

Decision of the FIBAA Accreditation and Certification Committee



21st Meeting on March 27, 2026

PROGRAMME ACCREDITATION

Project Number:	24/060 Cluster 2
Higher Education Institution:	National Economics University
Location:	Hanoi, Vietnam
Study programme:	1. Bachelor Insurance integrated with ANZIIF certificate (Excellent Education Programme) 2. Bachelor of Market Surveillance (Profession-Oriented Higher Education – POHE) 3. Bachelor of Valuation (Profession-Oriented Higher Education – POHE)
Type of accreditation:	initial accreditation

The FIBAA Accreditation and Certification Committee has taken the following decision:

According to § 7 (6) in conjunction with § 9 (1) of the FIBAA General Terms and Conditions within the framework of procedures for the award of the FIBAA Quality Seal for Programmes from January 1, 2021, the study programmes are accredited with one condition.

Condition

The University implements a university-wide, anonymous student workload evaluation system for each course which includes a systematic control loop from the survey to the analysis of the results and the taking of appropriate measures.

Proof of meeting this condition is to be supplied by December 26, 2026.

Period of Accreditation: March 27, 2026 - March 26, 2031

The FIBAA Quality Seal is awarded.

Assessment Report

Higher Education Institution:

National Economics University, Hanoi, Vietnam

Bachelor/Master programme:

1. Bachelor Insurance integrated with ANZIIF certificate (Excellent Education Programme)
2. Bachelor of Market Surveillance (Profession-Oriented Higher Education – POHE)
3. Bachelor of Valuation (Profession-Oriented Higher Education – POHE)

Qualification awarded on completion:

1. Bachelor of Arts (Hons)
2. Bachelor of Arts (Hons)
3. Bachelor of Arts (Hons)

General information on the study programme

Brief description of the study programme:

The **Bachelor of Insurance**, integrated with the ANZIIF Certificate–Excellent Educational Programme at the Faculty of Insurance, is a standard full-time programme comprising nine courses aligned with twelve certificate-level skill units set by the Australian and New Zealand Institute of Insurance and Finance (ANZIIF). It intends to prepare students for qualifications such as the AQF Diploma of General Insurance and ANZIIF Executive Certificates in Insurance, General Insurance Claims, or General Insurance Underwriting. Graduates can work in state management bodies such as the Ministry of Finance, the Ministry of Labour, Invalids and Social Affairs, the Ministry of Health, the State Bank, and Vietnam Deposit Insurance. They may also take roles in social insurance agencies and in insurance, reinsurance, brokerage, and supplementary insurance firms in Vietnam and abroad.

Graduates of the **Bachelor of Market Surveillance**, a full-time undergraduate programme at the School of Trade and International Economics, shall gain modern foundational knowledge in economics, business management, commerce, logistics, supply chain management, and e-commerce management, as well as the ability to apply advanced expertise in commercial management, international trade, and customs in practice. Graduates can work in market surveillance authorities, commerce-related management departments responsible for research and planning, and training or research institutions in market surveillance and related fields. Typical roles include officers at the Vietnam Directorate of Market Surveillance and its subordinate units, officers in local market surveillance agencies, staff in policy management, research, and planning departments at provincial to central levels, lecturers in relevant higher education institutions, and officers in manufacturing, import–export, and trading companies.

Originally, the **Bachelor of Valuation** at the School of Finance and Banking (SFB) has been academically and administratively integrated in the Marketing discipline. It was transferred to the School of Finance and Banking to align it closer with the field of finance and the respective professional standards. It is set up as a full-time undergraduate programme. Graduates can work, for instance, in valuation firms in Vietnam and abroad, as well as in state management bodies such as the Ministry of Finance, finance departments, and local authorities responsible for valuation, land clearance, and compensation.

Type of study programme:

For all programmes: Bachelor programmes

Projected study time and number of ECTS credits / national credits assigned to the study programme:

1. Insurance: 4 years, 132 Vietnamese credit points
2. Market Surveillance: 4 years, 134 Vietnamese credit points
3. Valuation: 4 years, 132 Vietnamese credit points

Mode of study:

For all programmes: full-time

Didactic approach:

For all programmes: study programme with obligatory class attendance

Double/Joint Degree programme:

no

Scope (planned number of parallel classes) and enrolment capacity:

For all programmes: 01 class per year with 50 students per class

Programme cycle starts in:

For all programmes: September (Autumn semester)

Initial start of the programme:

1. Insurance: 2024
2. Market Surveillance: 2021
3. Valuation: 2007

Type of accreditation:

For all programmes: initial accreditation

Procedure

A contract for the initial of the Bachelor Insurance integrated with ANZIIF certificate (Excellent Education Programme), Bachelor of Market Surveillance (Profession-Oriented Higher Education – POHE), Bachelor of Valuation (Profession-Oriented Higher Education – POHE) was made between FIBAA and National Economics University, Hanoi on July 31, 2025. On October 5, 2025, the HEI submitted a self-evaluation report, which included a detailed description of the programme and further documents in order to prove that the criteria for programme accreditation are met.

At the same time, FIBAA appointed a review panel¹. The HEI has agreed with the chosen experts. The panel consisted of:

Dennis Boelcke

Julius-Maximilian-University

M.Sc. Management Specialisation in Finance, Accounting, Taxation, Data Science, Statistics
Completed: Economics B.Sc.

Prof. Dr. Henry Shuchao Gao

Singapore Management University

Professor of Law

Market Surveillance, Trade Policy, Trade Regulations, Free Trade Agreements, International Trade Law, Chinese Law, Law and Economics, Business, Management

Prof. Dr. Andreas Grüner

University of St. Gallen

Professor of Finance and Accounting

Valuation, Corporate Finance, Controlling, Finance and Accounting, Private Equity, Corporate Finance/Valuation, Performance Measurement, Portfolio Management, Entrepreneurship, General Management

Prof. Robert Kotal

Raiffeisen Capital Management

Procris, Compliance Officer

Capital Markets Surveillance, Anti-money Laundering, Financial Planning, Banking Services, Credit markets, Securities, Insurance, Anti Fraud, Financial Instruments, AI, Cryptomarkets, Legal Tech, Risk management, Electronics, Blockchains, Internet Security, Engineering

Prof. Dr. Georg Köpf

Kempton University of Applied Sciences

Professor of Business Administration, in particular Financing, Banking, Insurance

Insurance, Risk Management, Finance, Banking, Digitalization, Insurance, Capital Market, Venture Capital, Derivatives, International Business

Dr. Hung Van Nguyen

Phenikaa University

¹ The panel is presented in alphabetical order.

Lecturer in Computer Science, Management, and Industrial Engineering, Deputy Head of Quality Assurance

Computer Science, Industrial Engineering, Quality Assurance in Higher Education, Management, Educational Management

FIBAA project manager:

Dr. Nina Rotermund

The assessment is based on the self-evaluation report, amended by further documents, as requested by the panel, and an on-site visit. The on-site visit took place on January 21-22, 2026, at the HEI's premises in Hanoi, Vietnam. At the end of the on-site visit, the panel gave a short feedback on its first impressions to representatives of the HEI.

The assessment report based on this was delivered to the HEI for comment on March 8, 2026. The statement on the report was given up on March 9, 2026. The University agreed with the assessment report and did **not** any further information to be taken into account in the report at hand.

Summary

The Bachelor Insurance integrated with ANZIIF certificate (Excellent Education Programme), Bachelor of Market Surveillance (Profession-Oriented Higher Education – POHE), Bachelor of Valuation (Profession-Oriented Higher Education – POHE) offered by National Economics University fulfils with one exception the FIBAA quality requirements for bachelor programmes and can be accredited by the Foundation for International Business Administration Accreditation (FIBAA) for five years starting on starting on March 27, 2026 and finishing on March 26, 2031, under condition. The programmes are in accordance with the national and the European Qualification Frameworks and the European Standards and Guidelines in their applicable version valid as of the time of the opening of the procedure, and in accordance with the Bologna Declaration.

The panel members identified need for improvement regarding the following aspect², namely the missing analysis of student workload. They recommend the accreditation on condition of meeting the following requirement:

- **Condition** (see chapter 5.1): The University implements a university-wide, anonymous student workload evaluation system for each course which includes a systematic control loop from the survey to the analysis of the results and the taking of appropriate measures.

Proof of meeting this condition is to be submitted by December 26, 2026.

The panel members identified several areas where the programmes could be further developed:

- including more practical aspects (from their cooperation partners), for instance case studies, to improve the experience in addition to the theoretical instruments (see chapter 3.1.3)
- providing proper case studies, local case studies from cooperation partners and consider registering to the European case studies centre (see chapter 3.3.2)
- inviting more guest lecturers from the relevant sectors (see chapter 3.3.3)
- for the Market Surveillance programme, adapting the contents to the international best practices concerning market surveillance (see chapter 3.4.1)
- considering introducing a programme director responsible (to run the programme) for academic operations, if such a re-structuring is reasonable and robust for the future (see chapter 4.2.1)
- adding a side letter between the company and the student intern to regulate working hours (besides the NEU and company regulation) (see chapter 4.3.2)
- for the Market Surveillance programme, providing access to international financial market databases (see chapter 4.4.2)

The measures that the HEI takes in order to implement the recommendations of the panel members will have to be considered during the re-accreditation.

There is one criterion in which the Market Surveillance programme exceeds the quality requirements: Interdisciplinary Thinking (see chapter 3.1.4)

² These aspects are asterisk criteria which means that they are essential for the study programme.

For the overall assessment of the programme, please refer to the quality profile at the end of this report.

Quality profile

HEI: National Economics University (NEU)

Bachelor / Master programme:

1. Bachelor Insurance integrated with ANZIIF certificate (Excellent Education Programme)
2. Bachelor of Market Surveillance (Profession-Oriented Higher Education – POHE)
3. Bachelor of Valuation (Profession-Oriented Higher Education – POHE)

		Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
1	Objectives					
1.1*	Objectives of the study programme (Asterisk Criterion)			X		
1.2*	International orientation of the study programme design (Asterisk Criterion)			X		
1.3	Positioning of the study programme					
1.3.1	Positioning of the study programme in the educational market			X		
1.3.2	Positioning of the study programme on the job market for graduates („Employability“)			X		
1.3.3	Positioning of the study programme within the HEI's overall strategic concept			XX		
2	Admission					
2.1*	Admission requirements (Asterisk Criterion)			X		
2.2	Counselling for prospective students			X		
2.3*	Selection procedure (if relevant)			X		
2.4(*)	Professional experience (if relevant; Asterisk Criterion for master programmes that require professional experience)					X
2.5*	Ensuring foreign language proficiency (Asterisk Criterion)			X		
2.6*	Transparency and documentation of admission procedure and decision (Asterisk Criterion)			X		
3	Contents, structure and didactical concept					
3.1	Contents					
3.1.1*	Logic and conceptual coherence (Asterisk Criterion)			X		
3.1.2*	Rationale for degree and programme name (Asterisk Criterion)			X		
3.1.3*	Integration of theory and practice (Asterisk Criterion)			X		
3.1.4	Interdisciplinary thinking		Market Surveillance	Insurance Validation		
3.1.5	Ethical aspects			X		
3.1.6*	Methods and scientific practice (Asterisk Criterion)			X		
3.1.7*	Examination and final thesis (Asterisk Criterion)			X		

		Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
3.2	Structure					
3.2.1*	Modular structure of the study programme (Asterisk Criterion)			X		
3.2.2*	Study and exam regulations (Asterisk Criterion)			X		
3.2.3*	Feasibility of study workload (Asterisk Criterion)			X		
3.2.4	Equality of opportunity			X		
3.3	Didactical concept					
3.3.1*	Logic and plausibility of the didactical concept (Asterisk Criterion)			X		
3.3.2*	Course materials (Asterisk Criterion)			X		
3.3.3	Guest lecturers			X		
3.3.4	Lecturing tutors					X
3.4	Internationality					
3.4.1*	International contents and intercultural aspects (Asterisk Criterion)			X		
3.4.2	Internationality of the student body			X		
3.4.3	Internationality of faculty			X		
3.4.4	Foreign language contents			X		
3.5*	Multidisciplinary competences and skills (Asterisk Criterion)			X		
3.6*	Skills for employment / Employability (Asterisk Criterion)			X		
4.	Academic environment and framework conditions					
4.1	Faculty					
4.1.1*	Structure and quantity of faculty in relation to curricular requirements (Asterisk Criterion)			X		
4.1.2*	Academic qualification of faculty (Asterisk Criterion)			X		
4.1.3*	Pedagogical / didactical qualification of faculty (Asterisk Criterion)			X		
4.1.4	Practical business experience of faculty			X		
4.1.5*	Internal cooperation (Asterisk Criterion)			X		
4.1.6*	Student support by the faculty (Asterisk Criterion)			X		
4.1.7(*)	Student support in distance learning (only relevant and an Asterisk Criterion for blended-learning/distance learning programmes)					X
4.2	Programme management					
4.2.1*	Programme Director (Asterisk Criterion)			X		
4.2.2	Process organisation and administrative support for students and faculty			X		
4.3	Cooperation and partnerships					

		Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
4.3.1(*)	Cooperation with HEIs and other academic institutions or networks (Asterisk Criterion for cooperation programmes)			X		
4.3.2(*)	Cooperation with business enterprises and other organisations (Asterisk Criterion for educational and vocational programmes, franchise programmes)			X		
4.4	Facilities and equipment					
4.4.1*	Quantity, quality, media and IT equipment of teaching and group rooms (Asterisk Criterion)			X		
4.4.2*	Access to literature (Asterisk Criterion)			X		
4.5	Additional services					
4.5.1	Career counselling and placement service			X		
4.5.2	Alumni Activities			X		
4.6*	Financing of the study programme (Asterisk Criterion)			X		
5	Quality assurance and documentation					
5.1*	Quality assurance and quality development with respect to contents, processes and outcomes (Asterisk Criterion)				condition	
5.2	Instruments of quality assurance					
5.2.1	Evaluation by students			X		
5.2.2	Evaluation by faculty			X		
5.2.3	External evaluation by alumni, employers and third parties			X		
5.3	Programme documentation					
5.3.1*	Programme description (Asterisk Criterion)			X		
5.3.2	Information on activities during the academic year			X		

Information

Information on the Institution

The National Economics University (NEU) was established in 1956, originally named School of Finance and Economics. It was one of the first public universities in Vietnam to train public servants in a centrally planned economy. The University was renamed three times: University of Economics and Finance in 1958, University of Planning and Economics in 1965, and National Economics University in 1985.

Following Vietnam's *Đổi mới* reforms in 1986, which marked the shift towards a market economy and international integration, NEU became one of the country's leading institutions in economics and business. In 1989, the Government assigned the University three missions:

- To provide consultancy on macroeconomic policy;
- To deliver undergraduate and postgraduate programmes in economics and business;
- To train managers for enterprises across all economic sectors.

Currently, NEU is an autonomous public academic institution implementing its strategic development plan to achieve its vision: "To be among the five leading multidisciplinary research universities in Vietnam and among the top 100 Asian universities in economics, management, and business administration."

According to its strategy, NEU's mission is:

- To pioneer in the innovation, development, and dissemination of knowledge in economics, management, and business administration, serving as a hub that attracts and nurtures talent and contributes high-quality human resources for Vietnam's sustainable development.
- To educate Vietnam's future leaders and entrepreneurs.
- To act as a distinguished research centre, formulating strategies for socio-economic development and providing consultancy to governments, non-governmental organizations, and enterprises.

As of 2025, NEU offers 105 undergraduate programmes, including: 12 part-time programmes, 4 distance learning programmes, and 89 full-time Bachelor programmes. The full-time Bachelor programmes include

- 41 delivered in Vietnamese,
- 16 in which 30% to 50% of the courses are taught in English,
- 25 fully delivered in English,
- five advanced programmes and 24 high-quality programmes all delivered partly in English.

At the postgraduate level, NEU offers 66 programmes, consisting of 38 Master's and 28 Doctoral programmes. The University also provides English-medium joint programmes with foreign partner universities.

School of Advanced Education Programmes

The study programmes Insurance integrated with ANZIIF certificate, Market Surveillance and Valuation are part of NEU's School of Advanced Education Programmes (AEP) and within the school, part of the excellent education programmes.

AEP was founded in 2006 to implement NEU's strategy to improve the quality of higher education in Vietnam. AEP is in charge of managing 29 Bachelor programmes.

The excellent education programmes are taught in both Vietnamese and English, with the courses instructed in English accounting for 30% of the total number of courses. These programmes are developed on the basis of technology transfer training from the advanced programmes and several prestigious universities worldwide.

The **Faculty of Insurance**, an academic unit within the NEU School of Business, has 17 staff members (including one Associate Professor) and delivers four undergraduate and postgraduate programmes in insurance economics and social insurance, such as the **Insurance integrated with ANZIIF Certificate**. Together with AEP, it also developed the **Valuation (Excellent Education Programme)** in 2024 and is responsible for managing the curriculum and supporting the allocation of teaching staff.

The **School of Trade and International Economics**, also within the NEU School of Business, employs 45 academic staff, including one Professor and nine Associate Professors. It provides undergraduate and postgraduate programmes in areas such as logistics, supply chain management, international business, e-commerce and international economics. In 2021, it jointly developed the **Market Surveillance (POHE) programme with AEP** and oversees the curriculum while supporting teaching staff arrangements.

