

MINISTRY OF EDUCATION AND
TRAINING
UNIVERSITY OF ECONOMICS
HO CHI MINH CITY

No. 1436/QD-DHKT-KT

SOCIALIST REPUBLIC OF VIETNAM
Independence - Freedom - Happiness

Ho Chi Minh City, April 28, 2026

DECISION
Promulgating Regulations on Testing
at the University of Economics Ho Chi Minh City

PRESIDENT OF HO CHI MINH CITY UNIVERSITY OF ECONOMICS

Pursuant to the Law on Teachers No. 73/2025/QH15 promulgated on June 16, 2025;

Pursuant to the Law on Higher Education No. 125/2025/QH15 promulgated on December 10, 2025;

Pursuant to the Law amending and supplementing a number of articles of the Law on Education, No. 123/2025/QH15 promulgated on December 10, 2005;

Pursuant to Circular No. 30/2023/TT-BGDDT dated December 29, 2013 of the Ministry of Education and Training regulating the application of information technology in online training for higher education;

Pursuant to Circular No. 08/2025/TT-BGDDT dated May 12, 2025 on regulations on the time limit for archiving records and documents in the field of education and training;

Pursuant to Decision No. 5571/QD-ĐHKT-DT dated November 1, 2024 of the University of Economics Ho Chi Minh City on the regulations on enrollment and training of master's level at the University of Economics Ho Chi Minh City;

Pursuant to Decision No. 3435/QD-ĐHKT-DT dated November 1, 2025 of the University of Economics Ho Chi Minh City on the adjustment of the regulations on enrollment and training at the master's level;

Pursuant to Decision No. 5398/QD-ĐHKT-DT dated September 10, 2024 of the Director of the University of Economics Ho Chi Minh City on the regulation on organization and training and management of credit-based undergraduate-level at the University of Economics Ho Chi Minh City;

Pursuant to the Prime Minister's Decision No. 1146/QĐ-TTg dated October 4, 2023 on the transformation of the University of Economics of Ho Chi Minh City;

Pursuant to Resolution No. 55/NQ-ĐHKT-HDH dated December 28, 2024 of the University Council of the University of Economics Ho Chi Minh City on the promulgation of the Regulation on organization and operation of the University of Economics Ho Chi Minh City;

At the request of the Director of the Center for Educational Testing.

DECISION:

Article 1. To promulgate together with this Decision **the Regulations on Testing at the University of Economics Ho Chi Minh City.**

Article 2. The decision takes effect from April 28, 2026 (First Semester 2026). The relevant decisions and the previous additional regulations are annulled.

Article 3. The Director of the Center for Educational Testing, the Heads of the relevant units and individuals shall be responsible for the implementation of this Decision./.

Recipients:

- As in Article 3;
- Board of Directors (for report);
- Knowledge Repository (updated KT);
- Stored at: VT, KT.

**PP. PRESIDENT
ACTING DEPUTY PRESIDENT**

Signed

Assoc. Prof. Dr. Bui Quang Hung

MINISTRY OF EDUCATION AND TRAINING
UNIVERSITY OF ECONOMICS
HO CHI MINH CITY

SOCIALIST REPUBLIC OF VIETNAM
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REGULATION

On Testing affairs at the University of Economics Ho Chi Minh City

(Issued together with Decision No. 1436/QĐ-ĐHKT-KT dated April 28, 2026

by the President of the University of Economics Ho Chi Minh City)

Chapter I

GENERAL REGULATIONS

Article 1. Scope and subjects of implementation

1. This document regulates testing affairs of undergraduate and postgraduate educational level at the University of Economics Ho Chi Minh City (hereinafter referred to as UEH).
2. This regulation applies to modules that are organized in the form of direct centralized exams and online exams according to UEH's plan.
3. This regulation applies to units and individuals belonging to / under UEH, UEH students, learners and non-UEH candidates (collectively referred to as candidates); units and individuals related to UEH's testing affairs.

Article 2. Requirements and purposes of testing

1. To ensure compliance with current regulations of the Ministry of Education and Training and the Ministry of Information and Communications.
2. Stipulate conditions to ensure objectivity, fairness, accuracy and seriousness in the organization of examinations to improve the quality of education at UEH.
3. Implement digital transformation in training at UEH.
4. Applying information technology in the organization and management of education, applying modern testing tools to assess the quality of education at UEH.

Article 3. Definitions, explanations, terminology

In this Regulation, definitions and terms are defined as follows:

1. Training units: member colleges / schools / institutes / other training units carrying out education, consultancy affairs and scientific research that belong / affiliated to UEH are collectively referred to as training units.
2. Training management units: functional units of advising, focal point in managing and coordinating with other units in implementing educational activities at the undergraduate, master's and doctoral levels in various forms of educations according to the Government's regulations; organizing the implementation of short-term training activities under UEH,

including: Department of Training, Office of member colleges, Branch Department of Training, etc.

3. Testing unit: the unit assigned by the President of UEH to perform the function of testing at UEH.

4. Educational Planning Division (KHĐT div): is a division of the Department of Training that has the function of advising, organizing and implementing the general educational plan of UEH. It organizes the management, coordination and effective use of class/hall funds, well serving education and training affairs.

5. Internal Control Division (KSNB div): is a division of the Department of Quality Assurance and Internal Control (QAIC) with the function of advising, organizing and implementing legal, inspection and supervision affairs at UEH.

6. Subject manager means a person assigned by the head of the training unit to be in charge of subject.

7. Direct testing form: is the form of testing and assessing candidates capacities directly (face to face) at the testing rooms arranged by UEH.

8. Online testing form: is the form of testing and assessing candidates capacities through technology platforms connected via the internet.

9. Direct testing facility: Campuses A, B1, B2, N1, N2, etc. (campuses used for the form of direct testing).

10. Online testing facility: Campus O (virtual campus used for remote online testing); Campuses B1, B2, N1, N2, etc. (campuses used for online testing forms at PM).

11. Testing Box: BOX-01, BOX-02, etc., virtual testing rooms are on the virtual O campus.

12. Online testing link: means a link to the Servers that store the online testing database.

13. Microsoft Teams (MS Teams): communication software used to create groups, update candidate lists, monitor candidates via webcam, and disseminate online exam regulations.

14. Servers: means a computer system used to store databases for the organization of online testing.

15. Online testing software means software used to organize online testing.

16. Exam question structure: means the content that determines each component of a test. This content is proposed by the in-charged training unit.

17. Online testing question means the testing questions used for the online test compiled by the training unit according to the prescribed structure.

18. Testing questiond mixing structure: proposed by the training unit to the testing unit. The process of extracting testing questions is carried out by software on a random principle.

19. Incidents: means incidents that occur during the organization of the online testing such as: power outage, computer failure, candidates unintentionally performing wrong technical

operations, servers stopping and other objective problems that make candidates unable to take the test.

20. Mixing teaching (Hybrid teaching): means a combination of face-to-face and online teaching that takes place at the same time for the same class.

21. Online teaching (online teaching): means a form in which lecturers and learners are present at the same time and carry out training activities through Internet communication technology platforms (such as MS Teams, Google Meet, Zoom, etc.).

Article 4. Testing schedule, Exam Format

1. The testing schedule should be optimized for each major based on the following requirements: spread out the subjects evenly throughout the testing period; each testing session arranges no more than 03 tests shifts; Each testing shift must be spaced at least 15 minutes apart.

2. For the full-time undergraduate level (ĐHCQ): classes that ended early before the concentrated testing period, the test will be held on Sundays. During the concentrated testing period, the testing schedule is arranged on all days of the week (including Saturday and Sunday).

3. Modules of classes of the same cohort and studied in the same semester must necessarily be held at the same time. However, in case of force majeure such as: there are not enough testing rooms to organize at the same testing shift, it can be arranged in another testing shift on the same day or multiple testing shifts on multiple days.

4. Time to release the testing schedule after the end of the class of the ĐHCQ, the second degree of full-time undergraduate (VB2ĐHCQ), the transferring regular undergraduate (LTĐHCQ):

- a) The first semester: at least 04 weeks before the testing date.
- b) Middle semester: at least 02 weeks before the testing date.
- c) Last semester: at least 04 weeks before the testing date.

5. Time to release the testing schedule after the end of the class of the graduate level (CH) and the in-service (VLVH): The testing schedule is announced on the 17th of every month.

6. Test format:

a) Centralized direct testing form: is the form of testing and assessing candidates capacities directly at the testing rooms arranged by UEH.

No	Centralized direct testing form	Exam Code
1	Centralized direct Essay: Test content includes 100% of the Essay section.	TLTT
2	Centralized direct Essay and Quiz: Test content is a combination of the Multiple Choice and Essay sections.	TNTLTT
3	Centralized direct Q&A.	VĐTT
4	Essay with centralized direct presentation.	TLTTTT
5	Essay without presentation.	TLOTT

6	Centralized direct test in the computer room.	PM
7	Project.	PRO
8	Thesis.	DOAN

b) Remote online testing form: : is the form of testing and assessing candidates capacities through technology platforms connected via the internet, candidates take the online test remotely at elective locations.

No	Remote online testing form	Exam Code
1	Online quiz on LMS.	LMS-TNOL
2	Online quizzes and essays on LMS	LMS-TNTLOL
3	Online Essay on LMS	LMS-TLOL
4	Online Q&A	VDOL
5	Essay with Online Presentation	TLTTOL

c) Online testing at the computer room: is the form of testing and assessing candidates capacities through technology platforms connected via the internet, candidates taking the test at the computer rooms arranged by UEH.

No	Online testing at the computer room	Exam Code
1	Online quiz on LMS at the computer room	LMS-TNOL-PM
2	Online quizzes and essays on LMS at the computer room	LMS-TNTLOL-PM
3	Online Essay on LMS at the computer room	LMS-TLOL-PM

Article 5. General regulations on requirements of testing questions and question banks

1. Testing questions must comply with the following general regulations:

a) Classes of the same cohort, of the same module, with the same content, having same credits, and taking the test at the same time will take the same questions.

b) In case the test is organized in different shifts, different questions must be used between testing shifts. The questions between testing shifts must have the same duration, testing format and structure.

c) Some requirements for test:

- Strictly follow the form prescribed by UEH.
- Have the necessary confidential procedures.
- Ensure the quality of the questions: the content of the questions must be in all the learned knowledge and skills, in accordance with the content of the modules specified in the programme; the questions must be clear, coherent, correct spelling and grammatical; there must be a detailed assessment scale for each component and can assess learners' learning outcomes.

- The questions do not repeat verbatim end-of-semester questions (KTHP), test questions, exercises, and review questions that have been disseminated to learners before, including test that require the exam questions retraction.

- The question must directly and accurately assess the outcomes of the module, ensuring the validity, reliability and feasibility. The content of the questions should cover the knowledge, skills, and attitudes and core competencies that learners have achieved, using clear assessment rubrics to measure the level of achievement of the outcomes.

2. The question banks must comply with the following general regulations:

a) Objectives:

- Organize and manage the construction and use of the KTHP question bank in accordance with regulations in higher education according to the credit system in order to manage the quality of UEH's training.

- Evaluate modules objectively, accurately, fairly, avoiding frauds that may arise;

- Contributing to achieving common standards in the evaluation of modules, credits, and outcomes (CLOs) in different types of education.

b) General requirements:

- Conformity with outcomes (CLOs): Questions and answers must be designed in accordance with outcomes, each question must be associated with a specific CLO. The content of the exam must cover the key CLOs of the module, the module objectives need to be assessed correspondingly to the level of achievement of the CLOs, ensure reliability and have clear rubrics to ensure fairness.

- Ensure measurability: Exam questions must assess the level of CLO achievement, must have a clear grading scale and scoring criteria (rubric).

- Ensure the comprehensiveness of the module content: The content of the question must balanced cover the main topics.

