INDUSTRIAL UNIVERSITY OF HOCHIMINH CITY

# HANDBOOK

## LEARNERS SUPPORT SERVICES OF IUH

## 2025

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## FOREWORD

Learner support services are one of the core activities of higher education institutions. These services not only help learners access essential resources for learning and development but also enable faculty members and various departments within the university to collaborate effectively, enhancing teaching and support efficiency. Furthermore, learner support services contribute to reinforcing the university's reputation among learners, parents, employers, and society, ensuring a modern, high-quality, and sustainable educational environment.

Faculty members are not only knowledge providers but also mentors who guide and encourage learners to make the most of the support services available at the university. To assist faculty in fulfilling this role effectively, this handbook provides an overview of IUH's policies and services, including academic affairs, psychological counseling, financial support, scientific research, entrepreneurship, internships, international exchange programs, and industry connections.

In addition to providing information, this handbook offers guidance on how faculty can collaborate with relevant departments to implement these services consistently, ensuring comprehensive support for learners. With the dedication of faculty members and the university, IUH strives to create a professional, modern, and continuously evolving learning environment.

We hope this handbook will serve as a valuable tool, helping faculty members support learners more effectively and contribute to enhancing the quality of education at IUH.

**Sincerely,**

# PART 1

# GENERAL INTRODUCTION

## I. General objectives

Provide lecturers with comprehensive information on learner support services, enabling them to guide and assist learners effectively and consistently throughout their academic journey at IUH.

Support lecturers in advising, orienting, and connecting learners with academic, financial, scientific research, entrepreneurship, international exchange, library, healthcare, employment, and soft skills services.

Facilitate lecturers in accompanying learners on their comprehensive development in knowledge, skills, and ethics, preparing them for labor market integration.

Strengthen collaboration between lecturers, the university, and enterprises to enhance the effectiveness of internship, employment, and career orientation support for learners.

Equip lecturers with suitable tools and methods to encourage learners to participate in scientific research, innovation, and entrepreneurship activities.

Assist lecturers in advising and creating opportunities for learners to study, work, and engage in international exchange programs.

Ensure lecturers can guide learners in accessing medical and healthcare services, contributing to a safe and healthy learning environment.

Help lecturers foster learners' soft skills development, ethical training, and active participation in community activities.

## II. General scope

Applies to all lecturers and support staff at IUH.

Includes support and advisory services :

- *Academic affairs & administration:* Admission guidance, course registration, graduation evaluation, and other administrative procedures.
- *Scholarships & financial support:* Admission scholarships, academic encouragement scholarships, corporate sponsorships, and tuition fee reductions.
- *Scientific research & entrepreneurship:* Entrepreneurship clubs, scientific seminars, and innovation competitions.

- *International study & work:* Learner exchange programs, internships, study abroad opportunities, and related administrative support.
- *Library services & facilities:* Digital library, classroom systems, laboratories, Wi-Fi, dormitories, and cafeterias.
- *Business connections & employment:* Skills training, company visits, internships, and recruitment.
- *Healthcare services & health support:* Medical examination and treatment, health counseling, health insurance, and first aid.
- *Character development & soft skills:* Educational programs, youth union activities, and extracurricular activities

## III. Learner support services at IUH

### 1. Pre-admission learner counseling support

Career counseling activities: Conducted from October of the previous year to May of the following year at high schools and Departments of Education and Training from Da Nang onwards; Through channels: directly at high schools, at Ho Chi Minh City University of Technology, Career Counseling - Guidance - Enrollment Day programs, local television stations, newspaper offices...; indirectly through social media channels, telephone...

### 2. Support for newly enrolled learners

Submit enrollment documents online. Support for tuition payment through banking services, debt management software, and tuition fee systems. Support for dormitory accommodations, rental housing, bus transportation, military service deferment, loan confirmation, orientation activities, career counseling, major switching, university study methods, community engagement, and encouragement for learners to participate in comprehensive insurance programs.

### 3. Support during the learning process

Registration and cancellation of course modules; academic affairs applicable to learners during their training period, including: Temporary leave of absence, academic result preservation, discontinuation of studies, credit transfer, University transfer, major transfer, campus transfer, concurrent enrollment in two programs. Academic affairs applicable to learners upon graduation consideration, including: Post-audit records of Informatics and Foreign Language certificates (for graduation consideration); Application for graduation recognition (for learners completing on time and late); Application for issuance of graduation certificates and diplomas. Other academic affairs supporting learners, including: Application

for study extension (policy cases, military service, etc.); Application for certified copies of graduation diplomas, replacement certificates for lost diplomas, certificates of completion of training programs (in cases where graduation conditions are not met), temporary graduation certificates (in cases where graduation has been recognized and awaiting diploma issuance); Application for confirmation of other study-related matters as requested by learners.

Improving utility software to support learners, including: University admission application software; online enrollment software; PMT-EMS Education training management software; LMS online learning system; Exam online examination system; tuition fee, scholarship, tuition fee exemption and reduction, study cost support and other activities management software; learner management software; learner's training point evaluation software; dormitory learner management software; graduate learner survey software; job portal for learners and business connections;

**4. Tuition fee exemption and reduction policies, scholarship policies**

Tuition fee exemption and reduction policies, and study cost support for policy beneficiaries according to the guidance of the Ministry of Education and Training.

Scholarship policies include:

- Admission scholarships: Eligible candidates are newly admitted learners who meet the prescribed conditions. This scholarship is granted in the form of tuition fee exemption and reduction for each semester according to regulations. The scholarship amount can be up to 100% of tuition fees, depending on each specific case.
- Academic achievement scholarships: Eligible candidates are full-time undergraduate learners during their official study period. The scholarship amount learners receive can be up to 130% of the average tuition fee per semester.
- Sponsored scholarships: These are scholarships granted to learners of the University by alumni, organizations, businesses, and individuals (collectively referred to as sponsors) according to the sponsor's own regulations and conditions. The scholarship amount can be up to 100% of tuition fees or higher, depending on each specific program.

**5. Research and entrepreneurship policies**

Establishment of an Entrepreneurship Club, providing operational funding.

Organization of innovation competitions.

Support and encouragement for learners to participate in scientific research.

Organization of domestic and international seminars.

Guidance for learners to participate in scientific research awards

**6. International study, exchange, work, and internship policies**

***6.1. International training program study policies***

The university collaborates with reputable universities in the United States, Canada, Australia, Taiwan, Thailand, etc., under 1+3, 2+2, and 3+1 models. Learners can study a portion of the program in Vietnam and transfer to partner University to receive international degrees. Attractive scholarship policies, financial aid, and study path counseling help learners have the opportunity to study at reasonable costs. Support for learners to register study schedules that align with international joint training programs. Organization of supplementary classes for subjects that do not meet transfer requirements. Development of Vietnamese language and culture training programs for international learners to help them integrate better when studying at the university. Support for international learners during the admission process, finding accommodation, applying for visas, and other necessary procedures. Organization of sightseeing activities and city tours to help international learners explore Vietnamese culture, history, and life.

***6.2. International learner exchange***

Learners have the opportunity to participate in exchange programs at partner universities for a period of 1 semester to 1 year, combining study and cultural exchange. The university welcomes international learners to study and conduct research at IUH, creating a diverse and dynamic cultural exchange environment. Building an international space where IUH learners and international learners can connect, study together, and experience culture. Organizing workshops, English clubs, and academic exchanges for learners to enhance their skills and improve intercultural communication. Creating opportunities to expand relationships and international connections, helping learners have more choices for studying, researching, and working in the future.

***6.3. Working and interning abroad, international activities***

Seeking and expanding cooperation with international enterprises and organizations to diversify internship and job opportunities for learners across various fields. Providing paid

internship programs in Japan, Taiwan, Europe, and other countries, allowing learners to gain practical experience. Supporting learners in applying for scholarships, completing necessary documents, obtaining visas, and handling legal procedures for internships or employment abroad. Organizing training in English, Japanese, and Chinese, along with career orientation programs, to help learners integrate into international work environments. Assisting learners with flexible class scheduling, ensuring they can complete their academic programs while securing internship and job opportunities abroad. Supporting learners in conducting and defending their thesis online, enabling them to complete their graduation requirements while interning abroad. Guiding learners through the tax refund process after completing their programs and returning to their home country. With these policies, learners not only enhance their professional skills, language proficiency, and intercultural communication but also improve their competitiveness and readiness for the global job market. The university remains committed to expanding and developing cooperative programs to provide the best opportunities for learners.

**7. Library services and facilities, infrastructure, digitalization**

Modern classrooms, practical laboratories, Wifi, library, banks, canteens, dormitories, rental housing, parking lots, restrooms, postal services... Developing IUH Digital Library software and digitizing documents, online databases, building a network of linked activities with major information centers to enhance professional operations, exchange and share diverse information resources between units, and collect famous open educational resources at home and abroad by topic.

**8. Business connections and job placement**

Providing interview skills training, organizing company visits, internships, and recruitment events, building and developing relationships with organizations and individuals who can introduce job opportunities to learners. Strengthening business connections, job placement, organizing alumni networks, and entrepreneurship activities to support learners. Accessing modern technologies and methods.