The **School of Banking and Finance** is an NEU academic unit with six divisions and 61 lecturers, many of whom graduated from foreign universities. It offers undergraduate and postgraduate programmes in finance and banking, as well as joint programmes delivered with international partners. In cooperation with AEP, it developed the **Valuation (Excellent Education Programme)** and is responsible for curriculum management and supporting the deployment of teaching staff.

Further development of the programmes

Study Programmes: Insurance integrated with Anziif certificate (Bachelor, Excellent Education Program)

		1. Cohort 2024	2. Cohort 2025
# Study Places offered by HEI		50	50
# Applicants	Σ	14	13
	f	4	10
	m	10	3
Application rate		28,00%	26,00%
# First-Year Students (accepted applicants)	Σ	7	9
	f	3	7
	m	4	2
Rate of female students		0,43	0,78
# Foreign Students	Σ	0	0
	f		
	m		
Rate of foreign students		0,00	0,00
Percentage of occupied study places		0,14	0,18
# Graduates	Σ	n/a	n/a
	f	n/a	n/a
	m	n/a	n/a
Success rate (students who finished their studies)		Students have not finished the program.	Students have not finished the program.
Dropout rate (students who dropped their studies)		0,00	0,00
Average duration of study		Students have not finished the program.	Students have not finished the program.
Average grade of final degree		Students have not finished the program.	Students have not finished the program.

Study Programmes: Market Surveillance (Bachelor, Professional Oriented Higher Education - POHE)

		1. Cohort 2022	2. Cohort 2023	3. Cohort 2024	4. Cohort 2025
# Study Places offered by HEI		50	50	50	50
# Applicants	Σ	58	66	61	74
	f	37	41	23	45
	m	21	25	38	29
Application rate		116,00%	132,00%	122,00%	148,00%
# First-Year Students (accepted applicants)	Σ	32	21	21	46
	f	24	13	8	32
	m	8	8	13	14
Rate of female students		0,75	0,62	0,38	0,70
# Foreign Students	Σ	0	0	0	0
	f				
	m				
Rate of foreign students		0,00	0,00	0,00	0,00
Percentage of occupied study places		0,64	0,42	0,42	0,92
# Graduates	Σ	n/a	n/a	n/a	n/a
	f	n/a	n/a	n/a	n/a
	m	n/a	n/a	n/a	n/a
Success rate (students who finished their studies)		Students have not finished the program.	Students have not finished the program.	Students have not finished the program.	Students have not finished the program.
Dropout rate (students who dropped their studies)		0,00	0,00	0,00	0,00
Average duration of study		Students have not finished the program.	Students have not finished the program.	Students have not finished the program.	Students have not finished the program.
Average grade of final degree		Students have not finished the program.	Students have not finished the program.	Students have not finished the program.	Students have not finished the program.

Study Programmes: Valuation (Bachelor, Professional Oriented Higher Education - POHE)

		1. Cohort 2022	2. Cohort 2023	3. Cohort 2024	4. Cohort 2025
# Study Places offered by HEI		50	50	50	50
# Applicants	Σ	41	39	63	46
	f	37	29	40	27
	m	4	10	23	19
Application rate		82.00%	78.00%	126.00%	92.00%
# First-Year Students (accepted applicants)	Σ	32	30	59	41
	f	26	21	33	24
	m	6	9	26	17
Rate of female students		0,81	0,70	0,56	0,59
# Foreign Students	Σ	0	0	0	0
	f				
	m				
Rate of foreign students		0,00	0,00	0,00	0,00
Percentage of occupied study places		0,64	0,60	1,18	0,82
# Graduates	Σ	n/a	n/a	n/a	n/a
	f	n/a	n/a	n/a	n/a
	m	n/a	n/a	n/a	n/a
Success rate (students who finished their studies)		Students have not finished the program.	Students have not finished the program.	Students have not finished the program.	Students have not finished the program.
Dropout rate (students who dropped their studies)		0,00	0,00	0,00	0,00
Average duration of study		Students have not finished the program.	Students have not finished the program.	Students have not finished the program.	Students have not finished the program.
Average grade of final degree		Students have not finished the program.	Students have not finished the program.	Students have not finished the program.	Students have not finished the program.

Appraisal

Programme Description and Appraisal in Detail

1. Objectives

1.1 Objectives of the study programme (Asterisk Criterion)

For **Insurance integrated with ANZIIF certificate**, NEU emphasises a curriculum aligned with national requirements and integrated with ANZIIF units, aiming to develop graduates with strong disciplinary knowledge in insurance, analytical and professional skills, and the capacity for further study and international work environments.

The objectives of the programme Insurance integrated with ANZIIF certificate are:

- To acquire fundamental knowledge of politics, society, law and natural sciences
- To acquire fundamental knowledge of economics and business management; intensive knowledge of insurance principles, business law of insurance, types of insurance and operations of insurance firms, organizations
- To apply theories to analyse, synthesize, forecast, plan, implement and evaluate types of insurance as well as operations of insurance organizations and firms
- To demonstrate personal skills, qualities and orientation for future development in insurance and other fields based on national and international standards (ANZIIF)
- To possess effective informatics and foreign language skills for job performance as well as autonomy and self-responsibility
- To demonstrate effective teamwork skills for insurance occupational activities.

Graduates from the programme shall be able to serve in state management authorities like Ministry of Finance, Ministry of labour, invalid and social affairs, Ministry of health, State Bank, Vietnam deposit insurance; social insurance at different levels; insurance firms, reinsurance firms, insurance broker firms, supplemental insurance firms in Vietnam and other countries. After they have accumulated experience, graduates from major of Insurance integrated with ANZIIF Certificate-Excellent Educational Program might hold positions as key managers in insurance authorities, organizations and firms at different levels both nationwide and worldwide. At the same time, when these graduates further their education at post-graduate level, they might become lecturers and researchers at universities, institutes and research centres for insurance.

For **Market Surveillance**, the objective is to train graduates with foundational and modern knowledge in economics and business plus specialised knowledge and skills for market surveillance practice, including professional ethics, teamwork, and autonomous work capacity for public-sector and related roles.

The objectives of the programme Market Surveillance are:

- Knowledge: graduates of market surveillance shall be equipped with fundamental and modern knowledge of economics, management, society and humanities; intensive knowledge of market surveillance related to market surveillance implementation at both provincial and central levels; operational skills for anti-smuggling, anti-fake products and commercial fraud, safety management in food and pharmacy business; essential knowledge of customs, investigation and origin of products; intensive knowledge of commercial economics, international commerce, customs, service business and commercial activities in enterprises.

- Skills: Graduates of market surveillance shall have competence of co-operation in teamwork and autonomy in individual work. They shall master in analysing and synthesising specialised issues; and ensuring effectively professional performance.
- Autonomy and self-responsibility: Graduates of market surveillance shall be open, creative, moral, ethical and co-operative in performing assigned jobs.
- Foreign language proficiency and informatics skills: Graduates meet requirements for learning outcomes in terms of foreign language and informatics levels as stated in current regulations at National Economics university.

Graduates from the programme **Fehler! Verweisquelle konnte nicht gefunden werden.** shall be able to work in authorities related to market surveillance; management departments doing research and making plan for commerce; training and research institutions for market surveillance and other relevant agencies. In particular, graduates might take the following positions:

- officers at Vietnam directorate of market surveillance and inferior units
- officers at local market surveillance agencies
- officers at management, research and planning departments for policies on commerce and market ranging from provincial to central level; lecturers at colleges and universities related to market surveillance, commercial management and commercial business
- officers at manufacturing firms; import export firms and trade firms

For **Valuation**, NEU frames the programme as preparing graduates with economics/finance foundations and specialised valuation competencies across asset classes, with the ability to apply methods and tools professionally and to work responsibly in a sensitive, regulated field.

- In terms of knowledge, graduates from major of valuation shall be equipped with fundamental and modern knowledge of economics, finance, business management, law and marketing; specialised knowledge of valuation for different assets like real estate, construction products, firms, machine and equipment, intangible assets and intellectual property assets. In addition, students might choose to focus on certain types of intensive knowledge including asset management, price management and marketing in areas of services, services marketing and valuation
- Skills: Graduates of valuation shall have competence of co-operation in teamwork and autonomy in individual work. They shall master analysing and synthesising specialised issues; applying software for valuation and ensuring effectively professional performance
- Autonomy and self-responsibility: Graduates of valuation shall be open, creative, moral, ethical and co-operative in performing assigned jobs.
- Foreign language proficiency and informatics skills: Graduates shall meet requirements for learning outcomes in terms of foreign language and informatics levels as stated in current regulations at National Economics university.

Graduates from the programme Valuation can work in:

- Valuation firms in Vietnam and foreign countries;
- State management units like Ministry of finance, department of finance; local authorities at different levels (division of valuation, land clearance and compensation, etc)

- Financial institutions (banks, financial firms, stock exchange, insurance firms, audit firms, etc) with assigned jobs related to firm valuation serving purposes of equitization, stock price listed on stock exchange, transfer, merger, acquisition, financial investment, asset valuation for insurance, etc
- Strategic consulting firms with assigned jobs related to brand purchase, franchise, equitization
- Firms and centres with auction of goods as well as firms with asset valuation for purchasing and transfer.
- Marketing department of firms and organisations in service sector in general and valuation in particular;
- Real estate firms with jobs related to valuation, business, development investment and asset management.
- Institutes and universities with research into valuation and asset management.

Appraisal:

The qualification objectives of the programmes are explained and convincingly presented in relation to the target group, targeted professional field and societal context of the discipline. They embrace academic proficiency, comprehensive employability, as well as the development of the individual student's personality.

The subject-specific and extra-curricular qualification objectives and skills to be acquired correspond with the aspired level at graduation. They take into account the requirements of the national qualification framework.

	Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
1.1* Objectives of the study programme (Asterisk Criterion)			X		

1.1 International orientation of the study programme design (Asterisk Criterion)

All study programmes

For all study programmes, the respective programme objectives, PLOs, teaching plans, courses, practical activities, and the programme implementation partners with international orientation.

English textbooks and other study materials for courses taught in English are used. The use of English is considered an advantage for future graduates of the programme in a competitive labour market. Graduates are expected to be proficient in English at an IELTS score of 6.0 or equivalent.

Insurance integrates ANZIIF content and targets international employability. It is delivered partly in English, with around half of the courses taught in English and key insurance and risk management content aligned with international standards. The programme uses English-language textbooks and materials and is integrated with nine ANZIIF subjects, whose digital learning resources are updated annually by ANZIIF. Teaching staff include lecturers with

international qualifications, and those delivering ANZIIF courses must complete the relevant ANZIIF certifications. Students are encouraged to join exchanges with partner universities (e.g., in Japan, the Netherlands and Australia) and to participate in ANZIIF-linked international events. Graduates leave with both the degree and ANZIIF certificates, typically alongside IELTS 6.0 (or equivalent), supporting employment in multinational insurers, reinsurers and brokers in Vietnam and ASEAN.

Market Surveillance highlights its origin in the Vietnam–Netherlands project and includes English-taught coursework and internship cooperation with the Vietnam Directorate of Market Surveillance. Around 30% of courses are taught in English, requiring IELTS 6.0, and the programme includes two internships (in the third and fourth years) supported through cooperation with Vietnam’s Directorate of Market Surveillance. Most lecturers have overseas training and international experience, the programme seeks further partnerships (including in the UK and New Zealand), and it attracts international students, with the stated aim of preparing graduates for roles in international or cross-border settings.

Valuation includes English-medium courses and references international standards and partners. Core professional courses are taught by staff from the School of Banking and Finance, many of whom have studied abroad and have international work experience, which is presented as a key contributor to teaching quality.

Appraisal:

The programmes’ design appropriately takes into account the required international aspects, with respect, too, to its graduates’ employability.

	Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
1.2* International orientation of the study programme design (Asterisk Criterion)			X		

1.2 Positioning of the study programme

Positioning of the study programme on the educational market

Insurance integrated with the ANZIIF certificate

In Vietnam, only a small number of universities offer an insurance major, and the DAV states that none combine English-medium delivery with integration of international certificates. The EEPI-ANZIIF programme, launched in 2024, is positioned as distinctive because it develops students’ English proficiency alongside practical insurance knowledge and employability skills. Its main competitors are cited as the University of Economics Ho Chi Minh City and the Academy of Finance in Hanoi, whose insurance-related degrees are taught in Vietnamese and do not include international certification. By contrast, EEPI-ANZIIF integrates nine ANZIIF subjects and requires students to sit the ANZIIF certification examinations, providing an additional qualification alongside the degree.

Market Surveillance

NEU is presented as the first Vietnamese university to offer tertiary education in market surveillance and as a leading provider with recognised quality credentials and international accreditations. In response to labour-market demand and skills shortages, the School of Trade and International Economics established an undergraduate major in Market Surveillance. The programme is positioned as a pioneer in Vietnam through its strong international orientation, including delivery of around 30% of courses in English and the integration of practical experience across the four-year curriculum. Its structure is described as 134 credits, with general education (51 credits) and professional education (83 credits), including foundational, sector-specific and advanced components, plus a thesis. Students are also offered internships and early career-skills development supported by agreements with sector partners, and the School reports consultations and surveys with employers, professionals and prospective students to inform programme design.

Valuation

Valuation education is described as available internationally at various institutions, while only five providers are noted in Vietnam despite high demand for valuation and property management skills. NEU's Valuation (POHE) programme is positioned as competitive because it includes compulsory, practice-based learning in real organisations within seven courses, strengthening students' applied competence.

Positioning of the study programme on the job market for graduates („Employability“)

Insurance integrated with the ANZIIF certificate

The programme is presented as a response to ASEAN Economic Community commitments on financial integration and labour mobility, alongside Vietnam's reported shortage of highly skilled, internationally certified insurance staff. Although Vietnamese universities supply graduates for the sector each year, this is described as insufficient to meet market demand. The EEPI-ANZIIF programme was therefore established to help students gain an international insurance qualification and adapt more quickly to international-standard study and work environments. Its design was informed by employer surveys and is supported by structured co-curricular activities across the programme, including company visits, study-skills training, CV and interview workshops, and employer talks.

Market Surveillance

The programme is framed around the national need to strengthen market inspection and enforcement against smuggling, counterfeits, unsafe goods and trade fraud. The Directorate of Market Surveillance and NEU signed a cooperation agreement in early 2021 to train bachelor-level market surveillance professionals with legal and policy knowledge and applied skills. This partnership is described as a strategic milestone supporting workforce development for 2021–2025 and a longer-term vision to 2030, with the programme intended to meet labour-market needs and prepare graduates for work in a globalised context.

Valuation

The programme is justified by a 2019 job-market study indicating strong demand for graduates. Career pathways are described as broad, including valuation firms in Vietnam and abroad, state management bodies (such as finance ministries and local authorities), and valuation-related roles in financial and professional services, including banks, securities markets, insurance and audit organisations.

Positioning of the study programme within the HEI's overall strategic concept

Insurance integrated with the ANZIIF certificate

The programme is positioned within NEU's broader role as a leading Vietnamese university in business, management and economics. NEU describes its mission as pioneering knowledge creation and dissemination, attracting talent and supplying high-quality human resources, supported by research-led policies and recommendations for organisations and localities. Within this strategic context, NEU has developed a wide portfolio of undergraduate and postgraduate provision, including an excellent education programme in Insurance.

Market Surveillance

The programme is presented as a flagship, pioneering initiative of the School of Trade and International Economics, characterised by strong internationalisation and a clear focus on graduate employability. The programme is distinguished by English-taught components, practice-oriented learning in specialist courses, and structured internships supported through cooperation with the Vietnam Directorate of Market Surveillance and other partners. It is framed as aligned with NEU's development strategy to modernise facilities, strengthen teaching and research capacity, and deepen international integration. The programme's objectives are also stated to match NEU's mission and national higher education goals, with alumni feedback reported as strongly positive regarding relevance to employer needs.

Valuation

The programme is described as contributing to the preparation of high-quality graduates with valuation competencies to meet labour-market demand. It is explicitly linked to NEU's strategic mission of innovation and knowledge development in economics, management and business administration, as well as talent development and support for Vietnam's sustainable development.

Appraisal:

The reasons given for the positioning the three study programmes in the educational market and job market are plausible. The study programmes are convincingly integrated into the NEU's overall strategic concept. NEU positions the programmes as distinctive in the national market through elements such as certificate integration (Insurance/ANZIIF), being a pioneer programme in the field (Market Surveillance), and strong practice-based components and labour-market relevance (Valuation). Employability is supported through internships, practical tasks, and cooperation with relevant authorities and organisations.

		Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
1.3	Positioning of the study programme					
1.3.1	Positioning of the study programme in the educational market			X		
1.3.2	Positioning of the study programme on the job market for graduates („Employability“)			X		
1.3.3	Positioning of the study programme within the HEI's overall strategic concept			X		

2. Admission

The admission requirements of NEU are developed in accordance with the regulations of the Ministry of Education and Training (MOET) and comply with the national legal framework governing higher education admissions.

