

## **REGULATIONS ON UNDERGRADUATE TRAINING**

### **National Economics University**

*(Issued based on Decision No.712 /QD-DHKTQD dated June 3,2025*

*By the President of National Economics University)*

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### **Chapter I**

#### **GENERAL PROVISIONS**

##### **Article 1. Scope of regulations and subjects for application**

1. This document regulates the organization and management of undergraduate training programs at National Economics University (hereinafter referred to as the University), including training programs and study time; modes and methods of training program organization; planning and organization of training program; learning outcomes evaluation and degree conferral; and other relevant regulations for students of the University.

2. These regulations are to be applied by all faculties, departments under and affiliated to the University, as well as faculties, departments and individuals involved in undergraduate training in both full-time and part-time forms of the University.

##### **Article 2. Training program and study time**

1. A training program is a system of educational and training activities designed and organized to achieve training objectives, aiming at conferring bachelor degree to students. The training program includes objectives, knowledge volume, structure, content, methods and forms of assessment for subjects, majors, training levels, and learning outcomes in accordance with Vietnamese National Qualifications Framework.

2. The training program is developed according to credit units and structured from courses or modules (hereinafter referred to as courses), which must include all mandatory modules and meet the training program standards as demonstrated in current regulations by the Ministry of Education and Training. In the case of dual-major or major-minor training, the training program must clearly show the general and specific study volume for each major

3. The content and learning outcomes of the training program are applied to different forms, training methods and learners. For those who have graduated from other levels or majors, the actual study volume is determined on the basis of recognition or conversion of accumulated credits and exemption of subjects in the previous training program

4. The training program is made public to students prior to their enrollment and the start of the course; any changes and adjustments related to the training program are made in accordance with current regulations and announced before being applied

5. The undergraduate training program (single-major) is comprised of a minimum of 120 credits; the dual-major or major-minor training program covers a maximum of 145 credits, excluding the credits of Physical Education and National Defense and Security Education

6. Standard study plan for the entire training program

a) The study time according to the standard full-course study plan for regular training lasts 04 years;

b) The study time according to the standard full-course study plan for the part-time training form lasts 05 years;

Students can shorten or extend their time to complete the course. (as prescribed in Clause 7 of this Article).

7. Maximum study time for students to complete the course :

a) The maximum study time for students to complete the course for full-time training is 06 years;

b) The maximum study time for students to complete the course for the part-time training form is 08 years;

c) For students who have been exempted from accumulated credits, the maximum time to complete the course is determined based on the time of standard study plan for the entire course, reduced correspondingly to the exempted credits;

d) For students who are eligible for preferential policies according to the regulations on university admission, the maximum study time to complete the program is extended but not more than 02 (two) years compared to normal students

### Article 3. Credits and courses

#### 1. Credits:

a) Credit is a unit used to measure the amount of knowledge, skills and learning outcomes accumulated over a certain period of time;

b) One credit is equivalent to 50 hours of standard study, including time for attending lectures, participating in guided classes, engaging in self-study, doing research, carrying out experience as well as taking tests and assessments ;

c) For classroom teaching activities, one credit requires a minimum of 15 hours of lecture or 30 hours of practice, experiment, or discussion, in which one hour of classroom instruction is counted as 50 minutes.

## 2. Course :

a) A course is a collection of teaching and learning activities designed to achieve a number of specific learning objectives, equipping learners with knowledge and skills in a narrow area of expertise in the training program. A course is usually organized for teaching and learning in one semester;

b) Each course in the bachelor training program has 3 credits, some special courses may have more or less than 3 credits;

c) The course syllabus reflects the number of credits, prerequisites (if any), objectives and learning outcomes of the course and the training program; content, teaching methods, and assessment of the course; textbooks, lectures, reference materials, and experimental, practice, and internship conditions for the course.

## 3. Types of courses :

a) Compulsory course: is a course containing the main knowledge content of each program and students are required to accumulate;

b) Elective courses: are courses containing necessary knowledge content. Students are free to choose these courses based on the University 's guidance to diversify their professional direction as well as to accumulate enough courses and credits required for the training program.

c) Equivalent and substitute courses:

- Equivalent courses are courses belonging to the same block/group of knowledge and the same number of credits in training programs of the same major or same group of majors, same corresponding fields that can be replaced;

- A replacement course is a course equivalent to a course in a training program in the same major or group of majors, or in the same field, but is no longer taught or has been updated or changed.

## Article 4. Methods for training program implementation

The University applies a unified credit-based training method for all courses of both full-time and part-time training modes. Specifically:

a) The University organizes training program according to each course, allowing students to accumulate credits for each course and implement the training program according to their personal study plan, in accordance with the University's teaching plan ;

b) Students who fail a required course will have to repeat that course or take an equivalent course as prescribed in the training program, or take a replacement course if that course is no longer being taught;

c) Students who fail an elective course will have to retake that course or can choose to take another elective course according to the regulations in the training program

#### Article 5. Training modes

##### 1. Full-time mode:

a) Teaching activities are carried out onsite of the University , except for practical activities, internships, real-life experiences and online lecture that can be carried out outside the University ;

b) Teaching activities are organized from 6:00 a.m. to 8:00 p.m. on weekdays from Monday to Saturday; timetable for organizing specific activities of the training program is arranged based on typical regulations of the University . The President stipulates the time for organizing teaching activities in accordance with the reality of teaching activities at the University.

##### 2. Part-time mode:

a) Teaching activities are carried out onsite of the University or at a joint-training agency according to the joint training regulations in Article 6 of this Regulation. However, practical activities, internships, field experiences and online teaching can be carried out outside the University or the joint-training agency;

b) Time to organize teaching activities is flexible during the day and weekdays

3. For priority training majors serving human resources for socio-economic development in each period, the University shall follow the instructions by Ministry of Education and Training.

#### Article 6. Joint-training programs

1. The University implements joint-training programs for bachelor degree based on Work-study mode with universities, colleges, intermediate schools, provincial continuing education centers; training and fostering schools of agencies State agencies, political organizations, socio-political organizations, and people's armed forces. It is required that the training agency satisfies requirements on pedagogical environment, facilities, equipment, libraries, and management staff according to the requirements of the training program

2. Minimum requirements for the University to conduct joint training programs:

a) The University has been recognized as meeting the quality standards of a university by a legal and valid educational quality assessment organization according to regulations;

b) The training program proposed for joint-training program has been organized and implemented for at least 03 consecutive courses in a regular form; the training program has been recognized as meeting quality standards according to current regulations;

c) The University ensures its permanent teaching staff cover at least 70% of the training program content and volume;

d) The University has issued regulations on cooperation and has assessed the quality assurance conditions of the joint training facilities.

### 3. Minimum requirements of the joint-training agency:

a) The agency meets the requirements of pedagogical environment, facilities, equipment, library and management staff as required by the training program;

b) The agency has submitted a self-assessment report on the quality of the educational institution to the competent state agency as prescribed; have been recognized as meeting the quality standards of the educational institution according to current regulations.

### 4. Responsibilities of the University and joint-training agency:

a) The University and joint-training agency are responsible for signing joint-training contracts, specifically agreeing on the rights and responsibilities of the parties in coordinating the organization, implementation, and management of the teaching and learning process to ensure training quality and implement the agreed content in accordance with the provisions of this Regulation and other relevant legal provisions;

b) The University is responsible for managing training quality; reporting training cooperation activities to the People's Committee of the province where the training cooperation is conducted before organizing enrollment; if the joint-training agency does not meet the quality assurance requirements according to the regulations of the subject or training program, it must transfer the students back to the University to continue training according to regulations and ensure the rights of the student;

c) The joint-training agency is responsible for working with the University to ensure adequate facilities for training; participate in management and teaching, according to the agreement between the two parties;

d) The University and joint-training agency take legislative responsibility for carrying out joint-training contracts; implementing regulations on enrollment and training; ensuring legitimate rights and interests of lecturers and students throughout the training process.

## Chapter II

### PLANNING AND DELIVERY OF TEACHING PLAN

#### Article 7. Teaching and learning plan

1. The teaching and learning plan is constructed based on academic year or calendar year. Each year, the University organizes 02 or 03 main semesters with a total of at least 30 weeks of class. In addition to the main semesters, the University can organize additional semesters.

2. The academic year plan and semester timetable are developed and officially announced to departments, lecturers and students throughout the University at least 02 weeks prior to the start of the semester.

3. The timetable of the courses is arranged evenly throughout the weeks of the semester. In case it is necessary to arrange a concentrated study schedule, the number of teaching hours for any course shall not exceed 15 hours/week and 4 hours/day

#### Article 8. Study registration

1. Registration time is announced by the University no later than 4 weeks before the start of the semester.

2. Based on the teaching plan in the training program, students are registered by default; students self-check and register for adjustment according to the University 's announcement .

3. The study load of each student in a semester is specified as follows:

- a) Main semester: minimum 15 credits and maximum 25 credits;
- b) Additional semester: maximum 13 credits and no minimum requirement.

The minimum study load for each semester does not apply to students whose unaccumulated credits are less than the minimum study load, and does not apply to the first semester of first-year students. Special cases are decided by the President.

4. Registration for more and withdrawal from registered courses:

The registration for adding or removing credits from the registered course load must be made based on the University 's announcement, at least 4 weeks before the start of the semester and must comply with Clause 3 of this Article. After entering the semester with the credits in the official timetable, if a student does not attend class, it is considered as a voluntary dropout, the student must receive an F grade and be charged 100% of the tuition fee for the dropped credits.

5. Process of designing semester timetable for the entire University is made at Appendix " Process of designing semester timetable for the whole University " attached to this Regulation.

#### Article 9. Teaching and learning organization

##### 1. Class organization:

a) Students admitted and enrolled based on the University Admission Regulations are placed in the major and training program they have registered and admitted to;

##### b) Classes are organized into 2 types:

- A student-based class is the class organized for students of the same course, same major or same training program. Each student class has 01 class leader and 01 deputy class leader appointed by the Faculty/Training Institute or elected by the student class ;

- A course-based class is the class organized for students who register for the same course according to the semester schedule. The minimum number of students for each course-based class is 25. If the number of students registering in this class is below the minimum, the course will be canceled. Special cases will be decided by the President.

##### 2. Timetable and teaching assignment:

a) According to the annual training plan, the University designs a timetable for each semester . Based on the timetable, the Faculty/school organizes assigns lecturers to deliver the courses;

b) In the first session of the semester, the lecturer provides the course syllabus and other regulations related to the course.

##### 3. Delivery of teaching and learning plan:

The University delivers teaching and learning plan using a blended learning method, in which a maximum of 30% of the total training program is conducted via online classes (if any). In the case of natural disasters, complicated epidemics and other force majeure circumstances, the University will follow the instructions of the Ministry of Education and Training. The teaching method is included in the detailed syllabus of each course.

##### 4. Teaching and learning activities based on the Lecture/Seminar model:

- Teaching and learning activities based on the Lecture/Seminar model is the delivery of teaching and learning of 01 subject/course with the combination of Lecture classes and Seminar classes in a semester. Lecture class is a course with a size of no more than 200 students; Seminar class is a course with a size of 20 to 30 students. Special cases are decided by the President .

