Affairs, etc.) are responsible for monitoring, supervising and evaluating the implementation of quality indicators throughout the VNUHCM system within their respective areas of specialized management. Monitoring results and related data must be shared and closely coordinated with the Center for Educational Testing and Quality Assessment for analysis, benchmarking and compilation into VNUHCM's Annual Quality Report.

Article 22. Responsibilities of the Center for Educational Testing and Quality Assessment

1. To advise the VNU-HCM Board of Chancellors in the development of objectives, policies, procedures, regulations and specific plans for education quality assurance activities throughout VNUHCM.

2. To assist the VNUHCM Board of Chancellors in managing quality assurance activities at VNUHCM; to coordinate, guide, supervise and inspect implementation at educational institutions with a view to ensuring the synchronous and effective realization of VNUHCM's education quality assurance objectives.

3. To monitor quality through the collection, analysis, evaluation and benchmarking of core quality assurance data within VNUHCM; to develop VNUHCM's Annual Quality Report.

Article 23. Responsibilities of the Boards of Presidents of Educational Institutions

1. To bear responsibility for education quality and quality assurance activities at the institution; to ensure the internal quality assurance system is established, operates effectively and is continuously improved; to fulfil accountability obligations regarding education quality to VNUHCM, competent state management authorities and society in accordance with prevailing regulations.

2. To issue internal regulations, procedures, quality manuals and medium-term and annual quality assurance plans of the institution, based on the specification of this Regulation and VNUHCM guidance in a manner appropriate to the specificities of the institution.

3. To decide on the establishment, define the functions and duties, and ensure the operational conditions of the specialized quality assurance unit and the quality assurance network within faculties and offices in accordance with the structure specified in Article 19.

4. To direct, supervise and evaluate the implementation of education quality assurance activities throughout the institution; to use evaluation results to adjust management activities, allocate resources and promote continuous quality improvement.

Article 24. Responsibilities of the Quality Assurance Office at institutional level

1. To develop the institution's annual quality assurance plan for submission to leadership for approval; to serve as the focal point for establishing, managing and operating the system for storing evidence, databases and quality assurance data, ensuring accuracy, currency and effective service of benchmarking and evaluation activities.

2. To take the lead in organizing self-assessment at the programme and institutional levels; to coordinate with relevant parties in preparing conditions for external evaluation and accreditation; to serve as the focal point for monitoring, follow-up and consolidation of results from the implementation of quality improvement plans by units following evaluation cycles.

3. To provide professional guidance and technical instruction on self-assessment and the use of quality assurance tools to faculties and offices; to implement stakeholder feedback surveys and to analyze survey data for quality improvement purposes.

Article 25. Responsibilities of Faculty/Department Leadership

1. To bear comprehensive responsibility for the quality of education, scientific research, innovation and learner support activities within the faculty/department; to directly direct and ensure that academic staff, support staff and learners within the faculty/department strictly comply with quality assurance regulations and procedures of VNUHCM and the institution.

2. To develop and implement plans and internal quality assurance mechanisms of the faculty/department consistent with the strategies, regulations and quality assurance procedures of the educational institution.

3. To be responsible for the accuracy and completeness of quality data and key performance indicators (KPIs) of the faculty/department prior to submission to institutional leadership for approval.

4. To organize the collection of learner feedback on teaching activities of academic staff and other quality surveys within the faculty/department; to directly direct the implementation of

corrective actions and improvement of training programme quality upon receipt of recommendations from external evaluation panels.

Article 26. Responsibilities of Office/Department Leadership

1. To bear responsibility for the quality and effectiveness of assigned operational areas; to directly direct the development, standardization and operation of professional procedures within their area of responsibility, ensuring these activities are carried out in a consistent, open and transparent manner in accordance with institutional quality standards.

2. To bear responsibility for the accuracy, timeliness and systematic nature of the collection, storage of evidence and updating of data pertaining to the area of responsibility of the office/department into the quality assurance management information system of the institution and VNUHCM.

3. To monitor, evaluate and improve the quality of office/department activities; to consolidate and report on quality assurance implementation results in accordance with the institution's annual plan.

Article 27. Responsibilities of Academic Staff

1. To bear responsibility for the quality of teaching and learner support; to conduct teaching and assessment activities in strict accordance with the approved detailed course syllabus; to publicly disclose the requirements, assessment criteria and expected learning outcomes of the course to learners at the commencement of each semester.

2. To directly participate in the drafting, review and revision of the detailed syllabi of courses under their purview; to proactively propose solutions for improving teaching methods, assessment and examination forms and training programme's curriculum; to participate in self-assessment drafting teams as assigned by faculty leadership.

3. To conduct self-evaluations of teaching and scientific research effectiveness based on learner feedback, peer feedback and individual performance indicators; to use self-evaluation results to plan professional development.

