 HOA SEN UNIVERSITY <small>WORLD CLASS EDUCATION</small>	HOA SEN UNIVERSITY	Code: ĐBCL-QC-01
		Version: 02
		Author: OTQA
University document	REGULATIONS ON QUALITY ASSURANCE OF HOA SEN UNIVERSITY	Approval: President
Office of Testing – Quality Assurance		Issue date: December 09, 2021

REGULATIONS ON QUALITY ASSURANCE OF HOA SEN UNIVERSITY

*(Issued under Decision 2543/QĐ-ĐHHS by the President of Hoa Sen University
on December 09, 2021)*

	Author	Appraisal	Approval
Signature			
Full name	Le Huu Son	Phan Thi Viet Nam	Vo Thi Ngoc Thuy
Position	Deputy Head Office of Testing – Quality Assurance	Vice-President	President

MODIFICATION TRACKING

Version	Issue Date	Modified Section	Modified Content
01	21/03/2018	/	/
02	09/12/2021	Chapter 1 – Article 3	Definition of terms
		Chapter 2 – Article 7	Quality assurance models
		Chapter 3 – Article 12	Self-assessment process
		Chapter 4 – Article 15	Survey contents and participants
		Chapter 5	Benchmarking and ranking
		Chapter 6	Publicity of institution
		Chapter 7 – Article 32	Reporting mechanism

LIST OF ABBREVIATION

AUN-QA: ASEAN University Network - Quality Assurance

BOP: Board of Presidents

MOET: Ministry of Education and Training

QA: Quality Assurance

OTQA: Office of Testing - Quality Assurance

TABLE OF CONTENTS

CHAPTER 1. GENERAL REGULATIONS	1
Article 1. Purposes.....	1
Article 2. Scope and subjects of application.....	1
Article 3. Definition of terms	1
Article 4. Fundamental of quality assurance activities.....	2
CHAPTER 2. QUALITY ASSURANCE SYSTEM OF HOA SEN UNIVERSITY	3
Article 5. Objectives of developing the quality assurance system	3
Article 6. Structure of Hoa Sen University’s quality assurance system.....	3
Article 7. Quality assurance models	3
Article 8. Responsibilities of divisions in the quality assurance system	4
CHAPTER 3. QUALITY SELF-ASSESSMENT	6
Article 9. Purposes of self-assessment	6
Article 10. Principles of self-assessment.....	6
Article 11. Self-assessment and quality improvement at the institutional level.....	6
Article 12. Self-assessment and quality improvement at the program level	7
CHAPTER 4. STAKEHOLDER SATISFACTION SURVEY	9
Article 13. Survey purposes.....	9
Article 14. Survey principles	9
Article 15. Survey contents and participants	9
Article 16. Survey process.....	10
Article 17. Publicising and using the survey results.....	10
Article 18. Storing and securing survey information	10
Article 19. Resolving the complaints and questions about the survey results.....	10
Article 20. Responsibilities of related divisions	10
CHAPTER 5. BENCHMARKING AND RANKING	12
Article 21. Purposes of benchmarking and ranking	12
Article 22. Types of benchmarking and ranking	12
Article 23. Contents of benchmarking and ranking.....	12
Article 24. Benchmarking and ranking process and organization.....	12
CHAPTER 6. PUBLIC DISCLOSURE OF THE UNIVERSITY	14
Article 25. Purposes of public disclosure	14
Article 26. Requirements of public disclosure	14
Article 27. Types and schedule of public disclosure	14

Article 28. Contents of public disclosure	14
Article 29. Responsibilities of related divisions	14
CHAPTER 7. ORGANIZATION	15
Article 30. Human Resources	15
Article 31. Finance	15
Article 32. Reporting mechanism	15
Article 33. Reward and discipline	15
Article 34. Validity	16

CHAPTER 1

GENERAL REGULATIONS

Article 1. Purposes

1. To develop and operate the internal quality assurance system to meet the quality objectives of the university, the quality requirements of MOET, the satisfaction of stakeholders, and the national and international quality assessment/ accreditation bodies chosen by the university for quality assessment/accreditation.
2. To maintain and ensure the continuous improvement of the academic quality of Hoa Sen University.

