

DECISION

Regarding the issuance of the Quality Assurance System for 2022-2023

PRINCIPAL OF THAI BINH MEDICAL COLLEGE

Based on Circular No. 1308/VBHN-BLDTBXH dated April 5, 2019, issued by the Minister of Labor, War Invalids and Social Affairs, promulgating the Charter of Colleges, which stipulates the powers and responsibilities of the College Principal;

Based on Circular No. 15/2017/TT-BLDTBXH dated June 8, 2017, issued by the Minister of Labour, Invalids and Social Affairs, promulgating regulations on criteria and standards for evaluating occupational quality;

Based on Circular No. 28/2017/TT-BLDTBXH dated December 15, 2017, issued by the Minister of Labour, Invalids and Social Affairs, promulgating regulations on the Quality Assurance System of vocational education institutions;

Considering the proposal of the Head of the Inspection, Examination & Quality Assurance Department,

DECISION

Article 1: The Thai Binh College of Health Sciences has issued a set of documents on its Quality Assurance System, including: the Quality Manual; the Quality Policy for the period 2020-2025; the Quality Objectives for 2022-2023; and the Quality Assurance Process and Tools. *(Detailed list attached)* .

Article 2 : This decision takes effect from the date of signing.

Article 3 : The heads of departments, faculties, and affiliated units, as well as all administrators, teachers, and employees of the School, are responsible for implementing this Decision.

Recipient:

- Board of Directors
- Self-Assessment Council
- As per Article 3
- Lưu VT, TCHC, TT-KT-KĐCL

PRINCIPAL

Nguyễn Thị Thu Dung



**THAI BINH PROVINCIAL PEOPLE'S COMMITTEE
COLLEGE OF MEDICINE**

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QUALITY POLICY FOR THE PERIOD 2020 - 2025

(Attached to Decision No. 236/QĐ-CDYT dated July 12, 2023)

(by the Principal of Thai Binh Medical College)

Thai Binh Medical College is a training institution that provides high-quality human resources in the health sciences sector, focusing on professional expertise and ethical conduct, meeting the demands of society according to regional standards and aiming towards international standards .

The Board of Directors, administrators , teachers , staff , workers, and students of the school commit to:

1. All activities in the school are learner-centered.
2. Utilize all resources, apply active learning methods, and closely integrate theory and practice to improve the quality of training.
3. Diversify training methods to meet societal needs.
4. Continuously improve the quality of the management staff, teachers, employees, and workers in the school .
5. Expand cooperative relationships with domestic and international organizations to collaborate on training and job placement for students after graduation.
6. Establish, operate, and develop a quality assurance system based on national, regional, and international standards.



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QUALITY OBJECTIVES FOR THE 2022-2023 SCHOOL YEAR

(Attached to Decision No. 236/QĐ-CDYT dated July 12, 2023)

(by the Principal of Thai Binh Medical College)

In 2022-2023, all administrators, teachers, staff, and workers demonstrated a spirit of responsibility, solidarity, and determination to successfully achieve the following quality objectives:

1. 100% of teachers meet the standards for vocational education teachers as prescribed.

2. Achieve 60% of the enrollment target.

3. 100% of training programs have complete curricula that are compiled, selected, and evaluated according to regulations.

4. 100% of the lectures have sufficient reference materials as required.

5. Finalize consumption norms and ensure 100% availability of materials and equipment for teaching and learning activities.

6. Implement 100% of the training inspection and monitoring plans correctly and completely.

7. Over 80% of faculty members received positive feedback from students.

8. Ensure 100% participation in extracurricular programs and explore job opportunities for students upon graduation.

9. Maintain discipline, professional conduct, and a positive pedagogical environment. Ensure that at least 60% of students achieve a GPA of "Good" or higher; over 80% of students achieve a GPA of "Good" or higher in their conduct; and 75% of graduates find employment in their field of study.

10. Revise and supplement the quality assurance system; Self-assess to meet the quality accreditation standards for vocational education institutions.