- The course syllabus is developed in accordance with the teaching and learning plan according to the Lecture/Seminar model and other related regulations. The duration of each Lecture and Seminar class accounts for 50% of the total duration of that course.

Any changes will be decided by the President. Lecture and Seminar classes will have flexible timetables based on the detailed course syllabus.

- Textbooks and other learning materials (lecture slides, teaching and learning guides, etc.) must be complete and easily accessible; which must be provided to students by the unit in charge of the course/module before or during the first class of the semester.

- Lecturers must have a doctorate degree or higher; Lecturers are responsible for providing course syllabus and other regulations related to the course in the first session of the semester. Seminar lecturers are responsible for evaluating attendance scores, process assessment scores and other related tasks according to regulations. Before the end of class time of the semester or in the last class of the semester, lecturers publicly announce attendance scores and process assessment scores to students.

- Students are responsible for studying the course materials, including course syllabus, teaching and learning guide, textbooks and other related learning materials, as well as self-study, homework and other requirements of the course/module given by the lecturer. Students of the course need to attend all Lecture sessions and are required to attend Seminar sessions in person, as well as comply with other related regulations.

- The Department of Academic Affairs organizes student registration according to current regulations and announces registration process on the website of the department.

#### **Article 10. Online teaching activity**

1. Online teaching activity is the teaching activity organized and implemented through an online teaching system.

2. Online teaching system refers to an online teaching software system and information technology infrastructure that allows management and organization of teaching and learning activities through the Internet-based environment, including: software for organizing direct online teaching and learning activities; online learning management system; online learning content management system.

3. Total online teaching time must not exceed 30% of the total training program volume.

4. Online teaching activities are carried out based on the semester schedule with teaching content according to the approved course syllabus.

5. Online teaching materials are designed based on University regulations, which are approved by the Faculty/School managing the course/module and the President.

6. Testing and assessment for online teaching mode is carried out according to the regulations in the syllabus of each course; in which the online assessment score accounts for no more than 50% of the course score. Special cases require instructions by the Ministry of Education and Training and the university.

7. Responsibilities of related units and individuals: training management units, Schools, Faculties/Schools, all units under and affiliated units under the University;



lecturers, officials, employees and students engaging in online teaching and learning activities and related tasks based on their assigned functions and tasks. Including:

- The Center for applied information technology is responsible for opening online classes on the online learning management system according to the schedule; coordinating with training management units in organizing and managing online teaching activities; organizing, managing and storing online teaching data.

- Online teaching lecturers perform the following main activities: organizing online classes according to the schedule to teach and guide students in their studies; assigning learning tasks and testing and evaluating students' learning outcomes; monitoring and supporting students in exploiting learning content from online teaching materials; advising, supporting, answering questions and resolving students' concerns.

- Online students perform the following main activities: attending online classes according to the schedule or organized by the lecturer; carrying out learning activities as well as doing tests and assessments as required by the lecturer; exploring learning content from online teaching materials; participating in discussions during online classes.

8. For full-time university systems, online teaching and learning activities can only be organized when all units within the University agrees to implement and specifically announces teaching and learning plan for each semester and course.

### **Chapter III**

#### **EVALUATION AND DEGREE CONFERRAL**

##### **Article 11. Course evaluation and grading**

##### **1. Course Evaluation**

a) Each course, students are assessed by 03 (three) component scores; for courses with less than 02 credits, there may be only 01 (one) assessment score. The assessment method, assessment form and weight of each component score are specified in the course syllabus;

- Assessment form: direct or online or a combination of these two forms;

- Component score:

- + Attendance score weights 10% to evaluate students' awareness, attitude and diligence during the learning process.

- + Process assessment score weights 40%;

- + Final exam score weights 50%.

b) The lecturer teaching the course grades and announces attendance scores and process assessment scores publicly to the class, and inserts scores into the system before the end of the semester (or during the last class session of the course).

##### **2. Calculation of component scores and course scores:**

a) Component scores are graded on a 10-point scale and rounded to the nearest 0.5 point;

b) The course score is the sum of the component scores multiplied by the corresponding weight. The course score is rounded to one decimal place, then converted to letter grades and converted to a 4-point scale, as follows

(i) Type of achievement:

No.	10 point scale	Letter Grade	Scale 4
1	From 9.0 to 10	A+	4.0
2	From 8.5 to 8.9	A	4.0
3	From 8.0 to 8.4	B+	3.5
4	From 7.0 to 7.9	B	3.0
5	From 6.5 to 6.9	C+	2.5
6	From 5.5 to 6.4	C	2.0
7	From 5.0 to 5.4	D+	1.5
8	From 4.5 to 4.9	D	1.0

(ii) Failure:

No.	10 point scale	Letter Grade	Scale 4
1	Under 4.5	F	0.0

(iii) Some special cases using letter grades are not counted in the GPA:

HT: Incomplete score due to permission to postpone exams and tests;

X: Incomplete score due to insufficient data;

R: Course scores are exempted from studying and recognized as credits

## **Article 12. Final exams and marking scheme**

1. Final exam:

a) At the end of each semester, the University organizes a final exam. Students are allowed to take the final exam when: (i) Attendance score is 5 points or higher; (ii) satisfaction with the conditions in the course syllabus;

b) The time spent reviewing for each course is proportional to the total number of credits of that course, at least 1/2 day for each credit.

2. Exam questions, exam format, marking scheme:

a) The final exam of a course must be consistent with the content and learning outcomes of the course specified in the course syllabus; the organization of exam questions must either be taken from the exam bank or be carried out according to the regulations of the University ;

b) The final exam can be multiple choice or essay, or a combination of these;

c) The final exam marking must be done by two lecturers;

d) The oral exam scores (if any) must be publicly announced after each exam session; in case the two lecturers marking the oral exam cannot agree on the score, the Head of the Faculty/School will consider appropriate solution and make a decision;

d) Component scores and course scores are recorded in the course transcript nased on the University 's form. The original is sent to the Department of Academic Affairs for storage no later than one week after the end of course grading;

e) Students absent from an exam without a valid reason will receive a score of 0 (zero); students absent with a valid reason will be allowed to take the make-up exam in the next exam session and will be scored for the first time.

### 3. Grade appeal and review of course results:

a) For attendance and process assessment scores , students must directly complain to the lecturer teaching the course;

b) For the final exam scores, students can request to review the final exam results based on the University 's regulations ;

c) For scores announced on the training management network, students are requested to have the Department of Academic Affairs check and compare with the original transcript within no more than 06 months from the exam date.

### **Article 13. Re-study, re-sit, re-study for score improvement**

1. Students who receive F grade for a course are allowed to retake the course 01 (one) time in the next supplementary exam. If they fail, they must re-register for that course or an equivalent course or a replacement course in one of the following semesters until they achieve a D grade or higher, but only limited to C+. The final grade is the official grade for the course.

2. In addition to the cases specified in Clause 1 of this Article, students are entitled to re-register or change to another course for courses with a grade of D, D <sup>+</sup> to improve their cumulative average score. When re-registering to re-register a course to improve their score, students are allowed to retain their attendance score and process assessment score and are allowed to take the highest score in the exams, but only limited to a grade of C <sup>+</sup> and are allowed to retain their previous score if the next exam score is lower.

3. Depending on the actual situation, the University may organize supplementary exams after each semester exam for students to make up for, retake, and allow students with D or D<sup>+</sup> grades to retake to improve their grades. The student's grade after retaking or improving the grade is limited to C<sup>+</sup> and the previous grade is retained if the next grade is lower.

4. Students are only allowed to retake, make up, or improve their scores for each course once within the standard training plan period.

5. Students are only allowed to study to improve their grades and take exams to improve their grades in subjects during the standard training plan period.

**Article 14. Evaluation of learning outcomes by semester and academic year**

1. Calculation of average score:

a) To calculate semester average, academic year average and cumulative average, the letter grade of each subject must be converted to a 4-point scale score as specified in Clause 2, Article 11 of this document;

b) Semester average, academic year average and cumulative average are calculated according to the following formula and rounded to two decimal places:

$$A = \frac{\sum_{i=1}^n a_i \times n_i}{\sum_{i=1}^n n_i}$$

In there:

$A$  is the semester average, school year average or cumulative average ;

$a_i$  is the score of the i-th subject, on a 4-point scale;

$n_i$  is the number of credits of the i-th course;

$n$  is the total number of credits.

2. Students are classified according to their semester average, yearly average or cumulative average on a 4-point scale as follows:

From 3.60 to 4.00: Excellent;

From 3.20 to 3.59: Very good;

From 2.50 to 3.19: Good;

From 2.00 to 2.49: Average;

From 1.00 to 1.99: Weak;

Below 1.0: Very weak.

3. Students are classified into academic year levels based on the number of credits accumulated from the beginning of the course (called N) and the average number of credits

per academic year according to the standard study plan (called M) in Clause 6, Article 2 of this Regulation, specifically as follows:

- a) First year level:  $N < M$ ;
- b) Second year level:  $M \leq N < 2M$ ;
- c) Third year level:  $2M \leq N < 3M$ ;
- d) Fourth year level:  $3M \leq N < 4M$ ;
- d) Fifth year level:  $4M \leq N < 5M$

#### **Article 15. Processing of academic performance based on credit scheme**

1. At the end of each semester, students will be placed on academic warning if they fall into one of the following situations:

- a) The total number of failed credits in a semester exceeds 50% of the registered course load in the semester, or the total number of outstanding credits from the beginning of the course exceeds 24;
- b) The average semester score is below 0.8 for the first semester of the course, below 1.0 for the following semesters;
- c) Cumulative GPA below 1.2 for first-year students, below 1.4 for second-year students, below 1.6 for third-year students or below 1.8 for students in subsequent years.

2. Students are forced to drop out of the university if they fall into one of the following cases:

- a) The number of academic warnings exceeds 2 consecutive times or exceeds 3 non-consecutive times;
- b) These students are absent from all courses without reason during 01 main semester (no decision to temporarily leave school; not registering for any courses, with zero/0 credits).
- c) These students exceed the maximum time allowed to study at the University as prescribed in Clause 7, Article 2 of this document.

3. The University shall announce the list of students forced to leave the institution on the University 's electronic information portal. The College, Faculty/School managing these students shall notify them or their relatives (if there is an address).

4. Full-time university students who are subject to dropping out of school will be considered for transferring to part-time study or distance learning at the University (within 05 years from the date of the decision to drop out of school) and will have their accumulated learning results retained and recognized for the transfer form according to regulations.

## Article 16. Recognition of learning outcomes and credit transfer (Appendix 3)

1. The student's learning outcomes accumulated from another training level, another training major or another training program, another course or from another training institution are considered and recognized by the University and converted into credits of the subjects in the training program.

2. The University's Council for Recognition of Learning Outcomes and Credit Conversion considers recognition and credit conversion based on comparison of output standards, learning content and volume, methods of course assessment and conditions for ensuring program quality implementation at the following levels:

- a) Recognition and conversion by course;
- b) Recognition and conversion by course group;
- c) Recognition and conversion of the entire training program.