Article 2. Scope and subjects of application

1. This document regulatory the QA activities of the university, including the QA system, self-assessment, stakeholder satisfaction survey, benchmarking and ranking, publicity of the university, and the organization.
2. Subjects of application include affiliated divisions, lecturers, staff, and undergraduate and graduate students (hereinafter referred to as learners) under the management authority of the President of Hoa Sen University.

Article 3. Definition of terms

In this regulation, the following terms are defined as:

1. *Quality* is the fulfillment of the university's objectives, the satisfaction of stakeholders, and the prescribed standards by MOET or national and international independent accreditation bodies.
2. *Quality assurance* is the commitment to implement all of the standards, and criteria required in the academic activities to achieve the academic objectives and the missions of the university or the academic programs.
3. *Quality assurance activities* are actions taken to actualize the quality assurance contents.
4. *Internal quality assurance system* is a structure of policies, procedures, and instruments for all the management aspects of the university, the internal information system, human resources, and mechanism, supervision, and evaluation, therefore the university can maintain, improve, and enhance the academic quality.
5. *Academic program* includes objectives, knowledge, skills, autonomy and responsibility that learners need to achieve upon their graduation; contents, methods, and academic activities; facilities and technology requirements; organizational structure, roles, responsibilities, and academic activities of the division assigned to operate the academic program.

6. *Quality of academic program* is the fulfillment of general and specific objectives, learning outcomes at a certain level, the requirements prescribed by the Law on Higher Education, and the National Qualification Framework, aligned with the human resource demands of the local area, industry, and society.
7. *Quality accreditation in higher education* is the assessment and recognition of universities or academic programs that meet the quality standards prescribed by MOET or national and international assessment/accreditation bodies.
8. *Quality assessment/accreditation criteria* are the levels of requirements and conditions that the university or academic programs need to satisfy to be recognized as fulfilling the quality standards. Each standard aligns with a respective aspect of the university or academic programs, and there are several criteria within a standard.
9. *Self-assessment* is a process in which the university reviews, and analyzes itself based on the quality assessment criteria by MOET or quality assessment/accreditation bodies to report on the quality status and the effectiveness of academic activities, research, human resources, facilities, and other relevant aspects so that the university will adjust its resources and procedures to achieve the quality criteria.
10. *External assessment* is a process of reviewing and evaluating by an independent authorized organization based on the quality criteria to determine the satisfaction level of academic quality.
11. *Benchmarking* is comparing the university or academic programs to quality assessment criteria or other university/ academic programs.
12. *Ranking* is to determine the rank of the university based on the selected core performance indicators.
13. *Quality improvement* is the guarantee to perform continuous activities to overcome the limitations and shortcomings of the university and academic programs to improve their quality.
14. *Stakeholders in higher education institutions* include learners, lecturers, staff, board of management, employers, partners, learners' families, investors, direct management agencies, government management agencies in charge of education, relevant organizations, and individuals.

Article 4. The basic principle of quality assurance activities

1. Ensuring honesty, objectivity, publicity, accuracy, fulfillment, and timeliness.
2. Unifying standards, criteria, types, units of measurement, procedures, progress, and ensuring comparability.
3. The participation and cooperation of internal and external stakeholders.
4. Publicizing the standards and performance evaluation criteria of the divisions and the university.