- Clear and accurate: The sentences in the questions must be clear, coherent, correct spelling and grammatical, not misleading candidates, and no errors in knowledge.

- Ensure differentiation: The structure of the questions must have easy->medium-> difficult levels, which can classify students as Fail/ Pass/ Fair/ Good / Excellence.

- Suitable for the time and form of the test: The length and difficulty of the questions must correspond to the time of the test and be suitable for the form of the test of the candidate.

- Ensuring fairness and transparency: The content of the questions must be within the scope of what has been learned, avoiding "riddling" candidates or being too different from the content of the lecture. Questions must be compiled on the basis of the syllabus and documents introduced in the subject syllabus; must ensure scientificity, accuracy, rigor, no errors in knowledge, cover the content of knowledge; be consistent with the objectives of the exam, in accordance with the time allowed for candidates to do the test. The questions ensure that the level of the candidate's understanding of theoretical knowledge, practical skills, application, and practical relationships.

- The question bank must have an exploitation structure that fully and accurately shows information about the name of the module, the subjects of application, the time of application and the time of taking the test as well as the general requirements of the subject (if any) according to the exploitation structure registered with the testing unit.

- The set of exam questions and answers must be prepared on MS Word using the software provided by the testing unit, using Times New Roman font, font size 13; single line spacing, no automatic numbering, the content of the exam must be in the table and will be recognized in the software, Contents that are off-board will be ignored by the software. The tables in this MS Word file must be arranged without adherence to each other. The content in the question in the form of mathematical formulas, or images, graphs of these objects must be arranged in the form of Wrap as In Line with Text or in the form of JPG/PNG image files to avoid distortion when combining questions.

- The question bank must have the necessary confidential procedures.

c) The Appraisal Council of the question bank:

- The Appraisal Council is decided by the Board of President of UEH or the Board of Directors of a member college (authorized by the Board of President of UEH) on the basis of the proposal of the leader of the training unit. The member of the Appraisal Council is lecturers participating in teaching the module. Members of the Appraisal Council are responsible for keeping confidential the bank of testing questions and answers.

- The Appraisal Council shall organize the acceptance of the bank of exam questions and answers. The conclusion of the Appraisal Council is the final conclusion. The Appraisal Council is responsible to the Board of Presidents of UEH for all contents that have been accepted.

d) Responsibilities of the head of the training unit:

- Responsible for supervising and urging the management in registering and compiling the bank of questions and answers.

- Be responsible to the Board of Presidents of UEH and the Rector of member colleges for the progress of the compilation of the question bank and answer.

e) Responsibilities of QLMH:

- Guiding members of the division to develop the structure of questions, question banks, answers and requirements for compilation and appraisal of exam questions and answers in accordance with outcomes (CLOs).

- Organizing the development of exam question structures, question and answer banks, organizing discussions, contributing ideas to improve the question and answer banks in accordance with outcomes (CLOs).

- Assigning, supervising and urging lecturers to compile a bank of questions and answers according to the schedule.

- Managing the confidence of the question and answer bank in the process of organizing the compilation and appraisal of the question and answer bank.

- Responsible for appraising the bank of questions and answers for the modules of the subject under their charge: Comments on the length (duration of test time), difficulty, expression, errors (if any), grade scale; recommendation for correction (if any) for each question; reasonableness of the exam structure, allocate the number of questions and combination plans and take responsibility for the accuracy, relevance and confidentiality of the set of exam questions and answers.

- Organizing the review of the question bank, along with detailed answers and a scale according to the matrix prepared.

- Organizing the copying, confidential sealing and archiving of the original questions and answers.

- Be responsible to the head of the training unit for the progress of registration, completion of the compilation of the bank of exam questions and answers.

f) Responsibilities of compiling lecturers:

- Participating in the development of exam question structures, exam question banks, and answers. Contribute ideas to improve the exam question structure, exam question banks, and answers in accordance with outcomes (CLOs).

- Compiling questions and answers according to the requirements on the content of the knowledge and skills test to meet the outcomes (CLOs) and training objectives of the set subject, ensuring accuracy in knowledge content, correct format and spelling.

- Taking responsibility before the QLMH for the progress of completing the compilation of the exam question and answer bank.

g) The process of compiling and questions and answers bank and exploiting the question bank:

No	Details	Responsibilities for implementation	Notes
1.	Compiling guidelines for evaluating CLOs and orientation for compiling questions to meet the requirements of the training program outcome assessment system.	QAIC TTKT	
2.	Planning, compiling guidelines for developing, reviewing and supplementing the question bank.	TTKT	
3.	Implementing the plan to organize the compilation and adjustment of the bank of questions and answers in accordance with the outcomes (CLOs).	QLMH	

No	Details	Responsibilities for implementation	Notes
4.	Assigning lecturers to compile a bank of exam questions and answers in accordance with outcomes (CLOs).	QLMH Lecturer Editor	
5.	Developing a structure for exploiting questions, question bank matrices.	QLMH Lecturer Editor	
6.	Registering for a bank of questions and answers.	QLMH	
7.	Compiling a bank of questions with answers.	Lecturer Editor	
8.	Organizing the appraisal of the question bank	Member College QAIC, TTKT	
9.	Reading the question bank and write comments and recommendations (if any).	Appraisal Council	
10.	Handing over the bank of questions and answers (Before Appraisal).	QLMH Testing Unit	
11.	Handing over the bank of questions and answers (Processed).	Testing Unit QLMH	
12.	Organizing the Appraisal Council of the bank of questions and answers (Processed).	QLMH Appraisal Council	
13.	Handing over the bank of questions and answers (After Appraisal).	QLMH Testing Unit	
14.	Register the structure of exploiting the question bank (official).	QLMH Testing Unit	
15.	Exploiting the UEH question bank (official).	Testing Unit	

Article 6. Regulations on requirements for officials to participate in exam proctoring

1. Officials and employees belonging to/under UEH are allowed to participate as exam proctors (CBCT), secretaries (TK) and supervisors (CBGS) in KTHP exams, English output test and other exams organized by UEH when satisfying the following conditions:

a) Obtain bachelor diploma or higher.

b) Working at UEH in the form of payroll or signing a labor contract with UEH, including visiting lecturer outside UEH and retired UEH lecturers.

c) Retired employees belonging to / under UEH who do not have a visiting contract but are still in good health (must have a certificate of health to participate in UEH's testing issued by a hospital or authorized agency) and are in the age range: male not more than 75, women not more than 70 who wish to participate in UEH's testing affairs and have signed an testing contract (valid for 06 months) with the testing unit, are allowed to be mobilized to do testing proctoring,

secretary or supervision in KTHP exams; not mobilized to do testing proctoring, secretary or supervisor in other exams.

d) Personnel who sign labor contracts with institutes/ centers/ companies under UEH who are eligible to participate in the examination work are only allowed to participate as CBCTs in KTHP exams and must obtain the consent of the testing unit, the leaders of the institute/ center/ company and the Human Organization Development Board.

2. Lecturers and officials of universities, institutes, etc. in Ho Chi Minh City who are eligible and are contracted to participate in the testing at UEH are only allowed to be mobilized to do proctoring in KTHP (Concentrated Direct Testing Form).

3. For tests held at affiliated units, the testing organizers may mobilize institutional officials who are managers and teaching officers of affiliated units, but must ensure that institutional officials are full-time cadres and obtain bachelor diploma or higher.

4. In case of major exams that are not of a regular nature such as high school, competency assessment, etc., if there is a shortage of staff and orderers, the testing unit may propose to the Youth Union - Student Union to introduce and mobilize more elite students in the final year to participate as civil servants or orderers.

5. Particularly, postgraduate exam proctors shall not be arranged who are postgraduate students of the same cohort.

6. For online test, the proctor is required to have an understanding of information technology.

7. Officials participating in the exam proctoring are not allowed to perform their duties at the exam room or exam box with relatives (father, mother, wife, husband, natural child, adopted child, sibling, sibling, spouse) participating in the exam. If the testing unit assigns the proctor to take the exam at the exam room, the exam box that has relatives to take the exam, the proctor must be responsible for notifying the testing unit for reassignment accordingly.

Chapter II

CENTRALIZED DIRECT TESTING FORMAT

Article 7. Conditions for organizing centralized direct testing

Training units choosing the form of concentrated direct testing meets the following requirements:

1. Falling one of the following cases:

a) Concentrated direct essay test (TLTT): The content of the test includes 100% of the essay content.

b) Form of Concentrated essay and quizzes test (TNTLTT): The content of the test is a combination of the multiple-choice part and the essay part, in which the content of the essay

exam must account for 50% or more (corresponding to a score of 5.0 or higher on a scale of 10) of the total content of the exam. For modules with their own characteristics with the ratio other exam structures, the Head of the training unit shall make a proposal to send to the testing unit to submit to the UEH Board of Presidents for approval.

c) Concentrated direct test form in the computer room (PM): The module is selected by the training unit in the form of PM exam.

d) Concentrated direct oral test form (VDTT): The module is selected by the training unit in the form of VDTT.

e) Concentrated direct presentation essay test form (TLTTTT): The module is selected by the training unit as TLTTTT.

f) Non-presentation essay (TLOTT) test form: The module is selected by the training unit in the form of TLOTT.

g) Project (PRO); (DOAN) test form: The module is selected by the training unit in the form of PRO or DOAN test.

h) Modules taught in the form of combined teaching (Hybrid teaching) and online teaching (online teaching) shall be selected by the training unit in the form of concentrated exams (according to the ratio of exam structure specified in Article 7).

2. The training unit needs to have a consensus and agree on the content: the same module code, the same level, system, discipline and study location (Ho Chi Minh City/Province), the same form of exam.

3. The list of registration for the exam will be signed and approved by the leaders of the training unit, the Board of Directors of UEH on the system: <https://dangkygiangday.ueh.edu.vn/>.

Article 8. Exam questions, exploitation of the question bank for centralized direct test

1. Duration: Exam questions for KTHP tests are from 25 minutes to 100 minutes, Specifically:

a) Modules registered for the form of VDTT (from 01 credit or more): The total time of presentation by students and answering questions of examiners does not exceed 25 minutes for each candidate.

b) Modules from 01 to 02 credits, the maximum exam time is 75 minutes.

c) For modules of 03 credits or more, the maximum exam time is 100 minutes.

2. Questions and answers are prepared into each set of questions (at least 05 question sets) for candidates to be drawn up.

3. Essay writing exams, including multiple-choice exams combined with essays (TNLT), are written directly on the exam papers, the exam questions must be no longer than 08 A4 pages long and have at least 02 question codes.

4. When taking a computerized exam in the lab (PM), there must be at least 02 question codes in each exam room.

5. In KTHP exams, English output test, exam papers are provided by UEH. In case candidates have to work on separate paper, the training unit needs to consult the testing unit about the specifications of the paper to make the test reasonable, such as: reasonably arranging spaces for candidates to answer; the answer sheets in the output English exams must have room for the examiner to make a mark, etc.

6. Lecturers are the main persons responsible for the quality of exam questions and answers when assigned to them. At least 10 days before the exam date, the lecturer assigned to the exam must send the exam questions and answers to the QLMH. The answers must be specific and clear to each detail and the attached score scale (*For the form of an individual or group essay exam, if it is not possible to have a detailed answer, there must be a table of evaluation criteria (rubrics) with score columns corresponding to the requirements to be met*).

7. Depending on the nature of the module and the professional requirements, the QLMH management may discuss with the lecturer about the content and requirements of the exam. After checking the exam questions, the QLMH team signs and approves the exam questions and seals the envelopes containing the exam questions. On the envelope containing the exam question, all information about the exam question must be filled, such as: name of the module, course of the exam class, date and time of the exam, time of the test, form of the exam, whether or not the document can be used, name of the lecturer on duty handling the problem of the exam question.