All requirements and procedures are formally described and documented in NEU's official Admission Regulations and Admissions Schemes, which are publicly announced before the beginning of each admission cycle. These documents specify the eligibility criteria, entry thresholds, required qualifications, and the process of application, selection, and enrolment. Admissions methods and criteria are defined and revised annually to review the effectiveness of admissions. The Admissions Schemes includes information about the mission of NEU, training scale, NEU's enrolment information, enrolment time, quality assurance conditions as well as the employment situation of students, statistics on the number and enrolment score in previous years. The database of annual enrolment results is used to self-research for the future enrolment.

Every year, NEU updates documents to guide the changes of the MOET in enrolment to provide appropriate methods and admission criteria. Information on the policy is published and updated in the newsletter of annual college admission, NEU's website, the school's or faculty's website, social media site, a document of NEU's annual admission consultancy and other online magazines

Applicants can include persons who have been awarded a Vietnamese Upper Secondary Education (High School) Graduation Diploma, or a foreign qualification recognized as equivalent or persons who hold an intermediate vocational diploma in a field within the same major group as the one applied for, and who have fulfilled the required upper-secondary academic knowledge as prescribed by law.

Applicants must also satisfy the following conditions:

- a) Meet the entry threshold;
- b) Be medically fit for study in accordance with current rules;
- c) Provide complete personal information and an application dossier as required.

For applicants with disabilities that impair learning capacity who wish to register for admission, the University, to the extent possible, shall consider admitting them to suitable majors consistent with their health conditions.

Counselling for prospective students

From March to September, NEU organises admission consulting sessions on the University campus as well as some high schools in Hanoi and other provinces **at the University level**. Additionally, NEU organises annual admission events on the University campus for applicants.

Candidates can contact the admissions department through the phone number listed on the flyers and enrolment content. Candidates can visit the University through the programs "One day as a NEU student" or "Enrolment Counselling Day" organised by NEU for 12th grade students from high schools. During these days, visitors can experience facilities such as classrooms, libraries, conference halls, and the football fields.

Additionally, the School of Advanced Education Programmes (AEP) prepares an annual admission counselling plan every year and provides prospective students with admission counselling through several channels.

The School participates in annual counselling fairs organised by NEU and third parties and counselling fairs at high schools. The School's website provides prospective students with information about admission to AEP's programmes and answers to frequently asked questions.

Prospective students can visit the AEP office, meet with AEP programme coordinators, get direct counselling from the assigned counselling staff or programme coordinators at the School's office or via telephone and e-mail as well as participating in the School's Facebook livestreams, in which prospective students' questions are answered by the AEP's admission counselling team.

For LSIC, the School of Trade and International Economics further supports admission through consultation activities via flyers, social media platforms, the school website, and dedicated phone lines. During admission consulting sessions, the School's lecturers and current students of LSIC join consult with applicants.

Selection procedure

Based on MOET's overall plan for selection for full-time programmes, the University coordinates to implement the following steps:

Step 1: Registration

Applicants register via MOET's Admission Portal or the National Public Service Portal. Selections are conducted at the University under applicable methods: direct selection or combined selection using upper-secondary exam results, academic records, or other assessments.

Step 2. Virtual filtering

The University carries out selection according to its own admission methods and criteria, or may collaborate with other institutions under a shared plan. MOET provides guidance on the schedule and supports preference processing. After the preference-registration period ends, the University downloads data including registered preferences; academic records; exam results and graduation scores; results of exams organised by higher-education institutions; and applicants' area-based and policy-category priority data.

Principles of selection:

- Cutoff scores are set so admitted candidates match the quota, but not below the entry threshold.
- For each programme/major/group, applicants are considered equally based on scores and converted cutoffs, regardless of preference order, except as specified in Admission Regulations (2025).
- Priority points must align with the levels set out in Admission Regulations (2025).

After each cycle, the University uploads lists of candidates projected to be admitted. The system automatically removes lower-ranked preferences for candidates eligible under multiple options, retaining their highest-ranked preference.

The University repeats selection in subsequent cycles, adjusting cutoff scores to meet quotas. In the final cycle, official cutoff scores are set and the final list of admitted candidates is uploaded.

Step 3. Announcement

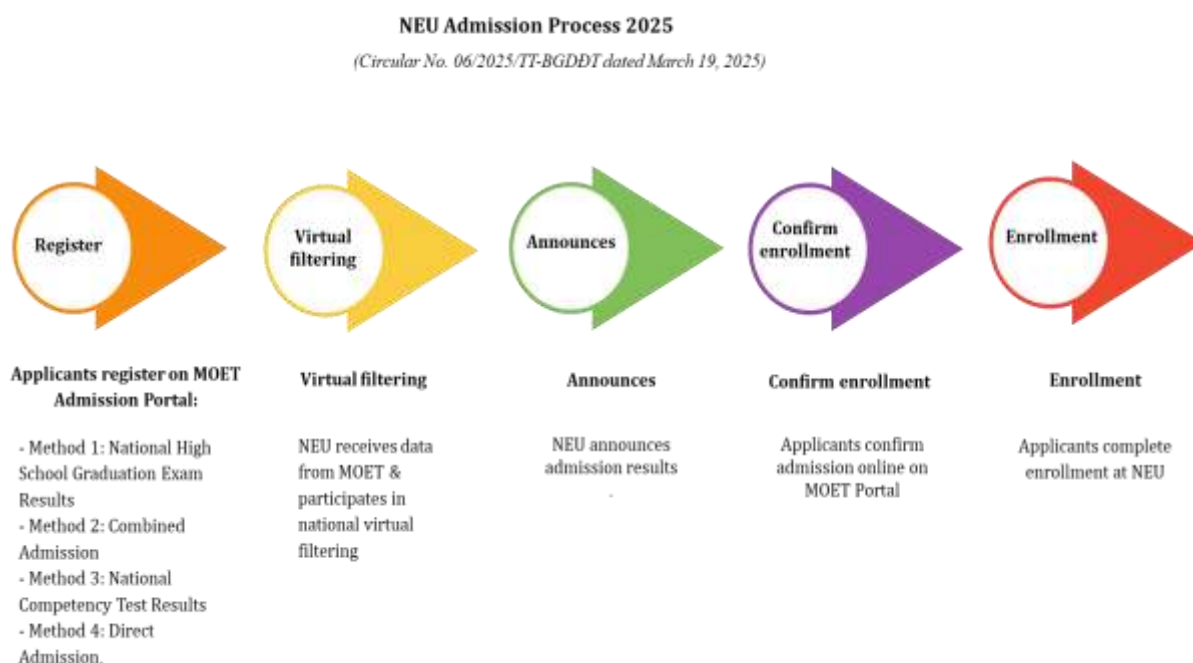
The University announces cutoff scores (and any additional conditions or tie-breaking criteria, if applicable) for each programme/major by admission method. Applicants can check their results on the University's portal or that of a consortium/group conducting joint selection.

Step 4. Confirmation of enrolment

The University issues admission notices detailing procedures and mode of enrolment. Candidates confirm enrolment online before completing on-site procedures. Once confirmed, candidates may not join admissions at other institutions or additional rounds, unless approved by the University.

Step 5. Enrolment

On enrolment, students must submit their admission documents, pay tuition fees, confirm their personal and academic information, and attend orientation activities.



Ensuring foreign language proficiency (Asterisk Criterion)

There are no foreign language entry requirements for full-time Bachelor candidates at NEU. In former cohorts that started before 2025, students transferring from the “regular” programmes taught entirely in Vietnamese to the “advanced” programmes had to take an English proficiency assessment, essay writing, and an interview as part of the admission procedure. Students could either submit valid English certificates (e.g. IELTS) or take an internal English test administered by NEU. For cohort 67 and onwards (2025 and later), the requirements changed so that there is no English requirement at the admission stage for all programmes.

In all five study programmes, there are three compulsory English courses worth 3 Vietnamese credits (4,74 ECTS credits), distributed among the first two semesters (EC, LS, IT, LSIC) or three semesters (DM) respectively.

Transparency and documentation of admission procedure and decision (Asterisk Criterion)

NEU aims at transparency and accessibility by making all admission-related information publicly available through multiple channels, including the University's official website, admission brochures, and guidance documents issued by the Admissions Office. Interested parties can access these materials with instructions on the application process, required documents, deadlines, and selection criteria.

For the candidates:

- In terms of providing information: Each interested candidate is provided with complete, clear, reliable, consistent and timely information to make suitable decisions and best prepare for application;
- In terms of application opportunity: No candidate loses the opportunity to apply due to regulations unrelated to qualifications and capacity, troubles caused by or prohibitive costs paid for application;
- In terms of capacity assessment: Candidates are assessed objectively, fairly and reliably with regards to their learning ability and prospects for success, meeting the requirements of the training programme and discipline;
- In terms of commitment fulfilment: The University fulfils its commitments to candidates; advise, support, and resolve complaints, protect the legitimate interests of candidates in risky cases.

For the public:

- Regarding information transparency: The University is responsible for timely publishing full and clear admission information via suitable media for the joint supervision of society and state management agencies;
- Regarding accountability: The University is responsible for reporting at the request of state management agencies and accounting for major pressing issues of public concerns in an appropriate manner.

Appraisal:

The admission requirements are defined and comprehensible. The national requirements are presented and taken into account.

Applicants can directly turn to a student counselling service, or to whatever other helpdesk at NEU, for clarification of specific questions, of personal aptitude, of career perspectives. Personal dialogue between applicants and NEU is provided by defined office hours, by telephone and via e-mail.

The selection procedure (including and entrance examination) is transparent and ensures that qualified students are admitted. The admission requirements ensure that students are able to successfully complete the study programme.

The admission procedure is described, documented, and accessible for interested parties. The admission decision is based on transparent criteria and is communicated in writing.

		Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
2.1*	Admission requirements (Asterisk Criterion)			X		
2.2	Counselling for prospective students			X		
2.3*	Selection procedure (if relevant)			X		
2.4(*)	Professional experience (if relevant; Asterisk Criterion for master programmes that require professional experience)					X
2.5*	Ensuring foreign language proficiency (Asterisk Criterion)			X		
2.6*	Transparency and documentation of admission procedure and decision (Asterisk Criterion)			X		

3. Contents, structure and didactical concept of the programme

3.1 Contents

Logic and conceptual coherence (Asterisk Criterion)

Insurance integrated with the ANZIIF Certificate

The Bachelor of Insurance integrated with the ANZIIF Certificate is designed in line with MOET requirements, the Vietnamese Qualifications Framework, NEU's strategic direction, programme objectives and labour-market needs. The curriculum comprises 132 credits (excluding physical education, national defence and security education, intensive English taught by foreign experts, and soft-skills training delivered by external organisations) and is structured into 50 credits (38%) of foundational studies and 82 credits (62%) of advanced studies. Early semesters focus on core economics, finance and management knowledge alongside English courses that develop practical language skills, while semesters 4–8 concentrate on insurance-specialist and interdisciplinary courses that combine theory with application and decision-making. Assessment methods are varied and aligned with learning outcomes, and employability is further supported through extracurricular activities and the integration of nine ANZIIF courses, which provide internationally valued professional knowledge and competencies.

Market Surveillance

The Market Surveillance curriculum intends to compulsory and elective courses and integrates field studies, projects and internships across all four academic years, including within key specialist courses. Industry partners are described as committing to agreed standards in order to support the quality and intended graduate outcomes

Valuation

The POHE Valuation programme has been delivered at NEU since 2021 and was updated in June 2024 in response to student feedback and labour-market needs. It aims to produce graduates with sound ethics and social responsibility, a solid foundation in economics and finance, and advanced valuation and appraisal competencies, alongside IT skills, professional communication in Vietnamese and English, independent learning and employability skills. The curriculum totals 135 credits, comprising 50 credits of general education and 85 credits of professional education, and culminates in a 15-week internship-based graduation thesis (10 credits) assessed by both the host organisation and the university; students also complete compulsory physical education and national defence education under national regulations.

Sample Curriculum Overview

Bachelor's Programme Insurance ANZIIF, 8 Semesters



FIBAA

1 st Semester														
Modul No.	Title of Module / Course Unit + Compulsory or elective?	Credit Points per Semester								Workload		Method of Teaching	Form and Duration of Examinations	weight of exam related to final grade
		1	2	3	4	5	6	7	8	Hours in Class	Hours Self-Study			
M1	Philosophy of Marxism and Leninism (Compulsory)	3								45	60	Lecture, Discussion		90%
M2	Mathematics for Economics (Compulsory)	3								45	36	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	90%
M3	Microeconomics 1 (Compulsory)	3								45	60	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	90%
M4	English 1 (Compulsory)	4								60	60	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	90%
M5	English 2 (Compulsory)	4								60	60	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	90%
	Physical Education (Compulsory)	4												
	Military Education (Compulsory)	8												

2nd Semester														
M6	Political Economics of Marxism and Leninism (Compulsory)		2							30	40	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	90%
M7	Scientific Socialism (Compulsory)		2							30	40	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	90%
M8	Macroeconomics 1 (Compulsory)		3							45	56	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	90%
M9	English 3 (Compulsory)		4							60	60	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	60%
M10	Statistics for Economic and Business (Compulsory)		3							45	60	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	90%
M11	Essentials of management 1 (Compulsory)		3							45	60	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	60%

M12	Social Security (Selective)		3							45	40	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	50%
3rd Semester														
M13	Vietnam Communist Party History (Compulsory)		2							30	40	Lecture, Discussion	Attendance: 10% Mid term Test:40% Final Exam :50%	90%
M14	Ho Chi Minh Ideology (Compulsory)		2							30	50	Lecture, Discussion	Attendance (10%) Mid term Test (30%) Final Exam (60%)	60%
M15	Fundamental of Laws (Compulsory)		3							30	34	Lecture, Discussion	Attendance: 10% Mid term Test: 40% Final Exam (90min) 50%) Multiple choice/ problem solving	50%
M16	Accounting Principles (Compulsory)		3							45	60	Lecture, Discussion	Attendance: 10% Mid term Test: 20% Final Exam (90min) : 70% Multiple choice/ problem solving	70%

M17	Monetary and Financial Theories (Compulsory)			3						45	60	Lecture, Discussion	Attendance: 10%	60%
M18	Insurance Principles (ANZIIF) (Compulsory)			3						45	40	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	50%
M19	Principles of Marketing (Selective)			3						45	40	Lecture, Discussion	Attendance: 10% Mid term Test:40% Final Exam :50%	90%
4th Semester														
M20	Commercial Bank (Compulsory)			3						45	90	Lecture, Discussion	Attendance: 10% Group assignment : 20% Midterm test: 20% Final exam: 50%	90%
M21	Risk management (Compulsory)			3						45	90	Lecture, Discussion	Attendance: 10% Group assignment : 20% Midterm test: 20% Final exam: 50%	70%
M22	Business Insurance 1 (ANZIIF) (Compulsory)			3						45	60	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	50%

M23	Social Insurance (Compulsory)				3					45	40	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20%	50%
M24	Insurance Business Administration 1 (ANZIIF) (Compulsory)				3					45	50	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	50%
M25	Social Insurance Management (Compulsory)				3					30	36	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20%	50%
M26	English for Insurance (Selective)				3					45	40	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	50%
5th Semester														
M27	Introduction to data science in economics and business (Compulsory)				3					45	90	Lecture, Discussion	Attendance: 10% Midterm exam: 40% Final exam: 50%	90%
M28	Corporate Finance (Compulsory)				3					45	90	Lecture, Discussion	Attendance: 10% Group assignment : 20% Midterm test: 20% Final exam: 50%	70%
M29	Business Insurance 2 (ANZIIF)(Compulsory)				3					45	60	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam: 50%	50%
M30	Insurance Business Administration 2 (ANZIIF) (Compulsory)				3					45	40	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam: 50%	50%
M31	Financial Social Insurance Management 2 (Compulsory)				3					45	50	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam: 50%	50%
M32	Business Communication and Negotiation (Selective)				3					45	40	Lecture, Discussion	Attendance (10%) Individual Mid term Test (20%) Group Project (20%) Final Exam (50%)	70%
M33	Laws in Insurance Business(Selective)				3					45	90	Lecture, Discussion	Attendance (10%) Individual Mid term test (20%) Group Presentation (20%) Final exam (50%)	70%

6th Semester													
M34	Project (Compulsory)					3			45	90	Meeting, Discussion, Writing	Individual project: 100%	0%
	The project is a practical module that helps students follow and observe practical operations and summarize practical professional experience for themselves. This module helps students apply the knowledge to the actual operations of insurance organizations and companies. Under the guidance of a lecturer, students must choose a problem in the insurance field and find a way to solve it scientifically based on the specialized knowledge they have learned. The lecturer is also responsible for providing professional support and supervising students' practical implementation of the subject.												
M35	Investment in Insurance (Selective)					3			45	40	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	50%
M36	Introduction to Actuarial (Selective)					3					Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	50%
M37	Accounting for Insurance Enterprise (Selective)					3			45	40	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	50%
M38	Loss Adjusting and Claims Management (ANZIIF) (Selective)					3			45	40	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	50%
M39	Insurance Risk Analysis (ANZIIF) (Selective)					3			45	40	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	50%
M40	Unemployment Insurance (Selective)					3			45	40	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	50%
M41	Healthcare Insurance (Selective)					3			45	40	Lecture, Discussion	Attendance: 10% Group assignment: 20% Individual assignment: 20% Final exam :50%	50%