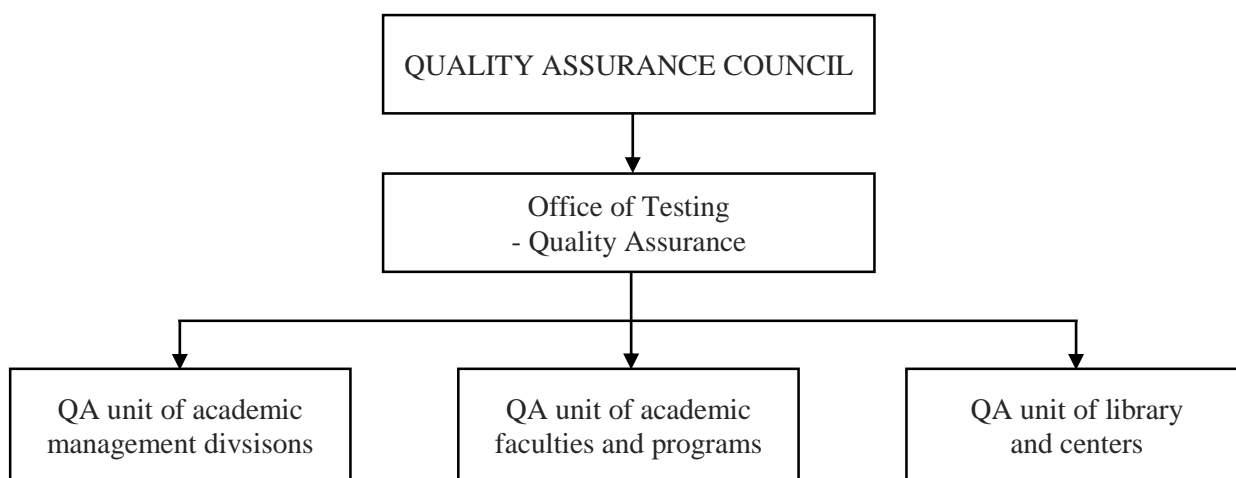
CHAPTER 2

QUALITY ASSURANCE SYSTEM OF HOA SEN UNIVERSITY

Article 5. Objectives of developing the quality assurance system

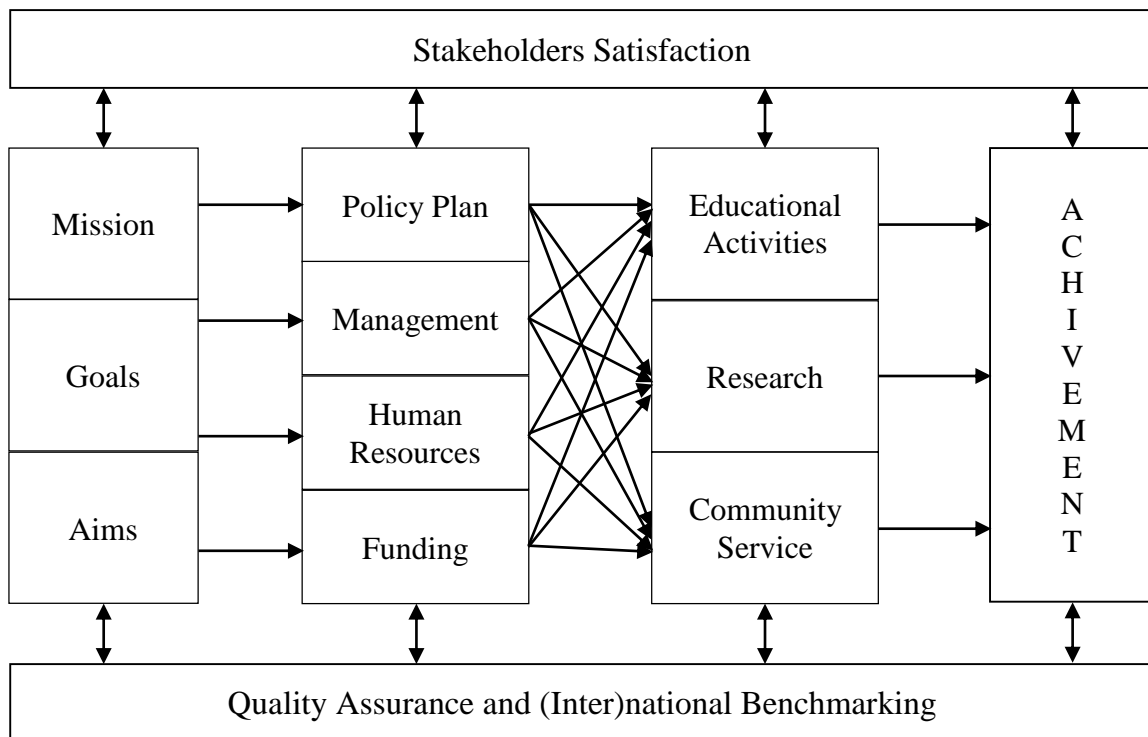
1. The QA system is designed and developed to meet the mission, vision, strategic goals of the university and the requirements of stakeholders.
2. To evaluate, measure, and control the overall quality, thereby ensuring and improving the quality of the university.
3. To be ready to satisfy the requirements, standards, and regulations of external quality assessment bodies (national and international).