8. The QLMH is responsible for determining the content of the exam and compiling the following forms: Concentrated direct exam in the computer room (PM), Concentrated direct Orale (VDTT), Concentrated direct presentation essay (TLTT), Non-presentation essay (TLOTT), Project (PRO), (DOAN).

9. Exploitation of the exam question bank:

a) Person assigned by the leader of the testing unit are responsible for exploiting UEH's official exam question bank based on the structure of exploiting the exam question bank registered by the School/ Institute/ Department, printing copies, sealing the exam questions and handing them over to the leaders of the testing unit no later than 05 working days *before the testing date of the module*.

b) The exploited exam question bank must comply with the general provisions in Article 5, Clause 2 of this Regulation.

Article 9. Transporting, preserving, printing copies of exam questions

1. The QLMH (or the secretary or lecturer of the training unit assigned by the QLMH) shall bring the envelope of the original exam question to the testing unit and submit it no later than

05 working days before the testing date. The management department keeps the envelope containing the answers to implement the marking.

2. The testing unit shall hand over the sealed printed exam question bags to the Exam Council at least 01 day before the exam date at the testing unit. The exam bag must ensure a sufficient number of exam questions and be fully and accurately inscribed with the information printed on the exam bag.

3. Some requirements in exam security:

a) The testing unit shall appoint a leader (Head/ Deputy Head of the unit) to print the exam questions. The leader on duty for copying and printing exam questions is responsible for the entire copying and printing of exam questions in terms of the quantity and quality of exam questions and the confidentiality of exam questions.

b) Only the QLMH or the lecturer assigned by the QLMH team, the leader and the expert of the testing unit on duty to print the exam questions may access the exam questions and take responsibility for the confidentiality of the exam questions. The management team or the lecturer who issues the exam questions assigned by the QLMH is responsible for the confidentiality and does not reveal the exam questions. In the process of making exam questions such as: composing and correcting questions, the implementer must always pay attention to security, there are no loopholes to reveal the exam questions such as: do not save drafts on the table, do not sit and compose exam questions where there are many people, the exam file must have a password, Files must be closed when leaving the computer while composing/editing exam papers, exam papers must not be stored in a shared folder, etc..

c) In the process of copying and printing, the testing unit shall be mainly responsible for the confidentiality of the exam papers. The copying must be done at the testing unit. In the process of implementation, the principles must be observed: recall and reseal the original exam questions and damaged copies of the exam questions. Absolutely do not leave the position, do not use or leave phones and electronic devices with the function of recording and transmitting information in the copying area and while copying exam papers. All exam questions must be put in envelopes and sealed during transportation and handover.

d) When delivering and receiving, the exam questions must be placed in a sealed envelope and must have a password (if the exam questions are written on a computer disk or USB), and there must be a written certification when delivering and receiving the exam papers.

e) Original exam questions, exam bags (both used and damaged exam papers), floppy disks and USB sticks containing exam questions must always be stored in a safely locked cabinet. The key is kept only by the person responsible for managing the exam questions.

4. The transportation of exam bags to exam facilities shall be carried out by the exam organizer to ensure safety and timeliness for the exam.

Article 10. Regulations on the number of officials participating in exam proctoring

1. Arrange (proctor) CBCT at the final exam of the module in the exam rooms, according to the principle that each exam room must have at least 02 proctors, specifically:

- a) The exam room has no more than 60 candidates: 02 proctors.
- b) The exam room has from 61 to 80 candidates: 03 proctors.
- c) No exam room has more than 80 candidates. With rooms with large capacity, they must be divided into many small exam rooms.

2. Arrange Admission, Graduation, and English output exam, according to the principle that each exam room must have at least 02 proctors, specifically:

- a) The exam room has from 35 to 45 candidates: 02 proctors.
- b) Rooms with large capacity must be divided into many small exam rooms.

3. Arrange exam secretaries in a reasonable way to ensure the handover of exam questions and papers: 06 exam rooms with 01 secretary/ shift/ exam site (in case the exam site has less than 06 exam rooms, 01 secretary will be arranged).

4. Arrange exam supervisors in a reasonable manner to ensure inspection and supervision: 01 exam supervisor/ shift/ exam site.

5. Hand over the final exam (KTHP) immediately after the end of the exam to the secretary of the training unit.

6. The testing unit shall assign a leader (Head/Deputy Head of the unit) to be on duty to direct the settlement of situations arising in the exam: 01 leader/15 exam rooms. For the final exams at the end of the module of the in-service educational mode at the training affiliated units managed by the training management unit, the QLMH team will assign lecturers to handle situations arising during the exam (by phone).

Article 11. Duties of officials participating in exam proctoring

1. Duties of the CBCT:

a) CBCTs are not allowed to use mobile phones while performing their duties; not to help candidates with the test in any form; not to work alone, not to smoke, drink alcohol or beer while on duty.

b) When performing their duties, they must dress neatly and politely, in accordance with UEH's regulations.

c) CBCTs must wear CBCT badge when performing their duties.

d) CBCTs must be present at the exam room on time and regularly to perform their duties in the following specific order:

At least 15 minutes before the exam time, two proctors must be present at the Council's room to receive the exam questions, papers, draft papers, sign the exam papers and listen to the dissemination and instruction on a number of issues related to the exam (if any).

Before 10 minutes of the exam time, the first proctor arranges a seating chart on the board by numbering the sequence/SBD of candidates, calling the candidate's name into the exam room;

The second proctor checks the items that candidates bring into the exam room, instructs candidates to sit in the prescribed places, absolutely do not allow candidates to bring into the exam room documents and items that have been prohibited according to the regulations on candidates' responsibilities in Article 12, Clause 3 of this regulation.

The second CBCT reminds candidates of the necessities of discipline and exam room regulations; distribute exam papers, draft papers, sign and write full names on all exam papers and draft papers of candidates; check that candidates fold the exam papers correctly, write the order number, fill in the names and write all items on the exam paper before taking the test.

When it was time to distribute the exam questions, the first proctor held up the exam envelope so that the candidates could clearly see that both the front and back sides were still sealed, opened the envelope containing the exam questions and distributed the exam questions to each candidate, the second proctor covered the order of the exam room. If the exam has 02 or more question codes, absolutely do not distribute the same question code to candidates sitting close to each other. (Before distributing the exam papers, it is necessary to check the number of questions compared to the number of candidates on the exam list, if there are excessive, missing or incorrect information it is necessary to immediately notify the Secretary in charge of the exam site (KTHP Exam), the Exam Council, the Exam Proctoring Board (other exams) for handling.

When the candidate starts taking the test, the first CBCT checks the photo on the student card, student card or ID card to identify the candidate, clearly state the full name and sign all the exam papers and draft papers of the candidate, the second CBCT covers the whole thing. During the exam time, 01 proctor covers from the front of the room to the end of the room, and the other person covers from the end of the room to the front of the room until the end of the exam. The proctor does not stand near the candidate when the candidate does the test. When candidates ask something, the proctor is only allowed to answer publicly within the prescribed scope. Both proctors must clearly state their names and sign all exam papers and draft papers that have been additionally distributed to candidates.

Candidates are only allowed to leave the exam room as early as 2/3 of the time for the essay exam and the end of the time for multiple-choice and essay exams, after the candidates have submitted their work and exam questions. If there is a candidate who is unusually sick or has a legitimate need to temporarily leave the exam room, the proctor must immediately notify the exam supervisors to promptly report to the exam organizer for settlement.

If there is a candidate who violates discipline, the proctor must make a record of handling in accordance with the provisions of Article 31 (the record must have the full signatures of both proctors) and report it to the Exam Council and the Exam Proctoring Board for handling in accordance with the current Regulations of the Ministry of Education and Training. This Regulation and relevant Regulations of UEH. The disciplinary record is still effective when there is no signature of the violator. If there is an abnormal situation, it must be immediately reported

to the Chairman of the Exam Council, the Head of the Exam Proctoring Board or the exam-organizing unit for settlement.

Fifteen minutes before the end of the test time, notify the candidate of the remaining time.

When there is an notification of the end the test time, the CBCT must ask the candidate to stop taking the test and face down the test paper of all candidates on the table, including the candidate's paper that has been disciplined. The second proctor maintains the order, discipline and covers the exam room, the first proctor calls each candidate's name to submit the paper and receives the candidate's exam paper at the same time. When receiving the papers, they must check the number of exam papers submitted by candidates, candidates must write the correct code of their questions handed out; ask candidates to write the correct number of sheets and sign the list of candidates taking the exam; when all the exam papers are collected, candidates are allowed to leave the exam room.

After collecting the papers, the CBCT checks and arranges the exam papers in the order in the list of candidates. Disciplinary records (if any) must be enclosed with the candidate's exam paper. The CBCT takes a photo of the exam list, the record of handling violations (if any) and uploads it to the <https://cbct.ueh.edu.vn/> page. The first proctor directly brought the exam bag and handed over the exam paper to the exam site clerk with the second proctor. Each bag of exam papers must be publicly checked and compared with the number of papers, the number of sheets of each paper and the records of disciplinary action and exhibits (if any).

After handing over the exam papers, each bag containing the exam paper is sealed on the spot by the secretary. The proctor must sign the seal on 03 edges of the exam bag.

2. Tasks of the secretary:

a) Be present on time, open the door of the Exam Board's room, prepare wearing cards, stationery, exam papers, draft papers, etc.

b) Taking attendance of CBCT, CBGS, handling incidents (if any).

c) Hand over the exam questions and documents related to the exam to the exam officials.

d) Report on the situation of exam officials and CBGS to the leaders on duty at the exam site.

e) Receive exam papers from the exam supervisor as prescribed.

f) Check the upload of the exam list and the records of handling violations (if any) of the CBCT on page <https://cbct.ueh.edu.vn/>.

g) Write the number of papers and sheets of each exam bag in the record and hand them over to the exam organizer.

h) Absolutely do not allow confusion or loss of exam papers.

3. Duties of CBGS:

a) CBGS are present on time, supervise and take attendance of CBCT and accounts.

b) Exam supervisors must be regularly present at the exam site to supervise the implementation of the Exam Regulations of exam proctors and candidates, inspect and remind proctors to seize documents and technical means illegally brought by candidates into the exam room, propose to the Exam Council, Exam Proctoring Board, etc. the exam organizer shall make a record of disciplinary action against the exam administrator and candidates who violate the exam regulations.

c) Make a quick report on the situation of the exam at the end of the exam with the certification of the account in charge of the exam site and send it to the testing unit 01 copy (photo).

Article 12. Responsibilities of candidates when taking the exam

Candidates must be present at the exam room on time according to the exam schedule issued by the Planning and Investment Department. Candidates who arrive more than 15 minutes late after the exam question has been opened will not be able to take the exam. When entering the exam room, candidates must comply with the following regulations:

1. Present student cards, student cards or photo identification documents when requested by the CBCT.

2. Only pens, pencils, compasses, erasers, rulers, rulers, electronic calculators without memory cards, unable to draft or store texts and textbooks (if allowed by the exam questions).

3. Do not bring into the exam room: documents (if the exam question is not allowed), laptops, tablets, mobile phones, smart watches, music players, USB, charcoal paper, erasers, weapons, explosives, incendiary, food, beer, alcohol, technical means of transmitting and transmitting, etc. audio and video recordings, smart electronic devices, information storage devices, other items, etc., can be used to assist in taking the test.

4. Do not eat, drink, or smoke in the exam room.

5. Before taking the exam, they must write their full names, registration numbers (or ordinal numbers according to the list), and question codes on the exam paper and necessarily ask both proctors to sign and clearly write their full names on the exam paper.

6. The work must be written clearly, cleanly, not crumpled, not marked or made with its own symbols. It is strictly forbidden to do the test with two colors of ink, red ink, and pencil (except for circles drawn with a compa). Damaged parts must be crossed out, not erased. They must protect their work and strictly prohibit all acts of cheating, not to see other candidates' papers, not to exchange opinions and documents when doing the test.