3. The maximum recognized and converted volume shall not exceed 50% of the minimum study volume of the training program (excluding the study volume of the subjects National Defense - Security Education, Physical Education, Political Theory and Foreign Languages).

4. Students are only recognized for their academic results and credit transfer during their official study period at the University and before graduation.

5. The addition of incentive points for students with achievements in scientific research and Olympic competitions according to regulations must be approved by the University's Council for Recognition of Academic Results and Credit Transfer. At the same time, the President must issue a decision to add incentive points.

## Article 17. Fieldtrip report, graduation internship and graduation thesis

1. Fieldtrip reports are compulsory university courses in the training program organized at the latest in the third year to equip students with experience in professional activities, professional activities, job positions of the industry and training program.

2. Graduation internship: Students having accumulated 75% of the total credits of the training program and satisfy the prerequisites of the "Graduation Thesis" course in the training program can register for graduation internship and write a graduation thesis.

3. The graduation thesis has a minimum volume of 10 credits; the time for graduation internship and completion of the graduation thesis is at least 10 weeks.

4. Implementation process:

a) Every year, based on the general plan of the University, the School/Faculty is responsible for developing an implementation plan, specifying the requirements of practical topics, graduation internships and writing graduation theses in accordance with the characteristics of each major and training program of the unit;

b) The Faculty/School is responsible for assigning lecturers to instruct students in conducting practical topics, graduation internships and writing graduation theses based on regulations: (i) lecturers (full-time or visiting lecturers) must have a master's or doctoral degree in the right field or have taught major knowledge courses for 3 years or more; (ii) each lecturer guides no more than 15 students in 1 practical topic guidance session or graduation internship guidance session.

#### 5. Graduation thesis evaluation:

a) The Faculty/School establishes a Graduation Thesis Evaluation Council. The Council consists of 03 members who are qualified lecturers to supervise internships, each member evaluates on a scale of 10, with a maximum of 0.5 points. The Council's "Graduation Thesis" score is the average of the scores of the 03 members, with a maximum of 0.1 points;

b) The graduation thesis score is calculated into the cumulative average score of the entire course and is graded on a scale of 10, taken in fractions of 0.1 points and is calculated from 02 components: (i) Scores graded by the instructor on a scale of 10, taken in fractions of 0.5 points, accounting for 50%; and (ii) Scores graded by the council, accounting for 50%;

c) The graduation thesis assessment council will assess the thesis in person or online. In case the graduation thesis score assessed online by the council has a weight higher than 50%, the following conditions must be met: (i) Consensus of the council members and the student; (ii) The online defense session is fully recorded and archived.

#### Article 18. Graduation recognition and bachelor degree issuance

1. Students are considered and recognized as graduates when they meet the following conditions:

a) Accumulate adequate credits and meet the foreign language and IT outcome standards of the training program;

b) Acquire cumulative GPA of the entire course with average score or above;

c) Obtain a certificate of National Defense and Security Education and complete Physical Education courses;

d) Complete the "Citizen - Student Activity Week" and achieve the training assessment score according to regulations for full-time university students;

d) At the time of graduation consideration, not being prosecuted for criminal liability or not being under disciplinary action at the level of suspension from school.

2. Every year, students who meet the graduation requirements are considered to graduate by the University according to the general plan. In special cases, during the maximum study period specified in Clause 7, Article 2 of this document, students may

request to postpone graduation if there is a legitimate reason, but no more than 06 months from the date of the Council's meeting to consider the eligibility for default graduation according to the general plan.

3. The Graduation Examination Council is chaired by the President or authorized by the Vice President of National Economics University, the Vice President is Vice Chairman; the Head of the Academic affairs is a standing member; members are the Rectors of member colleges, Heads of training faculties/schools and Heads of relevant departments.

4. Based on the proposal of the Graduation Council, the President shall issue a decision to recognize graduation and grant a graduation certificate within 03 months from the time the student fully meets the graduation requirements and completes the tuition and fee obligations as prescribed.

5. Graduation classification is determined based on the cumulative average score of the entire course as stipulated in Clause 2, Article 14 of this Regulation , specifically: from 3.60 to 4.00: Department of Academic Affairs; from 3.20 to 3.59: Good; from 2.50 to 3.19: Fair; from 2.00 to 2.49: Average . In which, the graduation classification of students with an excellent and good cumulative average score will be reduced by one level if they fall into one of the following cases:

a) The number of credits to be retaken exceeds 5% of the total number of credits prescribed for the entire program;

b) Students who have been disciplined at the level of warning or higher during their studies.

5. Students who have completed the maximum study time as prescribed but are not yet eligible to graduate due to not completing the National Defense - Security Education or Physical Education courses or not meeting the output standards of foreign languages or information technology, within 03 years from the date of leaving school, may complete the remaining conditions and be proposed for graduation recognition.

6. Students not graduating are granted certificates for the credits accumulated in the university training program .

7. Full-time university students who have completed the maximum study period as prescribed may transfer to the corresponding part-time or distance learning program of the University , if they are still within the prescribed study period for the transfer form, and their accumulated study results for the transfer form as prescribed will be retained and recognized.

### **Article 19. Foreign language outcome standards**

1. Applicable subjects: Full-time university students; not applicable to foreign students.



## 2. Outcome standards:

a) Graduates of bachelor training program must meet the following minimum requirements of English outcome standards:

Major/training program	Vietnam Framework for foreign language proficiency	International English Certificate			
		IELT S	TOEFL IBT	TOEFL ITP	TOEIC 4 skills
English Language	Level 5	6.5	79	x	x
Advanced program	Level 5	6.5	79	x	x
High quality programs, POHE and other programs taught in English	Level 4	6.0	60	543	730-290
Regular program (in Vietnamese)	Level 4	5.5	46	500	600-270

b) If a student has got an international high school diploma, bachelor's, master's, or doctorate in Vietnam or abroad in English or the language used entirely in training is English, the university's foreign language outcome standards will be recognized.

3. Conditions for registration for recognition of learning outcomes and credit transfer, and consideration of meeting foreign language output standards:

a) Students with international English certificates or diplomas that meet outcome standards can register for credit conversion consideration. English courses in the training program and foreign language output standards upon graduation.

b) Universities have detailed regulations on recognition of learning outcomes and credit transfer. Foreign language courses for each training program in Appendix 02.

c) Students whose academic results are recognized and grades are converted must fulfill the obligation to pay the reserve fee as prescribed.

d) Special cases are decided by the University Director.

4. Conversion of English scores is carried out according to Appendix 2A, 2B of this document.

## Chapter IV

### OTHER REGULATIONS FOR STUDENTS

#### Article 20. Temporary leave of absence and withdrawal

1. Students who take a temporary leave of absence during the semester, not covered by Clause 2 of this Article due to their illness or other legitimate reasons, shall follow the

instructions in the Appendix "Academic procedures for managing regular university training" of this Regulation.

## 2. Temporary leave of absence:

Students are allowed to take a temporary leave of absence (from 01 main semester or more) and have their study results reserved in the following cases:

- a) Being mobilized into the armed forces;
- b) Being mobilized by competent authorities to represent the country in international competitions and tournaments;
- c) Being sick, pregnant or having an accident requiring long-term treatment with a certificate from a competent medical examination and treatment facility as prescribed by the Ministry of Health;
- d) Demonstrating other personal reasons but having studied at least 01 semester at the University and not being subject to consideration for forced expulsion or disciplinary action.

3. Time off from school temporarily due to personal needs is counted towards the official study time specified in Article 2, Clause 7 of these Regulations.

4. Students who are temporarily absent from the university and wish to return to study must follow the instructions in the Appendix "Academic procedures for the management of full-time undergraduate training program" of this document.

5. Students are allowed to withdraw from the university for personal reasons, except cases of forced withdrawal or disciplinary action. Students who wish to return to the university must take the entrance exam like other candidates. Students who withdraw from the university will have their accumulated learning results retained and recognized according to regulations.

## Article 21. Changes of major, place of study, training institution and study mode

1. Students are considered to transfer to another program, another training major, or another branch of the University, or from a branch to the main headquarters of the University, or to a joint training unit (for students who work and study) when they meet the following conditions:

- a) Not currently being a first-year or final-year student of the designed course, not being subject to consideration for forced expulsion from school, and still having enough study time as prescribed in Article 2, Clause 7 of this document;
- b) Meeting the admission requirements of the program, training major, and branch (or head office) in the same enrollment period;

c ) Meeting the requirements of quality assurance conditions, not exceeding the training capacity for that training program and field according to current regulations of the Ministry of Education and Training;

d) Getting approval by Head of the specialized unit in charge of the program, training major, or head of the university branch (where the transfer is from and where the transfer is to), Head of the joint-training agency (where the transfer is from and where the transfer is to) or the President for the mode of work-study training.

2. Students are considered for transferring training institutions when they meet the following conditions:

a) Students are not in first year or final year, not being subject to consideration for forced expulsion from school and still having enough study time as prescribed in Clause 7, Article 2 of this Regulation;

b) Students meet the admission requirements of the training program and major of the same enrollment period at the place of transfer;

c) The transfer location has sufficient conditions to ensure quality and does not exceed the training capacity for that training program and field according to current regulations of the Ministry of Education and Training;

d) Students receive the consent of the president of the training institution where they wish to transfer to and from.

3. Students are considered for transfer from the regular mode to the part-time study or distance learning mode of the University if they still have enough study time according to the regulations for the transfer mode.

4. Students wishing to change majors, places of study, training institutions, or study mode must follow the instructions in the Appendix "Academic procedures for the management of full-time undergraduate training program" of this document.

#### Article 22. Student exchange and cooperation in training program

1. Based on the regulations on mutual recognition of training processes, training content and credit value, the University allows students to study some courses at other training institutions and vice versa (hereinafter referred to as student exchange).

2. If approved by the Presidents of the two training institutions, students may register to study a number of credits at another training institution with the number of credits that the student accumulates at the other training institution not exceeding 25% of the total volume of the training program (excluding the volume of National Defense and Security Education credits and Physical Education credits).

3. In training cooperation between the University and other training institutions, the assessment and mutual recognition of the number of credits that students accumulate at

other training institutions shall not exceed 25% of the total volume of the training program (excluding the volume of National Defense - Security Education subjects and Physical Education subjects).

4. Conditions for student exchange, training cooperation, recognition of learning outcomes and credit transfer for students during the implementation of training programs are based on University regulations.

#### Article 23. Pursuit of two programs at the same time

1. At a credit-based university, students may register to study additional courses of another program or major when meeting the prescribed conditions, but will only enjoy official benefits and be considered for recognition of graduation from the second program when they have successfully registered to study the second program as prescribed in Clause 2 of this Article.

2. Students can register for the second program at the earliest when they have been placed in the second year of the first program, and at the latest in the third year. At the time of registration, students must meet one of the following two conditions:

a) Academic performance calculated based on cumulative average score is ranked as good or higher and meets the quality assurance threshold of the second program in the year of enrollment;

b) Academic performance is calculated based on the average cumulative grade point average and meets the admission requirements of the second program in the year of admission.

3. During the time a student is simultaneously studying two programs, if the cumulative average score of the first program is below the average score or is on academic warning, the student has to stop studying the second program in the following semester and to be removed from the list of students registering for the second program.