Article 6. Structure of Hoa Sen University's quality assurance system

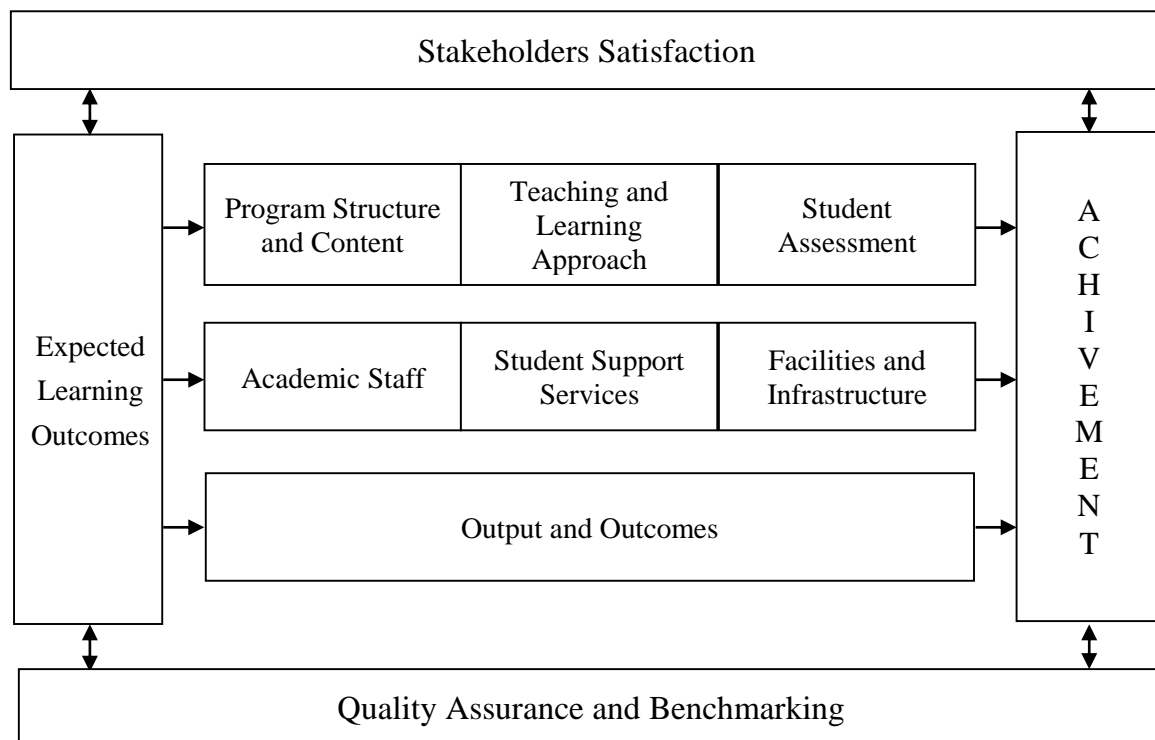


Article 7. Quality assurance models

1. **Quality assurance model at the university level (according to AUN-QA)**



2. Quality assurance model at the program level (according to AUN-QA)



Article 8. Responsibilities of divisions in the quality assurance system

1. Quality Assurance Council

- a. Developing strategies, development directions, and issuing policies, and quality objectives of the university;
- b. Developing annual objectives and strategies of the university;
- c. Approving plans, programs, and resource allocation for divisions;

- d. Directing the implementation of the development plan to continuously improve the academic quality of the university;
- e. Evaluating the implementation of the division's programs and plans to achieve the target objectives.

2. Office of Testing - Quality Assurance

- a. In charge of managing the QA at the university level;
- b. Developing and getting the approval of BOP on:
 - The mechanisms, policies, plans, programs, resources, and instruments for the implementation, testing, and evaluation... to operate the QA system;
 - Planning to perform the PDCA cycle (Plan - Do - Check - Act) in all of the activities at the university and divisions.
- c. Organizing:
 - The policies, programs, and QA plan in the university;
 - To overcome the limitations to continuously improve and enhance academic quality.
- d. Guiding and collaborating with other divisions in:
 - Developing procedures, processes, and guidelines on QA of the divisions; organizing documents and evidence following the requirements of the self-assessment;
 - Self-assessment of the quality of the university and academic programs.
- e. Inspecting, monitoring, and prompting the university's divisions on the implementation of the QA plans;
- f. Compiling and reporting the results of the quality improvement to the BOP;
- g. Reporting and publicizing the QA activities of the university periodically and when requested.

