

Regulations on the Quality Assurance System of the University of Information Technology

(Enacted pursuant to Decision No. 881/QĐ-DHCNTT dated December, 25th, 2018 of the Rector of the University of Information Technology)

Chapter I: General Provisions

Article 1. Scope and Applicability

1. This document stipulates the overall internal quality assurance system (IQAS) of the University of Information Technology (UIT), including general regulations, the IQAS organizational structure and operation, the IQAS framework, and the conditions and criteria for operating the IQAS.
2. This document applies to faculties, departments, centers, divisions, lecturers, and students of the UIT.

Article 2. Purpose

The IQAS of the UIT is designed, operated, and developed to continuously evaluate, measure, control, maintain, and improve the quality of the Institution's core activities such as education, scientific research, and community service. The IQAS aims to meet the Institution's vision, mission, strategic objectives, and ensure the satisfaction of all stakeholders.

Article 3. Definition of Terms

In this document, the following terms shall have the following meanings:

1. *Educational quality assurance* refers to all strategies, policies, objectives, management systems, activities, resource conditions, and other measures to maintain and enhance the quality of education to meet quality standards.
2. *Self assessment* is the process by which the Institution examines and analyzes against educational quality standards to assess the quality of education, the effectiveness of educational, research, and community service activities, so that the Institution can adjust resources and processes to meet educational quality standards.

3. *External evaluation* refers to the assessment and evaluation process conducted by educational quality assurance organizations (both domestic and international) based on educational quality assessment standards to determine the extent to which the Institution meets educational quality standards.

Article 4. Responsibilities for Implementing Quality Assurance

All staff, lecturers, employees, and students of the University have the responsibility to participate in quality assurance activities.

The unit responsible for quality assurance (Inspection, Legal Affairs, and Quality Assurance Department) has the function of advising and assisting the Rector and is responsible for implementing the University's quality assurance activities in accordance with the law and relevant regulations.

QA Teams of Faculties have the responsibility to implement quality assurance activities at their units.

Article 5. Organizational Chart and Operation of the Quality Assurance System

The UIT operates the quality assurance system as shown in Figure 1. Accordingly: The Rector or the authorized Vice Rector is responsible for overall quality management, including quality assurance strategies, short-term and long-term plans, and directs the implementation of plans and policies to achieve quality objectives.

The University Quality Assurance Board advises the Rector on the development and implementation of quality assurance strategies, policies, and plans for education, scientific research, and community service.