4. The maximum time allowed for students studying two programs at the same time is the maximum time prescribed for the first program, as stipulated in Clause 7, Article 2 of these Regulations. When studying the second program, students will have their results recognized for courses with equivalent content and knowledge volume in the first program.

5. Students are only considered for graduation from the second program if they meet the graduation requirements of the first program.

#### Article 24. Articulation study for students with other degrees

1. Students who have graduated from vocational education training levels are eligible to apply and transfer to university level according to current regulations of the Government, the Prime Minister and the university's enrollment plan.

2. Based on their preferred major and training mode, university graduates are eligible to apply for and transfer to an additional university degree of the University for majors that have enrolled at least 03 courses.

3. Students who transfer to a higher education institution shall carry out the training program and register for study according to the general plan like other students in the same training mode. Based on the recognition and conversion of credits, students shall be exempted from the corresponding credits according to the accumulated learning volume according to the regulations on recognition of learning results and credit conversion of the University.

#### Article 25. Treatments for students' violations

1. Students who cheat in exams, tests, and assessments of learning outcomes will be subject to disciplinary action for each subject violated according to the provisions of the current High School Graduation Exam Regulations issued by the Ministry of Education and Training , except for cases specified in Clause 2 of this Article.

2. Students who take exams for others or ask others to take exams for them will be subject to disciplinary action including a 1-year suspension from school for the first offense and forced to leave school for the second offense.

3. Students who use fake documents, diplomas, or certificates as admission or graduation conditions will be forced to leave school; graduation diplomas, if already granted, will be revoked or canceled.

## **Chapter V**

### **IMPLEMENTATION**

#### **Article 26. Regime for information reporting, storage and disclosure**

##### **1. Prior to December 31 of each year:**

University report to the Ministry of Education and Training on data related to freshmen, graduates, dropouts as well as students currently studying in the year, those expected to graduate in the following year and graduates having found jobs within 12 months. The data must be classified by input groups, training majors, training courses and training mode;

2. The University guarantees safe storage and preservation of documents related to training work according to regulations issued by the Ministry of Education and Training.

a) Admission decisions, original transcripts, graduation recognition decisions, and original graduation certificate issuance books for students are archival documents that are permanently preserved at the University ;

b) Other documents related to enrollment and training are stored and preserved throughout the training process;

c) The destruction of documents related to enrollment and training that have expired shall be carried out in accordance with current state regulations.

3. The university shall publicly announce the following documents on its electronic information portal at least 45 days before organizing the training:

a) Training regulations and related training management regulations ;

b) Decisions on opening majors and decisions on organizing regular training, part-time training, joint training, and joint training; clearly stating name of the major, mode of training, subjects, enrollment quotas and methods, training locations, training coordination facilities, and other relevant information;

c) Quality assurance conditions according to current regulations of the Ministry of Education and Training;

d) Evidence that training programs meet training program standards issued by the Ministry of Education and Training;

d) Announcement of enrollment according to current enrollment regulations;

e) Evidence of meeting the minimum requirements for work-study training as prescribed

#### **Article 27. Implementation Provisions**

1. This document takes effect from the date of signing, replacing previous undergraduate training regulations (Decision No. 368/QĐ-ĐHKTQĐ dated April 12, 2024 by the President promulgating the Undergraduate Training

Regulations of National Economics University); replacing the Regulations on Foreign Language and Informatics Outcome Standards (issued under the Decision No. 785/QĐ-ĐHKTQĐ dated April 21, 2020); replacing the Regulations on Recognition of Learning Outcomes and Credit Transfer (issued under Decision No. 2081/QĐ-ĐHKTQĐ dated November 2, 2021, and amended and supplemented under Decision No. 554/QĐ-ĐHKTQĐ dated May 29, 2024); replacing the Regulations on Teaching and Learning activities under the Lecture/Seminar Model (issued under Decision No. 317/QĐ-ĐHKTQĐ dated April 6, 2023); replacing the Academic Affairs Procedure for Full-time Undergraduate Training Management (issued under Decision No. 267/QĐ-ĐHKTQĐ dated March 21, 2023); and replacing the Procedure for Full-time Undergraduate Training Management (issued under Decision No. 229/QĐ-ĐHKTQĐ dated March 7, 2024).

2. The Head of the Academic Affairs department, Heads of all units and affiliated units under the University, full-time undergraduate students, part-time undergraduate students, and relevant organizations and individuals are responsible for implementing this document.
3. During the implementation, if any issues arise that require adjustment or supplementation, units or individuals shall report them to the Academic Affairs Department for synthesis and submission to the President for consideration and decision.

**PRESIDENT**

**Pro, Dr. Phạm Hồng Chương**

## Appendix 1 : Process of structuring semester timetable for the entire University

### 1. Construction basis

- Current training regulations and rules;
- Teaching plans of current training programs;
- Current academic year training plan;
- Human resources and facilities and (lecturers/lecture halls);
- Results of analysis and survey of learners' needs (students/learners).

### 2. Process (steps)

Step	Description	Time prior to the start of new semester
1	Based on the annual training plan, the University announces the structure of the timetable for the next semester	10 weeks
2	Training management teams and departments shall base on the annual training plan and the University's announcement (mentioned in section 1) to develop a proposed timetable and send it to the Department of Academic Affairs (via email) (after 02 weeks).	08 weeks
3	The Department of Academic Affairs synthesizes the proposal and designs a tentative schedule for the entire University and → sends it to the departments, training management teams, Schools, Faculties to assign lecturers to teach (on software application) → departments, training management teams, Schools, Faculties sends it back to the Department of Academic Affairs (after 1 week).	06 weeks
4	Based on feedback from departments, training management teams, Schools, Faculties → the Department of Academic Affairs develops an official schedule → to issue notices to the entire University (departments, training management teams, Schools, Faculties, students, learners); The Department of Academic Affairs will assist full-time students of standard programs to register for more or less courses according to regulations (within 01 week).	05 weeks
5	The Department of Academic Affairs updates and adjusts the timetable, notifies cancelled courses, and allows qualified university students to register for additional classes that are still open and have capacity (within 01 week).	04 weeks



6	Announcement of official timetable for the whole University	02 weeks
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**Appendix 2A: ENGLISH SCORE CONVERSION TABLE  
FOR ENGLISH MAJOR**

Level	European reference framework	IELTS (points */9)	TOEFL iBT (score */120)	Converted scores for English courses		
				English 1 (Listening, Speaking, Reading, Writing)	English 2 (Listening, Speaking, Reading, Writing)	English 3 (Listening, Speaking, Reading, Writing)
Advanced	C2	7.5-9.0	111-120	10	10	10
	C1	7	94-101	10	10	9
Intermediate	B2	6,5	79-93	9	9	8

**IELTS:** International English Language Testing Service

**TOEFL:** Test of English as a Foreign Language

**Appendix 2B: ENGLISH SCORE CONVERSION TABLE  
FOR REGULAR UNDERGRADUATE TRAINING**

Level	European reference framework	Vietnamese standardized Test of English Proficiency	TOEIC		TOEFL iBT	IELTS (score*/9)	Converted score for English courses		
			TOEIC (score* Listening / reading /990)	TOEIC (score* Speaking - Writing/400)			Eng1	Eng2	Eng3
Advanced	C2	6	945-990	380	110-120	8.0-9.0	10	10	10
	C1	5	850-940	330	102-109	7,5	10	10	10
					94-101	7,0	10	10	10
Intermediate	B2	4	800-845	310	79-93	6,5	10	10	10
			730-795	290	60-78	6,0	10	9	8

			600- 725	270	46-59	5,5	10	9	7
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**TOEFL:** Test of English as a Foreign Language

**TOEIC:** Test of English for International Communication

**IELTS:** International English Language Testing Service

## **Appendix 3: Guidance on recognition of learning outcomes and credit transfer**

### **1. Purpose**

To recognize learning outcomes accumulated from another training level, another training major or another training program, another course or from another domestic or foreign training institution; the recognized learning outcomes are converted into credits of courses within the university training program, full-time training mode at National Economics University.

### **2. Basis and conditions for recognition of learning outcomes and credit transfer**

#### **2.1. Basis for recognition of learning outcomes and credit transfer**

- Based on the need for recognition of learning outcomes and conversion of accumulated credits of learners;
- Based on training cooperation documents and student exchange between the University and other domestic and international training institutions;
- Based on other relevant training regulations and rules of the State and the University.

#### **2.2. Conditions for recognition of learning outcomes and credit transfer**

\* Conditions and criteria for recognition of results and credit transfer for each course:

- Courses in college, university and equivalent training programs or higher.
- The course has a study load equal to or greater than the number of credits of the converted course in the current training program of the University.
- The course has a learning outcome of D on a letter grade scale, or 1 on a 4-point scale or higher, or 4.5 (four and a half points) or higher on a 10-point scale.
- The course with recognized results and converted credits must have appropriate learning outcomes or content equivalent to at least 75% of the converted course in the current training program of the University.

\* Conditions and criteria for recognition of results and credit conversion by course group and by the entire training program are based on Clause 1, Point a, Clause 2 of this Article and are proposed by the University Council.

\* Certificates with recognized results and credit transfer must be valid according to the regulations.

\* Special cases decided by the President are claimed based on the proposal of the University's Council for Recognition of Academic Results and Credit Transfer.

\* The University does not consider recognizing learning outcomes and transferring credits for compulsory subjects of the major in the University's training program.

### 3. Volume, content and value of credit conversion

3.1. The maximum recognized and converted volume shall not exceed 50% of the total volume of the training program (excluding the volume of courses namely National Defense and Security Education, Physical Education, Political Theory, and Foreign Languages which are considered separately).

#### 3.2. Conversion of study volume

- 01 credit = 15 credit hours of classroom study, 01 credit hour = 50 minutes;
- 01 learning unit (CU) = 15 classroom periods; 01 period = 45 minutes.

Convert the study volume into the number of credits of the subject/course according to the following table:

No.	Number of units	Number of lessons (01 lesson = 45 minutes)	Number of credits
1	3	33-54	2
2	4	55-69	3
3	5 or 6	70-114	4
4	$\geq 7$	$\geq 115$	5

In special cases, as proposed by the Council for Recognition of Learning Results and Credit Conversion, the President shall make decision in accordance with Article 3 of this document

#### 3.3. Conversion of academic performance

No.	10 point scale	Letter Grade	Scale 4	Convert from scale 10th letter	
1	From 9.0 to 10	A+	4.0	9.5	9.3
2	From 8.5 to 8.9	A	4.0	8.7	
3	From 8.0 to 8.4	B+	3.5	8.2	7.7
4	From 7.0 to 7.9	B	3.0	7.5	
5	From 6.5 to 6.9	C+	2.5	6.7	6.2
6	From 5.5 to 6.4	C	2.0	6.0	
7	From 5.0 to 5.4	D+	1.5	5.2	5.0
8	From 4.5 to 4.9	D	1.0	4.7	
8	Từ 4,5 đến 4,9	D	1,0	4.7	

3.4. Recognition of academic performance and credit transfer for special courses including:

- Compulsory political theory courses as prescribed;
- National Defense and Security Education courses as prescribed;
- Physical Education courses based on learning outcomes and accumulated credits

### 3.5. Recognition of academic performance and credit transfer with international certificates

a. Students with international English certificates IELTS, TOEFL IBT; TOEIC are considered for recognition of learning results and credit transfer for foreign language courses in general education knowledge block of training program.

b. Recognition of academic performance and credit conversion for professional certificates: Credit conversion value is applied to specific professional certificate or to specific cooperation program between professional organizations and the university, particularly as follows:

- In regard of professional certificates of organizations that cooperate with the University, relying on the cooperation agreement, the University shall determine the conversion value for each subject in the training program;

- In regard of other professional certificates, the conversion value is based on the proposal of the College, Faculty/School managing the training program, the Council for recognition of academic performance and credit conversion, and the President's decision.