11. Complete the external evaluation of the vocational education institution and the College Nursing training program.

INDEX

I. GENERAL INTRODUCTION	6
1. Development History	6
2. Organizational Structure	6
3. Functions – Tasks	7
4. List of training fields/	13
5. Achievements	13
6. Training occupations and training	1414
II. SCOPE OF APPLICATION	15
1. Scope of application:	15
2. Areas of application	15
III. OPERATIONAL PROCESS AND DESCRIPTION OF THE RELATIONSHIP	18
1. The operational process of the quality management field	18
2. Implement improvements	20
3. Content of the quality management areas	20

I. GENERAL INTRODUCTION

The Quality Assurance Manual is a document providing information about the quality assurance system of Thai Binh Medical College to administrators, teachers, staff, and stakeholders. It defines the scope of application, quality policies and objectives, introduces the activities and organizational structure, functions and responsibilities of the college, and the quality assurance procedures that have been issued, serving as a basis for the leadership and key personnel of the college to manage their quality management system.

1. Development history

1.1. General information about the school

School name: Thai Binh Medical College

English name: Thaibinh Medical College

Governing body: Thai Binh Provincial People's Committee

Address: 290 Phan Bá Vành – Quang Trung - Thai Binh City

- Phone: Fax: 02383.852194

Website: [http:// caodangytb. edu.vn](http://caodangytb.edu.vn) Email: c_aodangytb @gmail.com

1.2. History of the school's development

Thai Binh Medical College is a public institution within the vocational education system, a public service unit under the People's Committee of Thai Binh province. It was established on the basis of upgrading Thai Binh Medical Secondary School according to Decision No. 333/QĐ-BGDĐT dated January 21, 2008, of the Ministry of Education and Training.

The school's predecessor was the Thai Binh Medical School, established in October 1960 under the management of the Ministry of Health, with the mission of training medical personnel at the intermediate and lower levels. In 1974, it was renamed the Thai Binh Medical High School, under the management of the Thai Binh Department of Health. During this period, the school relocated to several places: Dong Hung District, Hung Ha District, Quynh Phu District, and Thai Binh City, training many medical personnel for Thai Binh Province and other sectors such as the Ministry of Public Security, and also training medical personnel for Laos.

2. Organizational structure

School administration: Principal . Vice Principal

Functional rooms: 6 rooms

Department of Training, Scientific Research and International Cooperation

Examination and Quality Assurance Department

Organization and Administration Department

Planning and Finance Department

Student Affairs Office

General Clinic

Training departments: 4 departments

Faculty of Basic Sciences

Department of Basic Medicine.

Clinical Department

Pharmacy Department

Centers: 2 centers

Center for Training Based on Social Needs

Admissions and Study Abroad Counseling Center

School Council: Consists of 9 members: Representatives from the Provincial People's Committee, the Department of Health, the Party Committee, the Board of Directors, and administrative staff. The School Council was established by a decision of the Thai Binh Provincial People's Committee. Political and social organizations: School Party Committee, School Trade Union, Youth Union, Women's Union.

3. Functions and Responsibilities

3.1. Functions and Responsibilities of the School

- To train human resources with college-level qualifications and lower in the healthcare field, possessing good political and ethical qualities, practical professional knowledge commensurate with their training level, good health, and the ability to adapt to employment in society.

- Conduct scientific research and technological development. Combine training with scientific research and production, and provide scientific and technological services in accordance with the Law on Science and Technology, the Law on Education, and other legal regulations. Participate in the work of caring for and protecting the health of the people as prescribed by the Ministry of Health.

- Managing faculty, staff, and employees, building a teaching staff that is sufficient in number and balanced in terms of qualifications.

- Collaborate with students' families, organizations, and individuals in educational activities.

- Organize social activities for lecturers, staff, and students that are relevant to their field of study and meet the needs of society.

- Manage the use of land, school buildings, equipment, and finances in accordance with the law.

3.2. Functions and responsibilities of the units

3.2.1. Administrative and Organizational Department

The Administrative and Organizational Department advises the Rector on personnel organization, recruitment of staff, teachers, and employees; compiles and proposes opinions, and assists the Rector in organizing and managing personnel, general administration, emulation, internal security, and managing staff and employees under the department's authority according to the Rector's delegation of authority.

Develop plans and organize training programs to improve the skills of officials, teachers, and staff.

Manage personnel, records, and handle employee benefits and policies in accordance with current regulations. Implement training, development, and promotion plans for staff. Propose the establishment of recruitment committees for the Rector's approval.

Compile a list of the school's legal documents for the Principal's approval and issuance.