**9. Support and counseling activities**

Comprehensive management of admission records, with learner and parent personal information entered and stored in software, effectively serving learner inquiry and

management. Prompt and timely resolution of learner requests such as learner confirmation, bank loan applications, educational benefits, training results, etc. Timely responses to learner verification documents from local authorities and external organizations. Consultation and answers to questions about policies, administrative procedures, and academic regulations for learners through various information channels: email, telephone, unit website. Psychological and emotional support and assistance, understanding and reassuring learners. Counseling to resolve differences and conflicts with others and the learners themselves. Consulting to analyze difficulties, find action solutions, and ultimately find effective problem-solving solutions. Counseling to identify options and make specific decisions on how to resolve issues in daily life, study, and work. Equipping learners with life skills and appropriate behavioral rules in study and daily life so that learners can make informed decisions in their thoughts, feelings, and behaviors.

**10. Activities to cultivate moral qualities and soft skills...**

Guiding learners in implementing and updating points according to the University's Training Point Regulations; Posting information about programs and activities that award training points for learners to know and register to participate. The University's Youth Union and Learner Association annually organize programs, activities, and contests related to revolutionary ideal education, political fortitude building, moral and lifestyle cultivation, legal compliance education, historical tradition education, patriotism promotion, and national pride; Youth movements to build and protect the Fatherland and the University, maintain social security and order, youth volunteer movements, youth creativity, international youth work, activities accompanying youth in learning, enhancing soft skills, social practice skills, improving physical and mental health, and entrepreneurship; Fostering and creating a training environment for outstanding Union members and recommending them to the Party for consideration of admission, etc. The University's Youth Union has 17 grassroots unions and 04 affiliated Clubs/Teams/Groups; The University's Learner Association has 17 affiliated Learner Association Branches and 10 affiliated Clubs/Teams/Groups that regularly organize skill development activities and enhance moral qualities for learners throughout the university.

**11. Medical services**

Medical examination and treatment, initial first aid, referral of patients to higher-level medical facilities; health care consultation; coordination of health check-ups for staff, employees, and

learners; management of health examination records; purchase of medicines and specialized equipment for medical work; guidance for learners on registering for initial medical examination and treatment and participating in personal accident insurance; receiving and distributing insurance cards for learners; guidance on procedures for accident insurance claims; coordination with local health facilities and University-based units and organizations to implement University health work; implementation of food hygiene and safety inspection and disease prevention in the University.

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## PART 2

## MODEL OF IUH LEARNER SUPPORT SERVICE

*(**Legal Basis for Issuance**: Article 16, Chapter IV, Learner Affairs Regulations issued under Circular 10/2016/TT-BGDĐT.)*

| No. | Tasks | Details | Coordinator |
|---|---|---|---|
| 1 | ACADEMIC ADVISING | Advise and support learners in developing learning plans and methods that align with their goals and abilities. | - Academic advisor<br>- Training unit |
| | | Provide information about the training program and guide learners in accessing academic, financial, and technical resources to enhance their learning effectiveness. | - Academic Affairs Office<br>- Training units |
| | | Receive inquiries and address learners' questions related to academics and training. | - Academic advisor<br>- Training unit, relevant units |
| | | Assist international learners with the admission process, accommodation search, visa applications, and other necessary procedures. | Institute of International cooperation and Post graduation management |
| | | Organize sightseeing activities and city tours to help international learners explore Vietnam's culture, history, and daily life. | Institute of International cooperation and Post graduation management |
| 2 | | - Provide information on job opportunities related to training majors and career fields, as well as recruitment and employment information for learners both directly | - Office of political work and learner affairs (Center for enterprise |

| | | | |
|---|---|---|---|
| | **CAREER GUIDANCE AND EMPLOYMENT COUNSELING** | and through the university's Job Portal.<br>- Disseminate and guide learners in accessing job information from the beginning of their studies. | collaboration and job support)<br>- Training units. |
| | | Offer consultation, training, and workshops to help learners develop job-seeking skills, including interview preparation and CV writing. | - Office of political work and learner affairs (Center for enterprise collaboration and job support)<br>- Training units. |
| | | Connect learners with employers and introduce job opportunities. | |
| | | Organize career counseling programs, job fairs, corporate recruitment events, and employment consultation activities twice a year. | |
| | | Organize company visits, field trips, and internships for learners. | - Office of political work and learner affairs (Center for enterprise collaboration and job support)<br>- Training units. |
| | | - Seek international internship and job opportunities for learners, assisting with scholarships, applications, visas, and legal procedures;<br>- Offer paid internship programs in Japan, Taiwan, Europe, and other countries, providing learners with valuable hands-on experience. | - Led by the Institute of International and Postgraduate Education;<br>- In coordination with the Office of International Affairs. |
| **3** | | - Provide timely counseling and support for learners facing psychological or social challenges; | - The Health Department (Learner Affairs & Support |

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|---|---|---|---|
| | **PSYCHOLOGICAL COUNSELING, HEALTH CARE** | - Collaborate with Hospital 175 and other medical facilities to offer counseling and healthcare services for learners dealing with physical or mental health issues. | Department) takes the lead.<br>- The training units collaborate. |
| | | - Organize health check-ups for learners upon enrollment;<br>- Provide guidance on health insurance and assist learners in complying with the Health Insurance Law during their first week of study;<br>- Offer preliminary and emergency care, as well as initial medical examinations and treatment for learners, and coordinate hospital transfers when necessary;<br>- Develop and implement plans for epidemic prevention and control during seasonal changes. | Office of political work and learner affairs in charge, cooperating with relevant units |
| **4** | **FINANCIAL SUPPORT** | - Establish scholarship funds for learners who do not qualify for state tuition exemption or reduction policies, including enrollment scholarships and academic encouragement scholarships;<br>-Collaborate with charitable organizations and individuals to create sponsored scholarships for outstanding learners and those facing financial difficulties. | - Administration Office<br>- Accounting Office<br>- Political work and learner affairs<br>- Training units. |
| **5** | **SPECIAL SUPPORTS** | - Raise awareness among learners about violence prevention, drug prevention, and eliminating stigma and discrimination against disadvantaged groups (e.g., gender, disability); | - Office of political work &learners affairs;<br>- Office of accounting; |

| | | | |
|---|---|---|---|
| | | - Work closely with learners' families to support and guide those at risk of dropping out, struggling academically, or facing challenges in study planning and performance improvement. | - Youth Union<br>- Academic advisor<br>- Training units |
| | | - Assist learners with disabilities in mobility, studying, and other university-related activities;<br>- Provide special considerations in assessing physical education and academic performance for learners with disabilities or congenital conditions;<br>- Allow financially disadvantaged learners to defer tuition payments on a semester-by-semester basis. | |
| **6** | **LEARNER SERVICES MANAGEMENT** | - Establish a free Wi-Fi system across the campus for learners;<br>- Provide modern facilities, including a well-equipped library, canteen, dormitory, and secure parking areas for learners;<br>- Designate spaces for cultural, artistic, and sports activities;<br>Maintain a rapid response team to promptly address incidents and ensure security and safety within the university. | |

## PART 3

## CONTENT ON LEARNER SUPPORT SERVICES

### I. Pre-Enrollment learner consultation support

To ensure a transparent educational environment and provide maximum support for learners in the process of choosing majors and registering for admission Indutrial University of Ho Chi Minh City (IUH) implements career counseling activities according to the following policy:

**1. Objectives**

Provide accurate, complete, and timely information about training majors, admission methods, and career opportunities for high school learners.

Support learners in orienting their careers to match their personal abilities and social needs.

Create a bridge between the university and learners, helping learners access reliable sources of counseling.

**2. Implementation period**

Career counseling activities are organized from October of the previous year to May of the following year.

The peak period takes place from January to April annually, when learners need to decide on suitable majors and universities.

**3. Target audience**

Learners in grades 10, 11, and especially grade 12 at high schools.

Parents of learners who need to find information about training programs and career opportunities.

Teachers and career counselors at high schools.

**4. Counseling methods**

**4.1. *Direct counseling***

Direct counseling activities are organized at various locations to maximize learner access:

- **At high schools:**

- The university cooperates with high schools to organize career counseling sessions.
- IUH experts and lecturers directly exchange and answer learner questions.

- **At Industrial University of Ho Chi Minh City:**

- Organize open counseling days, allowing learners to visit facilities and meet IUH lecturers and learners.

- **At admission counseling events:**

- Participate in Career counseling - Guidance - Enrollment day programs organized by educational organizations and media outlets.
- Coordinate with local television stations and press agencies to provide admission information

***4.2. Indirect counseling***

To facilitate learners who are far away or need to find information outside of office hours, IUH implements indirect counseling channels:

- ***Via social media:***

- The university uses platforms such as Facebook, Zalo, YouTube, and TikTok to post admission information and answer learner questions.
- Organize online counseling livestreams with the participation of lecturers and alumni.

- ***Via phone and email:***

- Provide a hotline and support email to answer all admission questions.
- The counseling team is always ready to assist from 8:00 AM to 5:00 PM on weekdays.

**5. University commitments**

Industrial University of Ho Chi Minh City commits to:

- Provide accurate, complete, and timely information about training programs and admission methods.
- Support learners and parents in choosing majors that match their interests, abilities, and labor market trends.
- Continuously improve and diversify counseling channels to ensure that all learners can access information most conveniently.

IUH hopes that through this counseling support policy, learners will be best prepared for their future learning and career development journey at the University.

## II. Support for newly enrolled learners

### 1. Purpose

Establish a standardized process to support new learners in their transition to university life.

Ensure that new learners have access to the necessary resources and support to start their academic journey smoothly and successfully.

Outline procedures for online registration, tuition payment, housing assistance, and other support services.

### 2. Scope

The main support services for new learners include:

- Online registration
- Tuition payment
- Housing arrangements
- Transportation guidance
- Military service deferment
- Loan eligibility verification
- Orientation activities
- Career counseling
- Support for program/major transition
- Community engagement
- Comprehensive insurance guidance

### 3. Responsibilities

**Office of Academic Affairs (Admissions Office):** Oversees the online registration process and provides guidance for new learners.