4. To participate fully in professional training programmes on quality assurance such as examination development techniques, methods of assessment and evaluation, and quality accreditation standards in accordance with the plans of the institution and VNUHCM.

Article 28. Responsibilities of Support Staff

1. To be responsible for performing support duties in strict accordance with the professional procedures issued by the institution; ensuring transparency, clarity and professionalism in serving stakeholders.

2. To directly collect, classify and systematically store records, evidence and data arising in the course of their work; to provide relevant evidence in a timely and accurate manner for the

purpose of self-assessment and quality accreditation upon request; to participate in providing logistical support for external evaluation panels.

3. To be responsible for proposing improvements, optimization or digital transformation of professional procedures within their area of responsibility, with a view to minimizing administrative procedures, reducing processing time and enhancing stakeholder satisfaction; to proactively implement specific corrective measures in response to feedback from learners or colleagues regarding the quality of support services.

4. To participate fully in quality assurance training, such as records management skills and the use of management software tools, to enhance work effectiveness.

Article 29. Responsibilities of Learners

1. To proactively implement the learning, research and self-development plan in strict accordance with the regulations of the training programme; to ensure that learning activities are oriented towards achieving the expected learning outcomes of each course and the programme.

2. To participate in providing opinions and honest, responsible feedback on the training programme, teaching and learning activities, learner support services and physical facility conditions, thereby contributing to the improvement and enhancement of the institution's education quality.

3. To be responsible for participating in interviews or providing information to external evaluation panels upon request.

CHAPTER V

IMPLEMENTATION

Article 30. Commendation and Handling of Violations

1. Units and individuals with outstanding achievements or effective initiatives in quality assurance activities shall be commended and nominated for recognition and awards at various levels in accordance with prevailing regulations, and shall be prioritized in the allocation of resources, development investment funding and professional activity support conditions. Performance outcomes in quality assurance duties shall constitute an important criterion for emulation, reward and annual staff performance classification.

2. Units and individuals that fail to implement, implement incompletely or implement tardily the quality assurance regulations, shall, depending on the nature and severity of the violation, receive warnings, reprimands or be subject to disciplinary action in accordance with VNUHCM regulations and prevailing legislation.

Article 31. Risk Management and Handling of Quality Incidents

1. On an annual basis, educational institutions shall proactively review, identify and classify potential risks affecting education quality as a basis for developing a system of contingency plans and detailed response plans for each specific scenario.

2. When an incident occurs, educational institutions must activate response procedures, conduct timely reporting to VNUHCM and carry out a comprehensive post-incident evaluation to adjust policies and improve the internal quality assurance system with a view to preventing similar risks in the future.

Article 32. Organization of Implementation

1. Educational institutions and relevant units are responsible for organizing the implementation of this Regulation; developing, issuing and applying quality assurance regulations, tools and plans appropriate to the specific conditions of the institution; annually reporting to VNUHCM on implementation results, while concurrently proposing recommendations and solutions for enhancing the effectiveness of higher education quality assurance activities. Presidents of educational institutions bear the highest responsibility for the accuracy, objectivity and authenticity of information, data and evidence in reports submitted to VNUHCM through VNUHCM Functional departments.

2. The Center for Educational Testing and Quality Assessment shall serve as the focal unit responsible for coordinating with functional departments in monitoring, supervising and consolidating the implementation of this Regulation; receiving and analyzing reports from educational institutions; and advising and proposing to VNUHCM the organization of review, evaluation and experience-sharing activities in the implementation of quality assurance activities.

3. The VNUHCM Board of Chancellors shall consider reports and proposals from the Center for Testing and Quality Assessment to direct timely adjustments to quality assurance policies, strategies and solutions throughout the VNUHCM system as necessary.

Article 33. Validity and Review, amendment of the Regulation

1. Training programmes or educational institutions that are in the process of self-assessment or have registered for external evaluation prior to the date this Regulation takes effect shall continue to implement in accordance with the approved plan, but shall be required to update reporting and data requirements in accordance with this Regulation from the subsequent cycle.

2. Within twelve (12) months from the date this Regulation takes effect, educational institutions are responsible for reviewing, newly issuing, or amending and supplementing their internal regulations on unit-level quality assurance in accordance with this Regulation.

3. In the course of implementation, should any difficulties or obstacles arise, units shall request VNUHCM to consider amending and supplementing the Regulation accordingly.

4. The Center for Testing and Quality Assessment is responsible for organizing reviews and evaluations of the effectiveness and appropriateness of this Regulation at least once every three (03) years from the date of its entry into force, or when there are fundamental changes to the legal framework, VNUHCM's development strategy or regional and international quality assurance standards. Review results shall be submitted to the VNUHCM Board of Chancellors for consideration and timely amendment and supplementation of the Regulation./.