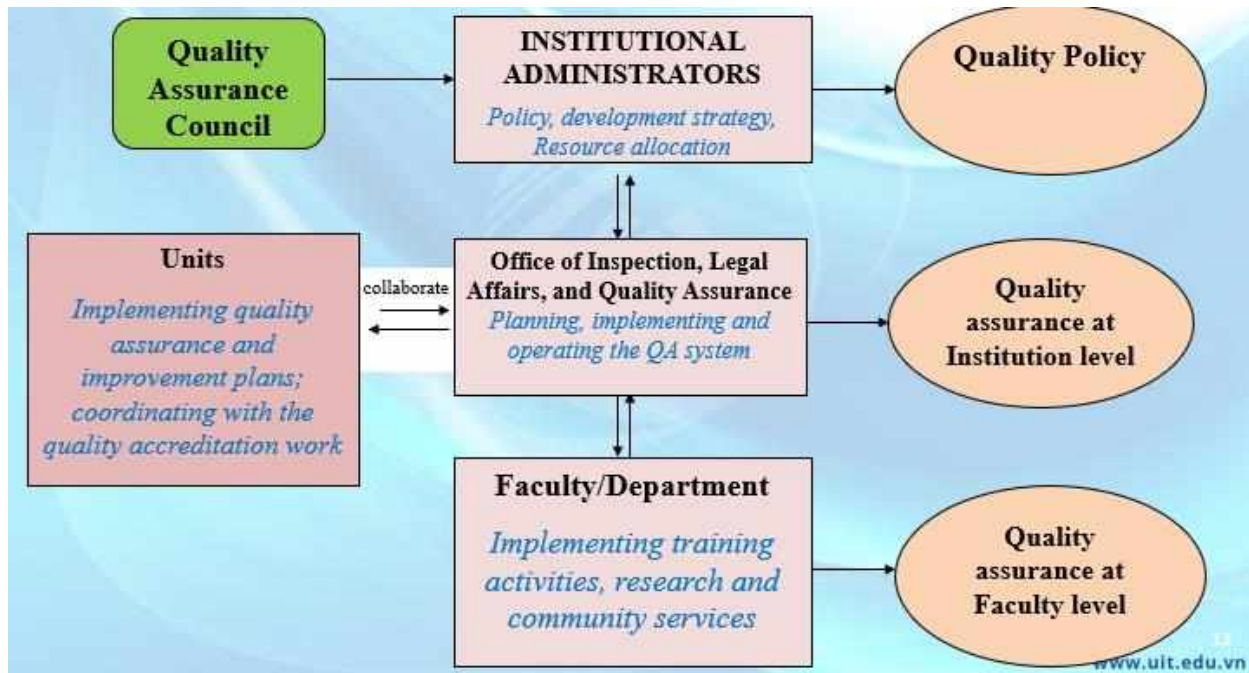
The unit responsible for quality assurance, currently the Inspection, Legal Affairs, and Quality Assurance Department, has the duties and powers as stipulated in Article 6.

The departmental/faculty-level Quality Assurance Teams shall have at least 3 members, including the head of the department/faculty as the chair and other departmental/faculty members. The departmental/faculty-level

Quality Assurance Teams shall have responsibilities and authorities as stipulated in Article 7.

Departments, offices, and centers shall be responsible for implementing the quality assurance plan and improving quality within their units in accordance with the University’s quality assurance inspection.

Figure 1. Organizational chart of the Internal Quality Assurance System of UIT



Article 6. Responsibilities and Authorities of the unit responsible for quality assurance (Inspection, Legal Affairs, and Quality Assurance Department)

Implementing policies, regulations, and legal documents on quality assurance at all levels and of the University; to develop a quality assurance culture among lecturers, staff, and students.

Assisting the Rector in developing quality assurance plans, organizing assessments, and quality assurance audits according to the regulations of the Ministry of Education and Training, the Vietnam National University- Ho Chi Minh City, and the national and international quality assurance audits recognized by the Ministry of Education and Training.

Supporting the University-level self-assessment Board, to actively consult and direct the collection of documents and evidence for assessment, to consolidate and update the quality assurance database on a regular basis.

Organizing the assessment of lecturers' teaching quality; to organize the assessment of outcomes and collect feedback from staff, lecturers, students, alumni, and employers on the quality of training and other quality assurance factors; to analyze assessment results, conduct surveys, and develop improvement plans.

Reporting annually to the Vietnam National University-Ho Chi Minh City on quality improvement results, including reports on the University's quality assessment, program evaluation, peer evaluation, outcome assessment, and plans and tasks to be implemented in the following academic year.

Publicing quality assurance policies, assessment results, and quality assurance audits on the University's website and other media as required by the Ministry of Education and Training and the Vietnam National University-Ho Chi Minh City.

To organize/participate in training courses on quality assurance.

To carry out other quality assurance tasks assigned by the Rector.