3.6. Students whose academic performance are recognized and credits are transferred will be exempted from studying and taking exams for that subject; but must pay fees according to University regulations.

## **4. Procedure for recognition of academic performance and credit transfer**

(1) Students apply or register to the Council for recognition of results and transfer of university credits (through the Training Management unit);

(2) The Training management unit carries out review, verification, comparison and synthesis of students' academic performance to report the Council;

(3) The Council organizes meeting to consider recognition of academic performance and credit transfer;

(4) The Council submits a proposal of recognition to the President for decision on recognition of results and credit conversion;

(5) The Council determine fees for recognition of academic performance and credit transfer;

(6) The Council notifies students of recognition results and updates conversion results.

(7) For exchange and training cooperation students: students submit an application to the training management unit, then, it is required relying on student's

academic results to synthesize and send a proposal to the Council (through the training management unit) to consider recognizing academic performance and transferring credits for students.

(8) For students with international certificates, professional certificates and special courses: it is required that the training management unit should rely on Article 3 and Article 4 of this document to compile and send a request to the Council (through the Training Management Unit) to consider recognizing learning results and transferring credits for students.

(9) For students who win Olympic prizes and Scientific Research prizes: students make an application, the relevant functional unit/department is in charge of all similar cases and sends a request to the Council (through the Department of Academic Affairs) to consider adding incentive points, recognizing academic performance and converting credits for students.

## **Appendix 4: INSTRUCTIONS FOR CONVERTING EQUIVALENT CREDITS TO THE EUROPEAN CREDIT TRANSFER AND ACCUMULATION SYSTEM (ECTS) OF NATIONAL ECONOMICS UNIVERSITY**

### **1. Purpose**

The transfer of equivalent credits to the European Credit Transfer and Accumulation System (ECTS) helps students easily transfer credits from the National Economics University to another university in Europe or another country that uses the equivalent credit transfer system based on ECTS. Then, these students would continue accumulating credits in the training program they are studying.

The transfer of equivalent credits to the European Credit Transfer and Accumulation System (ECTS) creates compatibility between the training system of National Economics University and the training systems in the European Union and European countries, allowing comparison, evaluation and recognition of training programs in a clear and transparent basis.

### **2. Regulations on credits and study volume of National Economics University**

- One credit is equivalent to 50 hours of standard study, including time spent attending lectures, engaging in guided study, doing self-study, conducting research, acquiring experience as well as taking tests and assessments.

- For classroom teaching activities, one credit requires a minimum of 15 hours of lecture or 30 hours of practice, experiment, discussion, in which one hour of classroom teaching is counted as 50 minutes.

	<b>Number of credits</b>	<b>Class time</b>	<b>Self-study time</b>	<b>Total</b>
National Economics University	01 credit (Theory)	15 hours (50 minutes)	35 hours (60 minutes)	47.5 hours (60 minutes)
	01 credit (Practice)	30 hours (50 minutes)	35 hours (60 minutes)	60 hours (60 minutes)

*(1 hour in class is counted as 50 minutes; 1 hour of self-study is counted as 60 minutes)*

### **3. Regulations on credits and study load of some European countries**

<b>Country</b>	<b>Number of credits</b>	<b>Total</b>
United Kingdom	01	10 hours
Germany, France, Belgium, Hungary	01	30 hours
Austria, Italy, Spain	01	25 hours
Finland	01	27 hours



Country	Number of credits	Total
Netherlands, Portugal	01	28 hours

*(1 hour of class/self-study/practice/internship is equal to 60 minutes)*

#### **4. Instructions for converting academic credits of National Economics University and European Credit Transfer and Accumulation System (ECTS)**

##### ***4.1. Steps to calculate equivalent credit conversion***

- Step 1: Determine the total number of hours students need to study to complete 01 credit at National Economics University.

- Step 2: Determine the total number of hours a student needs to study to complete 01 credit at universities in Europe or another country using the equivalent credit transfer system based on ECTS that needs to be converted.

- Step 3: Calculate the equivalent credit conversion between the National Economics University and universities in Europe or another country that uses the ECTS equivalent credit conversion system based on student's study duration.

##### ***4.2. Conversion of equivalent credits between National Economics University and European Credit Transfer and Accumulation System (ECTS)***

*\* Conversion formula is as follows:*

$$\frac{\text{Total hours of 01 credit at VNUHCM}}{\text{Total hours of 01TC in the country to be converted}} = \frac{\text{Number of ECTS credits equivalent to number of credits in the target country}}{\text{Number of credits in the target country}}$$

*\* Credit conversion equivalent to some countries in Europe*

National Economics University 01 (one) theoretical credit (47.5 hours, 60 minutes)	Target country	Number of credits converted (ECTS)
	United Kingdom	47.5/10 = 4.75
	Germany, France, Belgium, Hungary	47.5/30 = 1.58
	Austria, Italy, Spain	47.5/25 = 1.9
	Finland	47.5/27 = 1.76
	Netherlands, Portugal	47.5/28 = 1.7

<b>National Economics University 01 (one) practice credit (60 hours, 60 minutes)</b>	<b>Target country</b>	<b>Number of credits converted (ECTS)</b>
	United Kingdom	$60/10 = 6.0$
	Germany, France, Belgium, Hungary	$60/30 = 2.0$
	Austria, Italy, Spain	$60/25 = 2.4$
	Finland	$60/27 = 2.22$
	Netherlands, Portugal	$60/28 = 2.14$

### Appendix 5: Procedures for managing full-time undergraduate training programs

No.	Task	Management document	Procedure for implementation	Co-operative unit/team/department
1	Evaluate and improve the quality of training programs	<ul style="list-style-type: none"> <li>- Regulations. Current regulations of the Ministry of Education and Training;</li> <li>- Regulations on opening majors, building, evaluating and promulgating current training programs of National Economics University.</li> </ul>	University Specific Plans and Guidelines.	<ul style="list-style-type: none"> <li>- Department of Academic Affairs: full-time training programs; English training programs delivered and awarded by the University;</li> <li>- School of Advanced Education Programs: advanced, high-quality &amp; POHE programs.</li> </ul>
2	Provide admissions	<ul style="list-style-type: none"> <li>- Current university admission regulations of the Ministry of Education and Training;</li> <li>- Current university admission regulations of National Economics University.</li> </ul>	<ul style="list-style-type: none"> <li>- Annual University Admissions Plan/Information;</li> <li>- Admission plan and schedule;</li> <li>- Admission announcement and instructions.</li> </ul>	Department of Academic Affairs
3	Develop training plan; Timetable; Exam schedule ( <i>Training organization and training management</i> )	Current university training regulations of National Economics University.	<ul style="list-style-type: none"> <li>- Current training program;</li> <li>- Annual training plan;</li> <li>- University Announcements and Instructions on timetable and exam schedule.</li> </ul>	<ul style="list-style-type: none"> <li>- Department of Academic Affairs: Focal point for developing plans and timetables for the entire University;</li> <li>- Training units (School of Advanced Education Programs; International School of Management and Economics; School of Business); Faculties/Schools managing English-language training programs as focal points for coordination.</li> </ul>
4	Manage transcripts and enter scores on the Training Management System ( <i>Training and Training Management Organization</i> )	Current university training regulations of National Economics University.	<ul style="list-style-type: none"> <li>- Current training program;</li> <li>- Annual training plan;</li> <li>- University Announcements and Instructions.</li> </ul>	<ul style="list-style-type: none"> <li>- Department of Academic Affairs: full-time training programs; training programs in English delivered and awarded by the University;</li> <li>- International School of Management and Economics: BBAE - Business Administration Institute: E-BBA, E-BD B</li> </ul>

No.	Task	Management document	Procedure for implementation	Co-operative unit/team/department
				School of Advanced Education Programs: advanced, high-quality & POHE, BA programs.
5	Announce output standards; Consideration of recognition of learning outcomes and credit transfer ( <i>Training and Training Management Organization</i> )	Current university training regulations of National Economics University.	<ul style="list-style-type: none"> <li>- Current training program;</li> <li>- Annual training plan;</li> <li>- University Announcements and Instructions.</li> </ul>	<b><i>Standing Council for reviewing output standards, reviewing recognition of learning results and credit conversion:</i></b> <ul style="list-style-type: none"> <li>- Department of Academic Affairs: regular university training programs; English training programs;</li> <li>- School of advanced education programs: advanced, high quality &amp; POHE, BA programs;</li> <li>- School of business: E-BBA; E-BD B training programs;</li> <li>- International school of management and economics: BBAE.</li> </ul>
6	Consider academic warning, consider dropping out of school ( <i>Training and Management Organization</i> )	Current university training regulations of National Economics University.	<ul style="list-style-type: none"> <li>- Current training program;</li> <li>- Annual training plan;</li> <li>- University Announcements and Instructions.</li> </ul>	<b><i>Standing Council:</i></b> <ul style="list-style-type: none"> <li>- Department of Academic Affairs: Standing council at University level;</li> <li>- School of advanced education programs is co-standing for advanced, high quality &amp; POHE; BA programs;</li> <li>- International school of management and economics is co-standing for BBAE program – School of business is co-standing for E-BBA; E-BD B programs;</li> <li>- Faculties/Schools: Preside over review and proposal at faculty/School level.</li> </ul>
7	Organize graduation Review ( <i>Graduation Recognition</i> )	Current university training regulations of National Economics University.	<ul style="list-style-type: none"> <li>- Current training program;</li> <li>- Annual training plan;</li> <li>- University Announcements and Instructions.</li> </ul>	<b><i>Standing Council:</i></b> <ul style="list-style-type: none"> <li>- Department of Academic Affairs: Standing council at University level;</li> <li>- School of advanced education programs is co-standing for advanced, high quality &amp; POHE; BA programs;</li> <li>- International school of management and economics is co-standing for BBAE program – School of</li> </ul>