**Office of Finance and Accounting:** Manages tuition payment processes and supports financial transactions.

**Office of Political Affairs and Learner Support:** Handles housing arrangements, transportation guidance, orientation activities, community engagement, and other learner support services.

**Office of Services:** Provides career counseling and guidance on program/major transitions.

**Relevant Departments (e.g., Military Affairs Office, Learner Loan Office):** Offer specific support related to military service deferment and loan eligibility.

## 4. Procedure details

### 4.1. Online enrollment support

#### 4.1.1. Pre-enrollment guidance:

Provide clear instructions and guidelines on the online registration process through the university website, email, and other communication channels.

Offer online guides, video tutorials, and FAQs to assist learners in navigating the online registration system.

Conduct online workshops or virtual sessions to address learner inquiries and provide step-by-step guidance.

#### 4.1.2. Enrollment support:

Ensure that the online registration system is user-friendly, easily accessible, and available during the designated registration period.

Provide technical support for learners experiencing difficulties with the online registration system.

Verify learner-submitted documents and information online.

Confirm learner enrollment status and issue necessary enrollment verification documents.

### 4.2. Tuition payment support

#### 4.2.1. Payment options:

Provide multiple secure and convenient tuition payment options, including:

- Online payment via the university's learner portal
- Bank transfer
- Payment through designated banking services
- Payment via specified fee management software

Offer clear instructions and guidelines for each payment method.

#### 4.2.2. Payment support:

Provide assistance and support for learners regarding any payment-related issues or inquiries.

Offer information on payment deadlines, installment plans (if available), and refund policies.

Collaborate with the Finance Department to ensure accurate and timely payment processing.

**4.3. Housing arrangements**

**4.3.1. Housing application:**

Provide information on available housing options (on-campus dormitories, off-campus housing) and the application process.

Assist learners in submitting housing applications and guide them on housing policies and regulations.

**4.3.2. Housing assignment and support:**

Assign housing for new learners based on their preferences and availability.

Provide move-in information, including dates, times, and procedures.

Offer ongoing support for learners regarding any housing-related concerns or issues.

**4.4. Transportation guidance**

Provide information on available transportation options to and from the university, including:

- Public transportation (bus routes, train schedules)
- University shuttle services
- Parking information and regulations

Offer guidance on purchasing bus tickets, applying for parking permits, and using other transportation services.

**4.5. Military service deferment support**

Provide information and assistance for eligible learners seeking military service deferment.

Coordinate with relevant military authorities to facilitate the deferment process.

Provide necessary documents and support for learners applying for deferment.

**4.6. Loan eligibility verification**

Provide information and assistance for learners seeking learner loan eligibility verification.

Collaborate with the learner loan office to offer guidance on application procedures and requirements.

Provide necessary documents and support for learners applying for loans.

**4.7. Orientation activities**

**4.7.1. Developing an orientation program:**

Design and implement a comprehensive orientation program for new learners.

The program should include:

- Welcome session and introduction
- Information on university policies, procedures, and available resources
- Campus tour and introduction to key facilities
- Academic advising and course registration guidance
- Social events and networking opportunities

**4.7.2. Orientation program:**

Conduct the orientation program in an engaging and informative manner.

Create opportunities for learners to ask questions and interact with faculty, staff, and current learners.

Provide ongoing support and resources to help learners adapt to university life.

**4.8. Career counseling**

Provide career counseling services for new learners to help them explore career options, identify their strengths and interests, and make informed decisions about their academic and career paths.

Offer guidance on changing programs/majors for learners who wish to shift their academic focus.

Connect learners with relevant resources, such as career assessments, workshops, and job fairs.

**4.9. Community engagement**

Provide information and opportunities for new learners to participate in university clubs, organizations, and community service activities.

Foster a sense of belonging and community among new learners.

**4.10. Comprehensive insurance guidance**

Provide information and guidance on learner health insurance options.

Assist learners in understanding insurance requirements and enrollment procedures.

Offer resources and support related to learner health and well-being.

**5. Documents and support resources**

New Learner Handbook

Online Registration Guide

Tuition Payment Guide

Housing Application Form

Campus Map and Transportation Information

Orientation Program Schedule

Career Services Resources

Learner Insurance Information

**6. Evaluation and improvement**

Collect feedback from new learners on the effectiveness of the support services provided.

Assess the efficiency and performance of the processes outlined in this document.

Identify areas for improvement and implement changes to enhance the new learner experience.

Review and update this process annually.

**III. Support during the learning process**

**1. Purpose**

Establish a standardized and effective procedure for learner support services during the learning process.

Ensure that learners receive timely and adequate support regarding academic matters, administrative procedures, and learning resources.

Enhance the quality of learner support services, contributing to learners' academic success.

**2. Scope**

Includes support services for course registration, academic affairs during the training process and graduation review, other academic matters, and learning support software.

**3. Responsibilities**

**Office of Academic Affairs**: Primarily responsible for managing and implementing procedures related to course registration, academic affairs during the training process, and graduation review.

**Faculties/Departments**: Coordinate with the Office of Academic Affairs to provide information and academic support to learners.

**Office of Political Affairs and Learner Support**: Responsible for supporting learners with other academic matters and learner support activities.

**Information and Communitcation Center**: Responsible for developing, maintaining, and supporting learning support software.

**Academic Advisors**: Guide and advise learners on academic matters and institutional regulations.

**4. Process details**

**4.1. Course registration and withdrawal support**

**4.1.1. Course registration:**

Learners register for courses online via [Software/System Name].

The Office of Academic Affairs provides information on course lists, timetables, credit requirements, prerequisites, and other relevant details before each semester.

Academic advisors assist learners in selecting and registering for courses that align with their individual study plans.

The Office of Academic Affairs reviews and approves learners' course registrations in accordance with regulations.

**4.1.2. Course withdrawal:**

Learners request course withdrawals online within the designated period.

The Office of Academic Affairs reviews and approves course withdrawal requests based on institutional regulations.

Withdrawal results are communicated to learners and relevant units.

### 4.2. Academic support for learners during their studies

#### 4.2.1. Temporary leave and academic record retention:

Learners submit an application for temporary leave or academic record retention at [Receiving Unit].

The application includes a request form and supporting documents (if applicable).

The Office of Academic Affairs reviews the application and submits it for approval by the President.

The result is communicated to learners and relevant units.

#### 4.2.2. Withdrawal from the institution:

Learners submit a withdrawal request at [Receiving Unit].

The Office of Academic Affairs reviews the request and submits it for approval by the President.

The necessary procedures for withdrawal (record retrieval, financial obligations, etc.) are completed.

#### 4.2.3. Credit transfer, university transfer, major change, campus transfer, and dual program enrollment:

Learners review the regulations regarding credit transfer, university transfer, major change, campus transfer, and dual program enrollment at [Regulation Publication Source].

Learners submit their application for credit transfer, university transfer, major change, campus transfer, or dual program enrollment at [Receiving Unit].

The Office of Academic Affairs reviews, evaluates, and submits the request for approval by the President.

The result is communicated to learners and relevant units.

### 4.3. Academic support for learners in graduation review

#### 4.3.1. Post-verification of it and foreign language certificates:

Learners submit certified copies of their IT and Foreign Language certificates at [Receiving Unit].

The Office of Academic Affairs verifies the validity of the certificates

The verification results are communicated to learners.

**4.3.2. Graduation recognition application:**

Learners submit a graduation recognition application at [Receiving Unit].

The application includes a graduation request form, academic transcript, and other relevant documents (if applicable).

The Office of Academic Affairs reviews the application and submits it to the Graduation Review Council.

The graduation review results are communicated to learners.

**4.3.3. Issuance of certificates and diplomas:**

The Office of Academic Affairs prepares and issues certificates and diplomas to learners who have been recognized as graduates.

Learners are notified of the time and location for receiving their certificates and diplomas.

**4.4. Support for other academic matters**

**4.4.1. Application for study extension:**

Learners submit a study extension application at [Receiving Unit].

The application includes a request form and supporting documents (if applicable).

The Office of Academic Affairs reviews the application and submits it for approval by the President.

The result is communicated to learners.

**4.4.2. Issuance of duplicate diplomas, replacement certificates, program completion certificates, and temporary graduation certificates:**

Learners submit a request for the issuance of relevant documents at [Receiving Unit].

The Office of Academic Affairs verifies and issues the documents in accordance with regulations.

Learners are notified of the time and location for receiving the documents.

**4.4.3. Issuance of other academic confirmation documents upon learner request:**

Learners submit a request for academic confirmation at [Receiving Unit].

The Office of Academic Affairs reviews the request and issues the confirmation document based on the learner's request and institutional regulations.

### 4.5. Improvement of learning support software

#### 4.5.1. General requirements:

The software must have a user-friendly interface, be easy to use, secure, and stable.

The software must be integrated with the institution's information system to ensure data synchronization and accuracy.

The Information Technology Center regularly updates and upgrades the software to meet learners' needs.

#### 4.5.2. Specific software solutions:

**University admission application software:** Supports applicants in submitting applications online, tracking application status, and receiving admission results.

**Online enrollment system:** Assists learners in completing online enrollment procedures, submitting documents, paying tuition fees, and registering for other support services.

**PMT-EMS education training management software:** Allows learners to view timetables, register for courses, track academic progress, view grades, and access curriculum-related information.

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**LMS online learning system:** Provides learning materials, online lectures, discussion forums, and other learning support tools.