Article 7. Responsibilities and Authorities of the Departmental/Faculty-level Quality Assurance Teams

To implement policies, regulations, and legal documents on quality assurance at all levels and of the University; to develop a quality assurance culture among lecturers, staff, and students;

To develop plans and implement quality assurance activities at the department/faculty level to meet the requirements of the University and the Vietnam National University-Ho Chi Minh City;

To conduct self-assessment and peer review of programs according to national, regional, and international standards that the University strives to meet;

To implement improvement activities after the assessment and to cooperate with the quality assurance unit in carrying out other tasks according to the regulations and procedures of the University's quality assurance activities;

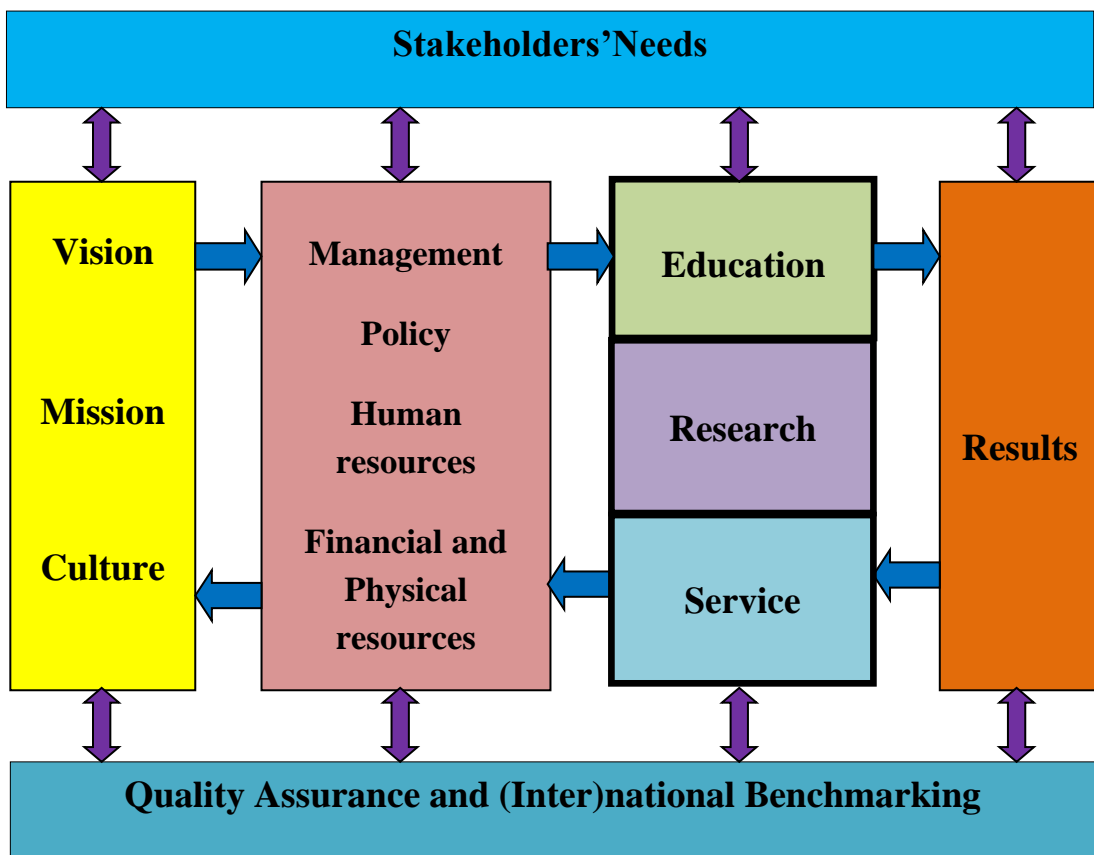
To conduct/participate in surveys and research to serve quality assurance activities at the unit and to participate in training courses on quality assurance.

Chapter 2. INTERNAL QUALITY ASSURANCE SYSTEM

Article 8. Internal Quality Assurance System Framework

The UIT's Internal Quality Assurance System is modeled on the ASEAN University Network (AUN)'s institutional quality assurance framework and the quality assurance standards set forth in Circular No. 12/2017/TT-BGDDT of the Ministry of Education and Training. The system has been adapted to suit the University's specific context and is depicted in Figure 2

Figure 2. Internal Quality Assurance System of UIT



Stakeholder satisfaction is manifested in the development of vision, mission, cultural values, as well as the establishment of governance systems, leadership structure, management, and the building of resources such as human, finance, infrastructure, and external relations to implement training, research, and community services activities.