3. Faculties, programs, offices, and library/centers

- a. Developing and issuing procedures, processes, and instructions and organizing the divisions' activities following the PDCA cycle;
- b. Conducting the QA plan and activities of the university;
- c. Storing documentation and evidence for the university's self-assessment and accreditation.
- d. The surveyed divisions must have a specific action plan to overcome the shortcomings (if any), conducting and reporting to the BOP (through the OTQA).

CHAPTER 3

QUALITY SELF-ASSESSMENT

Article 9. Purposes of self-assessment

Conducting self-assessment on all activities of the university, thereby proposing plans to promote strengths, and overcome the shortcomings to improve and enhance the academic quality of the university and meet the quality requirements of MOET and national and international assessment/ accreditation bodies.

Article 10. Principles of self-assessment

Self-assessment must ensure objectivity, honesty, and publicity. The explanations, judgments, and conclusions must be realistic, based on specific and clear evidence, ensure reliability, and cover all of the quality assessment/ accreditation criteria.

Article 11. Self-assessment and quality improvement at the university level

1. Self-assessment process

Complying with the regulations of MOET or the quality assessment/ accreditation that was chosen by the university to perform the external assessment/ accreditation.

The institutional self-assessment process includes:

- Selecting the quality assessment/ accreditation criteria;
- Establishing the Self-Assessment Council;
- Developing the self-assessment plan;
- Collecting, analyzing, and processing the information and evidence;
- Writing the self-assessment report;
- Storing and using the self-assessment report;
- Conducting the measures after finishing the self-assessment report.

2. Responsibilities of the related divisions in the self-assessment process

a. Board of Presidents

- Approving the establishment of the Self-Assessment Council, the secretariat, and the specialized groups;
- Approving the self-assessment plan;
- Directing the divisions in conducting the self-assessment plan and the measures to improve the quality after the self-assessment.

b. Office of Testing - Quality Assurance

- Developing and getting the BOP's approval on regulations and guidelines of QA conditions, and self-assessment activities of the university;
- Coordinating self-assessment activities of the university;

- Organizing training for lecturers and staff participating in self-assessment activities;
- Managing and storing self-assessment records;
- Organizing and collaborating with other divisions to collect and update information and evidence for quality assessment/ accreditation.

c. Other divisions

- Planning and organizing the annual QA activities of the division;
- Conducting, maintaining, and providing databases, documents, and evidence about the division's QA activities as requested by the Self-Assessment Council;
- Performing other duties as assigned by the President of the university.

3. Activities after self-assessment

- a. The Self-Assessment Council announces the results of the self-assessment;
- b. Based on the proposed action plan in the self-assessment report, the OTQA compiles and develops a QA plan for the university and submits it to the President for approval;
- c. The divisions are responsible for implementing the quality improvement plan;
- d. The OTQA is responsible for inspecting, monitoring, and guiding the conducting of quality improvement plans of the divisions, proposing adjustments if needed;
- e. Submitting the self-assessment report to MOET or the chosen quality accreditation body and registering for an external assessment to be considered and recognized as meeting quality criteria.

Article 12. Self-assessment and quality improvement at the program level

1. Self-assessment process

Complying with the regulations of MOET or the quality assessment/ accreditation chosen by the university/faculty.

The program-level self-assessment process includes:

- Selecting the quality assessment/ accreditation criteria;
- Establishing the Self-Assessment Council;
- Developing the self-assessment plan;
- Collecting, analyzing, and processing the information and evidence;
- Writing the self-assessment report;
- Storing and using the self-assessment report;
- Conducting the measures after finishing the self-assessment report.