Develop a plan and staffing strategy for the school's administrators, teachers, and staff in each stage of development.

Monitor and compile monthly attendance records, as well as reports on emulation, commendation, and disciplinary actions for staff and teachers.

Monitoring and summarizing security and defense work, and fire prevention and control work.

Ensure administrative work is carried out throughout the school. Develop plans and organize the implementation of internal political security protection. Manage and supervise the security team and be responsible for security and order within the school. Ensure environmental hygiene.

Taking care of the working conditions of experts, volunteers, principals, vice-principals, councils, teachers, and staff.

Perform administrative and archiving duties and manage the school's seals. Handle reception and ceremonial duties, and control all types of vehicles entering and exiting the school premises in accordance with regulations.

To advise the Principal on incoming documents from higher levels for implementation.

Drafting, issuing, and monitoring the implementation of announcements from the Board of Directors to departments and divisions. Managing logbooks and taking notes during staff meetings. Managing and supervising the driver team.

Managing and beautifying the environmental landscape, building a cultured lifestyle and a conducive educational environment. Implementing healthcare and environmental sanitation programs, and organizing regular health check-ups for staff, teachers, and employees.

Compile, propose, and purchase office supplies for departments, faculties, and centers for the Rector's approval.

Coordinate with relevant departments and faculties to organize health check-ups, procure initial equipment, and arrange health and personal accident insurance for new students. Address cases of student illness, accidents, and other unforeseen events.

Authorized to sign documents on behalf of the Principal when delegated.

3.2.2. Department of Training, Scientific Research and International Cooperation

As an advisory unit assisting the Rector in developing the school's training development plan, integration plans and strategies for vocational training at the regional and international levels, teaching and learning plans for each course, academic year, and semester, monthly training plans, and collaborating with faculties in developing class timetables, the Department performs the following specific tasks:

Monitor, inspect, supervise, and manage the progress of training programs, plans, and teaching schedules of teachers.

Conduct regular and unscheduled inspections of teachers' and departmental records and documents, and conduct regular or unscheduled inspections of teachers' teaching hours according to the curriculum and syllabuses of the school's modules/subjects.

The organization conducts annual student recruitment in accordance with the Vocational Training Recruitment Regulations 08/2007 of the Ministry of Labour, Invalids and Social Affairs, specifically: developing a recruitment plan, establishing a recruitment council, organizing entrance exams, selection processes, determining admission scores, calling students for enrollment, and implementing reporting and record-keeping procedures...

The school's national defense education program at the beginning and annually.

Secretary of the Training Council. Prepare and finalize all types of documents, forms, and templates related to training activities in accordance with state regulations.

Performing administrative and academic duties: Organizing opening and closing ceremonies, semester summaries, and annual summaries. Compiling and managing grades and training results, reporting periodically to the Board of Directors and higher-level management agencies. Managing original student records, graduation records, and managing bridging and short-term courses. Printing diplomas, transcripts, and issuing graduation certificates and vocational certificates to students in accordance with the regulations of the Vocational Training Department.

Conduct surveys and gather feedback from students, employers, teachers, and others on issues related to the field of education.

Organize training programs to improve the skills of teachers.

Develop plans and organize scientific research activities, self-made vocational training equipment, and scientific seminars (programs, teaching methods, teaching organization methods, etc.).

Organize and participate in teaching demonstrations and competitions at all levels (excellent teachers, excellent students, etc.). Organize students to work on graduation projects...

Organize the compilation, editing, supplementation, and modification of programs and curricula.

Monitor proposals for repairs, procurement of supplies and equipment, etc.

Process the settlement of training contracts and pay teachers' overtime pay annually.

Managing and overseeing the library's operations.

Building and developing international cooperation relationships with foreign organizations and schools.

Perform other ad-hoc tasks as assigned by the Principal.

Manage staff and employees according to the principal's hierarchical structure. Manage assigned assets and facilities.

3.2.3. Examination and Quality Assurance Department

To advise, consult, and propose solutions to the Rector regarding examination and quality assurance in the school, including:

Examination and testing procedures.

Quality inspection and evaluation

Work on building a quality assurance system

Self-assessment of the quality of the school and training programs.

Other duties as per current regulations and management hierarchy.

The organization of examinations, grading of end-of-course/module exams, and graduation exams will be carried out in accordance with Circular 09/2017/TT-BLDTBXH of the Ministry of Labour, Invalids and Social Affairs.