Quality assurance (QA) is integrated throughout all major activities of the University through the development, issuance, and implementation of policies, procedures, and regulations, along with a monitoring, auditing, and evaluation system using specialized QA tools and continuous improvement to achieve quality objectives.

The University's QA system operates continuously through the PDCA cycle (Plan-Do-Check-Act) to ensure that all University activities, from planning to implementation, review, evaluation, and improvement, adhere to the prescribed procedures and regulations.

Detailed activities for operating the QA system are specified in the attached appendix."

Article 9. Perfecting the System of Regulations and Procedures

The system of QA regulations and procedures is developed in accordance with the regulations of the Ministry of Education and Training, the University of Science and Technology of Ho Chi Minh City, and other related regulations; it is periodically reviewed and improved to systematically, effectively, and comprehensively implement QA activities.

Article 10. Information System

1. Standardizing all data to ensure that information is collected accurately, objectively, quickly, and securely stored.
2. Providing timely, accurate, and up-to-date information about the University, training programs, learning objectives, degrees awarded upon graduation, teaching and assessment processes; learning opportunities for students, career opportunities, and quality assurance activities to ensure that all relevant parties can easily find and access this information when needed.

Article 11. Implementing Organizations The QA unit is responsible for implementing policies, guidelines, and QA plans according to its functions

and duties and under the direction of the President to operate the QA system and achieve the University's quality education objective.

Article 12. Related Units All relevant units in the University are responsible for reviewing, updating, and supplementing procedures and regulations; developing and implementing QA-related activities according to this system.

Article 13. Reporting and Decision Making The QA unit and relevant units shall submit reports and proposals; the Board of Management shall review and make decisions on adjustments to the University's QA strategy and policies when necessary.

APPENDIX

(Issued under Decision No. 881/QĐ-ĐHCNTT dated of 25th, December , 2018 of the Rector of the University of Information Technology)

Implementation process	Activities	Implementing unit	Coordinating unit
1	VISION, MISSION, AND CULTURE	Boards of Presidents	Office of Personnel & Administrative Affairs
P	Formulating a vision and mission that align with stakeholder expectations		
P	Cultivating a corporate culture that embodies the vision and mission		
D	Disseminating and interpreting the vision, mission, and culture for operational effectiveness		
CA	Continuously evaluating and refining the vision, mission, and culture to ensure stakeholder satisfaction		
2	GOVERNANCE	Boards of Presidents	Office of Personnel & Administrative Affairs
P	Implementing a governance framework comprising a school board, party and mass organizations, and other advisory bodies, in accordance with regulations		
D	Resolutions of governing bodies are operationalized through action plans, policies, and guidelines		
CA	The governance framework is subject to regular review and enhancement to optimize performance and mitigate risks		
3	LEADERSHIP AND MANAGEMENT	Boards of Presidents	Office of Personnel & Administrative Affairs
P	Implementing a management framework that delineates roles, responsibilities, decision-making authority, information flow, and reporting mechanisms to realize the vision, mission, culture, and strategic goals		