No.	Task	Management document	Procedure for implementation	Co-operative unit/team/department
				business is co-standing for E-BBA; E-BD B programs; - Faculties/Schools: Preside over review and proposal at faculty/School level.
8	Print and sign graduation certificates and diploma appendices ( <i>Graduation certificates and Diploma appendices</i> )	Current university training regulations of National Economics University.	- Training program; - Annual training plan; - University Announcements and Instructions.	Department of Academic Affairs
9	Print and sign temporary and final transcripts ( <i>Diploma Appendix</i> )	Current university training regulations of National Economics University.	- Training program; - Decision on graduation recognition; - List of graduates.	- Department of Academic Affairs: regular university training programs; English training programs; - School of advanced education programs: advanced, high quality & POHE, BA programs; - School of business: E-BBA; E-BD B training programs; - International school of management and economics: BBAE.
10	Organize Opening, Closing and Graduation Ceremony	Regulations on Organization and Operation of the University (Resolution No. 26/NQ-DHKTQD-HDDH dated December 27, 2024 of the University Council promulgating the Regulations on Organization and Operation of the National Economics University)	- Decision on graduation recognition, list of graduating students. - University plan and announcement (agree to organize 01 University-level ceremony . Schools, Faculties/Institutes managing specific programs can propose to organize separate events for students).	Communications Department

### Appendix 6: Academic procedures for managing full-time undergraduate training programs

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
<b>I. ADMISSION</b>							
1	<b>Reserve of admission results</b>	Candidates admitted under the reserved category	Email / Department of Academic Affairs, Room 211-A1	Within the time limit according to the admission notice - admission	Department of Academic Affairs	01 week	<p>1. Candidates learn about the regulations on reserving admission results:  <a href="https://daotao.neu.edu.vn/vi/quy-dinh-cua-truong">https://daotao.neu.edu.vn/vi/quy-dinh-cua-truong</a></p> <p>2. Candidates submit their application and related documents (admission notice - admission, accompanied by supporting documents according to current regulations: military service summons; certificate of long-term medical treatment or serious accident confirmed by a competent medical authority...) via email to the specialist in charge.</p> <p>3. Application form here:  <a href="https://daotao.neu.edu.vn/vi/quy-trinh-xu-ly-hoc-vu/cac-mau-don-dang-ky-hoc-vu-danh-cho-sinh-vien-1">https://daotao.neu.edu.vn/vi/quy-trinh-xu-ly-hoc-vu/cac-mau-don-dang-ky-hoc-vu-danh-cho-sinh-vien-1</a></p> <p>4. The specialist in charge will send the results back to the candidates via email (If you need to receive hard copies of the results, please contact the specialist at the Department of Academic Affairs, room 211-A1.  <b>Specialist in charge:</b> MSc. Hoang Thanh Ha  Email: <a href="mailto:htha@neu.edu.vn">htha@neu.edu.vn</a></p>

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
							5. Candidates' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs
2	<b>Drop out of the university for freshmen (prior to official opening)</b>	Full-time students	Email / Department of Academic Affairs, Room 211-A1	During business hours	Department of Academic Affairs	02 working days	<p>1. Candidates submit application and related documents via email to the specialist in charge.</p> <p>2. Application form here:  <a href="https://daotao.neu.edu.vn/vi/quy-trinh-xu-ly-hoc-vu/cac-mau-don-dang-ky-hoc-vu-danh-cho-sinh-vien-1">https://daotao.neu.edu.vn/vi/quy-trinh-xu-ly-hoc-vu/cac-mau-don-dang-ky-hoc-vu-danh-cho-sinh-vien-1</a></p> <p>3. The specialist in charge will send the results back to the candidates via email (If you need to receive hard copies of the results, please contact the specialist at the Department of Academic Affairs, room 211-A1).  <b>Specialist in charge:</b> MSc. Hoang Thanh Ha  Email: <a href="mailto:htha@neu.edu.vn">htha@neu.edu.vn</a></p> <p>4. Candidates' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs</p>

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
3	<b>Procedures related to application documents</b>	Successful candidates; full-time students	Email / Department of Academic Affairs, Room 211-A1	During business hours	Department of Academic Affairs	03 working days	<p>1. Candidates submit application and related documents via email to the specialist in charge.</p> <p>2. Application form here: <a href="https://daotao.neu.edu.vn/vi/quy-trinh-xu-ly-hoc-vu/cac-mau-don-dang-ky-hoc-vu-danh-cho-sinh-vien-1">https://daotao.neu.edu.vn/vi/quy-trinh-xu-ly-hoc-vu/cac-mau-don-dang-ky-hoc-vu-danh-cho-sinh-vien-1</a></p> <p>3. The specialist in charge will send the results back to the candidates via email (If you need to receive hard copies of the results, please contact the specialist at the Department of Academic Affairs, room 211-A1). <u>Specialist in charge:</u> MSc. Hoang Thanh Ha Email: <a href="mailto:htha@neu.edu.vn">htha@neu.edu.vn</a></p> <p>4. Candidates' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs</p>
4	<b>Confirmation of entrance exam results (including support for students with submission to insurance companies...)</b>	Full-time students	Email / Department of Academic Affairs, Room 211-A1	During business hours	Department of Academic Affairs	02 working days	<p>1. Candidates submit application and related documents via email to the specialist in charge.</p> <p>2. Application form here: <a href="https://daotao.neu.edu.vn/vi/quy-trinh-xu-ly-hoc-vu/cac-mau-don-dang-ky-hoc-vu-danh-cho-sinh-vien-1">https://daotao.neu.edu.vn/vi/quy-trinh-xu-ly-hoc-vu/cac-mau-don-dang-ky-hoc-vu-danh-cho-sinh-vien-1</a></p> <p>3. The specialist in charge will send the results back to the candidates via</p>



No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
							<p>email (If you need to receive hard copies of the results, please contact the specialist at the Department of Academic Affairs, room 211-A1).  <u>Specialist in charge:</u> MSc. Hoang Thanh Ha  Email: <a href="mailto:htha@neu.edu.vn">htha@neu.edu.vn</a></p> <p>4. Candidates' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs</p>
<b>II. TEMPORARY LEAVE. ACCEPTANCE OF RETURNING TO STUDY. WITHDRAWAL. TRANSFERENCE TO ANOTHER INSTITUTION, MAJOR/COURSE CHANGE</b>							
1	<b>Temporary leave /Suspension of studies/Withdrawal on request</b>	Students who have the need and meet the requirements based on regulations	Student account on <a href="#">daihocchinhquy</a> page / Email	During office hours	Department of Academic Affairs	01 week	<p>1. Students learn about the process on the website of the Department of Academic Affairs. → Academic procedure for management of full-time training programs → Procedure → Instructions for using online registration for academic reserve, withdrawal, change of major, ... on the University Information Portal for full-time training programs</p> <p>2. Students track the process and results on their student account.</p> <p>3. Students receive the decision via email (provided by the University) from the specialist in charge.</p>

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
							<u>Specialist in charge:</u> Le Ngan Giang; Email: <a href="mailto:giangln@neu.edu.vn">giangln@neu.edu.vn</a> 4. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs
2	<b>Acceptance of students with temporary leave to return to study</b>	Students are eligible according to the decision	Student account on daihocchinhquy page / Email	During office hours	Department of Training Affairs	01 week	1. Students learn about the process on the website of the Department of Academic Affairs. → Academic procedure for management of full-time training programs → Procedure → Instructions for using online registration for academic reserve, withdrawal, change of major, ... on the University Information Portal for full-time training programs (Students must complete the procedure at least 1 week before the new semester registration time) 2. Students track the process and results on their student account. 3. Students receive the decision via email (provided by the University) from the specialist in charge. <u>Specialist in charge:</u> Le Ngan Giang; Email: <a href="mailto:giangln@neu.edu.vn">giangln@neu.edu.vn</a> 4. Students' assessment of working process → Academic procedure for

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
							management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs
3	<b>Institution transference (transfer to)</b>	Students from other training institutions who have the need and meet the requirements	E-mail	4 weeks before new semester	Department of Academic Affairs	04 weeks	<p>1. Students learn about the regulations on school transfer in the REGULATIONS - → University's Regulations → Current university training regulations of the University.</p> <p>2. Students fill in the application form here:  <a href="https://daotao.neu.edu.vn/vi/quy-trinh-xu-ly-hoc-vu/cac-mau-don-dang-ky-hoc-vu-danh-cho-sinh-vien-1">https://daotao.neu.edu.vn/vi/quy-trinh-xu-ly-hoc-vu/cac-mau-don-dang-ky-hoc-vu-danh-cho-sinh-vien-1</a></p> <p>3. Students will receive their application back after 01 week (with approval from the President).</p> <p>4. Students resubmit application (with approval from the transfer school).</p> <p>5. Students receive the decision via email from the specialist in charge.  <u>Specialist in charge:</u> Le Ngan Giang;  Email: <a href="mailto:giangln@neu.edu.vn">giangln@neu.edu.vn</a></p> <p>6. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs</p>

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
4	<b>Institution transference (move away)</b>	Students in need and eligible	E-mail	During office hours	Department of Academic Affairs	02 weeks	<p>1. Students learn about the regulations on school transfer in the REGULATIONS - →University's Regulations →Current university training regulations of the University.</p> <p>2. Students fill in the application form here:  <a href="https://daotao.neu.edu.vn/vi/quy-trinh-xu-ly-hoc-vu/cac-mau-don-dang-ky-hoc-vu-danh-cho-sinh-vien-1">https://daotao.neu.edu.vn/vi/quy-trinh-xu-ly-hoc-vu/cac-mau-don-dang-ky-hoc-vu-danh-cho-sinh-vien-1</a>  →Students apply directly at the Department of Academic Affairs (Room 211-A1), with confirmation from the transfer school and academic transcript.</p> <p>3. Students receive the decision via email from the specialist in charge within 02 weeks from the date of application submission.  Specialist in charge: Le Ngan Giang;  Email: <a href="mailto:giangln@neu.edu.vn">giangln@neu.edu.vn</a></p> <p>4. Students' assessment of working process →Academic procedure for management of full-time training programs →Student survey→ Survey of student satisfaction with the academic processes of full-time training programs</p>
5	<b>Major/training program change</b>	Students in need and eligible	Student account on daihocchinhquy page / Email	4 weeks before new semester	Department of Academic Affairs	04 weeks	<p>1. Students about regulations on changing majors/training programs in the REGULATIONS →University's Regulations</p>

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
							<p>→Current university training regulations of the University.</p> <p>2. Students fill in the application form here:  <a href="https://daotao.neu.edu.vn/vi/quy-trinh-xu-ly-hoc-vu/cac-mau-don-dang-ky-hoc-vu-danh-cho-sinh-vien-1">https://daotao.neu.edu.vn/vi/quy-trinh-xu-ly-hoc-vu/cac-mau-don-dang-ky-hoc-vu-danh-cho-sinh-vien-1</a></p> <p>3. Submit the application and related documents online via email (provided by the University) to the responsible specialist.</p> <p>4. Students track the process and results on their student account.</p> <p>5. Students receive the decision via email (provided by the University) from the specialist in charge.  <u>Specialist in charge:</u> Le Ngan Giang;  Email: <a href="mailto:giangln@neu.edu.vn">giangln@neu.edu.vn</a></p> <p>6. Students' assessment of working process →Academic procedure for management of full-time training programs →Student survey→ Survey of student satisfaction with the academic processes of full-time training programs</p>
<b>III. TRAINING PROGRAM. TRAINING PLAN. TIMETABLE. COURSE REGISTRATION. EXAM SCHEDULE</b>							
1	<b>Questions about training program</b>	Full-time students	Academic Advisor, Secretary of College/School/Faculty	By appointment with academic advisor, faculty/school	Office of faculty/school	Appointment time	<p>1. Students learn about the training program here:  <a href="https://courses.neu.edu.vn/">https://courses.neu.edu.vn/</a></p> <p>2. Students contact their academic advisor, secretary of college/</p>