**Exam online testing system:** Facilitates online examinations, grading, and result announcements.

**Tuition, scholarship, and financial support management software:** Helps learners manage tuition payments, apply for scholarships, request tuition exemptions, and access other financial support.

**Learner management software:** Manages learners' personal information, academic progress, and extracurricular activities.

**Learner conduct assessment software:** Enables learners to self-assess and receive evaluations on their conduct scores.

**Dormitory management software:** Assists learners in registering for and managing dormitory-related activities.

**Graduate survey software:** Collects feedback from graduates on the quality of education and employment opportunities.

**Learner job portal and enterprise connection platform:** Provides information on job opportunities, internships, and career prospects, connecting learners with businesses.

**5. Related forms and documents**

Course Registration/Course Withdrawal Request Form

Application for Temporary Leave/Academic Record Retention

Learner Withdrawal Application

Application for Credit Transfer, University Transfer, Major Change, Campus Transfer, or Dual Program Enrollment

Graduation Recognition Application

Study Extension Request Form

Request for Duplicate Diploma, Replacement Certificate, Program Completion Certificate, or Temporary Graduation Certificate

Request for Other Academic Confirmations

Other Forms as Required by the Institution

**6. Enforcement provisions**

This procedure takes effect from the date of signing.

Any amendments or additions to this procedure shall be decided by the President.

**IV. Tuition exemption, reduction policies, and scholarship policies:**

**1. Purpose**

Clearly and transparently regulate the policies on tuition fee exemption, reduction, and scholarship grants for learners.

Ensure fairness and proper allocation of financial support policies for learners.

Encourage learners with outstanding academic achievements and support learners with financial difficulties.

**2. Scope**

Includes policies on tuition fee exemption, reduction, financial support, and various types of scholarships.

**3. Responsibilities**

**Office of Political Affairs and Learner Support:** Responsible for receiving, reviewing applications, and implementing tuition fee exemption, reduction, and financial support policies.

**Office of Academic Affairs:** Provides information on learners' academic performance for merit-based scholarship evaluations.

**Scholarship Review Committee:** Reviews and decides on scholarship grants for learners.

**Sponsoring Entities:** Provide information and coordinate with the University in awarding sponsored scholarships.

**4. Process content**

**4.1. Tuition fee exemption, reduction, and financial support**

**4.1.1. Eligible learners and general regulations:**

Implemented in accordance with the regulations and guidelines of the Ministry of Education and Training regarding tuition fee exemption, reduction, and financial support for eligible learners.

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Eligible learners for tuition fee exemption and reduction include:

- Individuals with meritorious service to the revolution and their family members.
- Children under 16 without guardians and individuals aged 16 to 22 who are orphans and currently studying in general education, vocational training, or higher education.
- Persons with disabilities.
- Ethnic minority learners from poor and near-poor households.
- Learners enrolled in special programs as defined by the government.
- Other eligible individuals as stipulated by law.

The levels of tuition fee exemption, reduction, and financial support are implemented according to state regulations.

**4.1.2. Implementation process:**

Learners submit applications for tuition fee exemption, reduction, and financial support to the Learner Affairs Office.

Required documents include:

- Application form for tuition fee exemption, reduction, and financial support.
- Certified copies of documents proving eligibility.

The Learner Affairs Office receives, verifies, and processes applications in accordance with regulations.

Notify learners of the results of the application review.

Implement tuition fee exemption, reduction, and financial support disbursement for eligible learners.

**4.2. Scholarship policies**

**4.2.1. Admission scholarships:**

**Eligibility:** Newly admitted learners who meet the University's criteria.

**Selection criteria:**

- Outstanding admission results (high entrance exam scores, excellent academic records).
- Special achievements in national and international academic competitions, talent contests, sports, or cultural and artistic events.
- Other conditions as stipulated by the University.

**Scholarship amount:** Tuition fee exemption/reduction per semester, up to 100% of tuition fees, as determined by the University.

**Selection process:**

- The Academic Affairs Office provides a list of newly admitted learners with outstanding achievements.
- The Scholarship Review Committee evaluates and decides on scholarship awards.
- Notify learners of scholarship results.
- Implement tuition fee exemption/reduction for scholarship recipients.

**4.2.2. Merit-based scholarships:**

**Eligibility**: Full-time undergraduate learners currently enrolled in the main academic program with good academic and conduct records.

**Selection criteria:**

- Semester GPA classified as Excellent or higher.
- Conduct evaluation classified as Good or higher.
- No disciplinary action at the warning level or higher.

- Other conditions as stipulated by the University

**Scholarship amount:** Determined by the University, up to 130% of the average tuition fee per semester.

**Selection process:**

- The Academic Affairs Office compiles learners' academic results.
- The Learner Affairs Office provides information on learners' conduct evaluations.
- The Scholarship Review Committee evaluates and decides on scholarship awards.
- Notify learners of scholarship results.
- Disburse scholarships to recipients.

**4.2.3. Sponsored scholarships:**

**Eligibility:** Learners facing financial difficulties, learners with excellent academic performance, or learners with significant contributions to university activities who meet the sponsors' criteria.

**Selection criteria:** Based on specific regulations and conditions set by each sponsoring entity (alumni, organizations, businesses, or individuals).

**Scholarship amount:** Determined by the sponsoring entity, up to 100% of tuition fees or higher.

**Selection process:**

- The sponsoring entity announces scholarship programs and selection criteria.
- Learners submit scholarship applications to [Application Processing Unit].
- The sponsoring entity collaborates with the University to review applications and make decisions.
- Notify learners of scholarship results.
- Disburse scholarships to recipients.

**5. Related documents**

Applications for tuition fee exemption, reduction, and financial support.

List of learners granted tuition fee exemption, reduction, and financial support.

Admission scholarship application files.

List of learners awarded admission scholarships.

Merit-based scholarship application files.

List of learners awarded merit-based scholarships.

Sponsored scholarship application files.

List of learners awarded sponsored scholarships.

Scholarship regulations and announcements.

**6. Implementation provisions**

This process takes effect from the date of signing.

Any amendments or supplements to this process shall be decided by the University President.

**V. Scientific research and entrepreneurship policy**

**1. Purpose**

Encourage and support learners in participating in scientific research (SR) and entrepreneurship activities.

Create opportunities for learners to develop research, creativity, and entrepreneurial skills. Foster an innovative mindset among learners and contribute to the development of the University and society.

**2. Scope**

Includes activities such as supporting the establishment of entrepreneurship clubs, organizing innovation competitions, providing SR support, hosting seminars, and guiding learners in participating in SR awards.

**3. Responsibilities**

**Office of Science Management and International Affairs:** Responsible for managing and implementing support activities for SR.

**Office of Political Affairs and Learner Support**: Responsible for managing and implementing support activities for entrepreneurship.

**Faculties/Departments**: Collaborate with the Scientific Research Management Office and the Learner Support and Entrepreneurship Center to guide and support learners in SR and entrepreneurship activities.

**Youth Union and Learner Association**: Assist in organizing learner-related SR and entrepreneurship activities.

## 4. Process content

### 4.1. Establishing an entrepreneurship club

#### 4.1.1. Establishment process:

Learners wishing to establish an entrepreneurship club must submit a proposal to the Learner Support and Entrepreneurship Center.

The application includes:

- Proposal for club establishment.
- Club charter.
- List of founding members.
- Planned activities.

The Learner Support and Entrepreneurship Center reviews the application and submits it to the University President for approval.

The official decision to establish the club is issued.

#### 4.1.2. Activity support:

The Office of Political Affairs and Learner Support provides initial funding for the club's activities.

Facilities such as meeting rooms and equipment are provided for club operations.

The center assists in organizing events, seminars, and training programs.

The club is connected with businesses, investors, and other startup support organizations.

### 4.2. Organizing innovation competitions

#### 4.2.1. Competition planning:

The Office of Political Affairs and Learner Support develops an annual innovation competition plan.

The plan includes:

- Objectives, themes, and competition rules.
- Eligible participants.
- Event schedule and venue.
- Award structure.
- Budget allocation.

The plan is submitted to the University President for approval.

**4.2.2. Competition implementation:**

The competition announcement is published on the university's communication channels.

Workshops and training sessions on innovation and entrepreneurship are organized for learners.

Project submissions are received and evaluated.

The final round is held, and outstanding projects are awarded.

**4.3. Supporting and encouraging learners in scientific research**

**4.3.1. Information provision:**

The Office of Science Management and International Affairs provides information about scientific research programs, funding sources, and opportunities for publishing research results.

Workshops and training sessions on research methodologies are organized.

**4.3.2. Guidance and consultation:**

Faculties/Departments assign lecturers to mentor learners in conducting research projects.

The The Office of Science Management and International Affairs advises learners on registration procedures, research implementation, and project evaluation.

**4.3.3. Financial support:**

The university allocates funding for approved learner research projects.

The Scientific Research Management Office guides learners through the funding application process.

**4.3.4. Publication and awards:**

The university supports learners in publishing their research findings in scientific journals and conferences at both national and international levels.

Outstanding learners in scientific research are recognized and rewarded.

**4.4. Organizing national and international conferences**

**4.4.1. National conferences:**

The The Office of Science Management and International Affairs collaborates with Faculties/Departments to organize faculty-level and university-level scientific conferences.

Renowned experts and researchers are invited to present and discuss at the conferences.

Learners are encouraged to present their research findings at these events.

**4.4.2. International conferences:**

The university supports learners in attending prestigious international scientific conferences.