Implementation process	Activities	Implementing unit	Coordinating unit
D	Facilitating information sharing and stakeholder engagement to ensure alignment with the vision, mission, culture, and strategic goals.		
CA	The leadership and management framework is subject to periodic review and enhancement to optimize managerial effectiveness and operational outcomes.		
4	STRATEGIC MANAGEMENT	Boards of Presidents	Strategy Team
P	Developing a strategic plan to achieve the vision, mission, culture, and strategic objectives in teaching, research, and community service		
D	Communicating the strategic plan and translating it into short-term and long-term plans for implementation		
C	Establishing key performance indicators and targets to measure the achievement of strategic objectives		
A	Improving the strategic planning process as well as key performance indicators and targets to achieve strategic objectives		
5	POLICIES	Boards of Presidents	Units
P	Developing policies for teaching, research, and community service		
D	Formalizing, disseminating, and implementing procedures to monitor compliance with policies		
CA	Regularly reviewing and improving policies for teaching, research, and community service to enhance efficiency and meet the needs and satisfaction of stakeholders		
6	HUMAN RESOURCE MANAGEMENT	Office of Personnel & Administrative Affairs	Units
P	Planning human resources to fully meet the needs of teaching, research, and community service activities		
P	Defining and publicizing recruitment and selection criteria (including criteria for ethics and academic freedom used in the appointment and arrangement of personnel)		
P	Identifying and developing competency standards (including leadership skills) for different groups of staff, teachers, and employees		
D	Identifying training, development, and staff development		

Implementation process	Activities	Implementing unit	Coordinating unit
	needs and implementing activities to meet those needs		
D	Implementing a performance management system (including rewards, recognition, and development plans) to promote and support teaching, research, and community service activities		
C	Regularly reviewing and improving human resource policies, procedures, and plans to support teaching, research, and community service		
7	FINANCIAL AND PHYSICAL RESOURCE MANAGEMENT		Units
PDCA	Establishing and operating a system for planning, implementing, auditing, and enhancing financial resources to support the realization of the vision, mission, and strategic objectives in teaching, research, and community service	Office of Planning and Finance	
PDCA	Establishing and operating a system for planning, maintaining, evaluating, and upgrading physical facilities and infrastructure, including teaching and learning tools, laboratories, equipment, and tools, to meet the needs of teaching, research, and community service	Office of Facilities Management	
	Establishing and operating a system for planning, maintaining, evaluating, and upgrading information technology equipment and infrastructure such as computers, networks, backup systems, security, and access to meet the needs of teaching, research, and community service	Office of IT & Data Resource Management	
PDCA	Establishing and operating a system for planning, maintaining, evaluating, and enhancing learning resources such as library materials, teaching aids, online databases, etc. to meet the needs of teaching, research, and community service	Library	
PDCA	Establishing and operating a system for planning, implementing, evaluating, and improving the environment, health, safety, and accessibility of people with special needs	Office of Campus Services	
8	EXTERNAL RELATIONS	Office of External Relations	Faculty/Department
P	Developing plans to expand partnerships, networks, and external relations to achieve the vision, mission, and strategic objectives		

Implementation process	Activities	Implementing unit	Coordinating unit
D	Implementing policies, procedures, and agreements to foster partnerships, networks, and external relations		
CA	Reviewing and improving partnerships, networks, and external relations		
9	INTERNAL QUALITY ASSURANCE AND BENCHRARKING	Office of Inspection - Legal Affairs - Quality Assurance	Units
P	Establishing the structure, roles, responsibilities, and accountability of the internal quality assurance system to meet strategic and quality assurance objectives		
P	Developing a strategic quality assurance plan (including strategy, policies, stakeholder involvement, activities such as promoting quality assurance and capacity building) to meet strategic and quality assurance objectives		
D	Communicating the strategic quality assurance plan and translating it into short-term and long-term plans for implementation		
D	Implementing a system for storing documents, reviewing, and disseminating quality assurance policies, systems, procedures, and protocols		
C	Establishing key performance indicators and targets to measure the results of quality assurance activities		
A	Improving the planning process, key performance indicators, and targets to meet strategic and quality assurance objectives		
10	SELF-ASSESSMENT AND EXTERNAL EVALUATION	Office of Inspection - Legal Affairs - Quality Assurance	Units
P	Developing a self-assessment plan and preparing for external evaluation		
D	Conducting regular self-assessments and external evaluations by trained staff and/or independent experts		
C	Reviewing the findings and results of self-assessments and external evaluations		
A	Improving the self-assessment process and the process of preparing for external evaluation to meet strategic		