Curriculum Overview
Market Surveillance, 8 Semesters



Module No.	Title of Module / Course Unit + Compulsory or elective?	Credit Points per Semester							Workload		Method of Teaching	Form and Duration of Examinations	Weight of exam related to final grade	
		1.	2.	3.	4.	5.	6.	7.	8.	Hours in Class	Hours Self-Study			i.e. lecture course, seminar
	1st Semester													
M1	Philosophy of Maxism - Leninism (Compulsory)	3								45	90	Lecture, Discussion	Attendance: 10% Mid term Test: 40% Final Exam: 50%	
M2	Fundamental of Laws (Compulsory)	3								45	90	Lecture, Discussion	Attendance: 10% Mid term Test: 40% Final Exam: 50%	
M3	English 1 (Compulsory)	2								30	60	Lecture, Discussion	Attendance: 10% Mid term Test: 20% Final Exam: 70%	
M4	Microeconomics 1 (Compulsory)	3								45	90	Lecture, Discussion	Attendance (10%) Mid term Test (40%) (include 02 midterm exams) Final Exam (50%)	
M5	Mathematics for Economics (Compulsory)	3								45	90	Lecture, Discussion	Attendance (10%) Mid term Test (40%) (include 02 midterm exams) Final Exam (50%)	

M17	Principle of Marketing (Compulsory)			3					45	90	Lecture, Discussion	Attendance (10%) Mid term Test (20%) Individual Project (20%) Final Exam (50%)"	
4th Semester													
M18	Market surveillance (Compulsory)			3					45	90	Lecture, Discussion	Attendance: 10% Mid term Test: 20% Group discussion and write up : 20% Final exam: 50%	
M19	Merchandise, Packaging, Branding and Quality Standards (Compulsory)			3					45	90	Lecture, Discussion	Attendance (10%) Mid term Test (20%) Individual Project (20%) Final Exam (50%)"	
M20	Electronic Commerce (Compulsory)			3					45	90	Lecture, Discussion	Attendance (10%) Individual Mid term test (20%) Group Assignment (20%) Final exam (50%)	
M21	Tax Management (Compulsory)			3					45	90	Lecture, Discussion	Attendance: 10% Mid term Test: 20% Group discussion and write up : 20% Final exam: 50%	
M22	Trade Economics 1 (Compulsory)			3					45	90	Lecture, Discussion	Attendance: 10% Mid term Test: 20% Group discussion and write up : 20% Final exam: 50%	

M23	International Economic Integration (Compulsory)				3					45	90	Lecture, Discussion	Attendance: 10% Mid term Test: 20% Group discussion and write up : 20% Final exam: 50%	
5th Semester														
M24	International Trade 1 (Compulsory)				3					45	90	Lecture, Discussion	Attendance: 10% Individual assignment and Team assignment: 40% Final Exam: 50%	
M25	Commercial Business (Compulsory)				3					45	90	Lecture, Discussion	Attendance: 10% Individual assignment and Team assignment: 40% Final Exam: 50%	
M26	Accounting Principles (Selective)				3					45	90	Lecture, Discussion	Attendance (10%) Mid term Test (20%) Individual Project (20%) Final Exam (50%)"	
M27	Logistics Business (Selective)				3					45	90	Lecture, Discussion	Attendance (10%) Mid term Test (30%) Final Exam (60%)	
M28	Responsible Management (Selective)				3					45	90	Lecture, Discussion	Attendance (10%) Individual Mid term test (20%) Group Assignment (20%) Final exam (50%)	

M29	Business Law (Selective)					3				45	90	Meeting, Discussion	Attendance (10%) Individual Mid term test (20%) Group Assignment (20%) Final exam (50%)	
M30	Human Resource Management (Selective)					3				45	90	Lecture, Discussion	Attendance: 10% Mid term Test: 20% Group discussion and write up : 20% Final exam: 50%	
M31	Unfair Competition Methods (Selective)					3				45	90	Lecture, Discussion	Attendance (10%) Individual Mid term test (20%) Group Assignment (20%) Final exam (50%)	
M32	Food and Drug Administration (Selective)					3				45	90	Lecture, Discussion	Attendance (10%) Individual Mid term test (20%) Group Assignment (20%) Final exam (50%)	
M33	Intellectual Property Protection (Selective)					3				45	90	Lecture, Discussion	Attendance (10%) Individual Mid term test (20%) Group Assignment (20%) Final exam (50%)	
M34	Detective Practices (Selective)					3				45	90	Lecture, Discussion	Attendance (10%) Individual Mid term test (20%) Group Assignment (20%) Final exam (50%)	

M42	Global Supply Chain Management (Selective)						3		45	45	Lecture, Discussion	Attendance (10%) Individual Mid term test (20%) Group Assignment (20%) Final exam (50%)	
M43	Internship 1 (Compulsory)						4		10	150	Meeting, Discussion, Writing, Presentation	Research report	100%
7th Semester													
M44	Economic Management and Market Economy (Compulsory)						3		45	90	Lecture, Discussion	Attendance (10%) Test 1 (20%) Test 2 (20%) Final exam (50%)	
M45	International Business (Compulsory)						3		45	50	Lecture, Discussion	Attendance (10%) Individual Mid term test (20%) Group Assignment (20%) Final exam (50%)	
M46	Customs Management (Compulsory)						3		45	90	Lecture, Discussion	Attendance (10%) Individual Mid term test (20%) Group Assignment (20%) Final exam (50%)	
M47	Major research paper (Compulsory)						2		10	60	Meeting, Discussion, Writing, Presentation	Research report	
8th Semester													
M48	Internship 2: Graduation Thesis (Compulsory)						8		10	300	Meeting, Discussion, Writing, Presentation	Comprehensive Report (20%) Graduation Internship Project by the Supervisor (40%) Graduation Internship Project by the Board (40%)	

Curriculum Overview														
Bachelor's Programme - Valuation POHE, 8 Semesters														
1 st Semester														
Modul No.	Title of Module / Course Unit + Compulsory or elective?	Credit Points per Semester								Workload		Method of Teaching i.e. lecture course, seminar	Form and Duration of Examinations	weight of exam related to final grade
		1.	2.	3.	4.	5.	6.	7.	8.	Hours in Class	Hours Self-Study			
M1	The Marxist - Leninist philosophy (Compulsory)	3								45	60	Lecture, Seminar	Attendance: 10% Mid term Test:40% Final Exam :50%	90%
M2	Fundamental Laws (Compulsory)	3								45	34	Lecture, Discussion	Attendance: 10% Mid term Test: 20% Group assignment (20%) Final Exam (90min) 50% Multiple choice/ problem solving	50%
M3	Microeconomics (Compulsory)	3								45	60	Lecture, Discussion	Attendance (10%) Mid term Test (40%) Final Exam (50%)	90%
M4	Mathematics for Economics (Compulsory)	3								45	36	Lecture, Discussion	Class participation: 10%; Midterm examinations: 40% (include 02 midterm exams); Final examination: 50% (computer-based, 40 multiple choice questions in 60 minutes).	90%
M5	English 1 (Compulsory)	4								60	60	Lecture, Discussion	Attendance: (10%) Mid term Test: (40%) Final Exam (50%) : Essay test	90%
M6	Macroeconomics 1 (Compulsory)	3								45	56	Lecture, Discussion	Class participation accounts for 10%; Midterm examinations account for 40% Final examination accounts for 50%	90%
M7	Physical Education (Compulsory)	2												
M8	Military Education (Compulsory)	8												

2nd Semester														
M9	Political economics of marxism and leninism (Compulsory)		2							30	40	Lecture, Discussion	Attendance: 10% Individual exercises (20%) Mid-term assessment (20%) Final assessment (50%)	90%
M10	Scientific Socialism (Compulsory)		2							30	40	Lecture, Discussion	Class participation: 10%; Midterm examinations: 40% (include 02 midterm exams); Final examination: 50%.	90%
M11	English 2(Compulsory)		4							60	60	Lecture, Discussion	Attendance: (10%) Mid term Test: (40%) Final Exam (50%) : Essay test	90%
M12	Principles of Accounting (Compulsory)		3							45	60	Lecture, Discussion	Attendance: 10% Mid term Test: 40% Final Exam (90min) : 50% Multiple choice/ problem solving	70%
M13	Physical Education (Selective)		2											
M14	Principles of Pricing (Compulsory)		3							45	90	Lecture, Seminar	Attendance (10%) Group Assignment (20%) Group Assignment (20%) Final exam (50%)	50%
M15	Principles of Marketing (Compulsory)		3							45	90	Lecture, Seminar	Attendance: 10% Group presentation: 20% Group report: 20% Final exam: 50%	90%
3rd Semester														
M16	Vietnam Communist Party History (Compulsory)		2							30	#BEZUG!	Lecture, Seminar	Attendance: 10% Individual exercises (20%) Mid-term assessment (20%) Final assessment (50%)	90%
M17	Ho Chi Minh Ideology (Compulsory)		2							#BEZUG!	#BEZUG!	Lecture, Seminar	Attendance: 10% Mid term Test: 40% Final Exam: 50% (Essay test)	60%
M18	English 3 (Compulsory)		4							60	60	Lecture, Discussion	Attendance: 10% Mid term Test: 40% Final Exam: 50% (Essay test)	60%
M19	Operations Management (Compulsory)		3							45	90	Lecture, Seminar	Attendance (10%) Mid term Test (20%) Individual Project (20%) Final Exam (50%)	
M20	Corporate Finance (Compulsory)		3							45	90	Lecture, Discussion	Attendance: 10% Group assignment : 20% Midterm test: 20% Final exam: 50%	70%
M21	Valuation Principles and Standards (Compulsory)		3							45	105	Lecture, Seminar	1.Participation and activities: 10% 2.Group project : 20% 3.Group project : 20% 4.Final exam : 50%	50%
M22	Physical Education (Selective)		2											

	4th Semester													
M23	Organization Behavior (Compulsory)				3					45	90	Lecture, Seminar	Participation: 10% Mid-term exam: 20%Group assignment: 20% Final exam: 50%	90%
M24	Data Science in Economics and Business (Compulsory)				3					45	90	Lecture, Discussion	Attendance: 10% Midterm exam: 40% Final exam: 50%	90%
M25	Law on valuation (Compulsory)				3					45	90	Lecture, Seminar	Attendance (10%) Group project (20%) Group Assignment (20%) Final exam (50%)	90%
M26	Construction cost estimation (Compulsory)				3					45	105	Lecture, Seminar	Attendance (10%) Individual Mid term test (20%) Group Assignment (20%) Final exam (50%)	90%
M27	Price Management (Compulsory)				3					45	90	Lecture, Seminar	Attendance (10%) Individual Mid term test (20%) Group Assignment (20%) Final exam (50%)	50%
M28	Marketing research (Selective)				3							Lecture, Discussion	Students' participation 10%; Group presentation 20%; Midterm assessment 20%; Final exam (50%)	90%

	5th Semester														
M29	Machinery and Equipment Valuation (Compulsory)					3					45	105	Lecture, Seminar	Attendance (10%) Group Assignment 1 (20%) Group Assignment 2 (20%) Final exam (50%)	50%
M30	Corporate Valuation 1 (Compulsory)					3					45	105	Lecture, Seminar	Attendance (10%) Group Assignment 1 (20%) Group Assignment 2 (20%) Final exam (50%)	50%
M31	Real Estate Market (Selective)					3					45	105	Lecture, Seminar	Attendance (10%) Individual Mid term test (20%) Group Assignment (20%) Final exam (50%)	50%
M32	Brand Equity Management (Selective)					3					45	105	Lecture, Seminar	Attendance (10%) Individual Mid term test (20%) Group Assignment (20%) Final exam (50%)	50%
M33	Services marketing (Selective)					5					45	105	Meeting, Discussion	Attendance (10%) Individual Mid term test (20%) -Group project (20%) Final exam (50%)	50%
M34	B2B Marketing (Selective)					3					45	105	Lecture, Seminar	Attendance (10%) Individual Mid term test (20%) Group Assignment (20%) Final exam (50%)	50%
M35	Customer Relationship Management (Selective)					3					45	105	Lecture, Seminar	Attendance (10%)	50%

	6th Semester													
M36	Property Auctions (Compulsory)						3			45	90	Lecture, Seminar	Attendance (10%) Individual Mid term test (20%) Group Assignment (20%) Final exam (50%)	50%
M37	Real Estate Valuation 1 (Compulsory)						3			45	105	Lecture, Seminar	Participation and activities: 10% Group project: 20% Group project : 20% Final exam (case study and essay): 50%	50%
M38	Corporate Valuation 2 (Compulsory)						3			45	105	Lecture, Seminar	Attendance (10%) Group Assignment 1 (20%) Group Assignment 2 (20%) Final exam (50%)	50%
M39	Land and Real Estate Law (Selective)						3			45	105	Lecture, Seminar	Attendance (10%) Group Assignment 1 (20%) Group Assignment 2 (20%) Final exam (50%)	50%
M40	Merger and Acquisition (Selective)						3			45	105	Lecture, Seminar	Attendance (10%) Individual Mid term test (20%) Group Assignment (20%) Final exam (50%)	50%
M41	Project on Valuation (Compulsory)						3			45	105	Lecture, Seminar	Attendance (20%) Form (40%) Content (40%)	80%

	7th Semester														
M42	Valuation of Intangible Assets (Compulsory)							3		45	105	Lecture, Seminar	Attendance (10%) Group Assignment 1 (20%) Group Assignment 2 (20%) Final exam (50%)	50%	
M43	Real Estate Valuation 2 (Compulsory)							3		45	105	Lecture, Seminar	Attendance (10%) Group Assignment 1 (20%) Group Assignment 2 (20%) Final exam (50%)	50%	
M44	Valuation practice (Selective)							3		45	105	Lecture, Seminar	1.Attendance and participation: 10% 2.Group project (machinery and equipment valuation report): 20% 3.Group project (real estate valuation report): 20% 4.Group project (business valuation report): 20% 5.Final exam: 30%	50%	
M45	Valuation of Natural Resources and Environment (Selective)							3		45	105	Lecture, Seminar	Attendance (10%) Mid term exam (20%) Group Assignment 2 (20%) Final exam (50%)	50%	
M46	Brand Valuation (Compulsory)							3		45	105	Lecture, Seminar	Attendance (10%) Group Assignment 1 (20%) Group Assignment 2 (20%) Final exam (50%)	50%	
M46.6	8th Semester														
M47	Graduation thesis (Compulsory)								10	20	480	Lecture, Seminar	1) The score for the 'General Internship Report' accounts for		
M47.1	Weeks 1-4: Learn about internship facilities, develop an outline and write a comprehensive internship report									5	120	L,S			
M47.2	objectives, research questions, research objects and scope, research methods									3	72	L,S			
M47.3	Weeks 6-7: Build the topic structure: sections/chapters and content									4	96	L,S			
M47.4	Weeks 8-12: Learn about internship facilities and collect information to write a graduation thesis manuscript									4	96	L,S			
M47.5	Week 13: Comment and edit the manuscript									3	72	L,S			
M47.6	Week 14-15: Complete graduation topic									1	24	L,S			

Rationale for degree and programme name (Asterisk Criterion)

Insurance integrated with the ANZIIF Certificate

The programme and degree titles are stated to comply with MOET requirements and the Vietnamese Qualifications Framework and to reflect programme objectives and curriculum content. Insurance (including EEPI-ANZIIF) is presented as providing comprehensive coverage of core insurance fields to strengthen graduate employability for roles such as underwriter, broker or claims specialist, while the ANZIIF component is highlighted in the programme title as an additional competitive advantage and as facilitating international progression opportunities.

Market Surveillance

The Market Surveillance programme is described as compliant with Vietnamese education legislation and institutional regulations, meeting requirements for university level, structure and credit volume. Its title is intended to signal a focus on economics and state market management, policy and planning, and applied research capability, with the curriculum informed by international practice and labour-market surveys, including greater emphasis on practice and English-medium teaching.

Valuation

The POHE Valuation programme is framed as a response to strong demand in Vietnam for valuation expertise across the public and private sectors. It is described as a bachelor-level programme established by university decision in 2021, compliant with national regulations on programme standards and opening procedures, and benchmarked against international valuation programmes. The programme has been implemented since 2021–2022 and is subject to systematic review and updating based on stakeholder feedback and current MOET standards.

Integration of theory and practice (Asterisk Criterion)

Insurance integrated with the ANZIIF Certificate

In the Insurance integrated with the ANZIIF Certificate, theory and practice are embedded across the curriculum through case studies and practical exercises. Teaching combines lectures and tutorials, supported by academic advising and structured expectations for self-study. Guest speakers from the insurance sector, compulsory internships and the final thesis are intended to strengthen real-world application. In the EEPI-ANZIIF pathway, many courses explicitly allocate substantial practice hours alongside theory, and staff with industry experience and ANZIIF-led extracurricular activities further support applied learning.

Market Surveillance

In Market Surveillance, theory–practice integration is structured progressively from basic to advanced levels through agency visits, projects, case studies, guest speakers and staged internships across the four years. Practical training is linked to course and programme learning outcomes and is supported by lecturers' professional experience.

Valuation

In Valuation, the curriculum similarly combines theory with progressively more demanding practical components, including multiple practice-oriented courses from semester four, internships and industry engagement. External experts contribute to teaching, some staff hold professional practice certificates, and course outlines link theoretical and practical learning to defined outcomes to prepare students for real tasks after graduation.