2. Responsibilities of the related divisions in the self-assessment process

a. Board of Presidents

- Selecting the suitable criteria for the quality assessment of academic programs;
- Approving the establishment of the Self-Assessment Council, the secretariat, and the specialized groups;
- Approving the self-assessment plan;
- Directing divisions to conduct the self-assessment and quality improvement plans after the self-assessment.

b. Office of Testing - Quality Assurance

- Developing and getting the President's approval to issue the regulations and guidelines on QA conditions for academic programs, and self-assessment activities at the program level;
- Consulting the BOP and faculties in selecting quality accreditation criteria that are suitable for the academic program;
- Collaborating with faculties to organize training for lecturers, staff, and stakeholders involved in self-assessment activities.

c. The faculty in charge of the program's self-assessment

- In charge of developing the program's self-assessment plan according to the quality criteria chosen by the BOP/faculty;
- Nominating lecturers and staff to participate in the self-assessment plan;
- Collaborating with other faculties and related divisions to prepare documentation and evidence, and writing self-assessment reports;
- Collaborating with the OTQA to organize training for lecturers, staff, and stakeholders involved in self-assessment;
- Monitoring and controlling to implementation of the plan and reporting promptly to the Self-Assessment Council.

d. Other divisions

- Collaborating with faculties in charge of the program self-assessment to conduct related plans when required;
- Supporting the faculty in charge of the program self-assessment in providing databases and supporting documents, evidence of the division upon request;
- Performing other duties as assigned by the President.

3. Activities after self-assessment

- a. The Self-Assessment Council announces the results of the self-assessment;
- b. Conducting the proposed quality improvement plan in the self-assessment report to improve and enhance the quality of the academic program;

- c. The OTQA is responsible for inspecting, monitoring, and guiding the conducting of quality improvement plans of the divisions, proposing adjustments if needed;
- d. Submitting the self-assessment report to MOET or the chosen quality accreditation body and registering for an external assessment to be considered and recognized as meeting quality criteria.

CHAPTER 4

STAKEHOLDER SATISFACTION SURVEY

Article 13. Survey purposes

1. Complying with the policy on educational QA of MOET;
2. Raising the sense of responsibility of lecturers and staff; encouraging them to improve the quality of their work; contributing to the prevention of misconduct; discovering and promoting good and positive impact;
3. Supporting the BOP and the affiliated divisions in establishing the training plan for the professional development of lecturers and staff.
4. Strengthen the sense of responsibility of learners, contributing to the improvement of the university's academic quality;
5. Strengthening the connection between the university and stakeholders, collecting the feedback, thereby making necessary adjustments on objectives, programs, and action plans to improve and enhance academic quality to meet the objectives of the university and society's demands.

Article 14. Survey principles

1. The survey participants must clearly understand the purposes, and contents and agree to be honest in providing information according to the survey request;
2. The instruments to collect feedback from stakeholders must ensure reliability;
3. Feedback from related stakeholders must be handled objectively, honestly, reliably, confidentially, and used for the right purposes.

Article 15. Survey contents and participants

The surveys of stakeholders include:

1. Survey of learners about the teaching activities of lecturers;
2. Survey of learners about the university's service quality;
3. Survey of lecturers and staff about the university's service quality;
4. Survey of graduates;
5. Survey of alumni;
6. Survey of employers;

Article 16. Survey process

1. Before October of every year, the OTQA and divisions make a plan to survey the stakeholders.
2. The OTQA and divisions conduct the surveys online or offline, but the online form is preferred.
3. The divisions organizing the surveys coordinate with the OTQA to process survey data and report the results to the BOP and the relevant divisions in the university;
4. The in-charge divisions announce the survey results to their members.
5. The OTQA compiles the survey results and coordinates with related divisions to consult the BOP in directing the divisions to take improvement measures.
6. The divisions organize the quality improvement activities and report the results to the BOP (through the OTQA).

Article 17. Publicizing and using the survey results

1. Survey results of each division and lecturer will be kept confidential and sent directly to them.
2. The OTQA uses the feedback results of stakeholders to propose and consult the BOP on the management measures and direct the divisions in specific activities, at the same time monitoring the quality improvement activities of divisions to continuously improve the overall quality of the university.
3. Heads of divisions use the survey results to adjust policies and develop solutions to improve the working quality of their division.
4. Faculties use survey results from stakeholders to improve the academic program.
5. Survey results are used in QA activities, self-assessment, and accreditation activities.