Implementation process	Activities	Implementing unit	Coordinating unit
	objectives		
11	INTERNAL QUALITY ASSURANCE INFORMATION SYSTEM	Office of Inspection - Legal Affairs - Quality Assurance	Units
P	Establishing an internal quality assurance information management plan, including the collection, processing, reporting, receiving, and transferring of information from stakeholders to support teaching, research, and community service activities		
D	Internal quality assurance information, including data analysis results, must be relevant, accurate, and readily available to provide timely support to stakeholders for decision-making, while ensuring consistency, confidentiality, and security		
C	Reviewing the internal quality assurance information management system, the quantity, quality, consistency, confidentiality, and security of data and information		
A	Improving the management of internal quality assurance information as well as policies, procedures, and plans for managing internal quality assurance information to support teaching, research, and community service		
12	QUALITY ENHANCEMENT	Office of Inspection - Legal Affairs - Quality Assurance	Units
P	Developing a continuous quality improvement plan, including policies, systems, procedures, and resources to best carry out teaching, research, and community service activities		
P	Establishing criteria for selecting partners, benchmarks, and comparisons to enhance the quality of activities		
D	Conducting benchmarking and comparisons to strengthen quality assurance activities and encourage innovation		
C	Reviewing the process of selection, use of benchmarks, and comparisons		
A	Improving the process of selection, use of benchmarks,		

Implementation process	Activities	Implementing unit	Coordinating unit
	and comparisons to continuously achieve the best results in teaching, research, and community service		
13	EDUCATION (Recruitment and Enrollment)	Office of Undergraduate Academic Affairs	Faculty/Department
P	Developing plans, policies, and communication for student recruitment in training programs		
P	Establishing selection criteria for high-quality students for each training program		
D	Implementing a process to monitor recruitment activities		
C	Implementing measures to monitor recruitment and enrollment		
A	Improving recruitment and enrollment activities		
14	EDUCATION (Curriculum Design and Review)	Faculty/Department	Office of Undergraduate Academic Affairs
P	Establishing a system to design, develop, monitor, review, evaluate, and approve curricula for all training programs and courses/modules with input and feedback from stakeholders		
D	Establishing a system to develop, review, and adjust the curriculum of training programs and courses/modules to meet the needs of stakeholders		
C	Reviewing the processes and implementation of curriculum review		
A	Improving the processes and curriculum		
15	EDUCATION (Teaching and Learning)	Faculty/Department	Office of Undergraduate Academic Affairs
P	Establishing a system for selecting teaching activities that align with the educational philosophy and achieve learning outcomes		
D	Implementing a system to attract, select, and assign teaching staff		
D	Teaching and learning activities promote lifelong learning and are organized to achieve learning outcomes		

Implementation process	Activities	Implementing unit	Coordinating unit
C	Monitoring and evaluating the quality of teaching and learning activities		
A	Improving the educational philosophy and teaching and learning activities		
16	EDUCATION (Student Assessment)	Faculty/Department	Office of Undergraduate Academic Affairs
P	Establishing a system for planning and selecting appropriate types of student assessment for each course		
D	Student assessment activities are conducted appropriately to achieve learning outcomes		
CA	Reviewing, evaluating, and improving the types and methods of student assessment to ensure reliability and validity		
17	EDUCATION (Support Activities for Learners)	Office of Student Affairs	Units
P	Having a plan to implement support activities for learners as well as a student monitoring system		
D	Implementing a plan to provide support activities for learners and a student monitoring system		
CA	Reviewing, evaluating, and improving support activities for learners as well as the student monitoring system		
18	SCIENTIFIC RESEARCH (Research Management)	Office of Graduate Academic Affairs - Science Technology	Faculty/Department
P	Establishing a system for directing, managing, implementing, monitoring, and reviewing research activities, the quality of research personnel, resources, and research-related activities		
D	Implementing a strategy for seeking research funding, promoting research, scientific discovery, cooperation, and advanced research to achieve the vision and mission		
C	Using key performance indicators to assess the quantity and quality of research		
A	Improving research management to enhance the quality		