Organize the construction, management, and use of exam question banks. Improve and develop exam formats suitable for the training requirements of various disciplines and educational levels, in order to enhance the effectiveness of training quality assessment.

Monitor, inspect, and propose solutions for violations during the examination and grading process.

As a member of the council responsible for reviewing eligibility for graduation exams for final-year students.

Quality assurance work:

Organize learning and implementation of new methods and technologies for building internal quality assurance systems within vocational education institutions.

Collaborate with domestic and international organizations and individuals to organize quality assurance activities. Develop plans and implement procedures for registering to join regional and international quality assurance organizations.

Develop a plan for the school's annual and five-yearly self-assessment of quality in accordance with the quality accreditation regulations of the Ministry of Labour, Invalids and Social Affairs. Lead the implementation of self-assessment activities for the school and its units.

Develop an annual self-assessment plan for training program quality in accordance with the regulations of the Ministry of Labour, Invalids and Social Affairs. Lead the implementation of training program self-assessment with relevant units.

Serving as the focal point for external evaluation activities.

Perform other duties as assigned by the Principal.

3.2.4. Financial Planning Department

Advising the school administration on developing the school's activity plan for each semester and academic year, as well as the school's development direction.

In coordination with the Administrative Department and the departments/faculties managing the school's equipment, they are responsible for conducting the annual inventory.

Advising the Principal on the school's financial and accounting matters. Organizing and implementing financial activities in accordance with state regulations and current financial management principles. Being accountable to the Principal for budget, finance, accounting, financial management and distribution, monitoring financial use, setting revenue and expenditure limits, and financial settlement based on the accounting laws approved by the Prime Minister and the school's internal regulations.

Act as the central point for receiving, compiling, and developing long-term, medium-term, and short-term budget plans.

The Principal shall submit the budget allocation plan and instruct the relevant units to make payments for the allocated funds.

Monitor and expedite the implementation of quarterly and annual budget plans, and submit proposals for adjusting funding to suit specific tasks and circumstances.

Conduct surveys on prices, determine financial revenue and expenditure norms, collect and pay obligations, settle debts, purchase, sell, repair, and liquidate assets and sources of asset formation, investment activities, basic construction, and joint venture projects.

Instructing units and organizations within the school to properly and fully implement policies, financial procedures, and publicly report financial information.

Perform payment/accounting/settlement tasks, prepare accounting records and reports, and maintain original documents and accounting books in accordance with current state financial management regulations.

Develop regulations for financial management, revenue management, and asset management in line with the principles of autonomy and accountability within the school.

Perform other duties as assigned by the Principal.

3.2.5. Student Affairs Office

Managing, organizing, and coordinating with relevant organizations and units within the school to oversee political and ideological education for students.

The organization is responsible for receiving students admitted to the school. It is requested that cases of students who do not meet the eligibility requirements and complete the necessary paperwork be handled. Student ID cards and student records are also managed.

In coordination with relevant departments and faculties, organize initial health check-ups for new students and periodic health check-ups during the school year as stipulated in the joint circular of the Ministry of Health and the Ministry of Education and Training. Organize and coordinate with the Training Department and relevant departments to conduct orientation education for students at the beginning of the academic year. Disseminate current events, state policies and regulations concerning students, rules, regulations, circulars and directives related to students, school traditions, general legal education, and current issues related to the environment and population.

Organizing and managing the material and spiritual lives of students: accommodation, daily activities, cultural and artistic activities, sports, and other social activities for boarding students in the dormitory, and monitoring and managing day students. Implementing state policies and regulations regarding scholarships, tuition fee exemptions, and other benefits for students.

3.2.6. Admissions and Study Abroad Counseling Center

To advise and consult with the Rector on organizing and implementing tasks related to student recruitment for all types of training programs offered by the university; to coordinate with organizations and businesses in organizing and managing practical professional activities and internships for students; to organize job placement and career surveys for students; to implement cooperation activities with agencies and businesses to contribute to improving the quality of training and achieving training goals that meet societal needs; and to manage the university's website and Facebook page.

Identify human resource needs for various training programs. Develop and implement a recruitment and career counseling plan to create a pool of qualified candidates for the school's training programs.