Article 18. Storing and confidentiality of survey data

1. The in-charge divisions are responsible for storing the survey sheets, data, and reports for at least one accreditation cycle (5 years). A soft copy of data and survey reports must be sent to the OTQA.
2. The involved staff must keep the stakeholder survey's information and results confidential as prescribed.

Article 19. Resolving the complaints and questions about the survey results

The OTQA is in charge of receiving inquiries and complaints from the stakeholders on the surveys and proposing solutions to the BOP if needed.

Article 20. Responsibilities of related divisions

1. Board of Presidents

- a. Approving the survey plans;
- b. Reviewing, and approving the reports on survey results;

- c. Reviewing, and approving the improvement plans of the division and checking their implementation;
- d. Handling the proposals and recommendations of divisions if any.

2. The Office of Testing - Quality Assurance and the divisions in charge of the survey

- a. Developing the survey plans and submitting them to the BOP for approval;
- b. Organizing survey following the approved plans;
- c. Processing the data, writing the reports, and submitting the survey results to the BOP and relevant divisions;
- d. Receiving the feedback after the surveys;
- e. Organizing meetings to learn from the experience and adjust the survey instruments if needed, proposing to the BOP how to use the survey results;
- f. Storing the survey data to monitor and use for the QA activities of the university;
- g. Reporting the survey results upon requests of the university and MOET.

3. Faculties

- a. Besides the surveys conducted by the OTQA and other divisions, the faculties also need to collect feedback from stakeholders about the academic program;
- b. Analyzing and using survey results from stakeholders to improve and enhance the quality of the academic programs.

4. Other related divisions

- a. Disclosing the survey results from stakeholders to the division's members and assessing the activities of their divisions;
- b. Checking, monitoring, and prompting the division's members to perform the improvement measures after the self-assessment;
- c. Reporting the results of the improvement plans to the BOP (through the OTQA).

5. Lecturers and staff

- a. Analyzing and using the survey results to adjust and improve their teaching and work efficiency;
- b. Having the right to give feedback when they do not agree with the survey results and they must provide specific evidence to the Head of their division;
- c. Be responsible for discussion and proposing to the Head of the division with a positive attitude to have an improvement plan to overcome the shortcomings based on the feedback of the stakeholders.

CHAPTER 5

BENCHMARKING AND RANKING

Article 21. Purposes of benchmarking and ranking

1. Identifying strengths and weaknesses in the academic activities of the university and academic programs.
2. Be the base for developing the objectives, plans, and strategic solutions to improve and enhance the academic quality of the university and academic programs.
3. Contributing to the self-assessment process, external assessment, and development of academic programs.
4. Promoting the development of the university and academic programs reaching international standards.

Article 22. Types of benchmarking and ranking

1. National benchmarking: contrasting and comparing the activities of the university or academic programs with the quality standards of MOET; and other universities or academic programs in the national education system.
2. International benchmarking: contrasting the activities of the university or academic programs with the international quality assessment/accreditation standards; other prestigious international universities and academic programs.
3. Ranking: determining the university's rank in the selected ranking system.

Article 23. Contents of benchmarking and ranking

The contents for benchmarking and ranking include:

1. Academic activities
2. Human resources
3. Facilities and Library
4. Research and international relations
5. Student support and community services

Article 24. Benchmarking and ranking process and organization

1. Benchmarking and ranking process

- a. The benchmarking process includes:
 - Selecting the quality assessment/accreditation criteria or universities/ academic programs or ranking organizations to conduct benchmarking;
 - Determining the contents for benchmarking;
 - Collecting and analyzing the needed data for benchmarking;
 - Benchmarking the contents to the standards of selected universities/ academic programs;

- Reporting the benchmarking results;
- Reviewing and improving the academic quality.

b. The ranking process includes:

- Selecting the ranking systems and organizations;
- Conduct the self-assessment according to the standards of the ranking organization;
- The ranking organization conducts external assessments;
- Reporting the results of the ranking;
- Recognizing the ranking of the university;
- Reviewing and improving the quality.