The Office of Science Management and International Affairs provides information on international conferences, assists learners in preparing applications, and offers financial support for travel and accommodation (within budget limits).

**4.5. Guiding learners to participate in scientific research awards**

The Office of Science Management and International Affairs provides information about national and international research awards.

Training sessions are held to guide learners in preparing competition applications.

Support is provided to help learners complete and submit their applications.

Learners who achieve awards are recognized and rewarded.

**5. Relevant forms and documents**

Proposal documents for establishing an entrepreneurship club.

Plan for organizing innovation competitions.

Learner scientific research project proposals.

Registration documents for participation in scientific conferences.

Application files for scientific research awards.

Regulations and announcements related to scientific research and entrepreneurship.

**6. Implementation provisions**

This procedure takes effect from the date of signing.

Any modifications or additions to this procedure are decided by the President.

**VI. Policies on international study, exchange, work, and internships abroad**

***A.*** **Learning policy for international training programs**

**1. Purpose**

Create opportunities for learners to access international education through training programs in collaboration with prestigious universities.

Ensure a flexible learning pathway, allowing learners to complete part of their studies in Vietnam before transferring to partner institutions.

Provide scholarship policies, financial support, and academic counseling to help learners study abroad at a reasonable cost.

Support international learners studying at the university through Vietnamese language and cultural training programs.

**2. Scope**

Applicable to all undergraduate and postgraduate learners who wish to participate in international training programs under the 1+3, 2+2, and 3+1 models.

Applicable to international learners studying at the university through exchange programs or formal training.

Includes activities such as course registration support, credit transfer assistance, and enrollment and living support for international learners.

**3. Responsibilities**

**Office of Science Management and International Affairs:** Responsible for managing and developing international training programs, supporting learners during the transfer process.

**Office of Academic Affairs:** Assists learners with flexible course registration and ensures that the study programs meet the requirements of partner universities.

**Office of Political Affairs and Learner Support:** Supports enrollment procedures, visas, accommodation, and administrative issues for international learners.

**Faculties/Departments:** Guide learners on academic programs and organize supplementary courses for subjects that do not yet meet transfer conditions.

**Youth Union & Learner Association:** Organize exchange activities and city tours to help international learners integrate into the learning environment in Vietnam.

**4. Process details**

**4.1. Support for learner registration in international training programs**

Provide information about international joint training programs, including:

- List of partner universities in the U.S., Canada, Australia, Taiwan, Thailand, etc.
- Training models (1+3, 2+2, 3+1).
- Participation requirements, tuition fees, scholarships, and financial aid policies.
- Transfer process and credit requirements.

Assist learners in registering and preparing admission documents for partner universities.

**4.2. Support for transfer and credit recognition**

Guide learners through the transfer process to partner universities.

Assist in credit recognition and ensure that the study programs in Vietnam meet the requirements of international institutions.

Organize supplementary courses for subjects that do not yet meet transfer conditions.

**4.3. Support for international learners**

Provide Vietnamese language and cultural training programs for international learners.

Assist international learners with enrollment, visa applications, and accommodation search.

Organize sightseeing and city tours to help international learners explore Vietnamese culture, history, and daily life.

**4.4. Academic and living support**

Ensure flexible class schedules for learners participating in international training programs.

Provide academic counseling services and foreign language skill development support.

Connect learners with alumni who have participated in international training programs to share academic and career experiences.

**5. Related forms and documents**

International training program application form.

Scholarship and financial aid application documents.

Visa application documents and other legal paperwork.

List of learners participating in international training programs.

Reports on academic performance and credit transfers.

**6. Implementation provisions**

This policy takes effect from the date of signing.

Any amendments or supplements to the policy shall be decided by the President.

**B. International learner exchange**

**1. Purpose**

Facilitate learners' participation in international exchange programs for study, research, and cultural exchange.

Attract international learners to study at the University, contributing to the internationalization of the educational environment and cultural diversity on campus.

Support learners in developing soft skills, enhancing intercultural communication, and expanding their international networks.

**2. Scope**

Applicable to all undergraduate and postgraduate learners of the university who wish to participate in international learner exchange programs.

Applicable to international learners studying and conducting research at the University under exchange programs.

Includes activities such as supporting outbound exchange learners, receiving international learners, creating an international environment, and organizing cultural exchange events.

**3. Responsibilities**

**Office of Science Management and International Affairs:** Primarily responsible for developing, implementing, and managing international learner exchange programs.

**Office of Academic Affairs:** Coordinates with the International Cooperation Office in managing the academic aspects of exchange learners.

**Office of Political Affairs and Learner Support:** Assists learners with administrative procedures, visas, accommodation, and other matters during the exchange process.

**Faculties/Departments:** Collaborate with the International Cooperation Office in designing academic content, receiving, and supporting international learners.

**Youth Union, Learner Association:** Coordinate cultural exchange activities and support international learners in adapting to the university environment.

**4. Process content**

**4.1. Outgoing learner exchange**

**4.1.1. Program information:**

Office of Science Management and International Affairs provides detailed information about learner exchange programs at partner universities, including:

- List of partner universities and majors with exchange programs.
- Exchange duration (1 semester, 1 academic year).
- Eligibility criteria (GPA, foreign language proficiency, etc.).
- Tuition fees and other costs.
- Scholarships (if available).
- Application deadlines.

**4.1.2. Registration process:**

Learners submit their exchange program application to the Office of Science Management and International Affairs

The application includes:

- Exchange program application form.
- Academic transcript.
- Language proficiency certificate.
- Recommendation letter (if applicable).
- Other required documents as specified by the partner university.

The Office of International Affairs reviews applications and nominates learners to the partner university.

Accepted learners complete further procedures (visa application, flight booking, accommodation registration, etc.).

**4.1.3. Pre-departure support:**

Office of Political Affairs and Learner Support organizes orientation sessions for outbound learners, providing information on:

- Culture and customs of the host country.
- Regulations of the partner university.
- Visa, insurance, and healthcare matters.
- Essential skills for studying and living abroad.

Assists learners with course registration at the partner university and credit transfer upon return.

**4.1.4. Support during the exchange:**

Office of Political Affairs and Learner Support maintains regular communication with learners during the exchange to provide assistance when needed.

Coordinates with the partner university to address any academic, living, or other issues that may arise.

**4.1.5. Post-exchange procedures:**

Learners complete the credit transfer process and report their academic results to Office of Academic Affairs.

Office of Science Management and International Affairs organizes experience-sharing sessions for learners after their exchange program.

**4.2. Receiving international learners**

**4.2.1. Reception process:**

The Office of Science Management and International Affairs receives applications from international learners from partner universities.

Reviews applications and notifies international learners of the results.

Assists international learners with enrollment procedures, visa applications, and accommodation registration.

**4.2.2. Support upon arrival:**

Organizes welcome and orientation sessions for international learners upon their arrival, including:

- Introduction to the University, faculties/departments, and learner support services.
- Guidance on University regulations, academic and living matters, and administrative procedures.

Organizes campus tours and opportunities to meet friends and faculty members.

**4.2.3. Academic support:**

The Academic Affairs Office and faculties/departments facilitate international learners' learning process by:

- Arranging appropriate classes.
- Providing study materials in English.
- Offering language support if necessary.

Organizing academic exchange sessions between Vietnamese and international learners.

**4.3. Creating an international environment**

**4.3.1. International clubs:**

Establish and support international clubs to provide a space for Vietnamese and international learners to interact, learn, and share cultural experiences.

**4.3.2. Cultural exchange events:**

Organize regular cultural exchange events, such as:

- International Culture Day.
- Art performances, culinary showcases, and traditional fashion shows.

Sports activities and traditional folk games.

**4.3.3. Shared learning spaces:**

Develop shared learning spaces, libraries, and self-study rooms equipped with modern facilities to enable Vietnamese and international learners to study and collaborate.

**4.4. Organizing exchange activities**

**4.4.1. English workshops and clubs:**

Organize workshops and English clubs to help learners improve their language skills and communication abilities.

Invite native-speaking lecturers and international learners to participate as mentors and facilitators.

**4.4.2. Academic exchange:**

Organize academic exchange sessions between Vietnamese and international learners to share knowledge, study experiences, and research insights.

Invite international experts and scholars to present and share their knowledge.

**4.4.3. International networking:**

Provide opportunities for learners to engage in international networking activities, such as:

- Online exchange programs with learners from partner universities.
- International collaboration projects.

Study tours and educational trips abroad.

**5. Related forms and documents**

Learner Exchange Program Application Form.

Registration Documents for International Learners.

List of Learners Participating in the Exchange Program.

Cultural Exchange Activities Plan.

Report on Learner Exchange Program Outcomes.

**6. Implementation provisions**

This procedure takes effect from the date of signing.

Any amendments or supplements to this procedure shall be decided by the President.

**C. Overseas work and internship programs, international activities**

**1. Purpose**

Expand opportunities for learners to gain work and internship experience abroad, enhancing their competitiveness and international integration.

Support learners in developing professional skills, foreign language proficiency, and intercultural communication in an international work environment.

Strengthen international cooperation with enterprises, organizations, and educational institutions worldwide.

**2. Scope**

Applicable to all undergraduate and graduate learners of the university who wish to participate in overseas work and internship programs.

Includes activities such as partnership development, internship program provision, procedural support, skill training, academic assistance, and post-program support.

**3. Responsibilities**

**Office of Political Affairs and Learner Support:** Primarily responsible for identifying, developing, and managing overseas work and internship programs.

**Office of Science Management and International Affairs:** Collaborates with the Center for Business Relations and Learner Support to establish international partnerships and support other international activities.