Interdisciplinary thinking

Insurance integrated with the ANZIIF Certificate

The Insurance integrated with the ANZIIF Certificate includes a range of interdisciplinary courses, such as law, management, statistics, accounting, banking, corporate finance, corporate culture and marketing. Students are expected to draw on knowledge from foundation through to specialist courses when analysing insurance themes and when working with integrated case studies. In the final years, an internship and report require students to apply interdisciplinary knowledge in a real organisational setting.

Market Surveillance

The Market Surveillance programme is described as inherently interdisciplinary, combining specialist content in market management, inspection and regulation with knowledge from areas such as law, economics, public policy and environmental studies. The curriculum also includes elective courses to provide flexibility and enable students to develop individual strengths or soft skills, alongside general education courses that underpin later specialist learning.

Valuation

The POHE Valuation programme similarly combines valuation-specific subjects with supporting fields including economics, law, finance, marketing, mathematics and data-related skills, foreign languages and political theory. Elective courses are included to broaden learning options and allow students to strengthen specialist knowledge and transferable skills.

Ethical aspects

Insurance integrated with the ANZIIF Certificate

In the Insurance integrated with the ANZIIF Certificate, ethics and social responsibility are embedded in the programme learning outcomes. Academic integrity is supported through mandatory plagiarism screening via Turnitin for all reports and theses before assessment, with an acceptable similarity threshold of under 25%. Students are expected to work honestly, cite sources properly and acknowledge others' ideas. In the EEPI-ANZIIF pathway, ethical conduct is also taught through the insurance principle of utmost good faith, and assessments in relevant courses include ethics-based questions requiring students to respond to practical dilemmas.

Market Surveillance

In Market Surveillance, ethics, business ethics and social responsibility are integrated through courses such as Market Surveillance Practices, Responsible Business and Detective Practices. These courses address public-service responsibilities, officer duties, applicable policies and ethical standards, and the role of business in promoting lawful and responsible conduct.

Valuation

The Valuation programme emphasises ethics due to the sensitivity of valuation work, particularly in relation to state assets. Ethical and legal principles are taught across law- and standards-related courses, and the curriculum also includes mandatory political theory subjects required by national regulations to reinforce legal compliance within the Vietnamese context.

Methods and scientific practice (Asterisk Criterion)

Insurance integrated with the ANZIIF Certificate

In the Insurance integrated with the ANZIIF Certificate, students are expected to develop methodological and research competence, including managing research processes, collecting and analysing data, and reflecting on findings. These skills are supported through courses such as mathematics, statistics and data science, as well as project work and the graduation thesis. During internships and thesis preparation, students are supervised by lecturers with research and publication experience, and they must present and defend their final thesis. Ongoing assessment is described as an integral element of teaching and learning.

Market Surveillance

In Market Surveillance, academic and research skills are developed through theoretical and applied coursework, with specific emphasis on courses such as Socio-Economic Research Method and the Major Research Paper. Students are encouraged to join university-led research activities and can access additional research-methods training. The programme culminates in an internship final report in the eighth semester, with structured preparation through course guidance and supervision, and graduates are reported to meet Vietnamese competency level 5/8.

Valuation

In Valuation, academic and methodological skills are developed through theoretical and practice-oriented courses, and students apply critical thinking and research methods across the curriculum. Students are encouraged to participate in annual research activities, and the programme includes practice-based courses and a graduation thesis requiring scientific writing. Thesis completion involves an extended placement in a practice organisation with joint support from industry supervisors and NEU lecturers, alongside preparatory guidance and input from industry representatives on labour-market expectations. Graduates are likewise described as achieving competency level 5/8 within the Vietnamese framework.

Examination and final thesis (Asterisk Criterion)

Insurance integrated with the ANZIIF Certificate

In the Insurance integrated with the ANZIIF Certificate, assessment methods are defined for each course and are intended to match the learning outcomes and qualification level required by the Vietnamese Qualifications Framework and NEU. Each course typically includes in-course assessment and a final assessment, with formats and weightings communicated in the syllabus at the start of the semester. Examinations often combine multiple-choice questions to test theoretical understanding with essay tasks to assess applied competence. Marking is to be completed within seven working days, and students receive feedback and may request a review of results.

In the final year, students complete an internship and a thesis designed to assess research capability and the application of scientific methods. Students receive guidance on procedures and criteria in advance, and the thesis is evaluated through the written work and an oral presentation and defence before a committee of at least three members. In the EEPI-ANZIIF pathway, students must also complete international-standard ANZIIF skills assessments and pass all required ANZIIF units.

Market Surveillance

In Market Surveillance, assessment formats are set out in course outlines to measure course learning outcomes and programme standards. Examination questions are developed and approved in line with the syllabus, and clear requirements are provided for the Internship Final Report, which assesses students' ability to apply internship learning to analyse and solve practical market surveillance problems.

Valuation

In Valuation, assessment methods are detailed in each syllabus and typically include attendance, continuous assessment and a final examination. Exam questions are drawn from a department-managed question bank and checked for alignment with learning outcomes. The graduation thesis is assessed through supervisor evaluations (academic and industry) and an independent committee assessment based on presentation and defence, following a 15-week internship placement.

Appraisal:

The curricula adequately reflect the qualification objectives of the study programmes. The contents of the courses are well-balanced, logically connected and oriented towards the intended learning outcomes. The areas of specialisation and optional electives enable students to acquire additional competences and skills.

The degrees and programme names correspond to the contents of the respective curricula and the programme objectives.

All three programmes address and explain theoretical questions by means of practical examples. However, the panel sees room for further improvement and **recommends:**

The HEI includes more practical aspects (from their cooperation partners), for instance case studies, to improve the experience in addition to the theoretical instruments.

For the **Bachelor of Insurance and the Bachelor of Valuation**, the panel acknowledges they include interdisciplinary thinking. For the **Bachelor of Market Surveillance**, the panel is impressed by the strategy of the study programme preparing its students for an occupation requiring trans- or interdisciplinary knowledge. This also includes references to legal aspects.

All three programmes communicate ethical implications for job-related ways of thinking and acting appropriately. Students acquire methodological competences and are enabled to do scientific work on the required level.

All exams, as they are defined for the courses, are suited in format and content to ascertain the intended learning outcomes. The requirements are in accordance with the desired qualification level. The exams are characterised by a wide variety of test formats. The final theses are evaluated based on previously published and coherently applied criteria, rules, and procedures. The students prove, especially in their thesis, their ability to do scientific work and the achievement of the study programme's qualification objectives.

	Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
3.1 Contents					
3.1.1* Logic and conceptual coherence (Asterisk Criterion)			X		
3.1.2* Rationale for degree and programme name (Asterisk Criterion)			X		
3.1.3* Integration of theory and practice (Asterisk Criterion)			X		
3.1.4 Interdisciplinary thinking		Market Surveillance	Insurance Valuation		
3.1.5 Ethical aspects			X		
3.1.6* Methods and scientific practice (Asterisk Criterion)			X		
3.1.7* Examination and final thesis (Asterisk Criterion)			X		

3.2 Structure

Insurance integrated with the ANZIIF Certificate

The programme is structured with an average of 32 credits per academic year. Each academic year consists of two semesters of 15 teaching weeks, including 13 weeks of study and 2 reserve weeks, followed by 3 weeks of final examinations. Each module includes an appropriate number of assessments to ensure that students can manage their time effectively and complete the course on schedule.

Projected study time	4 years
Number of Credit Points (CP)	132 CPs (Physical Education, National Defence and Security Education courses are excluded)
Workload per CP	- Working hours in class: 15 hours - Self-study: 30 hours - Total workload per CP: 45 hours
Number of courses	40 courses (15 basic courses + 24 advanced courses (4 major foundation courses + 10 major courses + 10 elective courses) + 1 final thesis)
Time required for processing the graduation thesis and awarded CP	15 weeks, 10 CPs
Number of contact hours	1,830 hours (15hours*122CPs). This amount does not include the 10 CPs thesis because during the thesis the students do not take time in classroom even though they regularly visit and work with supervisors.

Market Surveillance

Projected study time	4 years – 8 semesters, students can apply to study the program in 3.5 years, 7 semesters.
Number of Credit Points (CP)	134 credit points
Workload per CP	1 credit point is equivalent to 15 teaching hours (TH) (<i>a teaching hour is 50 minutes</i>) of theoretical teaching/studying or 45-90 Internship hours or 15-30 hours of writing essay, do assignment, writing thesis
Number of courses	48
Time required for processing the Internship Final Report and awarded CP	4 months, 8 CP
Number of contact hours	2 hours per week

Valuation

Projected study time	4 years – 8 semesters, students can apply to study the program in 3.5 years, 7 semesters.
Number of Credit Points (CP)	132 credit points
Workload per CP	1 credit point is equivalent to 15 teaching hours (TH) (<i>a teaching hour is 50 minutes</i>) of theoretical teaching/studying or 45-90 Internship hours or 15-30 hours of writing essay, do assignment, writing thesis
Number of courses	45 plus 1 final thesis
Time required for processing the Internship Final Report and awarded CP	4 months, 10 CP
Number of contact hours	2 hours per week

Study and exam regulations (Asterisk Criterion)

All study programmes

Exam regulations follow the NQF issued by MOET. For each course, students are assessed through various components: participation, mid-term assessments or assignments, and a final examination. Component scores are rated on a ten-point scale.

The assessment method, assessment format, and the weighting of each component are specified in the course description and announced to students at the beginning of the term. All examination details, including the student list, exam timings, and locations, are communicated to students via the university website, their email, and the class monitor before the exam date.

The assessment components of the courses in the programme follow NEU regulations. In most courses, assessment consists of ten per cent participation, forty per cent mid-term examination or group assignment, and fifty per cent final examination. To complete a course successfully, students must: (a) achieve a minimum score of five (on a ten-point scale); (b) complete all

assessment items; and (c) attend at least eighty per cent of class sessions. Academic performance assessments are based on the expected learning outcomes and evaluate students' cognitive learning levels in accordance with these outcomes for each course.

According to NEU regulations, each examination paper is marked anonymously by two lecturers appointed by the heads of the relevant faculty departments. The Quality Assurance Department ensures student anonymity by separating names from exam papers. The marking process must be completed within seven working days and takes place in departmental offices. If the score difference between the two markers exceeds one point, a third marker is appointed to review the paper. Students may request a review of their exam scores by submitting a form to the Quality Assurance Department, which then forwards it to the relevant department for re-marking. The re-marking is carried out by two lecturers different from the original markers.

Under NQF and NEU regulations, students who are absent from an exam without a valid reason receive a score of zero. Those with a valid reason may retake the exam, and the result will count as their first attempt. Course grades are calculated as a weighted average of the assessment components. Mid-term and final examination periods are announced at the beginning of the semester, with detailed exam schedules posted on students' dashboards four to six weeks before the exams. Students must attend at least eighty per cent of lectures to be eligible for final examinations. To pass courses, students must achieve a minimum average grade of four point five (on a ten-point scale, equivalent to a D on the ECTS or one point zero on the four-point grading system). Students who receive a failing grade (F) must re-register for the course.

Students may interrupt their studies for personal reasons, such as participating in academic mobility programmes. NEU has regulations on credit transfer and recognition. Credits earned during periods of study abroad may be transferred on a case-by-case basis, provided they do not exceed twenty-five per cent of the total programme workload. To be eligible for credit transfer, students must submit a learning agreement, a transcript of records, a certificate, and the course syllabus.

Feasibility of study workload (Asterisk Criterion)

All study programmes

The students' learning workload is calculated during curriculum development and is reviewed each semester through the teaching plan and teaching load. National Economics University issued Decision No. 1155/QD-DHKTQD on 28 June 2021, which sets the maximum study load at 25 credits per semester in line with MOET regulations. These regulations aim to ensure that the total workload does not exceed forty hours of student work per week.

To reduce the number of students failing to complete the curriculum, NEU and the programmes provide a system of academic support, including academic advisors, relevant functional departments, and an academic-alert system. This system identifies students at risk of being required to suspend or discontinue their studies and ensures they receive timely advice on how to improve their learning outcomes, except in cases of force majeure.

To help students complete their programmes within the standard eight semesters, or four years, they are assessed and graded each semester and receive guidance from academic advisors and other functional departments. The academic-alert system also helps students

with low accumulated credit points recognise the risk of delay and adjust their study plans to complete their studies within the permitted timeframe.

Student support and advisory services are provided through the university's general system, including lecturers, academic advisors, and specialists in functional departments. In addition, personalised support is offered for programme-specific issues to meet the individual needs of each student.

In the **Insurance integrated with the ANZIIF Certificate**, students also receive four additional tutoring hours per week for each skills unit in order to improve pass rates in ANZIIF certificate assessments. They may also contact lecturers and tutors regularly for further academic support. After the final examinations, student feedback, pass rates and workload reviews are used to adjust the programme structure where necessary.

Equality of opportunity

All study programmes

The programmes accept students regardless of gender, class, religion, sexual orientation, disability, or other aspects, provided they meet the programme qualifications. All students have equal benefits and responsibilities at NEU. NEU students are registered for their membership of NEU Student Union. The Union helps to ensure that there is no discrimination of gender, race, age, religion, etc.

Additionally, NEU continuously seeks donors for scholarships to support talented students as well as those from poor families, facing difficult conditions, or with disabilities. The scholarship fund at NEU is substantial, and decisions on equality are reviewed annually.

NEU facilitates examinations for students with special needs, e.g., students with a mobilisation impairment can replace practical Physical exams with written exams or oral tests or waive these physical courses upon a case-by-case approval. Students are allowed to use their specific equipment helping them with their disabilities.

Appraisal:

The programmes' structure supports the smooth implementation of the curriculum and helps students to reach the defined learning outcomes. All three programmes consist of courses and assigns credits per course on the basis of the necessary student workload. Practical components are designed and integrated in such a way that credits can be acquired. The course descriptions provide detailed descriptions of intended learning outcomes and the information defined in the ECTS Users' Guide.

There are legally binding study and exam regulations which contain all necessary rules and procedures and take into account, where applicable, national requirements. The study programme is designed so that students can study for a certain time at other HEIs or do internships without any extension of their overall study time. The recognition of degrees and periods of study at other HEIs is regulated in accordance with / analogous to the Lisbon Recognition Convention (if ratified by the country); the recognition of periods of practical work – insofar intended – is also clearly defined. The final grade is supplied with an ECTS grading table.

The feasibility of the study programmes' workload is ensured by a suitable curriculum design, by a plausible calculation of workload, by an adequate number and frequency of examinations,

by appropriate support services as well as academic and general student counselling. The AEP and academic advisors are in close contact and can react immediately to student's needs.

NEU solves issues of discrimination on an individual basis. It ensures gender equality and non-discrimination. Students with special needs will be provided with affirmative actions concerning time and formal standards/requirements throughout the programme and examinations if communicated timely. Overall, students in special circumstances received tailored assistance.

	Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
3.2 Structure					
3.2.1* Modular structure of the study programme (Asterisk Criterion)			X		
3.2.2* Study and exam regulations (Asterisk Criterion)			X		
3.2.3* Feasibility of study workload (Asterisk Criterion)			X		
3.2.4 Equality of opportunity			X		

3.3 Didactical concept

All study programmes

The didactical concept of each study programme is grounded in the specific Programme Learning Outcomes (PLOs) set out in the curriculum. Their objectives and intended learning outcomes are developed in response to stakeholder needs, including the mission and vision of National Economics University and feedback from students and employers. Every course is structured to support these outcomes, aiming to ensure that students develop the competencies and knowledge expected by the respective industry. The course syllabi outline the learning objectives that shape both teaching approaches and assessment methods.

Blended learning at NEU combines online educational resources with traditional classroom teaching to create a flexible and engaging learning environment. This approach aims to enable students to access a range of multimedia materials, interactive assignments, and collaborative projects both online and in person.

Insurance integrated with the ANZIIF Certificate

With the exception of the Project and the Graduation Thesis, all modules include both lecture-based teaching and practical sessions. In most cases, lecture time is twice the amount of practice time, allowing lecturers sufficient time to explain new concepts, while self-study time is also included in the workload. For the Project and the Graduation Thesis, supervisors guide students on the relevant methods and requirements. Where modules are taught jointly, lecturers coordinate their teaching, while the Dean retains overall responsibility for monitoring the content.

The programme follows a student-centred approach and uses a range of teaching and learning methods to support the achievement of its objectives. These include case studies, practical projects, learning games and other interactive methods that help students connect theory with practice and develop vocational skills. Students are encouraged to participate actively in the

learning process, which supports engagement and enhances academic discussion. The didactical methods are derived from the programme objectives and are aligned with the intended learning outcomes of each module, for example through the regular use of insurance-related case studies and practical projects. The programme also provides a learning management system in line with NEU practice, and MS Teams is used to support online teaching and learning.

Market Surveillance

Market Surveillance adopts a student-centred approach and follows an international orientation, particularly it aims to provide students with a global perspective on logistics and supply chain management. The programme is currently mapping its curriculum against Business programmes at the University of Waikato and the University of Northampton. Teaching and learning methods are defined in the course outlines and include lectures, lecture-seminars, group work, individual exercises, case studies and problem-based learning. These methods are selected according to the intended learning outcomes of each course and the programme as a whole.