7. If it is necessary to ask the CBCT what must be asked publicly. It is necessary to maintain order and silence in the exam room. In case of abnormal illness, it must be reported to the CBCT for handling.

8. At the end of the exam time, they must stop taking the test and submit the paper to the proctor. Failing to do the test, candidates still have to submit the exam paper. When submitting

the paper, candidates must clearly write the number of exam papers submitted and sign the list of candidates.

9. Candidates are only allowed to leave the exam room after 2/3 of the time for the essay test after submitting their work, draft papers and exam questions to the exam administrator, except for cases of illness requiring emergency treatment decided by the person in charge of the exam site. For multiple-choice and essay exams, the test taker must leave the exam room after the end of the exam time.

Article 13. Marking

1. The QLMH is responsible for assigning lecturers to mark the exam. The marking of the exam must be carried out seriously, accurately and fairly. If the lecturer assigned to mark the exam in a class where relatives (father, mother, wife, husband, natural child, adopted child, sibling, sibling of the spouse) take the exam, the lecturer must be responsible for notifying the QLMH team for appropriate reassignment.

2. The secretary of the training unit shall hand over the final exam of the module to the lecturer assigned by the QLMH to mark the exam. The lecturer marking the exam and the secretary of the training unit open the seal of the exam bag to check the number of exam papers and sign the handover. In case there is a discrepancy between the actual number of exam papers and the quantity written on the exam bag, a record of the incident must be made and immediately reported to the testing unit; and at the same time notify the incident to the QLMH. Lecturers are assigned to mark the exam and return the results according to the deadline specified for each training system and level.

3. The output English test will be scored directly at the testing unit.

4. Lecturers are personally responsible for the correct marking according to the agreed answers and scales; absolutely do not lose the candidates' exam papers.

5. The testing unit shall be responsible for appraising the accuracy of the marking, organizing random marking of the exam papers of some modules on the basis of analyzing and comparing the results of each module and through the reflection of candidates (if necessary).

6. In case of KTHP oral exam, it is necessary to arrange 02 (two) lecturers to supervise and mark the exam at each separate question and answer desk. Candidates are drawn by exam questions and have a preparation time of 05-30 minutes (depending on the nature of the exam and the nature of each module). The total time for presenting and answering questions of the proctor does not exceed 25 minutes for each candidate. The test scores must be publicly announced immediately after each exam session when the two proctors agree on the scores. In case the marking score cannot be agreed, the exam marking lecturers shall submit it to the QLMH or the head of the training unit to decide on the marking score.

7. In case of exams, it is necessary to arrange 02 (two) lecturers to supervise and mark the exam. The exam scores must be publicly announced immediately after the exam when the two

lecturers agree on the scores. In case the marking score cannot be agreed, the exam marking lecturers shall submit it to the management or the head of the training unit to decide on the marking score.

8. In case of PM exams, the head of the training unit or QLMH shall arrange 02 (two) lecturers to supervise and mark the exam. In case of failure to agree on marks, the exam marking lecturers shall submit them to the QLMH or the head of the training unit to decide on the marking.

Article 14. Transcripts; Time to mark and enter scores online; Deadline for submitting points

1. Transcript

a) Transcript is a form issued by UEH used to record the official score columns of a module. The transcript is also a list of students who are allowed to participate in the process of module evaluating in each group or class;

b) Each module has one or two official score columns. The official score columns are calculated from the component scores according to the ratio stated in the module syllabus. Lecturers teaching modules are responsible for calculating and recording the official score columns in the transcript, certified by the leaders of the school/ faculty;

c) The Department of Training shall check the original transcript of module and archive them as prescribed.

d) The midterm score (QT) is posted by the Department of Training on the lecturer's dashboard and on UEH's online score management system at the beginning of each semester. Lecturers directly download the transcript for use (Lecturers should download the transcript on the online score management system: (<https://diem.ueh.edu.vn>)). Lecturers are responsible for announcing midterm scores to learners at least 02 (two) days before the end of class of the semester. Lecturers keep a list of midterm scores and are responsible for entering scores in the QT score column on UEH's online score management system (<https://diem.ueh.edu.vn>). Lecturers are responsible for completing the entry of students' QT scores into the system after the end of the module (HP) 10 working days to the latest date of the KTHP exam;

2. The time for lecturers to mark the KTHP test, enter the KTHP scores online, complete the digital signing of the KTHP scores, complete the signing of the QT scores, and submit to the leaders of the school/ faculty /QLMH to complete the digital signing of the module transcript that shall **not exceed 15 working days from the date of the exam**. After the lecturer finishes marking the KTHP exam, enters the results in the KTHP score column and completes the score entry in UEH's online score management system (<https://diem.ueh.edu.vn>), the lecturer is responsible for choosing to digitally sign the module transcript to the leaders of the school/ faculty or the QLMH team on UEH's online score management system. After the lecturer completes the digital signing of the KTHP score and the QT score signing, an automatic email

from the system will send a request for confirmation of the digital signing of the HP transcript to the leaders of the school/ faculty or the QLMH team.

3. Leaders of the school/ faculty or QLMH team monitor emails, review and complete digital signing to confirm the module transcript from UEH's online score entry and management system. When necessary or in case of detecting irregularities such as: too high score ratio, not too many grades or only 01 type of similar score in the list, etc. Leaders of the school/ faculty or QLMH decide on solutions such as: keeping the results intact, organizing the re-evaluation of a necessary number of tests, etc. and reporting the results to the Head of the training unit, the leader of the testing center, the leader of the training management unit and the Board of Presidents of UEH.

4. The completed module transcript must have the digital signature of the lecturer marking QT, the lecturer marking the KTHP and have the digital signature of the leader of the school/ faculty or QLMH team. The testing unit is responsible for monitoring the completed transcript of digital signature daily for carrying out procedures for payment of exam marking remuneration. The secretary of the training unit monitors the transcript completed digital signature daily, downloads the data of the transcript of the module to be archived at the training unit. The training management unit is responsible for monitoring the transcript completed digital signature daily to export the file to save HP scores, import HP score files into the UIS-PSC system, confirm on the online score entry and management system and be responsible for announcing test results for students on the student's personal portal, storing HP score files and HP score data on the UIS-PSC system according to the current storage regime of the Ministry of Education and Training.

5. In case a learner violates the exam regulations, the scores prescribed in the list are the points that have been deducted according to the prescribed ratio. The testing unit shall be responsible for providing the record of learners being disciplined or absent from the exam to the marking lecturers.

6. Exam marking lecturers must ensure accuracy, completeness and clarity in the marking result, not leaving errors or omissions of candidates; if there are corrections in the process of marking, the lecturers must cross them out (not smear them), record them correctly and sign for certification on each corrected section. Marking lecturers must sign the marked exams.

7. Exam marking lecturers are not granted the right to add learners' names to the transcripts on the system. The handling of errors in the learner's name in the transcript on the system is decided by the training management unit and reported to the UEH Board of Presidents when necessary.

8. The deadline for submitting HP transcripts on the online score management system is 15 working days from the date of the exam, in special cases, UEH will notify each module separately at the request of relevant units. At the end of each week, the testing unit will support

sending an email to the Office of UEH member colleges, the secretary of the training unit to notify the list of lecturers who are about to be due and late for submitting transcripts.

9. Full-time lecturers who submit transcripts on the system on time will be sanctioned according to UEH regulations. For visiting lecturers who submit scores on the system late, the person in charge of the module may consider not inviting the lecturers in the following semesters.

Chapter III

ONLINE TESTING FORMAT

Article 15. Conditions for organizing online exams

1. Modules that are not eligible for the direct exam according to Article 7 of this Regulation.
2. Teaching modules in the form of hybrid (Hybrid teaching) and online teaching (online teaching) are selected by the training unit.

3. Modules taught in the form of face-to-face but held in the form of online exams according to UEH's plan; or the training unit chooses the form of online exam and must meet all conditions in compiling exam questions/answers, exam question mixing structure/ scale, etc that ensure the minimum requirements specified in Articles 16 and 17 of this Regulation.

4. For the modules taught face-to-face in the form of concentrated but the online exam form is selected; all classes must have the same exam form.

5. The training unit is responsible for deciding and registering the form of online exam and selecting the online exam technology platform according to current processes and regulations.

6. The training unit is not allowed to change the exam format and online exam technology platform after the Department of Training (KHĐT Division) issues the official exam schedule, except for force majeure cases and with the consent of the Director of UEH.

Article 16. Online Exam forms and technology platforms

1. Remote online testing form:

- a) Online multiple-choice on LMS (LMS-TNOL).
- b) Online essay on LMS (LMS-TLOL).
- c) Online multiple-choice and essays on LMS (LMS-TNTLOL).
- d) Online orale (VDOL).
- e) Essays with online presentations (TLTTOL).

2. Online testing form at the computer room:

- a) Online multiple-choice on LMS at the computer room (LMS-TNOL-PM).
- b) Online essay on LMS at the computer room (LMS-TLOL-PM).
- c) Online multiple-choice and essay on LMS at the computer room (LMS-TNTLOL-PM).

Article 17. Selection and registration of testing forms and technology platforms; Compile and time to hand over online exam questions/answers; Exploiting the online exam question bank

The selection and registration of the testing form and technology platform, the method of compiling online exam questions/answers are regulated according to the tasks of each relevant unit as follows:

1. Training units:

a) Decide on exam form, method of compilation of online exam questions/answers, technology platform and be responsible for registering the exam form and online technology platform with the Department of Training (KHĐT Division) according to current regulations.

b) Testing on the LMS system:

Forms of remote online exams: Online multiple-choice on LMS (LMS-TNOL), online multiple-choice and essay on LMS (LMS-TNTLOL), online essay on LMS (LMS-TLOL);

Forms of online exam at the computer room: Online multiple-choice on LMS (LMS-TNOL-PM), Online multiple-choice and essay on LMS (LMS-TNTLOL-PM), Online essay on LMS (LMS-TLOL-PM).

c) The compilation of exam questions and answers must be consistent with the online exam technology platform selected with the Department of Training (KHĐT Division).

d) The compilation of exam questions and answers in accordance with the design requirements of the LMS system and the instructions of the testing unit, the Department of Facilities (IT Division).

e) Submission of the exam question as a link to the course (containing the test) on the LMS system to the testing unit on time.

f) Forms of Online Orale (VDOL) and Essay with Online Presentation (TLTTOL): Training units are responsible for organizing the exam according to the exam schedule issued by the Department of Training (KHĐT Division); proactively compile the content of the exam, choose the appropriate technology platform for organizing the exam; *proactively organize the exam, collect and store the candidates' work files*, and record the entire process to serve the future inspection. The lecturer is responsible for informing candidates of the relevant issues that needs to be prepared before the exam date.

g) For the form of Online Orale (VDOL) and Essay with Online Presentation (TLTTOL), the training units shall assign 02 lecturers in charge of marking the exam in each exam room.

h) The head of the training unit is responsible to the Board of Directors of UEH for: Selection and registration of the exam form and online exam technology platform or assignment and authorization of the person to perform the exam according to the management competence; Directing, guiding and supervising the compilation of exam questions/answers, exam structures and score scales according to the registered online exam technology platform; Assign people to

implement and monitor the progress of compiling exam questions/answers, exam structure and score scales according to the registered online exam technology platform; Taking main responsibility for preservation and security in compiling exam questions/answers, exam structures and score scales according to the registered online exam technology platform; For the KTHP exam, ensure that the KTHP score rate is specified in the form of online exam $\leq 50\%$ /total module score (HP).

i) For exam questions used from UEH's general exam question bank, the training unit is responsible for registering the exam form and online exam technology platform with the Department of Training (KHĐT Division) according to current regulations and must register the structure of exploitation of the exam question bank with the testing unit.