**Office of Academic Affairs:** Assists learners in arranging flexible study schedules and addressing issues related to graduation theses.

**Faculties/Departments:** Provide information on relevant internship and job opportunities aligned with academic disciplines and offer professional guidance to learners.

**4. Process details**

**4.1. Identifying and expanding international cooperation**

**4.1.1. Identifying potential partners:**

The Center for Business Relations and Learner Support actively seeks and identifies reputable and suitable international enterprises and organizations for cooperation.

Partner selection criteria include:

- Industry and scale of the enterprise/organization.
- Quality of the internship/work program.
- Qualification and skill requirements for learners.
- Salary, benefits, and other support conditions.

**4.1.2. Establishing cooperation:**

The Center for Business Relations and Learner Support organizes meetings, discussions, and negotiations with potential partners.

Signing Memorandums of Understanding (MOUs) to establish a legal framework for overseas work and internship programs.

**4.1.3. Diversifying programs:**

Expanding the partner network to offer a variety of internship and job opportunities across different countries and industries, meeting the needs of learners from various disciplines.

Prioritizing the development of paid internship programs in economically developed countries such as Japan, Taiwan, European nations, and others.

**4.2. Providing paid internship programs** v

**4.2.1. Program information:**

The Center for Business Relations and Learner Support provides detailed information about paid internship programs, including:

- Name of the enterprise/organization and internship location
- Job description and specific requirements
- Internship duration and salary
- Other benefits (accommodation, transportation, insurance, etc.)
- Application and submission process.

**4.2.2. Application support:**

Organizing consultation and guidance sessions for learners on the application process and document preparation

Assisting learners in writing CVs, cover letters, and other required documents

Connecting learners with recruiting enterprises/organizations

**4.2.3. Monitoring and evaluation:**

Monitoring learners' internship progress and maintaining communication with enterprises/organizations to ensure program quality

Collecting feedback from learners and enterprises/organizations to assess and improve the program.

**4.3. Legal procedure support**

**4.3.1. Scholarship assistance:**

Providing information on scholarship programs from governments, international organizations, and partner universities

Guiding learners in preparing scholarship applications and related procedures

**4.3.2. Documentation and visa support:**

Providing information and detailed guidance on document requirements and visa application procedures for each country

Organizing training sessions on visa interviews and other legal procedures

Assisting learners in preparing and submitting visa applications

**4.3.3. Other procedures:**

Supporting learners with procedures related to insurance, work permits (if required), and other legal matters when working or interning abroad

**4.4. Training and orientation**

**4.4.1. Language training:**

Organizing training courses in English, Japanese, Chinese, and other languages as required by internship/work programs

Providing intensive language training programs focused on communication and working in an international environment

**4.4.2. Career orientation:**

Organizing seminars and workshops on career orientation and soft skill development

Providing information on the international labor market and employer requirements

Supporting learners in developing career plans and preparing for integration into the global work environment.

**4.5. Academic support**

**4.5.1. Flexible study schedule:**

The Office of Academic Affairs assists learners in registering for flexible study schedules to participate in overseas internship/work programs while maintaining academic progress

Providing study options such as special semesters, online learning, or makeup classes

**4.5.2. Thesis support:**

Supporting learners in conducting their graduation thesis remotely or online during their internship/work abroad

Organizing online thesis defense sessions to ensure learners graduate on schedule

**4.6. Post-program support**

**4.6.1. Tax refund procedures:**

Guiding learners in completing tax refund procedures (if applicable) after finishing their internship/work program and returning home

**4.6.2. Job connection:**

Maintaining contact with learners after program completion and providing information on domestic and international job opportunities

Connecting learners with an alumni network with overseas work experience.

**5. Forms and related documents**

Application form for overseas work/internship programs

Scholarship application documents (if applicable)

Visa application documents and other legal papers

Flexible study plan

Thesis outline (for learners conducting remote theses)

Tax refund documents

Regulations and announcements related to overseas work and internship programs

**6. Implementation provisions**

This procedure takes effect from the date of signing

Any amendments or additions to this procedure are decided by the President.

## VII. Library services, facilities, infrastructure, and digitization

### 1. Purpose

Ensure the provision of modern library services, facilities, and infrastructure that meet the needs of learners and faculty for learning, research, and daily activities.

Enhance the application of information technology in library operations, facility management, and document digitization to improve operational efficiency and user experience.

Build a convenient, modern, and user-friendly learning and working environment**.**

### 2. Scope

Applies to all units and individuals involved in the management and use of library services, facilities, and infrastructure at the University.

Includes services related to classrooms, laboratories, wifi, library, amenities (bank, canteen, dormitory, etc.), digital library software, and document digitization.

### 3. Responsibilities

**Office of Facilities Management**: Responsible for managing, operating, and maintaining classrooms, laboratories, wifi systems, and other amenities.

**Library Center**: Responsible for managing the library, developing and operating digital library software, digitizing documents, and providing library services.

**Information and Communitcation Center**: Provides technical support for digitization activities, develops, and maintains relevant software and information systems.

**Faculties/Departments**: Collaborate with relevant units to ensure facilities meet teaching and learning needs.

**Office of Political Affairs and Learner Support**: Manages and supports learners regarding dormitories and other living facilities.

### 4. Process content

#### 4.1. Management and operation of facilities

#### 4.1.1. Classrooms and laboratories:

The Office of Facilities Management ensures that classrooms and laboratories are fully equipped with modern teaching equipment, including sound systems, lighting, projectors, and interactive boards.

Plans and conducts regular maintenance and repairs to ensure that classrooms and laboratories remain in optimal condition.

Organizes and allocates classrooms and laboratories efficiently to meet the teaching and learning needs of faculties and departments.

**4.1.2. Wi-Fi system:**

- The Office of Facilities Management develops and manages a robust and stable Wi-Fi system that covers the entire campus, ensuring easy internet access for learners and faculty.
- Regularly inspects, maintains, and upgrades the Wi-Fi system to ensure service quality.
- Provides detailed guidelines on how to connect to and use the Wi-Fi network.

**4.1.3. Other facilities:**

**Banks:** Facilitate the establishment of bank branches or ATMs on campus to meet the financial transaction needs of learners and faculty.

**Canteens:** Ensure that the cafeteria offers a variety of nutritious, hygienic meals at reasonable prices.

**Dormitories:** Manage and operate a safe, clean, and well-equipped dormitory system to accommodate learners' housing needs.

**Off-campus housing:** Provide information and support for learners in finding safe and suitable housing near the university.

**Parking facilities:** Organize and manage a secure, covered parking system with a smart vehicle management system.

**Restrooms:** Ensure that restrooms are always clean and well-equipped with necessary sanitary facilities.

**Mail services:** Provide mail services to assist learners in sending and receiving packages convenient.

**4.2. Developing and operating the digital library**

**4.2.1. IUH digital library software:**

The Library Center develops and operates the IUH Digital Library software with the following feature:

- Online document search.

- Viewing detailed information about documents (author, publisher, year of publication, summary, etc.)
- Online document reading (for permitted materials).
- User account management.
- Renewing and reserving documents.
- Access to online databases.
- Online support.

The software has a user-friendly interface, is easy to use, and is compatible with multiple devices (computers, smartphones, tablets).

**4.2.2. Document digitization:**

Library Center digitizes important school documents (textbooks, lectures, graduation theses, scientific research projects, etc.) for storage and online access.

Priority is given to digitizing documents with high academic and historical value.

Ensure high-quality digitization (resolution, file format) to facilitate easy reading and use for users.

**4.2.3. Online databases:**

Library Center develops and maintains online databases of books, journals, and scientific publications both domestically and internationally.

Provides learners and faculty members with access to these databases via the internal network or personal accounts.

**4.2.4. Resource linkage and sharing:**

Library Center establishes a network of collaborations with major information centers both domestically and internationally to exchange and share information resources.

Participates in library organizations and associations to expand access to information resources.

**4.2.5. Open educational resources:**

The Library Center collects and provides renowned Open Educational Resources (OER) from both domestic and international sources across various subjects.

These resources may include lectures, videos, exercises, software, learning tools, etc., and are made available to users for free.

**5. Regulations and guidelines**

Regulations for the use of classrooms and laboratories.

Instructions for connecting and using the wifi.

Regulations for using the library and library services.

Instructions for using the IUH Digital Library software.

List of online databases.

List of open educational resources.

Dormitory rules and regulations.

**6. Implementation provisions**

This procedure is effective from the date of signing.

Any amendments or additions to this procedure are decided by the President.

**VIII. Enterprise collaboration and job placement**

**1. Purpose**

Strengthen collaboration between the University and enterprises/organizations to enhance job opportunities for learners.

Equip learners with essential skills to meet labor market requirements.

Support learners in accessing suitable job, internship, and practicum opportunities aligned with their field of study.

**2. Scope**

Includes skill training activities, company visits, practicums, internships, recruitment events, alumni networking, and startup support.

**3. Responsibilities**

**Office of Political Affairs and Learner Support:** Responsible for developing, implementing, and managing business connection and job introduction activities.

**Faculties/Departments:** Collaborate with the Center for Business Relations and Learner Support to identify enterprise needs, recommend learners, and assess internship outcomes.

**Office of Academic Affairs:** Assist learners in arranging study schedules and internships.

**Alumni Association:** Participate in career counseling, job placement activities, and learner entrepreneurship support.

**4. Process content**

**4.1. Interview skills training**

**4.1.1. Needs assessment:**

The Office of Political Affairs and Learner Support conducts surveys to assess learners' needs regarding interview skills.