Develop and implement plans for recruiting students for various short-term training programs, including: retraining, short-term training, demand-based training, and corporate training.

Collaborate with businesses to provide job placement counseling for graduates and assess the employment status of graduates after graduation.

Manage and provide information and activities on the school's website and Facebook page.

The organization provides career counseling and recruitment promotion through establishing cooperative relationships with agencies and businesses, through internships and other event organizing activities...

Providing career counseling and guidance to students regarding job opportunities, necessary knowledge and skills before and after graduation, and offering information to help students find scholarships and study abroad opportunities.

Mobilize agencies, organizations, businesses, and philanthropists to establish a Student Support Fund for the School. Connect with alumni and former students to maximize their intellectual, spiritual, and material support for students and contribute to the development of the School.

The university will preside over and coordinate with agencies and businesses to organize counseling activities, workshops, conferences for exchanging experiences, career orientation, recruitment, and communication activities to connect students with businesses and employers; build a database of graduating students annually to provide to recruiting units; introduce job opportunities after graduation to students; conduct surveys and gather feedback from students and businesses on

activities to help the university adjust its management, admissions, and training organization to meet societal needs.

As the coordinating unit, it will work with departments, faculties, and related units to identify and build a network of agencies and units to serve as locations for practical training, professional experience, and vocational internships for students. It will also develop regulations for coordination with relevant units inside and outside the university to organize and manage these activities scientifically and effectively.

Organize for students to participate in social events and forums, media activities, brand promotion, professional skills training, life skills training, and other events that are appropriate and useful for the youth of the school.

Manage the Center's workforce, facilities, and equipment in accordance with regulations, and increase investment to improve the Center's operational capacity.

3.2.7. Center for training based on social needs

Foreign language training for the school's students.

We establish training partnerships with healthcare facilities inside and outside the province to provide training and certification for trainees.

3.2.8. Departments

Advising the Board of Directors on the development direction of the faculty, improving the quality of training, and expanding training programs. Leading the process of finalizing training program content according to standards, and organizing the compilation of lecture outlines for each profession.

Organize and implement teaching, learning, and educational activities according to the school's annual training program and plan.

Training is provided at three levels: College, Intermediate, and Basic. Retraining and advanced training are also offered for healthcare professionals within and outside the province.

Organize the implementation of curriculum development, materials, and textbooks when assigned; organize research on content innovation and improvement of teaching and learning methods to ensure and enhance the quality of training.

Organize and conduct experimental activities, scientific research, and technology transfer and application.

Manage faculty, staff, and students within your unit.

Manage and utilize facilities and equipment effectively in accordance with the Principal's regulations. Propose and develop plans for supplementing and maintaining teaching and learning equipment.

Submit periodic reports on training and educational results to the school as required.

Propose to the Principal a plan for teachers, including training and professional development opportunities to enhance their skills and expertise.

Coordinate with departments and faculties to find sources of materials linked to practical lessons to improve students' skills, and find internship locations for students.

To perform educational functions, manage student learning, cultivate student ethics, and propose forms of reward and discipline for students in the department.

Plan investments in teaching equipment and practical training materials.

Managing the archiving of departmental records and documents; managing student grades.

Collaborate with foreign experts and volunteers when they come to work at the department.

4. List of training fields/ occupations

- Includes 5 college-level programs : Nursing, Midwifery, Pharmacy, Laboratory Technician, and Physical Therapy/Rehabilitation Technician.

- 2 intermediate-level vocational training programs: Nursing, Laboratory Technician

5. Achievements

Thanks to the continuous efforts of the entire staff and faculty, who always strive to fulfill their duties well, the school has been recognized by the Provincial People's Committee, the Ministry of Education and Training, and the Ministry of Health as having excellently completed its tasks and has received many prestigious awards.