2. Testing units:

a) Instruct the installation of software and support the training unit/lecturer to compile the exam questions in the form of *Word files* or on the LMS system.

b) Monitor and remind the progress of completing the compilation of exam questions/answers, the structure of mixing online exam questions of training units.

c) The focal point for receiving and handing over the exam question link on the LMS system, mixing the questions, creating the exam shift.

d) Receive the handover and support the training unit/lecturer to check the validity of the exam question/answer set, the mixing of structure of the exam question in the form of *Word file*.

e) Process the exam questions/ answers in the form of *Word files* and upload them on the online exam organization software on the LMS system.

f) Mixing questions according to the structure/ scale from the requirements of the training units/ lecturers.

g) Create an exam shift on the LMS system according to the official exam schedule issued.

h) Exploitation of the exam question bank:

- The testing unit is responsible for exploiting UEH's official exam bank based on the structure of exploiting the exam bank registered by the Faculty/Institute/Subject.

- The exam question bank to be exploited must comply with the general provisions in Article 5, Clause 2 of this Regulation.

i) The leader of the testing unit shall be responsible for the assignment of personnel and the confidentiality of the exam questions and answers during the performance of the above tasks.

3. Department of Facilities (IT Division):

a) Coordinate with the testing unit in guiding the training units to compile exam questions on the LMS system (LMS-TNOL, LMS-TNTLOL, LMS-TLOL/LMS-TNOL-PM, LMS-TNTLOL-PM, LMS-TLOL-PM).

b) Coordinate with the testing unit in creating exam shifts on the LMS system (LMS-TNOL, LMS-TNTLOL, LMS-TLOL/LMS-TNOL-PM, LMS-TNTLOL-PM, LMS-TLOL-PM) according to the official exam schedule and link the exam questions on the LMS system.

c) Support the testing unit in terms of technology of processing exam question compilation software, organize the exam in the form of online exams.

d) The leader of the Department of Facilities shall be responsible for the assignment of personnel to participate and the confidentiality of the exam questions and answers during the performance of the above tasks.

Article 18. The types of questions used to compile exam questions, online exam question banks; Duration of Online exam:

1. For exams on the LMS system:

The compilation of exam questions and question banks must use pre-designed question formats according to the requirements of the LMS exam software as follows:

a) Question form (LMS-TNOL/LMS-TNOL-PM) in the form of a fully multiple-choice exam question, choose the right option.

b) Question format (LMS-TNTLOL/LMS-TNTLOL-PM) combining the multiple-choice part and the essay part.

c) Question format (LMS-TLOL/LMS-TLOL-PM) essay test.

2. For forms of online oral exam (VDOL) and essay with online presentation (TLTTOL):

a) Training units are responsible for determining the online exam questions.

b) Training units are responsible for compiling online exam questions.

3. Duration of online exam:

a) For the following exam forms: LMS-TNOL/LMS-TNOL-PM, LMS-TNTLOL/LMS-TNTLOL-PM, LMS-TLOL/LMS-TLOL-PM, the maximum time for online exam questions is 75 minutes (excluding the time for preparation, activities, dissemination information at the beginning and end of the exam shift).

b) For the forms of exams: VDOL and TLTTOL the exam duration shall be decided by the training units responsible for compiling the exam questions.

Article 19. Time and method of handing over online exam questions, exploiting the online exam question bank

1. The training units are responsible for handing over the set of questions/answers compiled on the LMS in *the form of a link with the structure of mixing exam questions/scales* or the set of questions compiled in the form of *a Word file* by the software instructed by the Department of Facilities (IT Division) to the testing unit no later than *10 working days* before the exam date of the module. The handover of the set of questions/answers, the structure of mixing questions/scales, and the link of the LMS exam must be handed over directly to the leader of the testing unit.

2. The leader of the testing unit receives the set of exam questions/answers in the form of *Word file*, assigns personnel to support the training unit/lecturer to check the technical validity; processes the content to be uploaded to the LMS online exam organization software. If technical error is detected in the compilation of the exam paper, it will immediately respond to the training unit to assign an editor.

3. The leader of the testing unit assigns personnel to process the content of the exam question/answer set and upload it to the LMS online exam organization software. If a technical error is detected in the compilation of the exam paper, it will immediately respond to the training unit to assign an editor.

4. The training unit shall be responsible for urging the assigned personnel to compile the exam questions to adjust and supplement the exam questions that are detected with technical errors and send them back to the testing unit within *01 working day* after receiving feedback from the testing unit and the Department of Facilities (IT Division).

5. Personnel assigned by the leader of the testing unit are responsible for exploiting UEH's official exam question bank based on the structure of the exam question registered and processed by the Faculty/Institute/Subject and upload to the LMS online exam organization software at least 03 working days before the exam date of the module.

Article 20. Requirements for equipment and transmission lines for remote online exams

1. Candidates' equipment includes:

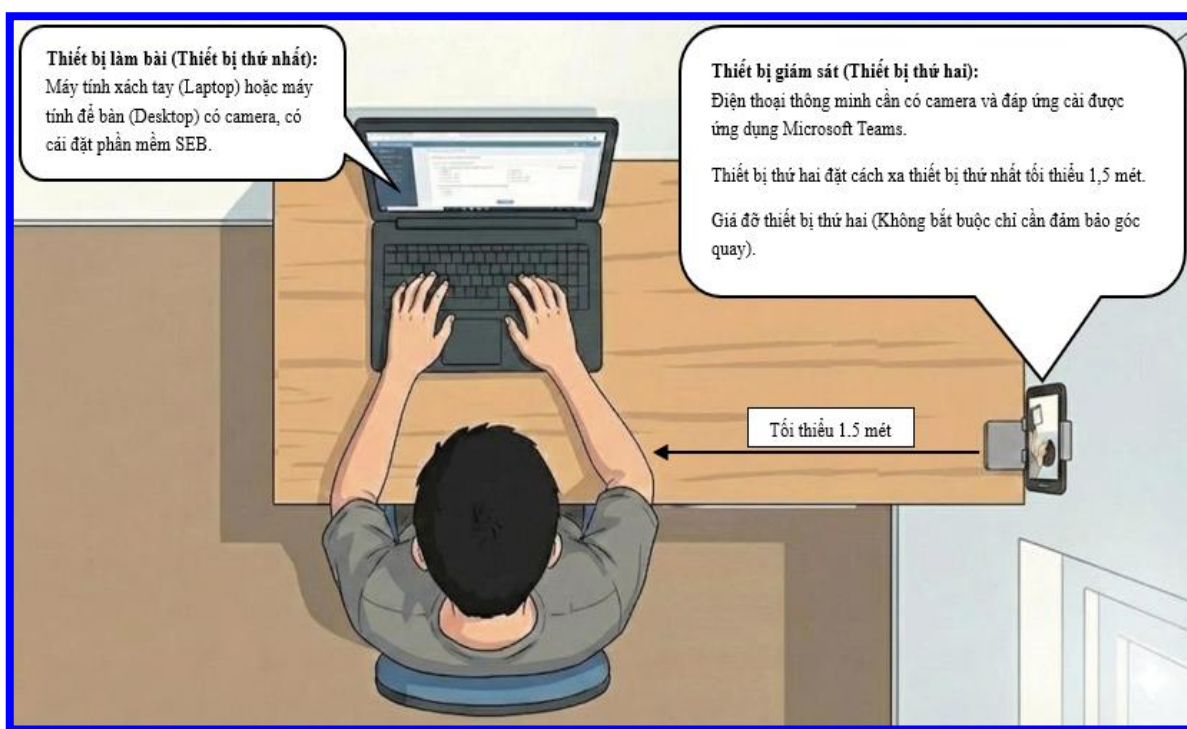
a) Exam equipment (first device): must be a laptop or desktop computer with a camera, with SEB (Safe Exam Browser) software installed. Do not use mobile phones and tablets as test equipment.

b) Supervising device (second device): could be a smartphone with a camera and can install the Microsoft Teams application.

2. Exam equipment (first device): placed in front of the candidate, the camera of the device must observe the entire face of the candidate and the range of the surrounding space.

3. Supervising device (second device): place it at least 1.5 meters away from the first device and turn on **the screen rotation mode**. Adjust the rotation angle of the second device to observe the space around the candidate according to regulations and according to the requirements of the CBCT.

4. Bracket of supervising device (second device): optional (recommended to use), just make sure the rotation angle as required by CBCT.



5. The camera, microphone and speaker system of the first and second devices must ensure continuous operation throughout the exam process.

6. The candidate's internet connection must be stable and meet the requirements of the online exam.

7. In case candidates fail to meet the requirements for taking the exam online remotely according to Articles 20, 21 and 22 of this Regulation, they must register with the Department of Training (KHĐT Division) before the exam date to be rearranged the exam schedule and exam format (not applicable to classes at affiliated units).

Article 21. Technical and application requirements

1. The candidate's computer is installed with any operating system and is required to download and install the SEB (Safe Exam Browser) browser on page <https://seb.ueh.edu.vn/>.

2. Candidates must access [the https://thitructuyen.ueh.edu.vn/](https://thitructuyen.ueh.edu.vn/) page to download and run the configuration file, log in to the system and grant permission to the camera to enter the exam (Allow button).

3. Candidates must sign out all applications that have the function of communicating with others; applications that contain documents of any content related to or not related to the test; applications that control remote control, sharing, and live streaming that can assist candidates in taking the test; applications with recording functions, take a picture of the exam content. These applications are only enabled when requested by the CBCT.

4. Examples of apps that are not allowed:

a) Viber, Zalo, Facebook, Messenger, etc.

b) Teamviewer, Ultraview, AnyDesk, Discord, etc.

c) Another browser or open another Tab on the browser being tested.

5. Examples of apps that can be used:

- a) Google Chrome, only open 01 tab to the exam website.
- b) Vietnamese percussion (e.g. Unikey, Vietkey).
- c) Other software with the permission of the CBCT.

Note: the above list of software is for reference only, it is strictly forbidden to use other software with similar functions in violation of the above Regulations.

6. It is strictly forbidden to use technical measures to interfere with the code on the test equipment of candidates.

7. It is strictly forbidden to use applications: there is a function of remote control, sharing, live streaming that can support candidates to do the test; there is a function of recording and taking pictures of the exam content.

8. Do not use virtual cameras or install software to add effects to the camera to distort the image.

9. Supervising device (second device): install the Microsoft Teams application, attend a meeting on Microsoft Teams, turn on the camera full-time, turn off/level the microphone according to the instructions and requirements of the CBCT.

10. When requested, the candidate turns to the second device to communicate with the CBCT. Candidates do not need to present exam papers unless required by the CBC (applicable to remote online exams).

11. On the first device, the exam computer, candidates must not leave the exam site, if the candidate switches to another screen or to another page during the exam process, it will be considered a violation of the exam regulations.

12. Candidates are not allowed to choose the hidden settings of the Taskbar and Dock bar on the test device.

13. Candidates are not allowed to wear headphones for exam subjects without a listening test.

14. In some special situations, the proctor is entitled to ask the candidate to rotate the camera of the monitoring device at a 360-degree angle to check the surrounding space before, during or after the exam.

Article 22. Requirements for testing area

1. The testing area must be empty, ensuring that there are no other people in the testing area during the exam period.

2. There are no documents (books, notebooks, other documents, etc.) in the testing area unless the exam is allowed.

3. There is no 3rd electronic device (even if it is not working) in the exam space, unless the exam question allows.

4. Do not leave other electronic devices (other than test equipment and monitoring devices) close to the testing area.

5. Do not wear headphones during the exam (except for the subjects that are allowed).

6. Testing area must be quite without noise.

7. Candidates are not allowed to take the exam in public places (e.g. restaurants, cafes, internet cafes, train stations, airports, trains, cars, etc.).