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
				secretary or teacher assigned by faculty/school leader (during office hours)			<p>Faculty/school to make an appointment.</p> <p>3. Academic advisors, College/Faculty/School secretaries or teachers assigned by the College/Faculty/School leaders receive and respond to students or send emails to the specialist in charge.</p> <p><u>Specialist in charge:</u> MSc. Pham Duc Minh</p> <p>Email: <a href="mailto:minhpd@neu.edu.vn">minhpd@neu.edu.vn</a></p> <p>4. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs</p>
2	<b>Questions about training plans and timetable</b>	Full-time students	E-mail	During office hours	Department of Academic Affairs	From 14:00 to 16:00	<p>4</p> <p>1. Students find information about training plans and timetable on the website of the Department of Academic Affairs or <a href="https://daihocchinhquy.neu.edu.vn">https://daihocchinhquy.neu.edu.vn</a></p> <p>2. Students send information that needs to be answered to the specialist in charge via email.... (using the University email).</p> <p>3. Specialists will respond and answer students via email.</p> <p><u>Specialist in charge:</u> MSc. Pham Duc Minh</p> <p>Email: <a href="mailto:minhpd@neu.edu.vn">minhpd@neu.edu.vn</a></p> <p>4. Students' assessment of working process → Academic procedure for</p>

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
							management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs
3	<b>Course registration (including registration for internship topics, projects, intensive English; combined courses, cancellation of registration, etc.)</b>	Full-time students	Student account on daihocchinhquy page / Email	During the University's scheduled time	Department of Academic Affairs	From 14:00 to 16:00 working days	<p>1. Students find information, and notice about the timetable and registration instructions on the website of the Department of Academic Affairs or <a href="https://daihocchinhquy.neu.edu.vn">https://daihocchinhquy.neu.edu.vn</a></p> <p>2. Students send information requiring support to the specialist in charge via email.... (using the University-issued email).</p> <p>3. Specialists will respond and answer students via email. <u>Specialist in charge:</u> MSc. Pham Duc Minh Email: <a href="mailto:minhpd@neu.edu.vn">minhpd@neu.edu.vn</a></p> <p>4. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs</p>
4	<b>Registration for courses of National Defense and Security Education;</b>  <b>Results of National Defense and</b>	Full-time students	Student account on daihocchinhquy page / Email	During the University's scheduled time	Department of Academic Affairs	From 14:00 to 16:00 working days	<p>1. Students find information, and notification about the organization of studying National Defense and Security Education at the University's electronic information portal and the Department of Academic Affairs.</p>

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
	Security Education course						<p>2. Students send information requiring support to the specialist in charge via email.... (using the University-issued email).</p> <p>3. Specialists will respond and answer students via email.  <b>Specialist in charge:</b> MSc. Le Ha  <b>Email:</b> <a href="mailto:hale@neu.edu.vn">hale@neu.edu.vn</a></p> <p>4. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs</p>
5	Registration for two programs at the same time	Students having demand and satisfying the requirements based on regulations	Student account on <a href="http://daihocchinhquy.net">daihocchinhquy</a> page / Email	4 weeks before new semester	Department of Academic Affairs	04 weeks	<p>1. Students learn about the regulations on studying two programs at the same time:  <a href="https://daotao.neu.edu.vn/vi/hoc-cung-luc-2-chuong-trinh">https://daotao.neu.edu.vn/vi/hoc-cung-luc-2-chuong-trinh</a></p> <p>2. Students register to study two programs at the same time based on the instructions on the website of the Department of Academic Affairs or the <a href="http://daihocchinhquy.neu.edu.vn">daihocchinhquy</a> page  <a href="https://daihocchinhquy.neu.edu.vn">https://daihocchinhquy.neu.edu.vn</a></p> <p>3. Students track the process and results on their student account.  <b>Specialist in charge:</b> MSc. Pham Truong Ngoc Son  <b>Email:</b> <a href="mailto:sonpt@neu.edu.vn">sonpt@neu.edu.vn</a></p> <p>4. Students' assessment of working process → Academic procedure for management of full-time training</p>



No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
							programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs
6	<b>Questions about schedule for final exam</b>	Full-time students	E-mail	During office hours	Department of Academic Affairs	From 14:00 to 16:00 Workday	<p>1. Students can find out the exam schedule in the TRAINING section → Exam Schedule (or use the account to check the exam schedule on the PSC-UIS system)</p> <p>2. Students send information requiring support to the specialist in charge via email.... (using the University-issued email).</p> <p>3. Specialists will respond and answer students via email.  <u>Specialist in charge:</u> MSc. Pham Huy Giang  Email: <a href="mailto:giangph@neu.edu.vn">giangph@neu.edu.vn</a>  MSc. Pham Duc Minh, specialist  Email: <a href="mailto:minhpd@neu.edu.vn">minhpd@neu.edu.vn</a></p> <p>4. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs</p>
<b>IV. STUDENT ACCOUNT. EXAM POSTPONEMENT. SUPPLEMENTARY EXAM. MAKE-UP EXAM. SCORE ON THE SYSTEM. STUDENT INFORMATION</b>							
1	<b>Re-issue of PSC-UIS student account password</b>	Full-time students	E-mail	During office hours	Department of Academic Affairs	01 working day	<p>1. Students who have lost their student account password on PSC-UIS, submit an application, along with a photocopy of their student card.</p>

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
							<p>Send information for support to the specialist in charge via email.... (use University email).</p> <p>2. Specialists will respond and answer students via email.</p> <p><u>Specialist in charge:</u> MSc. Pham Duc Minh</p> <p>Email: <a href="mailto:minhpd@neu.edu.vn">minhpd@neu.edu.vn</a></p> <p>3. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs</p>
2	<b>Postponement of exam</b>	Students unable to attend final exams.	Student account on daihocchinhquy page / Email	Within 02 working days before/after the exam date	Department of Training Affairs	02 working days	<p>1. Students learn about the exam postponement process on the website of the Department of Academic Affairs, on the daihocchinhquy page.</p> <p>2. Students upload application and evidence on daihocchinhquy website module</p> <p>3. Students track the processing and receive results via email or through their student account.</p> <p><u>Specialist in charge:</u> MSc. Pham Duc Minh</p> <p>Email: <a href="mailto:minhpd@neu.edu.vn">minhpd@neu.edu.vn</a></p> <p>4. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with</p>

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
							the academic processes of full-time training programs
3	<b>Supplementary exam</b>	Students allowed to defer exams last semester.	Student account on daihocchinhquy page / Email	02 working days before the exam date	Department of Academic Affairs	01 working day	<p>1. Students learn about the supplementary exam registration process on the website of the Department of Academic Affairs or <a href="https://daihocchinhquy.neu.edu.vn">https://daihocchinhquy.neu.edu.vn</a></p> <p>2. Students upload application and evidence on the module page <a href="https://daihocchinhquy.neu.edu.vn">https://daihocchinhquy.neu.edu.vn</a></p> <p>3. Students track the processing and receive results via email or through their student account. <u>Specialist in charge:</u> MSc. Pham Duc Minh Email: <a href="mailto:minhpd@neu.edu.vn">minhpd@neu.edu.vn</a></p> <p>4. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs</p>
4	<b>Make-up exam</b>	Students having demand and meeting the conditions	Student account on daihocchinhquy page / Email	During office hours	Department of Academic Affairs	From 14:00 to 16:00 working days	<p>1. Students learn about the make-up exam registration process on the website of the Department of Academic Affairs or <a href="https://daihocchinhquy.neu.edu.vn">https://daihocchinhquy.neu.edu.vn</a></p> <p>2. Students send information requiring support to the specialist in charge via email.... (using the University-issued email).</p> <p>3. Specialists will respond and answer students via email.</p>

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
							<u>Specialist in charge:</u> MSc. Pham Duc Minh Email: <a href="mailto:minhpd@neu.edu.vn">minhpd@neu.edu.vn</a> 4. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs
5	<b>Questions about score on the PSC-UIS system</b>	Full-time students	Student account on daihocchinhquy page / Email	During office hours	Department of Academic Affairs	From 14:00 to 16:00 Workday	1. Students learn about the regulations on component scores and course scores in the current university training regulations of the National Economics University. 2. Students send information requiring support to the specialist in charge via email.... (using the University-issued email). 3. Specialists will respond and answer students via email. <u>Specialist in charge:</u> MSc. Pham Duc Minh Email: <a href="mailto:minhpd@neu.edu.vn">minhpd@neu.edu.vn</a> 4. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs
6	<b>Questions about student information on the PSC-UIS system</b>	Full-time students	Student account on daihocchinhquy page / Email	During business hours	Department of Academic Affairs	From 14:00 to 16:00 working days	1. Students use their accounts to check personal information on the PSC-UIS system.

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
							<p>2. Students send information requiring support to the specialist in charge via email.... (using the University-issued email).</p> <p>3. Specialists will respond and answer students via email.  <u>Specialist in charge:</u> MSc. Pham Huy Giang  Email: <a href="mailto:giangph@neu.edu.vn">giangph@neu.edu.vn</a></p> <p>4. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs</p>
<b>V. FOREIGN LANGUAGE PROFICIENCY- INFORMATION TECHNOLOGY LEARNING OUTCOMES. RECOGNITION OF ACADEMIC PERFORMANCE AND CREDIT TRANSFER</b>							
1	<b>Learning outcomes of English proficiency</b>	Students with international English certificates according to regulations	Student account on <a href="#">daihocchinhquy</a> page	From 15th to 30th or 31st of every month	Department of Training Affairs	From 1st to 10th of every month	<p>1. Students learn about the regulations on Foreign Language learning outcomes in current University's Training Regulations of National Economics University.</p> <p>2. Students follow the instructions in the ACADEMIC PROGRAM section → to register for score change and consider learning outcomes. → Instructions for registering for certificates to consider learning outcomes, exchange foreign language and IT scores on the official University information portal (updated September 2023)</p>

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
							<p>3. Students track the process and results on their student account.  <u>Specialist in charge:</u> Le Ngan Giang;  Email: <a href="mailto:giangln@neu.edu.vn">giangln@neu.edu.vn</a></p> <p>4. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs</p>
2	<b>IT learning outcomes (Applicable for K66 and earlier)</b>	Students with international IT certificates according to regulations.	Student account on daihocchinhquy page	From 15th to 30th or 31st of every month	Department of Academic Affairs	From 1st to 10th of every month	<p>1. Students learn about the regulations on IT learning outcomes in university's current training regulations of National Economics University.</p> <p>2. Students follow the instructions in the ACADEMIC PROGRAM section → to register for score change and consider output standards. → <u>Instructions for registering for certificates to consider Output Standards, exchange foreign language and IT scores on the official University information portal (updated September 2023)</u></p> <p>3. Students track the process and results on their student account.  Specialist in charge: Le Ngan Giang;  Email: <a href="mailto:giangln@neu.edu.vn">giangln@neu.edu.vn</a></p> <p>4. Students' assessment of working process → Academic procedure for</p>