Year	Emulation title	Number, date, month, and year of the decision recognizing the emulation title; issuing authority of the decision.
2011	Government Emulation Flag	Decision No. 690/QD-TTg dated June 8, 2012 of the Prime Minister
2012	Emulation flag of the People's Committee of Thai Binh province	Decision No. 72/QD-UBND dated January 16, 2013, of the Chairman of the People's Committee of Thai Binh Province
2013	Emulation flag of the People's Committee of Thai Binh province	Decision No. 107/QD-UBND dated January 10, 2014, of the Chairman of the People's Committee of Thai Binh Province
2014	Government Emulation Flag	Decision No. 435/QD-TTg dated April 2, 2015 of the Prime Minister
2016	Government Emulation Flag	Decision of the Prime Minister
2019	Government Emulation Flag	Decision No. 576/QD-TTg dated April 28, 2020 of the Prime Minister
2022	Emulation flag of the Ministry of Health	Decision No. 1778/QD-BYT dated April 11, 2023, of the Minister of Health
2022	Government Emulation Flag	Decision No. 115/QD-TTg dated February 17, 2023 of the Prime Minister

Forms of reward

Year	Forms of reward	Number, date, month, and year of the award decision; issuing authority of the decision.
2009	Certificate of Merit from the Prime Minister	Decision No. 1668/QD-TTg dated October 19, 2009 of the Prime Minister
2010	Certificate of Commendation from the Chairman of the People's Committee of Thai Binh Province	Decision No. 839/QD-UBND dated May 17, 2011, of the Chairman of the People's Committee of Thai Binh Province

2010	First Class Labor Medal	Decision No. 1200/QD-CTN dated August 5, 2010, of the President of the Socialist Republic of Vietnam
2011	Awarded the "Golden Human Resources Award 2011"	Decision No. 574/QD-LHH dated September 15, 2011 of the Vietnam Union of Science and Technology Associations
2012	Certificate of Merit from the Prime Minister	Decision No. 1333/QD-TTg dated August 6, 2013 of the Prime Minister
2015	First Class Labor Medal	Decision No. 2528/QD-CTN dated November 12, 2015, of the President of the Socialist Republic of Vietnam
2018	Certificate of Commendation from the Chairman of the People's Committee of Thai Binh Province	Decision of the Chairman of the People's Committee of Thai Binh Province
2020	Certificate of Commendation from the Chairman of the People's Committee of Thai Binh Province	Decision No. 2908/QD-UBND dated October 19, 2020, of the Chairman of the People's Committee of Thai Binh Province

6. Training occupations and training SCALE

TT	Job title	Level train	Number of apprentices		
			2020	2021	2022
(1)	(2)	(3)	(4)	(5)	(6)
A	Regular				
1	Nursing	College	558	497	431
		Intermediate level	39	0	0
2	Pharmacy	College	444	423	437
		Intermediate level	0	0	0
3	Medical testing techniques	College	32	36	37
		Intermediate level	14	0	0
4	Physiotherapy	College	0	13	28
		Intermediate level	0	0	0
4	Doctor	Intermediate level	59	54	154
B	Regular transfer program				
1	Nursing	College	26	25	0
		Intermediate level	0	0	0
2	Pharmacy	College	0	10	0
		Intermediate level	0	0	0
3	Medical testing techniques	College	0	12	12
		Intermediate level	0	0	0
C	Articulation between vocational and distance learning programs.				
1	Nursing	College	0	0	0

		Intermediate level	0	0	0
2	Pharmacy	College	18	0	0
		Intermediate level	0	0	0
3	Medical testing techniques	College	0	0	0
		Intermediate level	0	0	0

II. SCOPE OF APPLICATION

1. Scope of application

Thai Binh Medical College has developed and implemented a quality assurance system to manage all of its educational and training activities. This demonstrates the college's ability to provide products/services that consistently adhere to established procedures and processes, meeting the increasingly high demands of its customers.

This quality assurance manual aims to disseminate the content and procedures of the quality assurance system to all staff, teachers, employees, and students of the school, so that they can correctly apply the procedures/tools corresponding to each specific requirement, and to refine and improve them year by year.

Thai Binh Medical College is implemented in all departments/faculties/centers throughout the college:

Functional rooms: 6 rooms

Department of Training, Scientific Research and International Cooperation .

Examination and Quality Assurance Department.

Organization and Administration Department.

Planning and Finance Department .

Student Affairs Office.

Clinic .

Specialized departments: 4 departments

Faculty of Basic Sciences

Department of Basic Medicine.

Clinical Department

Pharmacy Department

Centers: 2 centers

Center for Training Based on Social Needs

Admissions and Study Abroad Counseling Center

2. Areas of application

The Quality Manual of Thai Binh College of Health Sciences is applied to activities within the functions and duties of the College, as per Decision No. /QD- CDYT dated ... month year 2019 of the Principal on the promulgation of the Document System. Quality assurance in 2019.