Article 23. Create exam questions/ exam shifts/ MS Teams; Allocation and assignment of CBCT, CBGS, technical support (HTKT), information reception (TNTT), Secretary, Leader (LD) on duty at the exam site

1. Testing unit:

a) Within *03 working days* after the official release of the exam schedule, the testing unit shall process the exam schedule, request the supply of exam questions, allocate the number of CBCT, CBGS, TK, HTKT, TD, LD on duty at the exam site and send it to the secretary of the training unit through the Office of the member colleges and other relevant units of UEH.

b) At least *07 working days* before the date of the online exam shift, based on the official exam schedule of UEH, the testing unit shall create the exam question from the exam question/answer file received from the training unit or exploit the investment bank as authorized by the training unit; mix the exam questions according to the requirements of the exam question structure registered by the training unit.

c) At least *05 working days* before the date of organizing the online exam shift, the testing unit based on the official exam schedule of UEH and the exam questions that have been mixed on the system will create the online exam shift. Update the list of candidates and check the accuracy with the original list (PDF soft file) provided by the training management unit.

d) The creation of exam questions/exam question mixing/online exam shift must ensure the principle of accuracy, security and compliance with the requirements of the exam question/scale mixing structure registered by the training unit registered with the testing unit.

e) At least *07 working days* before the date of organizing the online exam, based on the official exam schedule of UEH, the testing unit will process the exam question link on the LMS system provided by the lecturer and create the exam shift on the LMS system.

f) Upon receipt of feedback from the secretary of the training unit through the Office of the member colleges and other relevant units of UEH, within *07 working days*, the testing unit shall synthesize and enter the assignment of CBCT, CBGS, TK, TKT, TNT, LD of the exam site on each exam day/shift/test score on the system before the first day of the exam exam.

g) The testing unit shall print the list of exam informants and the list of confirmation of payment for exam proctoring.

h) *01 working day before the date of the online exam*, the testing unit based on the official exam schedule of UEH shall update the list of assignments of CBCT, CBGS, TK, HTKT, TTT,

LĐ on each exam day/shift on the page: (<https://cbct.ueh.edu.vn>) for personnel to participate in monitoring.

2. Department of Facilities (IT Division):

a) At least 05 working days *before the first online exam date of the exam*, the IT Division shall create MS Teams corresponding to the exam boxes used in the exam based on the plan to use the online exam room.

b) At least 05 working days *before the online exam date of the exam shift*, Department of Facilities (IT Division) based on the official exam schedule of UEH shall import the list of candidates into MS Teams of those exam boxes/shifts.

c) At least 07 working days *before the online exam date of the exam shift*, the Department of Facilities (IT Division) based on the official exam schedule of UEH (Coordinate and support with the testing unit) will process the exam question link on the LMS system assigned by the testing unit, provide and create the exam shift on the LMS system.

d) Assign enough personnel to participate in the exam according to the allocation from the testing unit and respond within *05 working days* from the receipt of information.

3. Department of Training:

a) Provide the list of candidates taking the exam (in the form of a PDF soft file) to the testing unit *07 working days before the exam date*.

b) Update the list of photos of candidates on the PSC system *07 working days before the exam date*.

c) Assign enough personnel to participate in the exam according to the allocation from the testing unit and respond within *05 working days* from the receipt of the information.

Article 24. Duties of officials participating in exam proctoring

1. Tasks performed by the proctor before the exam (in the form of remote online exam): 15 minutes before the latest gathering time, 02 proctors are present at the exam proctoring room/exam box to receive the exam dossier from the secretary. Proctors are present on time and regularly at the exam room/exam box to perform tasks in the following order:

a) Log in to MS Teams corresponding to Exam Box/Create Team with the information of the exam shift on the exam list/Register candidates in Team.

b) Share the Clip to disseminate the prepared regulations and regulations for candidates. Remind candidates of some key points in this regulation (Articles 20, 21, 22).

c) Open the Meet now function in the General channel to meet candidates in the Exam Box.

d) The proctor sends page (<https://thitructuyen.ueh.edu.vn/>) information on the general chat box of the exam box and asks candidates to follow the instructions to download the configuration file, log in to the exam page, and remind candidates to comply with this exam link.

e) The CBCT requires candidates to:

+ Turn on the camera, grant permission to turn on the webcam on the exam page;

+ **Turn off the microphone** and **turn on the external speaker** on the monitoring device to listen to the dissemination of regulations and attendance;

+ Ask candidates to check the device again before the exam;

+ At the beginning of the exam, all candidates are required to **turn on the microphone** and **turn off the external speaker** on the monitoring device to take the exam, candidates who do not comply will be temporarily locked by the exam supervisor.

+ Candidates can only communicate with the exam staff through the general Chat box of the Exam Box.

f) The CBCT is responsible for counting the attendance of candidates on the list of candidates with the number of candidates logged in to MS Teams corresponding to the exam box in charge.

g) The CBCT reminds candidates of the necessary things about discipline when taking the exam, not violating any forms prohibited under this Regulation.

2. Tasks performed during the exam (Remote online exam):

a) The proctor monitors the status of the candidate's test according to the online exam proctoring instructions for the proctor. The CBCT is divided into 02 break rooms, each CBCT will observe 1/2 of the candidates of the Exam Box.

b) When candidates ask something, the CBCT can answer on the general Chat box of the exam box and is only allowed to answer publicly within the prescribed scope.

c) When the candidate has a request or the CBCT needs to discuss, the CBCT will take the candidate to a separate break room, then the CBCT will be allowed by the CBCT to **turn on the speakerphone** on the monitoring device to exchange.

d) The CBCT has the right to ask candidates to rotate the screen of the 360-degree supervising device to check if there is any suspicion to ensure that candidates are independently and seriously doing the test.

e) Candidates who log in to MS Teams 15 minutes past the time the system opens the exam will not be allowed to take the exam and will be considered absent from that module. For candidates who do not log in to MS Teams, open the webcam to check in with the CBCT at the beginning of the exam but still log in to the exam page to do the test (during the time the system opens the question for 15 minutes), the proctor has the right to lock the exam of that candidate. The CBCT informs the candidate, if the candidate wants to continue doing the test, it is mandatory for the candidate to log in to MS Teams, open the attendance webcam with the CBCT to be able to reopen the test for the candidate, if the candidate does not comply, the CBCT will absence the candidate (Candidate is considered absent from that module). In case the CBCT detects late when the candidate has logged in to the exam page (after the time when the system opens the question), the results of the candidate will not be recognized (the candidate is considered to be absent from that module).

f) If there is a candidate who violates discipline, the CBCT must make a record of handling in accordance with regulations (the record must be fully signed by both the CBCT and the CBGS) and report it to the Testing Council for handling in accordance with the current Regulations of the Ministry of Education and Training. This Regulation and relevant Regulations of UEH. The disciplinary record is still effective when the violator fails to comply and signs the record. If there is an abnormal situation, it must be immediately reported to the Testing Council, the Testing Invigilator or the testing organizer for settlement.

g) The CBCT informs candidates that there are 15 minutes left to complete the test time.

h) After the test time is over, the system will automatically collect the candidate's exams. The CBCT informs the candidate not to leave MS Teams until the CBCT ensures the test collecting and allows the candidate to leave MS Teams. The CBCT checks and compares the number of candidates submitting papers/the number of absent candidates on the system with the original list (posted by the testing unit to the common Google Drive of the Exam Council), proceeds to prepare BM3 online - *Report on absences & exam status, exam papers at the end of the online exam module* (mandatory) and online BM2 - *Record of receipt of information online exam*, BM4 online - *Record of handling candidates who violate the regulations on online exams* (if any) on the <https://cbct.ueh.edu.vn/> page.

i) The CBCT informs the secretary on MS Teams of the Exam Board that the submission of forms has been completed and notifies the candidates to be allowed to leave MS Teams. End of the exam.

3. Tasks performed before the exam (Online exam at the computer room): 15 minutes before the latest gathering time, 02 proctors are present at the exam room to receive the exam dossier from the secretary. Proctors are present on time and regularly at the exam room to perform tasks in the following order:

a) Present the clip of dissemination of the regulations and regulations available on the lecturer's computer to the candidate.

b) The proctor writes the information on page (<https://thitructuyen.ueh.edu.vn/>) on the board and asks candidates to follow the instructions to download the configuration file, log in to the exam page, and remind candidates to comply with the login with this exam link.

c) The CBCT requires candidates to turn on the camera on the computer and grant the right to turn on the webcam on the exam page. The CBCT conducts the attendance of candidates and asks candidates to check the equipment again before the exam.

d) The proctor is responsible for marking the attendance of candidates on the list of candidates with the number of candidates present directly at the exam room.

e) The CBCT reminds candidates of the necessary things about discipline when taking the exam, absolutely do not violate all forms prohibited under this regulation.

4. Tasks performed during the exam (Online exam at the computer room):

a) The proctor monitors the status of the candidate's test according to the online exam proctoring instructions for the proctor.

b) When the candidate asks something, the CBCT may answer publicly within the prescribed scope.

c) Candidates who arrive 15 minutes late for the system to open the exam will not be allowed to take the exam and will be considered absent from that module. For candidates who do not come to the exam room but still log in to the remote exam page to take the test, the exam administrator has the right to lock the exam paper of that candidate and the proctor will be absent from the exam (Candidates are considered absent from the exam that). In case the CBCT detects late when the candidate has logged in to the exam page and took the test, the results of the candidate's work will not be recognized (the candidate is considered to be absent from that module).

d) If there is a candidate who violates discipline, the CBCT must make a record of handling in accordance with regulations (the record must be fully signed by both the CBCT and the CBGS) and report it to the Testing Council for handling in accordance with the current Regulations of the Ministry of Education and Training. This Regulation and relevant Regulations of UEH. The disciplinary record is still effective when the violator fails to comply and signs the record. If there is an abnormal situation, it must be immediately reported to the Testing Council, the Testing Invigilator or the Testing organizer for settlement.

e) The CBCT informs the candidates that there are 15 minutes left to complete the test time.

f) After the test time is over, the system will automatically collect the candidate's papers. The CBCT allows candidates to sign and write the machine number in the exam list. The proctor informs the candidate not to leave the exam room until the exam officer ensures the exam and allows him to leave the exam room. The CBCT checks and compares the number of candidates who submitted/the actual number of absent candidates with the original list to prepare BM3 online - *Absence report & exam status, online exam end exam* (mandatory) and BM4 hard copy - *Record of handling candidates who violate the online exam regulations* (if any) (BM4 is made on hard copy, The CBCT took a picture of BM4 and uploaded it to the <https://cbct.ueh.edu.vn/page>).

g) The CBCT shall notify the secretary on MS Teams of the Exam Council of the completed submission of the forms. End of the exam.

5. Duties of the Technical Team: be present on time and regularly at the exam room to perform the tasks in the following order:

a) 30 minutes before the latest gathering time, the technical team is present at the exam site to open the computer room according to the assigned exam room/exam box.

b) Boot up the computer, check: transmission line, software, webcam, microphone, etc.

c) Log in to the MS Teams account of each Exam Box (Remote online exam form).

d) Assist the CBCT in technical issues, computer problems, transmission lines, webcams, microphones, exam software, etc.

6. Tasks of the secretary: The secretary is assigned by the testing unit. TK is present on time and regularly at the exam site to perform tasks in the following order:

a) 30 minutes before the latest gathering time, the secretary is present at the exam site and the exam council room is open.

b) Paste the list of assignments of CBCT, TK, TK, CBGS, and labor in front of each exam room.

c) Conduct the attendance of CBCT, TKT, TTT, CBGS according to the assigned list, promptly handle cases of incidents of CBCT, TKT, TTT, CBGS, etc.

d) Signing and certifying the exam proctoring remuneration of relevant members.

e) Monitor the information from the Testing Council, TNTT sent on MS Teams of the Testing Council to support reminders of the Exam Council.

f) Monitoring and implementing statistics, extracting forms and evidence after the exam: BM3 - *Report on absences and exam status, exam papers at the end of the online exam* (mandatory); BM1 - *Record of online exam incident _Dành for candidates* (if any); BM2 - *Record of online exam incident _Dành to the CBCT* (if any); BM4 - *Record of handling candidates who violate the regulations on online exams* (if any).

g) Close the exam council room after the end of the exam.