Implementation process	Activities	Implementing unit	Coordinating unit
	of research and scientific discovery		
19	SCIENTIFIC RESEARCH (Intellectual property management)	Office of Graduate Academic Affairs - Science Technology	Faculty/Department
P	Establishing a system for managing and protecting inventions, patents, copyrights, and research outcomes.		
D	Implementing a system for recording, storing, and utilizing intellectual property		
C	Reviewing intellectual property management activities.		
A	Improving intellectual property management to protect scientific research, researchers, and the community's interests.		
20	SCIENTIFIC RESEARCH (Scientific research cooperation and partnerships)	Office of Graduate Academic Affairs - Science Technology	Khoa/ Bộ môn
P	Establishing cooperative partnerships and collaborations in research to meet research objectives.		
D	Implementing policies and procedures to promote research collaborations and partnerships.		
C	Evaluating the effectiveness of research collaborations and partnerships.		
D	Improving research collaboration and partnership activities to achieve research goals.		
21	CONNECT AND SERVE THE COMMUNITY	Office of Student Affairs	Units
P	Developing a plan to connect with and provide community services to fulfill the vision and mission.		
D	Implementing policies and guidelines for community engagement and service activities.		
C	Implementing a system to measure and monitor community engagement and service activities.		
A	Improving the provision of community services and engagement to meet the needs and satisfaction of stakeholders.		

Implementation process	Activities	Implementing unit	Coordinating unit
22	ACADEMIC RESULTS	Office of Undergraduate Academic Affairs	Units
	The completion rate and dropout rate of all training programs, courses/modules are established, monitored, and compared to improve.		
	The average graduation time for all training programs is established, monitored, and compared to improve.		
	The employability of graduates from all training programs is established, monitored, and compared to improve.		
	The level of satisfaction of stakeholders with the quality of graduates is established, monitored, and compared to improve.		
23	SCIENTIFIC RESEARCH RESULTS	Office of Graduate Academic Affairs - Science Technology	Faculty/Department
	The types and volume of research conducted by faculty and research staff are established, monitored, and compared to improve.		
	The types and volume of research conducted by students are established, monitored, and compared to improve.		
	The types and number of scientific publications, including citations, are established, monitored, and compared to improve		
	The types and number of intellectual property are established, monitored, and compared to improve		
	The budget for each type of research activity is established, monitored, and compared to improve.		
	Research and innovation outcomes, including commercialization, pilot transfers, and the establishment of start-ups, etc., are established, monitored, and compared to improve.		
24	COMMUNITY SERVICES RESULTS	Office of Student Affairs	Units
	The types and volume of involvement in community engagement and social responsibility activities are established, monitored, and compared to improve.		
	The social impact and outcomes of community engagement and social responsibility activities are established, monitored, and compared to improve.		
	The impact of community engagement and social responsibility activities on students, staff is established, monitored, and compared to improve.		
	The satisfaction of stakeholders with community engagement and social		

Implementation process	Activities	Implementing unit	Coordinating unit
responsibility activities is established, monitored, and compared to improve.			
25	FINANCIAL AND MARKET PERFORMANCE		Units
	The financial results and indicators of training, research, and community service activities are established, monitored, and compared to improve.	Office of Planning and Finance	
	The market results and indicators of training, research, and community service activities are established, monitored, and compared to improve.	Boards of Presidents	

Notes:

This Regulation includes 25 criterias;

Abbreviations: “P”: Plan – Planning □ “D”: Do – Implement □ “C”: Check – Review/Evaluate □ “A”: Act – Active/Improve.