Consult enterprises on essential interview skills required for graduates.

**4.1.2. Training sessions:**

Organize classes, seminars, and workshops on interview skills, including:

- Resume preparation skills (CV, cover letter).
- Communication and behavior skills in interviews.
- Skills for answering common interview questions.
- Skills for asking questions to employers.
- Online interview skills.

Invite experienced HR professionals and recruiters to provide training and share insights.

**4.1.3. Evaluation and improvement:**

Collect feedback from learners and employers on the quality of training sessions.

Assess the effectiveness of the training program and adjust content and teaching methods accordingly.

**4.2. Organizing company visits, practicums, internships, and recruitment**

**4.2.1. Company visits:**

Organize company visits for learners to learn about real working environments, production processes, and career opportunities.

Select reputable companies related to learners' fields of study that can offer internship and job opportunities.

**4.2.2. Practicums and internships:**

Develop and expand a network of diverse and high-quality practicum and internship placements.

Support learners in searching for and applying to practicum and internship positions that match their skills and aspirations.

Collaborate with faculties/departments to guide learners on the objectives, content, and requirements of practicums and internships.

Monitor and evaluate learners' practicum and internship experiences.

**4.2.3. On-campus recruitment:**

Organize job fairs and on-campus recruitment events to connect learners with employers.

Invite companies to introduce their organizations, job vacancies, and hiring requirements.

Assist learners in preparing application documents and participating in interviews.

**4.3. Establishing and developing business relationships**

**4.3.1. Establishing communication channels:**

Build and maintain a database of partner enterprises.

Set up regular communication channels with businesses (email, phone, social media, direct meetings).

**4.3.2. Organizing networking events:**

Host business-school networking events such as seminars, discussions, business meetings, and cooperation agreement signings.

Invite business representatives to participate in university activities (academic conferences, job fairs, and skill training programs).

**4.3.3. Attracting sponsorships and collaborations:**

Seek funding from enterprises for university activities (scholarships, project sponsorships, infrastructure support).

Collaborate with businesses on scientific research, technology transfer, and corporate training programs.

**4.4. Building an alumni network**

**4.4.1. Establishing and maintaining alumni association activities:**

Form local alumni chapters and workplace-based alumni groups.

Organize annual alumni events (traditional reunions, anniversary celebrations).

**4.4.2. Connecting alumni with learners:**

Arrange networking and discussion sessions between alumni and learners to share study and career experiences.

Invite alumni to participate in career counseling, job introduction activities, and learner entrepreneurship support.

**4.4.3. Supporting alumni:**

Provide information on further education opportunities, short-term training programs, and job openings for alumni.

Create opportunities for alumni to engage in university activities (research, training, management).

**4.5. Supporting learner entrepreneurship**

Refer to SOP No. 5 on policies for scientific research and entrepreneurship support.

**5. Related forms and documents**

Plan for organizing interview skills training sessions.

List of partner enterprises.

Information on internship and job programs.

Reports on business connection and job introduction activities.

Alumni list.

Activity plan of the Alumni Association.

**6. Implementation provisions**

This procedure takes effect from the date of signing. v

Any amendments or additions to this procedure are decided by the President.

**IX. Learner support and counseling activities**

**1. Purpose**

To regulate learner support and counseling activities comprehensively and effectively.

To ensure timely support for learners regarding administrative, academic, psychological, and life skills issues.

To build a friendly, supportive learning environment and create the best conditions for learners' development.

**2. Scope**

Includes support activities related to record management, handling learner requests, responding to verification documents, providing counseling, resolving inquiries, offering psychological support, and equipping learners with life skills.

**3. Responsibilities**

**Office of Political Affairs and Learner Support:** Primarily responsible for implementing and managing learner support and counseling activities.

**Academic Affairs Office:** Coordinates with the Learner Affairs Office in providing information and addressing academic-related issues.

**Information and Communitcation Center:** Provides technical support for learner record management and online communication channels.

**Academic Advisors:** Participate in counseling activities, supporting learners with academic and psychological matters.

**4. Process content**

**4.1. Learner record management**

**4.1.1. Collection and data entry:**

Collect complete learner enrollment records as per the regulations of the University and the Ministry of Education and Training.

Accurately enter and update learner and parent information into the learner management system.

**4.1.2. Storage and security:**

Store learner records systematically and securely.

Perform regular data backups to prevent information loss.

**4.1.3. Updating and management:**

Regularly update changes in learners' personal, academic, and other relevant information in the system.

Effectively manage and utilize the software for learner information retrieval and administration.

**4.2. Handling learner requests**

**4.2.1. Learner verification:**

Promptly receive and process learner verification requests.

Issue learner verification letters in accordance with University regulations.

**4.2.2. Bank loans and educational benefits:**

Guide and support learners in applying for bank loans and educational benefit programs as per government regulations.

Provide relevant information regarding learner loan programs and educational incentives.

**4.2.3. Conduct assessment results:**

Provide information and guidance on the assessment and recognition of learner conduct evaluation.

Address learner inquiries and complaints related to conduct assessment results.

**4.3. Responding to verification documents**

**4.3.1. Receiving documents:**

Promptly receive verification requests from local authorities and external organizations.

**4.3.2. Information verification:**

Accurately review and verify the information in the requested documents.

**4.3.3. Document response:**

Respond to verification requests within the prescribed timeframe.

Provide complete and accurate information as required.

**4.4. Counseling and inquiry resolution**

**4.4.1. Communication channels:**

Establish and maintain effective communication channels for learner counseling and inquiry resolution, including:

- **Email:**
- **Phone:** 0283.8940390 - 136, 138, 139, 517, 599, 848
- **Website:** ctsv.iuh.edu.vn
- **Social Media Pages:**
- **Face-to-face Meetings:** Organizing regular or on-demand counseling sessions.

**4.4.2. Counseling content:**

Address learner inquiries regarding:

- Government and University policies.
- Administrative procedures related to academics and learner life.
- Academic regulations, grading, and conduct evaluation.
- Other issues related to learner rights and responsibilities.

**4.4.3. Attitude and skills:**

Counselors must be enthusiastic, attentive, and respectful toward learners.

Use clear, understandable language and convey accurate information.

Possess strong communication, problem-solving, and conflict-resolution skills.

### 4.5. Psychological support

#### 4.5.1. Listening and understanding:

Listen to and understand learners' psychological and emotional challenges.

Create a safe and trusting space for learners to share their concerns freely.

#### 4.5.2. Counseling and support:

Provide relevant psychological resources and support.

Offer counseling on:

- Tress, anxiety, and depression.
- Personal, family, and social relationships.
- Culture shock and adaptation to a new environment.

Refer learners to professional psychologists or mental health support organizations if necessary.

#### 4.5.3. Conflict resolution:

Assist learners in resolving conflicts and disputes constructively and peacefully.

Advise learners on managing internal conflicts and achieving emotional balance.

#### 4.5.4. Problem solving:

Guide learners in analyzing challenges and identifying the root causes of issues.

Propose feasible and practical solutions tailored to learners' circumstances.

Support learners in evaluating and selecting the most effective solutions.

#### 4.5.5. Decision making:

Assist learners in identifying different options for a given issue or situation.

Analyze the advantages and disadvantages of each option.

Support learners in making informed decisions regarding their academic, personal, and extracurricular concerns.

### 4.6. Life skills development

#### 4.6.1. Training programs:

Organize training programs, workshops, and seminars to equip learners with essential life skills, including:

- Communication and interpersonal skills.
- Teamwork skills.
- Time management skills.

- Problem-solving skills.
- Critical thinking skills.
- Self-learning and lifelong learning skills.

**4.6.2. Code of conduct:**

Educate learners on appropriate behavior in academic, social, and extracurricular activities.

Promote ethical values, cultural awareness, and social responsibility.

**4.6.3. Support and opportunities:**

Facilitate learner participation in extracurricular activities, clubs, and organizations to develop skills and achieve holistic growth.

Organize cultural exchanges, sports events, and volunteer activities to provide experiential learning opportunities.

**5. Forms and related documents**

Learner records (both physical and electronic copies).

Learner verification letters.

Bank loan application forms and related educational benefit documents.

Learner verification requests and responses.

Counseling and advisory materials.

Training plans for life skills programs.

Reports on learner support and counseling activities.

**6. Implementation provisions**

This process takes effect from the date of signing.

Any amendments or additions to this process shall be decided by the University President.

**X. Cultivating moral qualities and soft skills…**

**1. Purpose**

To systematically and effectively regulate activities for cultivating learners' moral qualities and soft skills.

To enhance learners' political awareness, ideology, ethics, and lifestyle.

To develop essential soft skills for learners to succeed in their studies, work, and life.

**2. Scope**

Includes activities such as guiding the assessment of training points, posting information about activities, organizing programs and movements, and nurturing outstanding Youth Union members.

**3. Responsibilities**

**Office of Political Affairs and Learner Support:** Responsible for directing, managing, and coordinating with relevant units to implement activities for ethical training and soft skills development among learners.

**Ho Chi Minh Communist Youth Union of the Industrial University of Ho Chi Minh City:** Organizes programs, activities, and contests related to revolutionary ideal education, ethics, lifestyle, law-abiding awareness, historical traditions, patriotism, movements, and the work of fostering outstanding Youth Union members.

**Viet Nam National Union of Learners of the Industrial University of Ho Chi Minh City:** Organizes skills training activities and enhances moral qualities for learners throughout the university.

**Faculties/Departments:** Coordinate with the Youth Union and Learner Association in implementing activities to cultivate learners' moral qualities and soft skills.