7. Tasks of TNTT: TNTT is assigned by the testing unit. TNTT is present on time and regularly at the Testing Council Room to perform tasks in the following order:

a) 20 minutes before the latest gathering time, the Testing Council's Office shall be present at the Testing Council to check the creation of Teams of the Proctor.

b) Receive and process information that needs support from the Testing Council's MS Teams.

c) Hotline to receive and process all information that needs support from candidates.

8. Duties of CBGS: CBGS are present on time and regularly at the exam site to perform their duties in the following order:

a) At least 30 minutes before the gathering time, the CBGS are present at the exam site to check and supervise the compliance with the time of the CBCT, TKT, TTTT, TKT, and TK.

b) Supervise and report on the situation of online exams.

c) Coordinate with the testing unit and the Department of Facilities (IT Division) in handling cases of exam officials and candidates violating the exam regulations.

Article 25. Regulations on the number of officials participating in exam proctoring

1. 01 remote online exam box with 02 exam proctors (CBCT); 01 online exam room at UEH has 02 CBCT.

2. 01-06 remote online exam boxes with 01 technical support staff (HTKT); 01-04 online exam rooms at UEH with 01 technical support staff.

3. 01-10 Remote online exam boxes with 01 secretary (account); 01-04 online exam rooms at UEH have 01 secretary.

4. ≤ 15 Exam Boxes: There are 03 personnel of the testing unit and the Department of Facilities (IT Division) directly receives information (TNNT). > 15 Exam Boxes: There are 04 personnel of the testing unit and the Department of Facilities (IT Division) directly receives information (TNNT).

5. ≤ 15 online exam rooms at UEH have 01 personnel of the testing unit or of the Department of Facilities (IT Division) on duty for the LMS system exam.

6. 01 online exam with 01 inspector and supervisor.

7. ≤ 15 Exam Boxes, Online Exam Rooms at UEH: There are 02 leaders of the testing unit and the Department of Facilities (IT Division) on duty. > 15 Exam Boxes, online exam rooms at UEH: There are 04 leaders of the testing unit and the Department of Facilities (IT Division) on duty.

Article 26. The process of organizing the online exam

1. The Department of Facilities (IT Division) advises the testing unit on information technology infrastructure to meet technical requirements and organizes online exams.

2. The testing unit shall coordinate with the Department of Facilities (IT Division) in drafting and issuing guiding documents for the organization of online exams.

3. The testing unit shall coordinate with the Department of Training (KHĐT Division) to issue an online exam schedule.

4. The Department of Training shall provide a list of candidates (in the form of a PDF soft file) to the testing unit.

5. The testing unit coordinates with the Department of Facilities (IT Division) to train the proctors before the exam date. In case of necessity, organize training for candidates who take the exam for the first time to take a mock exam to familiarize themselves with the exam system before the official exam date.

6. The testing unit shall process the online exam schedule and send it to the training units requesting the provision of exam questions.

7. The training units shall assign personnel to compile the exam questions and send the LMS exam question link or compile it in the form of a Word file with the structure of mixing exam questions/scales to the focal point for receiving the leaders of the testing unit.

8. The testing unit that processes the online exam schedule shall allocate the number of CBCT, COT, TTT, TK, CBGS, and LD to the secretary of the training unit through the Office of the Member School; the training management unit and other relevant units of UEH (if necessary) to assign personnel to participate in the exam.

9. The testing unit receives online exam questions on the platform in the form of word files from training units/lecturers and processes exam questions, mixes questions, and creates exam questions on the LMS exam system. Create an exam shift on the LMS exam system.

10. The testing unit receives the exam questions on the LMS platform in the form of a link on the LMS system. Coordinate with the Department of Facilitites (IT Division) to create questions, mix questions, and create exam shifts on the LMS exam system.

11. The Department of Facilitites (IT Division) will create MS Teams corresponding to the Exam Boxes used in the exam. Based on UEH's official exam schedule, import the list of candidates into MS Teams of the exam boxes/shifts.

12. The testing unit receives the list of CBCT, COT, TNTT, TK, CBGS, and officers from the secretary of the training unit through the Office of the member school, the training management unit and other units of UEH

13. The testing unit shall coordinate with the Department of Facilitites (IT Division) to organize the online exam as planned. For Online Orale (VDOL), Essay with Presentation, training units are responsible for organizing the exam according to the exam schedule issued by the Department of Training (KHDT Divison).

14. The testing unit shall coordinate with the Department of Facilitites (IT Division) and the Proctor to disseminate the exam regulations, disseminate the rights and responsibilities of candidates before the official exam date/time.

15. The testing unit shall coordinate with the Department of Facilitites (IT Division) in processing the exam results.

16. The testing unit enters the exam scores into the system, digitally signs the KTHP test scores and HP scores.

17. The Department of Training shall monitor the HP transcript that has been digitally signed and inspected by the testing unit, save the HP transcript and import the HP transcript into the system, and announce the scores to the candidate.

18. The testing unit shall certify the payment for exam proctoring and marking with the Finance and Investment Planning Board.

19. Relevant units shall store exam information and data in accordance with current regulations of the Ministry of Education and Training, UEH.

Article 27. Processing, marking exams, digitally signing HP transcripts, and publishing results

1. After the end of the exam, the testing unit shall coordinate with the Department of Facilitites (IT Division) to process the marking for the following exam forms: Online multiple-choice test (LMS-TNOL, LMS-TNOL-PM) and download the results of the multiple-choice exam. For the form of online essay exam (LMS-TLOL, LMS-TLOL-PM), multiple-choice test and online mixed essay (LMS-TNTLOL, LMS-TNTLOL-PM) the testing unit coordinates with

the Department of Facilities (IT Division) to delegate authority to personnel (*assigned and authorized by the Heads of training units*) on the LMS system to assign lecturers to mark the essay section.

2. For the forms of online multiple-choice exams (LMS-TNOL, LMS-TNOL-PM), online essays (LMS-TLOL, LMS-TLOL-PM), multiple-choice tests and online mixed essays (LMS-TNTLOL, LMS-TNTLOL-PM): from the results of the midterm scores that have been directly entered by the lecturer and confirmed to be completed on the system of entering and managing module scores of previous training levels (lecturers do not need to sign the midterm scores), The testing unit enters the results of the final exam online (according to the percentage of KTHP scores provided by the training units ($\leq 50\%$)) to the system of entering and managing the module scores of the training levels, confirms the completion of entering the final exam scores of the module and completes the digital signing of the end-of-the-module exam scores, the score of the entire module; The transcript of this module will be digitally signed by the score processing specialist and the leader of the test unit. In case of using a digital signature, the implementation process is similar to the form of a centralized exam (the score processing specialist will digitally sign before submitting it to the leader of the testing unit for digital signing to confirm the module transcript on the <https://diem.ueh.edu.vn> score system). (For remote online exams: Online Multiple Choice Test (LMS-TNOL), Online Essay (LMS-TLOL), Online Mixed Choice and Essay (LMS-TNTLOL) do not need to attach a photo file/scan of the exam list signed by the candidate).

3. For forms of online oral exam (VDOL) and Essay with online presentation (TLTTOL): Personnel assigned by the Head of the training unit or management unit are responsible for entering the midterm score and the final exam score online on the system of entering and managing module scores of training levels (ensuring the rate of online KTHP score $\leq 50\%$). Confirm the completion of the entry of scores on the system, digitally sign the KTHP exam scores and QT scores, submit it to the Head of the training unit or the management management to digitally sign and confirm the HP score with the testing unit to confirm the payment of marking and the Department of Training to save the scores, import scores into the system and announce the scores to candidates. In case of using digital signatures, the implementation process is similar to the form of centralized examination.

4. The Department of Training shall be mainly responsible for importing/ input scores into candidates' personal accounts; announcing test scores to candidates.

5. For other exams (Admission/Graduation/English Output, etc.) the testing unit and the Department of Facilities (IT Division) are mainly responsible for coordinating the processing of exam results and handing over the original exam results to the Department of Training.

Article 28. Candidate's Benefits

1. If candidates encounter problems during the exam, they must immediately notify the CBCT via the general Chat box on the exam system for support.

2. In case of power outage or unable to contact the CBC, candidates can contact the hotline numbers listed on the *online exam guide for candidates* and page (<https://thitructuyen.ueh.edu.vn/>) for support.

3. Candidates who do not meet the conditions and requirements to take the remote online exam specified in Articles 20, 21 and 22 of this Regulation must register online with the Department of Training (Planning and Investment Department) before the exam date to be rearranged for the exam schedule and exam form (**Registration deadline and link, The date of issuance of the exam schedule at the UEH computer room and the link to track the exam schedule at the UEH computer room are available on the notice of issuance of the original exam schedule**). After successfully registering for the exam at the UEH computer room, candidates must actively monitor the exam schedule at the UEH computer room issued by the Department of Training (Planning and Investment Department) on the Website (<https://daotao.ueh.edu.vn/>)/Notification section to know the specific exam date, exam time, and exam room. (Not applicable to those classes at affiliated units).

4. In case the candidate cannot fix the problem during the exam:

a) Candidates who have contacted the CBC and the IT division for support but cannot fix the problem will be allowed by the IT department to make an online exam incident report form (BM1 online).

b) The testing unit will compile a list of candidates allowed to do BM1 online (Online Exam Incident Report Form) for each exam session and send it to the Department of Training.

c) Candidates must actively find a class to register for the combined exam in the latest round of exams with the Department of Training.

d) The Department of Training is responsible for supporting candidates to register for the latest combined exam.

5. If candidates do not accept their online test results, candidates can make a request to review the exam results within *40 days from the date of the exam*. Procedures for making requests for review, marking of re-examination and recognition of re-examination results shall be the same as those for the form of concentrated examination in Article 34 of this Regulation.

Article 29. Responsibilities of candidates

1. For remote online exams:

a) Before the exam date, check all 02 devices: exam equipment and monitoring equipment, ensure that the microphone, external speaker, camera/webcam of 02 devices work well in accordance with the requirements of the current UEH online exam regulations.

b) Candidates check the internet connection to ensure stable operation during the exam period.

c) Before the exam date, candidates must install the SEB software on the exam device according to the instructions of the Department of Facilities (IT Division) on page (<https://thitructuyen.ueh.edu.vn/>).

d) Before the exam date, candidates must first log in to their personal MS Teams on their supervisory devices, if they forget their passwords, they can reset their passwords at page (matkhau.ueh.edu.vn).

e) Candidates who need technical support can chat and contact the Department of Facilities (IT Division) via Zalo: 0777 229 277. Candidates need to write down the hotline numbers listed in the Online Exam Guide for Candidates or on page (<https://thitructuyen.ueh.edu.vn/>) in case they encounter problems, they can contact the Exam Council.

f) 15 minutes before the test time:

+ On the monitoring device: Candidates must log in to MS Teams/find the Exam Box/enter the General channel/Join the Attendance Check-in/listen to the dissemination of the exam regulations. Candidates must comply with the requirements of the CBCT in On/Off the microphone and On/Off the external speaker on the monitoring device.

+ On the test device: Candidates must download the configuration file to the exam on page (<https://thitructuyen.ueh.edu.vn/>).

g) Candidates who log in late will not monitor and disseminate information about the regulations from the exam administrators, if they violate the exam regulations, they will be responsible for being recorded and suspended from the exam for that module.

h) Candidates who log in to MS Teams 15 minutes past the time when the system distributes the exam questions will not be allowed to take the exam and will be considered absent from that module.