Valuation

The POHE Valuation programme also follows a student-centred approach. Teaching and learning methods are specified in each module syllabus and include lectures, group assignments, individual assignments, case studies and problem-based learning. These methods are chosen to support the intended learning outcomes at both module and programme level. For example, lectures and case studies are used mainly to develop knowledge, while practical activities support skills development, and internships, student projects and theses contribute to the development of attitudes and professional competence.

Course materials

All study programmes

The course materials are specified in the course outline for each subject within the curriculum. These materials are listed in the course syllabus and include textbooks, e-books, case studies, exercises, business games, and other recommended readings.

The materials for each module are prepared and provided by the lecturer or lecturer team responsible for developing and delivering the module. Lecturers supply a range of resources, including textbooks, lecture notes, scripts, recommended literature, practical examples, and case studies. Each year, lecturers may propose that the University purchase updated textbooks for their modules. They are also encouraged to develop case studies that reflect local business and management issues to make the module more practice-oriented.

Course documents for each module, in accordance with University regulations, are uploaded to the compulsory platform www.lms.neu.edu.vn and to the optional MS Teams application within Office 365. Compulsory reading materials are available through the University library, along with printed copies provided by lecturers. NEU uses a learning management system (LMS) and educational technologies to support the blended learning model, aiming to ensure that students can easily access course materials and communicate with lecturers and peers. [

Guest lecturers

Insurance integrated with the ANZIIF Certificate

Guest lecturers support the programme's didactical concept and contribute professional, academic and broader societal perspectives. They are regularly invited to classes and come from senior positions in insurance companies, reinsurance firms and brokerage organisations. Their input shall strengthen students' practical understanding and improves their employability. In addition, students may attend open seminars and conferences to further develop their academic and research skills.

For instance, on 24 October 2024, the Chairman of the Board of Directors of Tokio Marine Insurance Vietnam delivered an Insurance Literacy Workshop. On 2 April 2025, the CEO of Hanoi Reinsurance Joint Stock Corporation gave a seminar on International Reinsurance Activities.

Market Surveillance

The programme invites guest lecturers to enrich students' qualifications through both academic expertise and professional experience. Their contributions help connect theoretical learning with practical application and prepare students for professional careers. Guest lecturers come from different fields and bring perspectives from academia, media and business practice.

For example, a lecturer from Hanoi National University and a well-known event host, regularly contributes academic insight to classroom teaching. In addition, the Business Development Director at Hexagon provides students with practical perspectives on the strategic and operational aspects of event planning and delivery.

Valuation

The programme involves visiting lecturers from universities as well as professionals working in valuation companies, public authorities and related sectors. These lecturers are selected and evaluated in accordance with NEU regulations, with input from the department and formal approval by the Faculty and the university. In courses with a practical focus, the Faculty specifically invites experts from professional practice to teach, share experience and provide practical guidance.

Lecturing tutors

All study programmes

AEP is responsible for arranging tutors for courses taught by foreign lecturers and invites NEU teaching staff to provide this support. Students may attend four hours of tutoring per week for each such course and may also contact lecturers and tutors for additional guidance during the course.

Insurance integrated with ANZIIF certificate

Tutors are integrated into the teaching concept and support students in developing knowledge, competences and academic skills. Although individual courses do not usually have separate tutors, each class is assigned an academic adviser who supports students throughout their studies.

In addition to this general advisory system, the EEPI-ANZIIF programme provides dedicated tutors for ANZIIF-integrated modules. These tutors are lecturers from the Faculty of Insurance who help students strengthen their subject knowledge and prepare effectively for ANZIIF's computer-based assessments. Two specific examples of tutor support are the weekly four-

hour tutoring sessions for courses taught by foreign lecturers and the specialised guidance provided for ANZIIF assessment preparation.

Market Surveillance

The University allows the programme to establish a lecturing tutor system in order to strengthen academic support and provide more personalised guidance. The current tutors are young lecturers from the School who are familiar with recent developments in the field. They support students with coursework, offer practical insights into market surveillance and contribute to a supportive learning environment.

Two concrete features of this support are the tutors' assistance with coursework and their role in providing up-to-date practical perspectives on market surveillance. Their involvement helps students gain both academic understanding and professional orientation.

Valuation

NEU permits the programme to introduce a teaching assistant system based on its own proposal. At present, the teaching assistants are young lecturers from the Faculty who support the delivery of the programme and contribute to student learning.

Appraisal:

The didactical concepts of the study programmes are described, plausible, and oriented towards the programme objectives. They apply different teaching and learning methods, such as, for instance, case studies or practical projects. Students are encouraged to take an active role in creating the learning process.

The accompanying course materials are oriented towards the intended learning outcomes and correspond to the required qualification level. They are up to date and digitally accessible for the students. They are user-friendly and encourage students to engage in further independent studies. The panel noticed that the case studies applied in some courses are rather short. Therefore, they **recommend** all three study programmes to provide proper case studies, local case studies from cooperation partners and to consider registering to the European case studies centre

Guest lecturers are invited and contribute to the students' qualification process with their special experience in all three programmes. They come from professional practice. The panel acknowledges the integration of practitioners in the delivery of the programmes. Given that all programmes are market-oriented, the panel see potential in guest lecturers to strengthen the students' job prospects. Hence, they **recommend** all three study programmes to invite more guest lecturers from the relevant sectors.

Lecturing tutors support the students in the learning process and help them develop competences and skills.

	Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
3.3 Didactical concept					
3.3.1* Logic and plausibility of the didactical concept (Asterisk Criterion)			X		
3.3.2* Course materials (Asterisk Criterion)			X		
3.3.3 Guest lecturers			X		

	Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
3.3.4 Lecturing tutors			X		

3.4 International outlook

International contents and intercultural aspects (Asterisk Criterion)

Insurance integrated with ANZIIF certificate

The programme offers international orientation through the integration of nine ANZIIF modules, all of which are taught in English and assessed through computer-based examinations at approved test centres. These modules provide both foundational and specialised knowledge in insurance and related professional skills. They include areas such as insurance principles, business insurance, reinsurance, insurance business administration, claims management, risk management and risk analysis.

Moreover, the course **Insurance Principles** introduces students to concepts such as insurance principles, insurance transactions and the role of communication and information technology in insurance, and the course **Reinsurance** covers reinsurance contracts, methods, techniques, commissions, legal frameworks and market issues. In addition, the curriculum includes courses with international and contemporary content, such as Business Management and Business Communication and Negotiation, which prepare students for work in global and multicultural environments. The international recognition of ANZIIF certificates further improves graduates' opportunities to work abroad.

Market Surveillance

The Market Surveillance programme is designed to reflect international standards and practices and to prepare students for work in a global environment. Its curriculum is benchmarked against programmes at leading international universities in order to align content, teaching methods and learning outcomes with international good practice. Around 30 per cent of courses are taught in English, apart from compulsory subjects such as political education, physical education and national defence. Students are also required to meet defined English language standards for admission.

To illustrate this international orientation, students may take part in transfer programmes with partner universities such as the University of Waikato and the University of Northampton. In addition, the programme incorporates intercultural aspects into both course content and teaching methods, helping students to understand the relevance of cultural diversity in market surveillance. Internationally oriented teaching is further supported by English-language textbooks, international guest speakers and internship opportunities in both domestic and international settings.

Valuation

The POHE Valuation programme is designed to equip students with the knowledge and skills required for both domestic and international professional environments. It incorporates international and intercultural elements to prepare students for work in a globalised context. The curriculum is informed by reference to reputable international undergraduate and postgraduate programmes, and a number of specialised modules are taught entirely in English, apart from certain compulsory general subjects.

The programme refers to international models such as Curtin University's Property Development and Valuation major and its collaboration with Leeds Beckett University in the United Kingdom for student exchange opportunities. The programme also familiarises students with international valuation standards and certifications, such as those of the IVSC, and aims for graduates to achieve at least IELTS 6.0 or an equivalent level of English. In addition, students may undertake internships in international organisations, and the programme uses recognised international textbooks to strengthen teaching quality and professional relevance.

Internationality of the student body

For all study programmes

NEU's admission policy allows foreign students to apply to its programmes, and AEP actively promotes its degree programmes internationally. As a result, a number of foreign students are already enrolled in existing AEP programmes. Currently, international students are not enrolled in the three programmes under evaluation. Instead, AEP's Business Management and Public Relations are expected to attract international applicants in the near future.

NEU also provides strong support for international students, including language support, cultural integration activities and dedicated counselling services. In addition, the university cooperates with international partner institutions to offer exchange opportunities, joint research and international internships. These measures strengthen NEU's international profile and help students gain global exposure and improve their employability.

Internationality of faculty

For all study programmes

AEP also promotes internationality through its teaching staff. It draws lecturers from the Faculties of Business Management and Marketing, many of whom have earned postgraduate degrees abroad and have international professional experience. Students benefit from this through internationally updated teaching content, practical examples from lecturers' own international experience and broader classroom perspectives. AEP also invites foreign lecturers from higher education institutions in developed countries to contribute to teaching through guest lectures, seminars and workshops.

Foreign language contents

In the **Insurance integrated with ANZIIF Certificate** programme, 50 per cent of modules are taught and assessed in English, and students complete English modules in the first two semesters to strengthen their speaking, listening, reading and writing skills.

The **Market Surveillance** programme is likewise international in orientation, as English is the main language of instruction apart from a few compulsory subjects taught in Vietnamese. It also includes a supplementary course in the first semester to strengthen students' English proficiency and prepare them for English-medium study.

In the **Valuation** programme, thirteen courses are delivered in English, with textbooks, teaching slides and case-study materials also provided in English.

Appraisal:

International contents are integrated in the curricula. Students are thus prepared for the challenges in an international working environment. Through practical examples, students are enabled to act in an intercultural environment. Just for the **Market Surveillance** programme, the panel see room for improvement. The **recommend** adapting the contents to the international best practices concerning market surveillance

Given that there are no international students specifically enrolled in the three programmes under evaluation, the panel is still positive that AEP will attract international students to come to NEU. The opportunities for NEU's students to go abroad are adequate and corresponds to the programme concept.

The international composition of the faculty, including international teachers and teachers with international academic and professional experience, promotes the acquisition of international competences and skills. The measures taken are goal-oriented.

The proportion of foreign language courses and required foreign language materials corresponds with the qualification objectives of the study programmes.

	Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
3.4 Internationality					
3.4.1* International contents and intercultural aspects (Asterisk Criterion)			X		
3.4.2 Internationality of the student body			X		
3.4.3 Internationality of faculty			X		
3.4.4 Foreign language contents			X		

3.5 Multidisciplinary competences and skills (Asterisk Criterion)

Insurance integrated with ANZIIF certificate

The programme develops multidisciplinary competences in line with the module descriptions by combining insurance-specific content with broader subjects such as economics, management and business. This enables students to gain both specialist knowledge and wider contextual understanding. A variety of assessment methods, including written examinations, assignments and presentations, also helps students strengthen problem-solving, teamwork, report writing and numerical skills. Practical elements are embedded in the curriculum to support the development of professional and transferable skills. For instance, in the sixth semester, students complete a project in an insurance company, which helps them develop problem-solving and report-writing skills. In the final semester, students undertake an internship, produce an internship report and defend their final thesis before a jury, which strengthens their presentation, public speaking and conflict-handling skills. Extracurricular activities, such as music competitions, English rhetoric contests and student research competitions, further contribute to students' broader skills development.

Market Surveillance

The Market Surveillance programme is designed to foster a wide range of soft and professional skills that are essential for work in the sector. These include communication, negotiation, problem-solving, risk assessment, networking and resource coordination. The curriculum prepares students to analyse and improve the business environment of market surveillance organisations and to manage operations effectively in practice. It also strengthens leadership, strategic thinking and regulatory enforcement competences.

Valuation

The Valuation programme supports the development of multidisciplinary competences through both coursework and internships. Students are trained in soft skills and technical competences, including communication, negotiation, problem-solving, risk assessment, networking and resource coordination. Graduates acquire broad knowledge in economics, finance, business management, law and marketing, as well as specialised expertise in the valuation of real estate, construction products, businesses, machinery, equipment, intangible assets and intellectual property.

Appraisal:

The students acquire communication and public-speaking skills as well as cooperation and conflict handling skills in accordance with the course descriptions. This is supported by means of suitable didactical and methodological measures. The acquisition of further multidisciplinary competences, such as leadership skills and broad contextual knowledge, is ensured.

		Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
3.5*	Multidisciplinary competences and skills (Asterisk Criterion)			X		

3.6 Skills for employment / Employability (Asterisk Criterion)

Insurance integrated with ANZIIF Certificate

In its courses, the programme combines theory and practice. Moreover, students can benefit from guest lectures, employability seminars and workplace experience. Seminars led by representatives of foreign universities, insurance companies, reinsurance firms, brokerage companies and organisations such as ANZIIF provide valuable professional insights. Employability seminars also help students improve their job application and interview skills.

Market Surveillance

The courses Market Surveillance Practices and Inspection Practices help students develop applied professional skills. In addition, the programme includes courses such as Unfair Competition Methods and Food and Drug Administration, which enable students to act responsibly and contribute to society through their professional work. Over four years, students combine academic study with practical preparation and develop attributes such as confidence, communication skills, foreign-language competence and adaptability, which improve their labour-market prospects.

Valuation

Employability-related competences taught in the Valuation programme are the ability to analyse and synthesise specialised valuation issues and the capacity to use valuation software effectively in professional practice. In addition, graduates are prepared for teamwork and autonomous working, and are expected to demonstrate creativity, ethics, co-operation and responsibility. The programme also supports the effective use of English and information technology, which further strengthens graduates' readiness for employment.

Appraisal:

The promotion of employability – for instance through the integration of theory and practice and through the promotion of multidisciplinary competences and skills – runs as a common thread of all three study programmes.

		Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
3.6*	Skills for employment / Employability (Asterisk Criterion)			X		

4. Academic environment and framework conditions

4.1 Faculty

Structure and quantity of faculty in relation to curricular requirements

Insurance integrated with ANZIIF Certificate

As of June 2024, the Faculty of Insurance comprises 20 members, including 18 teaching staff and two administrative support staff. Among the teaching staff of the Insurance programme, three lecturers are PhD candidates, and the others are planning to study PhD in the coming years. In addition, the Faculty invites visiting lecturers from industry in order to strengthen the practical orientation of the programme.

Table 1 Insurance programme: Academic qualification of faculty

Category	Full-time lecturers	Part-time lecturers	Total
Professor	0 (0%)	0	0 (0%)
Associate Professor	1 (7,70%)	0	1 (7,70%)
PhD	6 (46,15%)	0	6 (46,15%)
Master	6 (46,15%)	0	6 (46,15%)
Total	13	0	13

Market Surveillance

Overall, the teaching staff involved in the programme consist predominantly of full-time staff, supported by a smaller number of invited external lecturers. The programme has invited external lecturers, including foreign academics, to contribute to selected courses. At present, nine courses are taught by invited foreign lecturers, including Critical Thinking, Principles of Marketing and Global Supply Chain Management. Among these invited lecturers, seven hold PhD degrees.

Valuation

The School of Banking and Finance is responsible for delivering 20 specialised courses within the programme. It comprises 40 full-time lecturers and 5 adjunct lecturers, in addition to further collaborators and guest lecturers from leading universities, public agencies, valuation firms and auction companies. The full-time lecturers teaching on the programme have more than ten years of teaching experience and strong subject expertise. Two of them also hold a Valuer's Card issued by the Ministry of Finance and are actively involved in professional valuation consultancy. However, the text does not specify the distribution of academic ranks such as Professor, Associate Professor or Lecturer.

Academic qualification of faculty (Asterisk Criterion)

All study programmes

The University's lecturer recruitment process follows the regulations for recruiting public employees and workers, including competitive exams and evaluations. The competitive exam comprises two rounds: a general knowledge test and a trial lecture/interview. The evaluation also consists of two rounds: screening and trial lecture/interview. NEU adheres to high standards for both full-time and part-time lecturers. To become a lecturer at the University, applicants must have at least a master's degree, graduate with honour, possess an

international English certificate equivalent to IELTS 6.5 or higher, have a qualification certificate for meeting the professional title standards for level III lecturers or equivalent as prescribed, and demonstrate pedagogical skills and research capabilities.

Standards for attaining the titles of Professor and Associate Professor are clearly defined by Decision No. 37/2018/QĐ-TTg dated August 31, 2018, of the Prime Minister, and the University's Regulations on the Appointment and Dismissal of Professors and Associate Professors issued under Decision No. 52/QĐ-NEU dated February 3, 2020, of the University President.

To become a Professor or Associate Professor at the University, lecturers must undergo a review process as stipulated by the State and the University, which includes document submission, document review, candidate evaluation, overview report presentation, candidate assessment, confidence vote, and result publication.

NEU provides opportunities for lecturers to improve their professional qualifications with diverse annual training and retraining plans. Training courses include PhD training, teaching skills sharing, online courses on Coursera, short-term training abroad, foreign language proficiency improvement, the use of online teaching tools, standards for publishing international research articles, and scientific research methods.

Pedagogical / didactical qualification of faculty (Asterisk Criterion)

All study programmes

To assess the abilities and qualifications of lecturers during the recruitment process, NEU has established a Recruitment Council composed of a Chairman (either the Principal or a Vice-Principal designated by the Principal); a Vice Chairman (the Head of the Personnel Department); the Council's Secretary (an officer from the Personnel Department), and other members who possess relevant professional expertise related to the specific vacancy.