**Academic Advisors:** Guide and support learners in fulfilling training content and evaluating training points.

**4. Process content**

**4.1. Guidance and evaluation of training scores**

**4.1.1. Regulation dissemination:**

Communicate the university’s training score evaluation regulations to all learners, faculty members, and relevant units.

Organize training sessions and detailed guidance on the content, criteria, and process for evaluating training points.

**4.1.2. Implementation guidance:**

Academic advisors guide learners to implement training content and evaluate training points for each semester and academic year.

Learners self-evaluate their training results and submit evidence to the responsible staff.

**4.1.3. Evaluation and recognition:**

The responsible staff evaluate and confirm learners' training results based on evidence and the University's regulations.

Publicize the training point evaluation results for learners to monitor and provide feedback (if any).

Update learners' training points in the training management software.

**4.2. Activity information and registration**

**4.2.1. Information channels:**

Publish information about programs, activities, and competitions that contribute to training scores on the official communication channels of the University, Youth Union, Learner Association, and faculties/departments.

The information channels include:

- University website
- Youth Union and Learner Association fan pages
- Notice boards, emails, messages
- Learner management software

**4.2.2. Registration for participation:**

Learners can register for training activities through the following methods:

- Online registration via software or applications
- Direct registration at the organizing units
- Registration through classes or faculties/departments

**4.2.3. Participation confirmation and score allocation:**

Organizing units are responsible for verifying learners' participation and providing supporting evidence for training score calculations.

Training scores will be awarded to learners after completion and confirmation by the organizing unit.

**4.3. Organizing programs and movements**

**4.3.1. Education on revolutionary ideals, ethics, and lifestyle:**

The Youth Union and Learner Association organize activities such as:

- Conferences and seminars on Marxism-Leninism and Ho Chi Minh's ideology
- Talks on revolutionary traditions and civic ethics

- Competitions on history, culture, and law knowledge
- Volunteer and community service activities.

**4.3.2. Awareness of law compliance, historical traditions, and patriotism:**

Organizing activities such as:

- Law Week
- Film screenings and exchanges with historical witnesses
- Commemorative events for national holidays
- Competitions on Vietnamese history and culture

**4.3.3. Action movements:**

Launching and implementing movements such as:

- The "Youth Pioneer in Nation Building and Defense" movement
- The "Volunteer Youth" movement
- The "Creative Youth" movement
- International youth exchange activities

**4.3.4. Accompanying youth:**

Organize activities to support learners in: v

- Studies: Academic clubs, study experience sharing sessions
- Enhancing soft skills: Training courses on communication, teamwork, and time management skills
- Enhancing physical and mental health: Sports, cultural, and artistic activities
- Entrepreneurship and career development: Startup idea competitions, career counseling sessions

**4.4. Fostering and introducing outstanding youth union members**

**4.4.1. Discovery and fostering:**

Youth Union levels discover and foster outstanding Youth Union members with good moral qualities, abilities, and positive contributions to the activities of the Union, Association, and the University.

**4.4.2. Creating a training environment:**

Create conditions for outstanding Youth Union members to participate in practical activities, training programs, and professional development to enhance their political theory and professional skills.

**4.4.3. Introducing party membership:**

Introduce outstanding Youth Union members who meet the standards and conditions for the Party to consider for admission.

**5. Implementation**

**5.1. University youth union**

Directs affiliated Youth Union branches (17 grassroots Youth Unions and 4 clubs/teams/groups) to organize activities for ethical training and soft skills development for union members and learners.

Annually organizes university-level programs, activities, and competitions.

**5.2. University learner association**

Directs affiliated Learner Associations and subordinate clubs, teams, and groups (17 Learner Association branches and 10 clubs/teams/groups) to organize skill development activities and enhance learners' ethical qualities.

Collaborates with the Youth Union in organizing university-level activities.

**6. Relevant forms and documents**

Training score evaluation regulations.

Plans for organizing training programs and activities.

List of learners participating in activities.

Summary table of learners' training scores.

Documents for recommending outstanding Youth Union members for Party admission.

Reports and evaluations on ethical training and soft skills development.

**7. Implementation provisions**

This process takes effect from the date of signing.

Any amendments or additions to this process are subject to the decision of the University President.

**XI. Medical services:**

**1. Purpose**

Establish comprehensive and effective procedures for providing healthcare services at the university.

Ensure the health and well-being of learners, faculty, and staff.

Prevent and control medical issues and disease outbreaks within the university.

**2. Scope**

Includes medical examinations, treatment, first aid, health counseling, health check-ups, medical record management, procurement of medicines and medical equipment, insurance support, collaboration with medical units, and the implementation of school healthcare programs.

**3. Responsibilities**

**Health Services Office:** Main unit responsible for organizing and implementing healthcare activities at the university.

**Faculties/Departments and Administrative Offices:** Collaborate with the Health Services Office in implementing healthcare activities related to learners and faculty.

**Learner Union and Youth Union:** Assist the Health Services Office in health awareness campaigns and organizing health-related activities for learners.

**4. Process content**

**4.1. Medical examinations, treatment, and first aid**

**4.1.1. Medical examinations at the campus clinic:**

Provide medical consultations and examinations for learners, faculty, and staff.

Diagnose and treat common illnesses.

Dispense medications as prescribed by doctors.

Monitor and manage chronic disease cases.

**4.1.2. First aid services:**

Provide first aid for emergency cases.

Ensure adequate supplies of essential medical equipment and medications for first aid.

Train healthcare staff and relevant personnel in first aid skills.

**4.1.3. Referral services:**

Identify and refer patients to higher-level healthcare facilities when necessary.

Coordinate with hospitals and medical facilities to ensure timely and efficient referrals.

Provide necessary medical documents and information for referred patients.

**4.2. Health counseling**

**4.2.1. Direct counseling:**

Organize health counseling sessions for learners and faculty.

Provide information and guidance on common health issues, disease prevention, and wellness practices.

**4.2.2. Counseling via university communication channels:**

Disseminate health information and counseling through university platforms (website, newsletters, emails, etc.).

Develop educational materials and publications on health topics.

**4.3. Health check-ups**

**4.3.1. Periodic health check-ups:**

Collaborate with medical facilities to organize regular health check-ups for learners and faculty.

Notify learners and faculty of the health check-up schedule and registration procedures.

**4.3.2. Admission health check-ups:**

Work with the Admissions Committee to conduct health check-ups for new learners.

Ensure compliance with university and governmental health regulations.

**4.4. Medical record management**

**4.4.1. Creation and storage of medical records:**

Maintain health records for each learner and faculty member.

Records include medical history, health check-up results, and details of medical consultations and treatments.

**4.4.2. Data confidentiality:**

Ensure the confidentiality of medical records.

Provide medical information only to authorized individuals as per legal regulations.

**4.5. Procurement of medicines and medical equipment**

**4.5.1. Planning for procurement:**

Develop procurement plans based on actual demand and budget considerations.

**4.5.2. Procurement execution:**

Purchase medicines and equipment in compliance with legal and university regulations.

Select reputable suppliers to ensure quality medical supplies.

**4.5.3. Management and utilization:**

Efficiently manage and utilize medicines and medical equipment.

Store medicines and equipment according to proper regulations.

**4.6. Health insurance and accident insurance support**

**4.6.1. Health insurance support:**

Assist learners in registering their initial healthcare provider.

Distribute health insurance cards to learners.

**4.6.2. Accident insurance support:**

Guide learners on accident insurance enrollment.

Assist in processing insurance claims in case of accidents

**4.7. Collaboration with medical units**

**4.7.1. Local healthcare facilities:**

Work with local healthcare centers to organize medical check-ups, vaccinations, and epidemic prevention measures.

**4.7.2. Internal university units:**

Collaborate with university departments and organizations (Learner Union, Youth Union, faculties) to implement healthcare initiatives.

**4.8. Sanitation inspections and disease prevention**

**4.8.1. Food safety inspections:**

Conduct regular and ad-hoc inspections of food hygiene in campus canteens and cafeterias.

Work with authorities to address food safety violations.

**4.8.2. Disease prevention:**

Develop disease prevention plans and implement preventive measures.

Educate learners and faculty on disease prevention.

Cooperate with health agencies to respond to outbreaks promptly.

**5. Regulations and guidelines**

Regulations on school healthcare services.

Guidelines on first aid procedures.

Regulations on managing and using medicines and medical equipment.

Guidelines on health and accident insurance policies.

Regulations on food hygiene and safety.

Disease prevention plans.

**6. Implementation provisions**

This process takes effect from the date of signing.

Any amendments or supplements to this process shall be decided by the University President.

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## CONCLUSION

Learner support is not only the responsibility of the University but also a crucial part of the role of lecturers. Industrial Universiry of Ho Chi Minh City (IUH) has established a comprehensive support system. However, for these services to be truly effective, close coordination between lecturers and relevant units is essential.

Lecturers not only convey knowledge but also serve as a vital link to help learners access the right and timely support services that match their needs. From guiding learners in their studies, scientific research, career orientation to providing support in life and psychological issues, the role of lecturers is irreplaceable.

To ensure consistency and effectiveness in learner support, IUH encourages lecturers to proactively explore, coordinate, and leverage available resources. The application of policies and procedures in a unified manner will help create a professional learning environment, where learners not only acquire knowledge but also develop holistically in skills, thinking, and personal qualities.

The University believes that with the dedication of the faculty and strong support from accompanying services, IUH learners will have the best conditions to grow and succeed. Together, we will contribute to building a modern, high-quality, and sustainable educational environment.

## SUPPORT CONTACT

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