The school has built The process for meeting the general requirements is described as follows:

TT	PROCESS NAME	Responsible unit
1	Annual Goal and Task Development Process	Board of Directors

2	Leadership Review Process	Board of Directors
3	Quality Assurance Manual	Examination Department
4	Quality policy and quality objectives	Examination Department
5	Teaching Activities Management Process	Examination Department
6	Class Observation Procedure	Examination Department
7	Procedure for end-of-module/course examination/test	Examination Department
8	Teaching Quality Survey Process	Examination Department
9	Quality Assurance System Assessment Process	Examination Room
10	Student opinion survey process	Examination Department
11	Training activity inspection and evaluation process	Examination Room
12	The process of self-assessment of vocational education quality.	Examination Department
13	Quality Management System Improvement Process	Examination Room
14	Training Program Development Process	Training Department
15	Learning Outcome Assessment Process	Training Department
16	The process for opening a training program.	Training Department
17	Diploma and Certificate Issuance Procedure	Training Department
18	Procedure for verifying diplomas and certificates, and reissuing graduation certificates.	Training Department
19	Reservation Procedure	Training Department
20	The process for inviting guest lecturers.	Training Department
21	Retake Course and Re-examination Procedure	Training Department
22	Graduation Exam Procedure	Training Department
23	Admission process	Training Department
24	Training progress implementation process	Training Department
25	Academic performance management process	Training Department
26	Procedures for supplementing and revising training programs.	Training Department
27	Training Plan/Timetable Development Process	Training Department
28	Library Management Process	Training Department
29	Procedure for evaluating and approving school-level scientific research projects.	Training Department

30	Document Control Procedure	Organizational Department
31	Personnel Appointment Planning Process	Organizational Department
32	Standardized training and professional development process for teachers and administrators.	Organizational Department
33	Material Dispensing Procedure	Organizational Department
34	Equipment and Asset Inventory Procedure	Organizational Department
35	Human Resources Recruitment Process	Organizational Department
36	Procedure for resolving entitlements and policies	Organizational Department
37	Process for Evaluating Officials, Teachers, and Staff	Organizational Department
38	Salary Review Process	Organizational Department
39	Document control process	Organizational Department
40	Personnel planning and appointment process	Organizational Department
41	Procedures for receiving and handing over assets and equipment.	Organizational Department
42	Asset and equipment liquidation process	Organizational Department
43	Document Control Process	Organizational Department
44	Classroom and Workshop Management Procedures	Organizational Department
45	Investment and procurement management process for machinery and equipment.	Organizational Department
46	Training Performance Evaluation Process	Student Affairs Office
47	Scholarship Application Process	Student Affairs Office
48	Student Disciplinary Procedure	Student Affairs Office
49	Student Awarding Procedures	Student Affairs Office
50	Training Classification Process	Student Affairs Department
51	Admission Process	Student Affairs Office

52	Student record management process	Student Affairs Office
53	Homeroom teacher's activity procedures	Student Affairs Office
54	Procedure for handling student requests	Student Affairs Office
55	Student Tracking and Monitoring Procedure	Student Affairs Office
56	Job Placement Process	Student Affairs Office
57	Settlement Procedure	Finance Department Planning
58	New Tuition Fee Collection Procedure	Finance Department Planning
59	Financial management process	Finance Department Planning
60	Financial/Budget Planning Process	Finance Department Planning
61	Exam Question Bank Compilation Process	Department of Traditional Medicine
62	Business Survey Process	Pharmacy Department
63	The process of compiling textbooks and learning materials.	Clinical Department
64	Procedure for supplementing and revising teaching materials and curricula.	Clinical Department
65	The process of developing a continuing education program.	Center for Training According to Social Research
66	The process for developing ongoing training materials.	Center for Training According to Social Research

The functional units corresponding to the above tasks are the focal units (responsible for drafting and implementing the procedures); other units and individuals within the School are responsible for carrying out related tasks as stipulated in those procedures.

III. OPERATIONAL PROCESS AND DESCRIPTION OF THE RELATIONSHIP

1. The operational process of the quality management field

Thai Binh Medical College has defined the process for building, operating, evaluating, and improving its quality assurance system as follows:

Step 1: Preparation

The principal assigned the Examination and Quality Assurance Department the responsibility of ensuring quality.