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
							management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs
3	<b>Recognition of learning outcomes and credit transfer of English courses in the training program</b>	Students with international English certificates according to regulations	Student account on daihocchinhquy page	From 15th to 30th or 31st of every month	Department of Academic Affairs	From 1st to 10th of every month	<p>1. Students learn about regulations on Recognition of learning outcomes and credit transfer in university's current training regulations of the National Economics University.</p> <p>2. Students follow the instructions and register online on the website of the Department of Training Affairs.</p> <p>3. Students track the process and results on their student account.</p> <p>4. Students pay fees through their tuition account.</p> <p><u>Specialist in charge:</u> Le Ngan Giang; Email: <a href="mailto:giangln@neu.edu.vn">giangln@neu.edu.vn</a></p> <p>5. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs</p>
4	<b>Recognition of learning outcomes and transfer of credits for basic computer science courses in the training program</b>	Students with international IT certificates according to regulations.	Student account on daihocchinhquy page	From 15th to 30th or 31st of every month	Department of Academic Affairs	From 1st to 10th of every month	<p>1. Students learn about regulations on Recognition of learning outcomes and credit transfer in university's current training regulations of the National Economics University.</p>

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
	(Applicable for K66 and earlier)						<p>2. Students follow the instructions and register online on the website of the Department of Academic Affairs.</p> <p>3. Students track the process and results on their student account.</p> <p>4. Students pay fees through their tuition account.</p> <p>Specialist in charge: Le Ngan Giang; Email: <a href="mailto:giangln@neu.edu.vn">giangln@neu.edu.vn</a></p> <p>5. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs</p>
5	<b>Recognition of academic performance and credit transfer for students studying two programs at the same time</b>	Students studying the second program	Student account on daihocchinhquy page	01 week after the decision to recognize the list of students studying two programs at the same time	Department of Academic Affairs	01 week	<p>1. Students learn about regulations on Recognition of learning outcomes and credit transfer in university's current training regulations of the National Economics University.</p> <p>2. Students complete an application with a transcript and submit it directly or via email to the specialist in charge.</p> <p>3. Application form in the section ACADEMIC AFFAIRS Management → Academic affairs processing procedure → Student Application Forms</p> <p>4. Students track the process and results on their student account.</p>



No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
							<u>Specialist in charge:</u> MSc. Pham Truong Ngoc Son Email: <a href="mailto:sonpt@neu.edu.vn">sonpt@neu.edu.vn</a> 5. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs
6	<b>Recognition of learning outcomes and credit transfer for transfer students (College-University; University-University/2<sup>nd</sup> degree full-time mode)</b>	Students with transference to 2 <sup>nd</sup> degree-full-time mode	Student account on daihocchinhquy page	02 weeks after student enrollment	Department of Academic Affairs	02 weeks	1. Students learn about regulations on Recognition of learning outcomes and credit transfer in the current university training regulations of the National Economics University. 2. Students complete an application with a transcript and submit it directly or via email to the specialist in charge. 3. Application form in the section ACADEMIC AFFAIRS Management → Academic affairs processing procedure → Student Application Forms 4. Students track the process and results on their student account. 5. Students track results on the official university website. 6. Students pay fees through their tuition account. <u>Specialist in charge:</u> MSc. Tran Thi Thanh Ha Email: <a href="mailto:hat@neu.edu.vn">hat@neu.edu.vn</a>

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
							7. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs
7	<b>Recognition of academic performance and credit transfer for students transferring institution, changing majors/training programs; students in student exchange programs, etc.</b>	Full-time students	E-mail	01 week after the decision to recognize the list of students studying two programs at the same time	Department of Academic Affairs	01 week	<p>1. Students learn about regulations on Recognition of learning outcomes and credit transfer in university's current training regulations of National Economics University.</p> <p>2. Application form in the Academic Affairs section → Academic Affairs Processing Procedure → Student Application Forms</p> <p>3. Students submit an application with transcripts and other supporting documents (Decision to transfer school, change major, send to exchange students,...) via email to the specialist in charge.</p> <p>4. The specialist in charge will send the results to the student via email.  <u>Specialist in charge:</u> MSc. Pham Duc Minh  Email: <a href="mailto:minhpd@neu.edu.vn">minhpd@neu.edu.vn</a></p> <p>5. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with</p>

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
							the academic processes of full-time training programs
<b>VI. RECOGNITION OF GRADUATION; ISSUANCE OF BACHELOR DEGREE AND DEGREE APPENDIX</b>							
1	<b>Graduation recognition</b>	Eligible full-time students	Student account on daihocchinhquy page	Based on University's plan and announcement (3-5 times a year)	Department of Academic Affairs	04-06 weeks from the date of notification	<p>1. Students learn about the regulations on Graduation Recognition in University's current Training Regulations of the National Economics University.</p> <p>2. Students of class 62 or earlier graduating earlier or later than 4 years need to submit an application (if eligible for graduation) directly or via email to the specialist in charge. Application form in the section ACADEMIC AFFAIRS Management → Training Procedures → Student Application Forms</p> <p>3. Students track the process and processing results in the announcement, via email, and student account.  <u>Specialist in charge:</u> MSc. Tran Thi Thanh Ha  Email: <a href="mailto:hat@neu.edu.vn">hat@neu.edu.vn</a></p> <p>4. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs</p>

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
2	<b>Issuance of temporary graduation certificate (while waiting for degree)</b>	Students recognized as graduates	One gate service School, Faculty	Based on plan and announcement of the University	Department of Academic Affairs	01 week from the date of graduation recognition decision	<p>1. The Department of Academic Affairs issues temporary graduation certificates and sends them to the College, Faculty/School that manage students.</p> <p>2. Students receive a temporary graduation certificate from the School, Faculty/Institute of student management. <u>Specialist in charge:</u> MSc. Tran Thi Thanh Ha Email: <a href="mailto:hat@neu.edu.vn">hat@neu.edu.vn</a></p> <p>3. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs</p>
3	<b>Issuance of Degree and Degree Appendix</b>	Students recognized as graduates	Department of Academic Affairs (P211-A1)	Based on plan and announcement of the University	Department of Academic Affairs	01 month from the date of graduation recognition decision	<p>1. The Department of Academic Affairs submits the degree and the degree appendix to the President for signature.</p> <p>2. Students receive their degree and degree appendix based on specific announcements for each batch in the GRADUATION section → of the Annual Graduation Review. <u>Specialist in charge:</u> MSc. Pham Truong Ngoc Son Email: <a href="mailto:sonpt@neu.edu.vn">sonpt@neu.edu.vn</a></p> <p>3. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey →</p>

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
							Survey of student satisfaction with the academic processes of full-time training programs
<b>VII. TRAINING SERVICES PROVIDED THROUGH THE ONE-GATE SERVICE</b>							
1	Graduation certificate to replace lost degree	Students and alumni	One-gate office	During office hours	One-gate office	Based on general announcement of the University	1. Students and alumni register for the one-gate service 2. Manner of registration: - Directly at the one-gate office: G floor, Building A1 - Online at: <a href="https://onegate.neu.edu.vn/">https://onegate.neu.edu.vn/</a> 3. Students pay fees at the one-gate office: G floor, Building A1 4. Students receive results by appointment at the one-gate office: G floor, Building A1 5. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs
2	Copy of degree from original book	Students and alumni	One-gate office	During office hours	One-gate office	Based on general announcement of the University	
3	Certificate of Graduation	Students and alumni	One-gate office	During office hours	One-gate office	Based on general announcement of the University	
4	Temporary graduation certificate	Students and alumni	One-gate office	During office hours	One-gate office	Based on general announcement of the University	
5	Certificate of completion of training program	Students and alumni	One-gate office	During office hours	One-gate office	Based on general announcement of the University	
6	Degree Appendix (Vietnamese)	Students and alumni	One-gate office	During office hours	One-gate office	Based on general announcement	

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
						of the University	- Directly at the one-gate office: G floor, Building A1
7	Degree Appendix (English)	Students and alumni	One-gate office	During office hours	One-gate office	Based on general announcement of the University	- Online at: <a href="https://onegate.neu.edu.vn/">https://onegate.neu.edu.vn/</a> 3. Students pay fees at the one-gate office: G floor, Building A1 4. Students receive results by appointment at the one-gate office: G floor, Building A1
8	Temporary degree appendix	Students and alumni	One-gate office	During office hours	One-gate office	Based on general announcement of the University	5. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs
9	Confirmation of learning process (Vietnamese)	Students and alumni	One-gate office	During office hours	One-gate office	Based on general announcement of the University	1. Students and alumni register for the one-gate service 2. Manner of registration: - Directly at the one-gate office: G floor, Building A1
10	Confirmation of course content (Vietnamese)	Students and alumni	One-gate office	During office hours	One-gate office	Based on general announcement of the University	- Online at: <a href="https://onegate.neu.edu.vn/">https://onegate.neu.edu.vn/</a> 3. Students pay fees at the one-gate office: G floor, Building A1 4. Students receive results by appointment at the one-gate office: G floor, Building A1
11	Confirmation of course content (English)	Students and alumni	One-gate office	During office hours	One-gate office	Based on general announcement of the University	5. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
12	Confirmation of admission score	Students and alumni	One-gate office	During office hours	One-gate office	Based on general announcement of the University	1. Students and alumni register for the one-gate service 2. Manner of registration: - Directly at the one-gate office: G floor, Building A1
13	Confirmation of high school exam scores	Students and alumni	One-gate office	During office hours	One-gate office	Based on general announcement of the University	- Online at: <a href="https://onegate.neu.edu.vn/">https://onegate.neu.edu.vn/</a> 3. Students pay fees at the one-gate office: G floor, Building A1 4. Students receive results by appointment at the one-gate office: G floor, Building A1
14	Confirmation of admission	Students and alumni	One-gate office	During office hours	One-gate office	Based on general announcement of the University	5. Students' assessment of working process → Academic procedure for management of full-time training programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs
15	Confirmation of academic results (upon request)	Students and alumni	One-gate office	During office hours	One-gate office	Based on general announcement of the University	
16	Scoring explanation in English	Students and alumni	One-gate office	During office hours	One-gate office	Based on general announcement of the University	1. Students and alumni register for the one-gate service 2. Manner of registration: - Directly at the one-gate office: G floor, Building A1
17	Confirmation of 2 <sup>nd</sup> degree full-time mode, the second program	Students and alumni	One-gate office	During office hours	One-gate office	Based on general announcement of the University	- Online at: <a href="https://onegate.neu.edu.vn/">https://onegate.neu.edu.vn/</a> 3. Students pay fees at the one-gate office: G floor, Building A1 4. Students receive results by appointment at the one-gate office: G floor, Building A1
18	Sending service for studying abroad	Students and alumni	One-gate office	During office hours	One-gate office	Based on general announcement	5. Students' assessment of working process → Academic procedure for management of full-time training

No.	Issue	Subject	Place to receive and return results	Time To receive	Unit To resolve	Time To resolve	Procedure
						of the University	programs → Student survey → Survey of student satisfaction with the academic processes of full-time training programs