To ensure the pedagogical qualifications of its faculty, NEU requires all newly recruited full-time and part-time lecturers to hold a certificate in pedagogy. For lecturers recruited in previous years who did not yet possess such a certificate, NEU organised training courses after their appointment, enabling them to study, sit examinations, and obtain the required certificate. These courses and examinations were funded by the University and delivered by reputable external organisations, including Hanoi National University of Pedagogy and the Academy of Education Management.

After being recruited to the position of lecturer, each appointee must complete a 12-month probationary period. At the end of this period, the probationer must deliver a trial lecture and present a self-review and self-evaluation of their probation process. Those who meet the probation requirements will be appointed to the professional title of Lecturer by the Principal. All guest lecturers must meet NEU's standards for concurrent or visiting lecturers in terms of academic qualifications, scientific research background, and pedagogical competence. The process for submitting applications for the Rector's decision on appointing concurrent or guest lecturers includes voluntary applications, submission of academic CVs, copies of degrees and professional training certificates, evidence of pedagogical competence, evaluations from the Subject Council regarding teaching ability, and opinions from both the Faculty and the Subject Council.

NEU provides numerous opportunities each year for lecturers to enhance their professional qualifications and career development. These opportunities include a wide range of training and refresher courses, such as doctoral programmes with open registration, short-term workshops on teaching skills for early-career lecturers, online courses via platforms such as Coursera, overseas training programmes, language improvement courses for specialised lecturers, workshops on online teaching tools, training on standards for publishing scientific research in international journals, and courses on scientific research methodologies.

At NEU, pedagogical training and certification were provided through institutions such as Hanoi National University of Pedagogy and the Academy of Education Management. In addition, during the last four years, all NEU lecturers received training in online, offline and blended teaching methods in response to the Covid-19 pandemic. The Faculty also cooperates with international professional insurance associations to organise workshops that further strengthen teaching skills.

Practical business experience of faculty

Insurance integrated with ANZIIF Certificate

The Faculty of Insurance has a solid practical orientation, as more than 30 per cent of its teaching staff have professional experience in companies, international organisations and government bodies, while others contribute strong backgrounds in education and research. In addition to professional knowledge in insurance, some of Faculty's lecturers also have professional knowledge in interdisciplinary aspects, such as: Investment, risks, business, finance and banking, public policy and management. They join teaching courses to students of other disciplines such as finance and banking. Especially, associated with the insurance profession, the Faculty of Insurance has three lecturers who have been qualified for the ANZIIF's international insurance certificate bachelor training programme and three other lecturers who are studying courses to qualified EEPI-ANZIIF certificate in the coming years. Most of Faculty teaching staffs have international degree or certificate, as the programme is delivered in English, the faculty lecturers who have studied overseas or experienced from internationally well-known international professional associations contributes to enhance teaching quality, provides students with a range of practical experiences and prepares them for the future success.

Market Surveillance

The School of Trade and International Economics expects its lecturers not only to have strong academic qualifications and teaching experience but also to possess relevant practical experience. Some academic staff have professional backgrounds in logistics and supply chain businesses, which helps to strengthen the applied dimension of teaching in the programme. The programme also benefits from concurrent and guest lecturers who contribute experience gained from teaching at other universities and from holding positions in related institutions and enterprises. Their industry knowledge enriches students' learning by linking academic content with current professional practice.

Valuation

The School of Banking and Finance expects lecturers to have experience in valuation practice, and this is reflected in the composition of the teaching staff. At present, the Faculty has two visiting lecturers who teach in the POHE Valuation programme and who previously worked in valuation for reputable companies and organisations before moving into higher education. The two visiting lecturers both hold Valuer Certification issued by the Ministry of Finance, and some

collaborating professionals are affiliated with the Vietnam Valuation Association or the Department of Price Management under the Ministry of Finance. All lecturers have also completed internships at leading valuation companies.

Internal cooperation (Asterisk Criterion)

All study programmes

There are frequent meetings to exchange professional expertise and class organisation work. These meetings include Management Board meetings, Class Coordination Board meetings, department scientific activities, and semester-end meetings, with various stakeholders participating, depending on the meeting's content. Department scientific activities and semester-end meetings involve all lecturers, while Management Board and Class Coordination Board meetings are for the members of these boards only.

The forms of communication among lecturers are diverse and flexible. Lecturers have planned or spontaneous in-person meetings as well as maintaining regular communication through digital platforms via email or via chat groups on instant messengers such as Zalo, Viber, and Facebook. Management Board and Class Coordination Board meetings are usually held weekly, department scientific activities once every 1-2 months, and semester-end and year-end meetings once each semester and each academic year.

For instance, the internal cooperation of **Faculty of Insurance** is characterised by the culture of an open exchange of ideas. The Faculty has established research groups in which lecturers and students work together to strengthen research skills and deepen knowledge in selected subject areas. These groups also allow younger lecturers and students to receive guidance from more experienced academic staff. Faculty workshops address current issues and recent developments, helping lecturers to update their subject knowledge and improve their teaching methods.

Student support by the faculty (Asterisk Criterion)

All study programmes

Academic advisers help students understand Ministry and NEU training regulations, develop individual study plans, choose appropriate courses, use training management software, improve their learning and research methods, and address academic difficulties. They also monitor academic through regular class meetings each semester, and school assistants support students during internships by helping with procedures and follow-up guidance.

The programme coordinator works closely with academic advisers to monitor students' academic progress and to support the implementation and organisation of the programme. Additional support is also provided by lecturers teaching individual modules, who make themselves available for questions and guidance, and by staff members who supervise internships and student research. Administrative staff and the Political and Student Affairs Office are available during office hours, while important information is communicated through multiple channels such as email, the website and student representatives.

Appraisal:

All three programmes are integrated into schools and faculties. Hence, the structure and number of the teaching staff correspond to the programmes' requirements and ensure that the students reach the intended qualification objectives. The composition of the teaching staff

includes permanent and guest lecturers. This guarantees that both the academic standards and the requirements of professional practice are fully satisfied.

The academic qualifications of the teaching staff correspond to the requirements and objectives of the study programmes. NEU verifies the qualifications of the faculty members by means of an established procedure. Specific measures for the further qualification of the faculty members are implemented. The panel notes that official requirements for promotion remain an obstacle to appoint more associate professors in each of the three programmes.

The pedagogical and didactical qualification of the faculty members correspond to the requirements and objectives of the study programmes. NEU verifies the qualifications of the faculty members by means of an established procedure. NEU also ensures that assessors are familiar with existing testing and examination methods and receive support in developing their own skills in this field. Specific measures for the further qualification of the faculty members are implemented.

The practical business experience of the faculty members at all three programmes corresponds to the requirement of the programme to integrate theory and practice.

The faculty members cooperate with each other for the purpose of tuning the courses towards the overall qualification objectives. Meetings of all those teaching in the programme take place regularly.

Student support is an integral part of the services provided by the faculty. It is offered on a regular basis and serves to help students study successfully.

	Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
4.1 Faculty					
4.1.1* Structure and quantity of faculty in relation to curricular requirements (Asterisk Criterion)			X		
4.1.2* Academic qualification of faculty (Asterisk Criterion)			X		
4.1.3* Pedagogical / didactical qualification of faculty (Asterisk Criterion)			X		
4.1.4 Practical business experience of faculty			X		
4.1.5* Internal cooperation (Asterisk Criterion)			X		
4.1.6* Student support by the faculty (Asterisk Criterion)			X		
4.1.7(*) Student support in distance learning (only relevant and an Asterisk Criterion for blended-learning/distance learning programmes)					X

4.2 Programme management

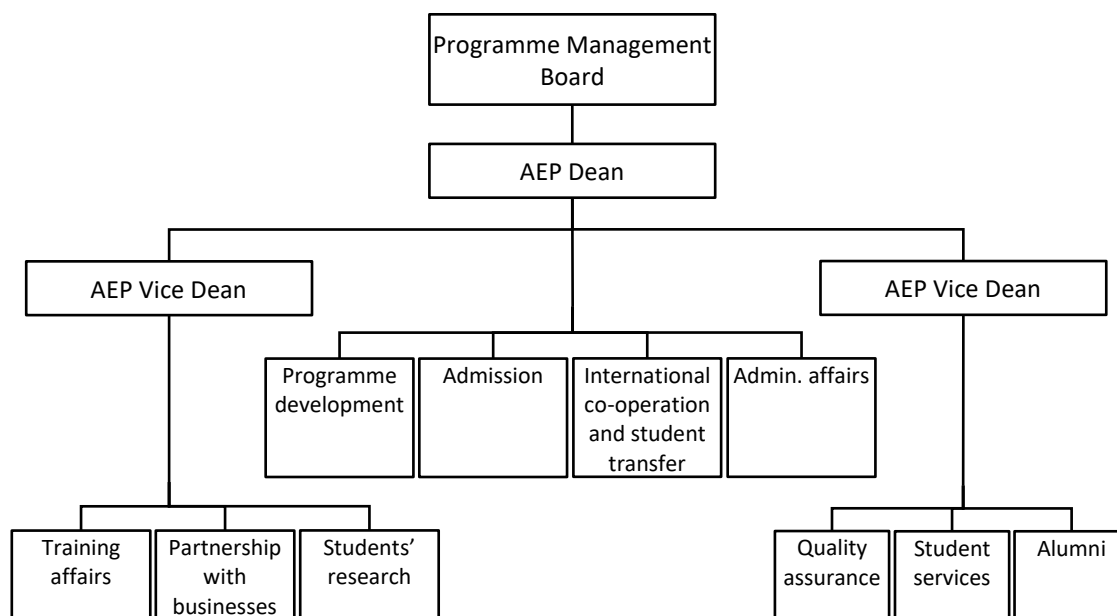
Programme Director (Asterisk Criterion)

All study programmes

The Programme Management Board brings together NEU's President and functional departments ensuring the training process of the programme.

For the three programmes, the Dean of AEP is responsible for coordinating the activities of all AEP staff in running the programmes, supported by two Vice Deans.

Table 1 AEP'S structure



The programme coordinator is a staff member working under the guidance of the Dean and is responsible for setting study schedules, arranging lectures and tutoring, organising examinations, and supervising the study progress of the programmes' students.

For **Insurance integrated with ANZIIF Certificate**, the Faculty of Insurance, for **Market Surveillance**, the School of Commerce and International Economics, and for **Valuation**, the School of Banking and Finance, help AEP in designing the programmes, developing and reviewing the curricula of the programmes, and arranging teaching staff for capstone courses in the programme.

Administrative management responsibilities are undertaken by the Programme Management Board and programme coordinators and assistants. These units are responsible for devising and implementing the work plan in accordance with Ministry guidelines, university regulations, and approved programme content. They also report their outcomes to the Management Board and the Principal.

Process organisation and administrative support for students and faculty

All study programmes

Students and lecturers are supported at three levels: University level, faculty level, and programme level.

At University level, the Academic Affairs Office and the Political and Student Affairs Office, NEU's functional departments, provide administrative support to students.

The Academic Affairs Office is responsible for:

- Organising the reception and placement of students matriculating into classes

- Handing over class lists to faculties
- Receiving, managing, and verifying student records

The Political and Student Affairs Office is responsible for:

- Managing the student scholarship fund and processing student loan applications
- Evaluating students' training results
- Managing residential and temporary residence information for outbound students
- Organising dialogues with students to address questions and complaints
- Providing skills education, including life skills, career skills, and aesthetic education
- Organising career guidance, job placement, and extra-curricular activities.

Students are first supported by NEU's functional departments. During their studies and after graduation, the One-Gate system assists students with administrative matters (e.g., academic transcripts, student cards, registration). The Library and Information Centre provides services related to materials, databases, and other facilities for both lecturers and students. The Political and Student Affairs Office also guides and supports students and faculty in the assessment of political ideology, rewards, and discipline. Mental health concerns are supported by the Clinic (e.g., periodic health examinations).

The Youth Union organises activities and movements that help students develop personally and academically. Functional departments also offer short courses, such as analytics software training, research skills, and international publication skills for lecturers. NEU maintains a "Sharing Box" to collect comments and ideas from students and holds an annual "Student Dialogue" to gather student feedback and improve support services.

On the Faculty level, each faculty has administrative staff who provide information on administrative procedures and guide students and lecturers in dealing with other departments and units. They are available during working hours and receive regular training in IT and soft skills to improve service quality.

Each class also has an academic adviser who assists students and reports study-related issues to the programme coordinator. The academic adviser is responsible for advising students on programme content, structure, and requirements; monitoring and evaluating academic progress; participating in field trips; maintaining student evaluation records; and forwarding student feedback to the programme coordinator.

Most issues can be resolved through both offline support during office hours and online support services. Students may contact academic and administrative staff at any time for continuous academic and professional support.

Support for Students on the Programme Level includes:

- Orientation and Onboarding: The programmes begin with a orientation session to familiarise students with programme structure, curriculum, and available resources.
- Course Planning and Enrolment: Students receive guidance in planning their courses to ensure a well-rounded education in quality and innovation management. Advisers help students select courses aligned with their interests and career goals.
- Research Opportunities: Students are encouraged to participate in research projects. They have access to research resources and faculty guidance to explore innovative ideas and contribute to the field.

- Internships and Industry Collaborations: The programmes facilitate internships and partnerships with industry.
- Innovation Support Services: Students have access to innovation labs, makerspaces, and entrepreneurship centres, where they can use tools, technologies, and mentorship to develop innovative ideas and entrepreneurial projects.

Faculty members receive support through

- Faculty Development: The programmes support faculty in enhancing their knowledge and skills in innovative teaching methods and research in quality and innovation management. Professional development opportunities aim to help them stay updated with current trends and best practices.
- Collaborative Research: Faculty are encouraged to engage in interdisciplinary and collaborative research. They have access to research grants and support for disseminating research findings.
- Administrative Support: Faculty receive administrative assistance with course materials, scheduling, and grading. Staff also help organise events, seminars, and conferences related to quality and innovation management.
- Recognition and Rewards: The programmes recognise and reward faculty members who demonstrate outstanding innovation in teaching, research, and industry collaboration.

Appraisal:

The panel acknowledges the organigramme of AEP. The programme management supports the activity coordination of everyone involved in the programmes and ensures that the programme runs smoothly. Nevertheless, the panel **recommends** AEP considering introducing a programme director responsible (to run the programme) for academic operations, if such a re-structuring is reasonable and robust for the future.

The panel applauds AEP for providing comprehensive services for students and faculty members. They are supported by the administration in the organisation of the study programme. Sufficient administrative staff is available. Decision-making processes, authority, and responsibilities are clearly defined. Teachers and students are included in the decision-making processes where their areas of work are involved.

		Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
4.2	Programme management					
4.2.1*	Programme Director (Asterisk Criterion)			X		
4.2.2	Process organisation and administrative support for students and faculty			X		

4.3 Cooperation and partnerships

Cooperation with HEIs and other academic institutions or networks

All study programmes

AEP maintains several cooperation agreements with foreign higher education institutions. These partnerships support curriculum development, faculty and student exchange, and opportunities for students to transfer to overseas institutions that recognise AEP programmes.

The Faculty of Insurance has established an important international partnership with the Australian and New Zealand Institute of Insurance and Finance (ANZIIF). This cooperation supports the development and delivery of the Bachelor **Insurance integrated with ANZIIF Certificate**. The collaboration is particularly relevant because these certificates are internationally recognised, aligned with the Australian qualifications framework and recognised in Vietnam in accordance with current legal regulations.

Students of **Market Surveillance** have opportunities for academic exchange and transfer with the University of Waikato in New Zealand and the University of Northampton in the United Kingdom.

Cooperation with business enterprises and other organisations

All study programmes

NEU, the AEP, the Faculty of Business Management and the School of Finance and Banking have established broad networks with companies, public authorities, professional associations and international organisations. These partnerships support student visits, practical exposure and internship opportunities, thereby strengthening the link between academic study and professional practice. In addition, the University cooperates with recruitment partners through initiatives such as NEU Career Week 2024, which further supports students' professional development.

In the programme **Insurance integrated with ANZIIF Certificate**, insurance companies are involved not only in providing placement and recruitment opportunities, but also in reviewing curriculum content and discussing the further development of the programme. Office tours are organised each year for first-year EEPI-ANZIIF students in insurance companies, and talk shows with insurance companies are held for fourth-year students to provide career and recruitment guidance. In addition, alumni from organisations such as Bao Viet Insurance Corporation, Tokio Marine Vietnam Insurance Company and Hanoi Reinsurance Joint Stock Corporation contribute to student support activities.

For the Market Surveillance programme, NEU has a cooperation agreement with the Directorate of Market Surveillance under the Ministry of Industry and Trade, and students also participate in activities organised with the Vietnam Association for Logistics Manpower Development.

Appraisal:

The scope and nature of cooperation with other academic institutions and networks relevant for the programme are plausibly presented. The agreements forming the basis of the cooperation are documented. The cooperation is actively pursued and has a clear impact on the conception and implementation of the study programme. All such activities contribute to the development of the students' qualification and skills.

The scope and nature of cooperation with business enterprises and other institutions relevant to the programme are plausibly presented. The cooperation is actively pursued and has a clear

impact on the conception and implementation of the study programme. All such activities contribute to the development of the students' qualification and skills, especially during internships. To formalise the internships with cooperation partners, the panel **recommends** adding a side letter between the company and the student intern to regulate working hours (besides the NEU and company regulation).

	Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
4.3 Cooperation and partnerships					
4.3.1(*) Cooperation with HEIs and other academic institutions or networks (Asterisk Criterion for cooperation programmes)			X		
4.3.2(*) Cooperation with business enterprises and other organisations (Asterisk Criterion for educational and vocational programmes, franchise programmes)			X		

4.4 Facilities and equipment

Quantity, quality, media and IT equipment of teaching and group rooms

All study programmes

NEU's campus is located in the inner city of Hanoi, with a total land area of 123,522 m² in use. The total floor area for teaching and scientific research activities is 112,303 m².

There are five buildings providing learnings spaces for students in NEU: building A2, lecture halls B, C, D1 and D2. Those buildings are fully equipped with a high-speed and free Wi-Fi system coverage throughout the campus, air conditioners and fans. The university has 538 classrooms, offices, laboratories, and multifunctional conference rooms equipped with modern facilities. There are 256 rooms available for approximately 30,000 students.

NEU has an elevator system connecting all classrooms in the A2 building to support people with disabilities (wheelchair accommodation). The office rooms and classrooms are arranged with students' needs in mind. Additionally, NEU has conference rooms with a capacity of one hundred to three hundred people, as well as two halls with a capacity of 500 to 1,000 people.

Table 2 Facilities at NEU

Type of facilities	Quantity
Large halls and classrooms over 200 people	17
Classrooms from 100 to 200 people	3
Classrooms from 50 to 100 people	159
Classrooms under 50 people	77
University Pham Van Dong Library	1
Computer lab	14
Clinic	1
Youth Union Centre	1
Textbook Space	1
NEU Career Centre	1
Thesis Defence Room	5

Teaching Staff Break Room	24
Rest rooms	210
Faculties/Departments and staff' working space	225
Ceremony halls	2
Conference rooms	9
Student canteen	2
Staff canteen	1
Football court	1
Tennis court	1
Ping Pong room	1

All classrooms are fully equipped to support learning activities, including desks, chairs, amplifiers, microphones, computers, projectors, chalkboards, and whiteboards. Modern classroom equipment is maintained and updated annually to ensure and enhance training efficiency. The classrooms are fitted with one or two projector screens so that students with disabilities, regardless of where they are seated, can clearly view the presentation screen.

The university has purchased Microsoft Office 365 accounts for all faculty members and office staff, as well as 40,000 accounts for students. In addition, there are software applications for university management, library management, scientific research, and teaching. The university maintains 22 websites and software systems that support communication activities, administrative operations, and its overall functioning.

Access to literature

All study programmes

The University's library has been newly invested in in terms of infrastructure with seminar rooms, functional rooms, and self-study rooms. It has a service capacity to accommodate 1,000 readers at a time. The library includes 12,667 book titles with 57,608 copies, 48 journal titles with 21,283 copies, 6,441 graduate theses, 17,985 master's theses, 1,577 doctoral dissertations, 850 scientific research projects, and 37,750 electronic books. Notably, the library provides readers with access to external databases including IG Publishing, Emerald Journals, ProQuest, Springer, and Elsevier databases.

The NEU Library is open from Monday to Saturday and occupies five storeys with a total area of 10,000 m², including 6,500 m² dedicated to reading spaces, 20 group study rooms, and 1,000 seats equipped with modern facilities. It provides information resources, covering both traditional collections (printed materials) and electronic databases purchased from international publishers.

The library includes dedicated areas such as a reading room for newspapers and magazines, a thesis and dissertation archive, and an electronic data room. These spaces are equipped with modern technology to support storage, access, and the development of academic services. Library management software supports book borrowing and returns, as well as document searches through the networked computer system, with increasing integration of mobile technology at NEU.

The library website³ enables readers to search for information on topics of interest. The facility is fully equipped with modern furniture and equipment, including seating, tables, computers, search tools, and printing devices. The University regularly collects feedback from users through annual surveys.

Appraisal:

The panel visited the campus and the relevant facilities at NEU. They conclude that the quantity, quality, media and IT facilities of the teaching rooms meet the standards required for the programmes, even taking into account the resource needs of other study programmes. The rooms are properly equipped for disabled students and give them barrier-free access. Access to the internet via wireless Internet is provided free of charge. A sufficient number of group rooms is available. During the interview with the students, they indicated that parking lots for their motorbikes are limited and that they wished for a larger parking area. They also reported that at rush hours, many students are stuck waiting for the elevators. They would be grateful if the number of elevators could be increased.

The opening hours of the library take students' needs sufficiently into account. Access to the literature and journals as well as to digital media (e.g. electronic media, databases) is ensured. The literature expressly required for the study programmes is available in the library and also kept up to date. For Market Surveillance, they **recommend** providing access to international financial market databases.

	Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
4.4 Facilities and equipment					
4.4.1* Quantity, quality, media and IT equipment of teaching and group rooms (Asterisk Criterion)			X		
4.4.2* Access to literature (Asterisk Criterion)			X		

4.4 Additional services

Career counselling and placement service

All study programmes

NEU has implemented support measures aimed at increasing the percentage of graduates securing jobs relevant to their fields of study. In addition to the content of the study programmes, these measures include:

- Academic Counsellors: Every student has an assigned academic counsellor, who is a lecturer in the respective study programme, and who counsels students in questions regarding career after studies.
- Active Employer Engagement: Recruiters are invited to provide consultation on recruitment processes. Faculties, institutes, and centres responsible for student management also invite employers to share job-hunting experiences and workplace skills.

³ see: <https://opaclib.neu.edu.vn/>, last access: January 14, 2026.

- **Internship Opportunities:** Many students are introduced to career opportunities during their internships through faculty and school connections, often leading to job offers immediately after graduation.
- **NEU Career Centre:** Established in 2019, the Centre serves as the permanent unit responsible for career orientation and job support for students. Students can participate in annual career guidance activities covering career orientation, study methods, and professional internships.
- **Job Fairs on the University level as well as the study programme level:** Held periodically to meet real recruitment needs from dozens of businesses. Students receive guidance on application writing, CV preparation, job interviewing, and workplace communication skills. The University also encourages participation in professional examinations.
- **Business Relationships:** NEU maintains and expands partnerships with businesses to update the curriculum and invite guest lecturers. The University also facilitates students' access to the labour market throughout their studies, not only at graduation.
- **Job Placement Success Survey:** NEU conducts annual surveys to collect data on graduate employment status and to evaluate the effectiveness of job support measures.
- **Start-up competition:** For final year students, NEU organises a Start-up competition to support entrepreneurship activities. For this purpose, there is a fund for economic excellence, where alumni can contribute. The expert panel learned that shortly before the online visit, one alumnus donated one million US-Dollar for this fund.

Alumni Activities

All study programmes

In 2015, the President of NEU signed Decision No. 1056/QĐ-ĐHKTQĐ to promulgate Regulations on the organisation and operation of the alumni network of NEU.

Since then, an alumni network has been formally organised and expanded nationwide. The network has an executive board, with the honorary president being a former President of Vietnam. The executive board meets annually to review activities of the past year and outline the programme for the upcoming year. Additionally, this annual meeting serves as an event for connection and appreciation.

The University has a dedicated department to manage the regular activities of the network, assigning administrative staff to run the network's office. This department is also responsible for maintaining the network's website.

The activities of the NEU alumni network include:

- **Networking Events:** Regular meet-ups, reunions, and networking events to connect alumni with each other and with current students.
- **Career Development:** Workshops, seminars, and mentoring programmes to support career development and professional growth for alumni and students.
- **Social and Cultural Activities:** Social gatherings, cultural events, and community service projects that foster a sense of community and contribute to society. Annual golf tournaments attract thousands of alumni participants.

- Guest Lectures and Panels: Inviting distinguished alumni to give talks, participate in panel discussions, and share their experiences and expertise.
- Fundraising and Scholarships: Organising fundraising events and campaigns to support scholarships, research initiatives, and other university projects.
- Online Platforms: Maintaining online platforms and social media groups to facilitate communication and information-sharing among alumni.
- These activities help strengthen the bond between alumni and the institution, promote lifelong learning, and support the University's mission and goals.

AEP has developed its own alumni network. AEP alumni are invited to join a dedicated Facebook page, which shares information about network members and helps alumni connect and participate in various activities and events organised by AEP. The alumni network also facilitates guest lectures, internships, and field surveys, while alumni award scholarships to students and sponsor learning facilities for lecturers and students.

Appraisal:

Career counselling and placement services are offered to the students and graduates to promote their employability. NEU provides sufficient resources.

An alumni organisation has been set up with the aim of developing an alumni network.

		Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
4.5	Additional services					
4.5.1	Career counselling and placement service			X		
4.5.2	Alumni Activities			X		

4.5 Financing of the study programme (Asterisk Criterion)

Founded in 1956, NEU is a non-profit, public university under the supervision of MOET, financed by student fees and government support. The University's infrastructure investments are funded by the state budget, while regular expenditure is covered by students' tuition fees. These include payments for lectures and course fees, training costs (such as student activities, advertising, and marketing), management expenses, and training costs for lectures at partner universities remitted to the University.

The study programmes are financed through tuition fees, which are published so that students are aware of the financial requirements before enrolment. NEU's Finance and Accounting Department checks tuition fee payments each semester. In addition, the Schools receive alumni funding to support essential infrastructure, such as the construction of office buildings.

The University also offers a range of supportive policies to ease students' financial constraints. To recognise and reward academic excellence, scholarships are provided by NEU and its partner businesses to deserving students.

Appraisal:

The income related to the programme ensures that each cohort of students starting within the accreditation period can complete the study programme.

		Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
4.6*	Financing of the study programme (Asterisk Criterion)			X		

5. Quality assurance and documentation

Quality assurance and quality development with respect to contents, processes and outcomes (Asterisk Criterion)

NEU follows quality standards set by MOET as well as international models such as the Asian University Network Quality Assurance (AUN-QA) and American and European standards. The quality management structure operates at both University and faculty/department levels.

At the University level, the Quality Assurance Council is responsible for consulting and monitoring strategy and planning for quality assurance. The Department of Quality Assurance and Accreditation advises on setting objectives, policies, processes, regulations, and specific plans for educational quality assurance across the University. The Council meets regularly every two years. The University reviews and updates study programmes in line with MOET and NEU regulations, incorporating feedback from lecturers and students to enhance teaching and support activities. Stakeholder input from seminars and surveys is also collected to support quality development.

At faculty level, the Quality Assurance Units are responsible for developing their own quality assurance plans, and for implementing the University's processes and regulations together with the programme coordinator. Programme development follows the PDCA cycle, aiming to ensure that tasks are planned, checked, evaluated, and improved regularly. The Department of Quality Assurance and Accreditation as well as the Department of Training Management also conduct quality control processes on the study programme level.

To maintain standards, the University focuses on training frameworks, teaching methods, course content, facilities, support services, and management systems. Feedback is actively collected from students, lecturers, and employers. Evaluation results are analysed and shared with lecturers and programme managers. Data from surveys and statistical activities are used as guides for adjustments to improve quality.

The Programme Management Board uses evaluations to review and improve programmes annually. Improvements may include adding new courses, replacing existing ones, or redesigning courses to better help students achieve programme goals and course objectives. Revised programmes are approved by the Faculty Council and the NEU President before implementation. Each course instructor receives evaluation results to support quality improvement. Based on detailed feedback, instructors may adjust teaching approaches, learning task design, adherence to schedules, and communication skills.

Instruments of quality assurance **Evaluation by students**

Students provide feedback on teaching activities for each course during their learning process via the University's general system. The IT department uploads evaluation sheets to the system, and students give direct feedback for each course each semester. The survey covers questions about whether the objectives and learning outcomes of the course align with the teaching content and methods used by the lecturers, on the adequacy of facilities, the provision of study materials, and overall student satisfaction with the course. The results are analysed

and sent to lecturers and the programme management board, with individual course survey results sent directly to lecturers.

Before their graduation, students moreover complete a survey containing questions on various aspects of the programme, including programme objectives, learning outcomes, the curriculum, the workload, and the acquired knowledge and skills. The results of both surveys are used for reviewing and updating the programmes.

For the quality of higher education services, annual surveys are conducted involving all undergraduate students, graduate students, and doctoral candidates. The survey content encompasses all activities related to the provision of educational services. The results of these surveys not only serve the University's quality assurance activities but are also reported to the Quality Management Department of the Ministry of Education and Training.

Furthermore, NEU periodically organises dialogue sessions with students at both faculty and University level to gather opinions and respond to the majority of student concerns. Assessment content is announced to students during these dialogue seminars. In addition, the academic adviser serves as a channel for timely and effective feedback between the University and the faculties.

The University's various fan pages also contribute to collecting viewpoints and providing quick responses to students. On NEU's official Facebook page, students and other interested parties have the opportunity to give feedback anonymously.

Evaluation by faculty

The Programme Management Board sends questionnaires using Microsoft Forms to gather lecturers' opinions regarding aspects such as study programme output standards, the structure and content of the programme, teaching methods, and class organisation activities. Furthermore, for each specific course, lecturers' views on students' in-class activities, students' sense of discipline, as well as support activities from the programme, will be collected. In addition to gathering opinions from lecturers about the curriculum and students' in-class activities through surveys, the Programme Management Board will also be ready to receive comments directly from its members.

The results of lecturers' assessments of the study programme, student learning activities, and the programme's support for each specific course will be analysed by the Programme Management Board, specifically by the study assistants. Once the evaluation results are available, the Programme Management Board will meet to conduct a joint assessment and provide solutions to address existing issues.

External evaluation by alumni, employers and third parties

The study programmes invite alumni, employers and third parties such as from professional associations to participate in evaluating regarding the programme objectives, PLOs and students' capabilities in dedicated seminars. This feedback is documented in seminar minutes and reviewed by the Programme Management Board. Alumni can furthermore evaluate the study programmes in a survey format.

Programme documentation

Programme description (Asterisk Criterion)

The faculties are responsible for developing programme descriptions. All course syllabi are prepared by the academic departments and approved by the Faculty Council. The programme descriptions, course syllabi and curriculum are then approved by the President of NEU and published on the University's website as well as on the respective Faculty / School website.⁴

Additionally, other activities related to the University's training process are regularly updated on the NEU and faculty websites, on the Faculty's or School's social media fan pages, and through Student Union channels. Moreover, interested parents and students can ask the training assistants to get detailed information about the study programmes.

Information on activities during the academic year

Other activities during the academic year include general events for all University students, such as citizenship activities at the start of the course, introductory class meetings, national defence education sessions, medical examinations, and student feedback surveys on teaching. All of these are published in advance on the University's website and through academic adviser channels. Specific activities organised by the Faculties, Schools and study programmes, including updates and announcements, are also shared on their websites and on the programmes' Facebook fan pages.

Appraisal:

A quality assurance and development procedure, which systematically and continuously monitors and develops the quality of the programme with respect to its contents, processes, and outcomes, has been set up. It takes into account the evaluation results and the analysis on success rate, and graduate employment as well as the profile of the student population.

In the template NEU shared with the panel, they found that the assessment of students' actual workload is not systematically analysed and evaluated. There is no student survey in the course evaluation forms, which includes a question regarding the workload for each course. A question to quantify the actual workload of students (actual hours students spend on each course for preparation/ self-study time, teaching time and examination) is missing in the course evaluations, which would enable the University to analyse the workload and take appropriate measures (e.g., redistribution of course contents, in case the workload is too high in one course and too low in another course). The evaluation of the actual student workload should determine the scope and distribution of the student workload and examine whether the empirically determined student workload corresponds to the credit points allocated for the course.

Therefore, the panel recommends the following **condition**:

The University implements a university-wide, anonymous student workload evaluation system for each course which includes a systematic control loop from the survey to the analysis of the results and the taking of appropriate measures.

Faculty members and students participate in the respective committees to plan and assess the quality assurance and development procedures. Responsibilities are clearly defined.

⁴ See <https://aep.neu.edu.vn/en/train/eeep/> for DM, EC, LS, and IT (last access January 08.2026). See <https://courses.neu.edu.vn/major/logistics-va-quan-ly-chuoi-cung-ung-tich-hop-chung-chi-quoc-te-EP14> for LSIC (last access January 08.2026).

Evaluation by the students is carried out on a regular basis and in accordance with a prescribed procedure; the outcomes are communicated to the students and provide input for the quality development process.

Quality control by the faculty is carried out on a regular basis and in accordance with a prescribed procedure; the outcomes are communicated and provide input for the quality development process.

An external evaluation is carried out on a regular basis and in accordance with a prescribed procedure; the outcomes are communicated and provide input for the quality development process.

The study programmes' content, curricula and examination schemes have been suitably documented and published.

The HEI regularly publishes current news and information – both quantitative and qualitative – about the study programme.

		Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements	n.r.
5.1*	Quality assurance and quality development with respect to contents, processes and outcomes (Asterisk Criterion)					condition
5.2	Instruments of quality assurance					
5.2.1	Evaluation by students			X		
5.2.2	Evaluation by faculty			X		
5.2.3	External evaluation by alumni, employers and third parties			X		
5.3	Programme documentation					
5.3.1*	Programme description (Asterisk Criterion)			X		
5.3.2	Information on activities during the academic year			X		