2. Responsibilities of divisions in benchmarking and ranking

a. Board of Presidents

- Identifying the appropriate criteria or universities/ academic programs or ranking organizations for benchmarking and ranking;
- Establishing a council and specialized groups in charge of benchmarking and ranking;
- Approving the benchmarking and ranking plan;
- Directing the divisions to report and improve the quality after the benchmarking and ranking process.

b. Office of Testing - Quality Assurance

- Consulting the BOP in selecting the appropriate standards or universities/ academic programs or ranking organizations for benchmarking and ranking;
- Monitoring the process of collecting and providing needed data for the benchmarking and ranking to match the schedule and requirements;
- Collaborating with faculties and other divisions in the university to make the benchmarking and ranking reports;
- Monitoring the process of reviewing and improving the quality after the benchmarking and ranking.

c. Other divisions

- Nominating lecturers, and staff to participate in the process of benchmarking and ranking;
- Collaborating with faculties and related divisions to collect and provide data for benchmarking and ranking;
- Collaborating with the OTQA in making reports after the process of benchmarking and ranking;

- Conducting the quality enhancement process of the division after benchmarking and ranking.

CHAPTER 6

PUBLIC DISCLOSURE OF THE UNIVERSITY

Article 25. Purposes of public disclosure

1. Complying with the policy on the public disclosure of educational institutions prescribed by MOET.
2. Providing information for authorized organizations and learners to evaluate the activities of the university.
3. Providing an overview for the board of management on the status of the university, therefore developing improvement plans and strategies.
4. Complying with the regulations on publicity and transparency in the university management.

Article 26. Requirements of public disclosure

The public disclosure of the university needs to ensure objectivity, honesty, and transparency. Reports and information need to be truthful, clear, accurate, and adequate before publishing or changing the relevant content.

Article 27. Types and schedule of public disclosure

1. Types of public disclosure:
 - Publicizing on the university's website.
 - Posting at the university campus for at least 30 continuous days, ensuring the convenience of the reviewing process.
2. Schedule of public disclosure: occurring in June annually and updated at the beginning of the academic year or when there are any changes to related content.

Article 28. Contents of public disclosure

The publicity contents are prescribed by MOET, including:

1. The university's commitment to academic quality;
2. Information about the university's academic quality;
3. Information about the university's facilities;
4. Information about the university's full-time lecturers;
5. Information about the university's finances.

Article 29. Responsibilities of related divisions

1. Board of Presidents

- a. Directing to conduct the public disclosure of the university;

- b. Approving the reports for public disclosure;
- c. Directing the publicizing of the reports and informing related organizations as requested by MOET.

2. Office of Testing - Quality Assurance

- a. In charge of collecting and compiling information, and data for the publicity content;
- b. Providing the templates for public disclosure;
- c. Monitoring and prompting the relevant divisions in providing the information and data;
- d. Compiling and making the public disclosure reports as requested by MOET;
- e. Publicizing the reports on the university's website;
- f. Storing the reports to use for the publicity and QA of the university.

3. Other related divisions

- a. Providing information and data following the templates of the OTQA;
- b. Collaborating with the OTQA in the public disclosure process.

CHAPTER 7 ORGANIZATION

Article 30. Human Resources

- 1. The OTQA: performs the specialized tasks on QA in the university.
- 2. Offices, faculties, centers, and library: arrange suitable personnel to be in charge of the QA tasks at the divisions according to Article 8, Clause 3 of this regulation.

Article 31. Finance

Financial resources for QA are allocated to the plan and budget of each division.

Article 32. Reporting mechanism

- 1. The OTQA reports on the conducting of QA activities periodically or upon request.
- 2. The related divisions are responsible for reporting and providing information, evidence, and performance results of QA activities upon request.

Article 33. Reward and discipline

1. Assessment

The BOP assesses the QA activities periodically based on the prescribed responsibilities for each division, and individual according to Articles 8, 11, 12, and 19 of this regulation.

2. Reward

Complying with the regulations on rewards at Hoa Sen University.

3. Discipline

Complying with the regulations on performance management and labor regulations of Hoa Sen University.

Article 34. Validity

1. This regulation is effective from the issue date;
2. Deans and Head of divisions are responsible for making this regulation widely known in the divisions;
3. If any problems arise, Head of divisions or individuals send written suggestions, and feedback to the OTQA to compile and submit to the BOP for reviewing and adjusting the regulations to match the current situation.