The head of the department/faculty/center will coordinate with relevant departments/centers to plan and organize the implementation, operation, evaluation, and improvement of the quality assurance system. The plan will be submitted to the Rector for approval.

The Rector approves the Decision to establish the Council for evaluating and accepting the quality assurance process system.

To urge, inspect, monitor, and propose measures for the construction, operation, and improvement of the quality assurance system in a timely, effective, and quality-assured manner.

Report on the results of building, operating, and improving the quality assurance system as required by the Principal.

Assess the current situation of the school and the conditions for ensuring its quality.

Develop a plan for building and improving the quality assurance system.

Guidelines for building, improving, and implementing a quality assurance system.

Step 2: Establish a quality assurance system

Establishing quality objectives and quality policies.

The Examination and Quality Assurance Department is responsible for developing the school's quality objectives and quality policy, which are then submitted to the Principal for approval.

Quality objectives are developed from the objectives of the departments/faculties/centers within the university, in accordance with the university's quality policy.

It has been reviewed, adjusted, supplemented, and updated to suit the school's development and relevant regulations.

Develop a quality assurance manual.

The Examination and Quality Assurance Department develops a quality assurance manual and submits it to the Rector for approval.

The quality assurance manual accurately and truthfully reflects the regulations regarding the school's quality assurance system.

Reviewed, adjusted, supplemented, and updated to suit the school's development realities.

Establish a quality assurance process system.

The Examination and Quality Assurance Department is responsible for coordinating with other departments/faculties/centers to develop a quality assurance process system.

Departments/divisions/centers develop or improve appropriate processes depending on their functions and responsibilities.

Step 3: Evaluation and acceptance of the quality assurance process system.

The Examination and Quality Assurance Department compiles the quality assurance process system developed by the departments and submits it to the Appraisal and Acceptance Council for review and consideration.

The council responsible for evaluating and approving the quality assurance process system met and made a decision.

Step 4: Approve and operate the quality assurance process system.

The principal approves the quality assurance process system and decides to apply the quality assurance process system throughout the school.

The Examination and Quality Assurance Department sends the approved procedures to the departments/faculties/centers for archiving and implementation.

Step 5: Evaluate and improve the quality assurance system and implement a reporting system.

Evaluating the quality assurance system

Each year, the Examination and Quality Assurance Department develops a plan for evaluating the school's quality assurance system and submits it to the Principal for approval.

Departments/divisions/centers write reports evaluating quality assurance work and send them to the Examination and Quality Assurance Department for compilation and reporting, with the following contents:

- + The suitability and effectiveness of achieving the school's quality objectives.
- + The suitability and operational results of the quality assurance process system.
- + Results of implementing the quality assurance procedures system within your unit.

The Examination and Quality Assurance Department, based on the quality assurance reports submitted by departments/faculties/centers, prepares a school-level quality assurance system assessment report for each assessment period, gathers feedback from units, staff, teachers, and organizations to synthesize and finalize the quality assurance system assessment report for the Rector's approval.

2. Implement improvements

Based on the school's quality assurance system assessment report, the Examination and Quality Assurance Department will synthesize, analyze, and propose an improvement plan.

Gather feedback from Party organizations, mass organizations, and businesses that receive students for internships, etc. Compile and finalize the improvement plan for the Rector's approval.

Deploy departments/divisions/centers to implement the improvement plan.

Submit a report to the higher-level management agency.

The Examination and Quality Assurance Department, based on the results of building, operating, evaluating, and improving the school's quality assurance system, shall prepare a report on the school's quality assurance system according to the template in Appendix No. 02 of Circular No. 28/2017/TT-BLDTBXH dated December 15, 2017, and submit it to the Rector for approval.

Submit the school's quality assurance system report to the Thai Binh Department of Labor , War Invalids and Social Affairs and the General Department of Vocational Education before December 31st of each year.

3. Content of the quality management areas

The Quality Assurance Manual clearly defines the responsibilities and authority of the departments/faculties/centers within the school, as well as the leadership and coordination relationships between these departments/faculties/centers in carrying out their tasks.

The school ensures that all staff, teachers, and employees understand and comply with the regulations of the quality assurance system that has been issued.

PRINCIPAL

Nguyen Thi Thu Dung