2. For online exams at the computer room:

a) Candidates should actively monitor the online exam schedule at the computer room and should be present at the exam room at least 15 minutes earlier than the gathering time.

b) Candidates who are present in the exam room 15 minutes later than the time for the system to distribute the exam questions will not be allowed to take the exam and will be considered absent from the exam for that module.

3. During the exam, candidates must comply with the following regulations:

a) Costumes when participating in the contest must be neat and polite.

b) Strictly comply with the regulations on online exams: be self-disciplined, honest in the exam, do not accept assignments or support from others in any form. Any act of copying exam papers, exams, transmitting data or information in any form is strictly prohibited.

c) Keep order in MS Teams or in the exam room and follow the instructions of the CBCT.

d) Must comply with the requirements of the Central Committee in:

+ Turn on the camera, place the monitoring equipment in accordance with the requirements from the CBCT;

+ Turn on/off the microphone, Turn on/off the external speaker on the monitoring device in accordance with the requirements from the CBCT;

+ Follow the current online exam instructions for candidates and the instructions of the CBC;

+ Strictly comply with the exam space and application techniques in accordance with regulations (according to Articles 20, 21, 22 of this Regulation and in the Online Exam Instructions for candidates).

e) Must comply with the requirement to share the camera on the test device when logging in to the exam software. The exam system records the on/off log of camera sharing on the candidate's test device.

f) It is not allowed to operate outside the exam site (except for cases where the exam is allowed or there is a problem that needs to be contacted by the exam officials). The exam system records access logs (MS Teams IP addresses) and the exam Web site securely on a single machine.

g) It is not allowed to use virtual cameras, or install software to add effects to the camera in order to distort the image. Candidates are not allowed to choose the hidden settings of the Taskbar and Dock bar on the test device.

h) It is not allowed to use technical measures to interfere with the code on the test equipment of the candidates.

i) It is not allowed to use devices and applications to capture the content of the exam, exam questions, remote control, live streaming, sharing and vice versa.

k) Candidates absolutely do not leave materials related or unrelated to the exam module (even if they have not been used) in the exam area (except for the allowed exam questions).

m) Candidates are not allowed to change the viewing angle of the monitoring device after being adjusted by the CBCT. During the exam period, it is forbidden to let others enter the frame of the test equipment and monitoring equipment, the contest space will be suspended if the contestant violates the exam.

n) Do not exchange exam questions, exam contents, documents, answers, solutions, etc. with other candidates or outside in any form; must not commit other fraudulent acts in any form.

o) It is strictly forbidden to provide any act of support, substitute examination or accompanying examination.

p) After the end of the test period, candidates are not allowed to leave MS Teams, they can only leave MS Teams when the CBCT notifies them to allow it.

4. After being resolved to change the exam schedule/exam form according to Article 28, Clause 3, candidates are not allowed to change it for any reason; if the candidate does not comply

with the exam schedule/exam form prescribed by UEH, the candidate is considered absent from the exam. (Not applicable to classes at Affiliates).

5. For online exams, UEH coordinates with police and cyber security agencies to support the detection and handling of cases of cheating in the exam; if detected, candidates will be disciplined according to UEH's current regulations; candidates who represent or assist in committing fraudulent acts in the exam will be handled according to prescribed by law.

Chapter IV

SANCTIONS

Article 30. Sanctions for violations of exam regulations for officials and employees participating in the exam (Form of concentrated direct exam)

Persons participating in exam proctoring, exam organization, marking, and score management violating regulations (detected while performing their duties or afterward) depending on the severity will be subject to the following sanctions (for violators who are lecturers, officials of units outside UEH, UEH will send a notification to their working unit of that lecturer or employee for handling):

1. Reprimand:

Applies to those who violate one of the following cases:

- a) Present late at the prescribed time.
- b) When performing duties, dress in costumes that are not in accordance with UEH's code.
- c) Forgetting to sign the candidate's exam paper or draft paper.
- d) Miss candidates to sign on the exam list. Do not check and remind candidates to write the question code and registration number. Do not upload the exam list and records (if any) to the <https://cbct.ueh.edu.vn/> page.
- e) Failing to concentrate when proctoring the exam, arbitrarily leaving positions or working separately, reading books and newspapers, using phones, smoking, eating.
- f) Cancel 01 exam proctoring shift without reporting to the exam organizer with a plausible reason.
- g) Register for exam proctoring in two exam rooms at the same time.
- h) Late submission of exam questions and transcripts.

Disciplined officials and employees will be handled according to the set of criteria for evaluating the performances of personal annual.

2. Warning:

Applies to those who violate one of the following cases:

- a) Being reprimanded 02 times in a academic year.

b) Allowing candidates to freely copy, carry and use illegal documents, equipment, etc. during the exam that is detected and recorded by the CBGS.

c) Failing to make a record of candidates who have been found to have violated the regulations.

d) Loss of exam lists, exam papers and transcripts.

e) Marking, adding points, entering scores with many errors.

Disciplined officials and employees will be handled according to the set of criteria for evaluating the the performances of personal annual.

3. Lowering the salary grade or forcing dismissal:

Applies to those who violate one of the following cases:

a) Revealing exam questions, using exam questions for commercial purposes, revealing the code number of exam papers during exam marking.

b) Taking the exam questions outside, bringing the answers from outside into the exam room or helping candidates to do the exam while the exam is being held.

c) Cheating during marking and entering scores. Marking scores improperly with the purpose of increasing or lowering the score of the test compared to the answers.

d) Correct or add or subtract to the candidate's work to increase or decrease the score.

e) Falsification of score data, marks on exam papers, score lists, etc.

f) Swapping test papers, number of beats or scores of candidates.

Article 31. Sancation for violations of exam regulations for candidates (Concentrated direct exam form)

For candidates participating in the concentrated direct exam, if they violate the regulations, the following forms of sanctions will be applied:

1. Reprimand:

a) Apply to candidates who violated one of following regulations once: look at other's paper, exchange and discuss with other. Candidates who are reprimanded during the exam of any module will be deducted 25% score of that exam.

2. Warning:

For candidates who violated one of following regulations:

a) Having been reprimanded once but continuing to violate the regulations during the exam.

b) Exchanging exam papers (documents) or draft papers with others.

c) Copying other people's papers. Exams that have concluded to be the same will be sanctioned the same. If the violator has sufficient evidence to prove that he or she was indeed plagiarized, the head of the exam organizing unit may consider reducing it from the level of warning to the level of reprimand or exemption from prosecution.

Candidates who are warned during the exam of any module will be deducted 50% score of that exam.

3. Suspension of the exam:

For candidates who violated one of following regulations:

- a) Having been warned once but continuing to violate regulations during the exam.
- b) After opening the exam paper, it is found that candidate still carries items that are not allowed to be brought into the exam room: documents (if the exam question is not allowed), laptops, tablets, mobile phones, smart watches, music players, USB, charcoal paper, etc eraser pens, weapons, explosives, incendiary, food, beer, alcohol, technical means of transmitting and transmitting, audio and video recordings, smart electronic devices, information storage devices, etc. can be used to assist in taking the test.
- c) Let the exam question out of the exam room or receiving the answer from outside into the exam room.
- d) Writing and drawing contents that are not related to the exam.
- e) Acting aggressively, quarreling, threatening responsible officials during the exam or threatening other candidates.

Candidates who are suspended from the exam during the exam of any module will be given a score of zero (0.00) for that module; must submit the exam paper and questions to the CBCT.

4. Sanction for doing exam on behalf of others: Candidates shall be handled for doing exams on other's behalf or ask others to take the exam on their behalf if they commit one of the following violations:

- a) Asking others to take the exam on their behalf in any form.
- b) Doing the exam for others in any form.
- c) Using other people's papers to submit.

5. Sanction for doing exam on behalf of others or asking other to take the exam on their behalf:

- a) The first violation (in the whole course):

The person requesting other to take the exam: receives a score of zero (0.00) of that module and is suspended from studying for 01 year from the date of violation.

The person taking the exam on behalf of other: who are students and learners (collectively referred to as learners) of UEH shall be suspended from study for 01 year from the date of violation. Based on the violation handling dossier of the testing unit, if the violator is from another place, the Standing Committee of the UEH Disciplinary Council shall notify the violation of that person's place of residence/work/study.

- b) Violation for the second time (in the whole course): forced withdrawal from UEH.

c) When detecting learners taking the exam on other behalf or asking another person to take the exam on their behalf, the CBCT shall make a record of violation of their identity papers, student card and request the student to report to the Head of the Learner Care Board.

6. The disciplinary action against candidates during the exam shall be recorded by the proctors, clearly stating the form of discipline in the reports, and at the same time noting it on the Exam List and on the exam bag (For example, writing: "Reprimand, deducting 25% of points", "Warning, deducting 50% of points", etc.) and announcing it to the candidate. If the candidate does not agree to sign the record, the CBCT signs the record and the record is still valid. The forms of discipline for warning to the whole UEH, suspension of learning, forced withdrawal from school are decided by the President of UEH.

7. Other violations: Depending on the severity of the violation, one of the above-mentioned disciplinary forms will be applied.

8. Handling of special cases in exam marking:

a) Deduction of points for the exam:

Questions that are suspected of cheating will be marked collectively. If there are enough valid evidences for the marking lecturer to conclude that it is the candidate's intentional behavior, the candidate will be deducted 50% of the total score.

Identical exams (minus 50% of the test scores): The marking lecturer shall make a record of the above exams. Exams that have concluded to be the same will be handled the same. If the person being handled has sufficient evidence to prove that he or she was indeed plagiarized, the head of the exam organizing unit may consider reducing it from the level of discipline and warning to the level of reprimand or exemption from prosecution.

b) Give a score of zero (0) for parts of the test or the whole test, for the following cases:

Copying from illegal documents brought illegally into the exam room.

Exams written on draft paper and paper are not in accordance with the regulations of the exam.

Article 32. Handling of violations of exam regulations for exam officials and officials participating in the exam (Online exam form)

1. Participants in the organization of the exam who commit acts of violating the regulations on online exams (detected during the organization of the exam or after the end of the exam shift), if there is sufficient evidence, depending on the seriousness of the violation, shall be similarly disciplined according to Article 30 of this Regulation.

2. Persons who participate or do not participate in the organization of online exams if they commit illegal acts such as: taking exams on behalf of candidates, copying exam questions, solving papers for candidates, etc., shall be disciplined according to current regulations of UEH. The form of discipline is decided by the Director of UEH at the proposal of the Quality Assurance and Internal Control Department (Internal Control Division) and the Disciplinary Council of UEH.

Article 33. Handling of violations of exam regulations for candidates (Online exam form)

Candidates who violate the online exam regulations will be reported and disciplined in the following cases:

1. Reprimand:

Apply to candidates who commit one of the following regulations:

a) Having been reminded 01 time by the CBCT but still failing to comply with the regulations on online exams:

- Failing to comply with the regulations in turning on the camera.
- Failing to comply with the requirements of the CBCT in turning on/off the microphone and external speakers of the supervising device.
- Placing supervising equipment in contravention of regulations.
- Arbitrarily changing the viewing angle of the monitoring device after being adjusted by the CBCT.
- Turn off camera sharing of exam device.
- Operation outside the examing page (unless the exam is allowed).
- Use a virtual camera, or install software to add effects to the camera to distort the image.
- Candidates choose to hide the Taskbar and Dock on the test device.

b) Disrupting the exam box; exam room.

Candidates who are reprimanded during any module exam will be deducted 25% of the score of that module as soon as the completion of the score entry and digital signing of the module transcript. The disciplinary form of reprimand shall be recorded by the CBCT and clearly stated in the record. The CBCT informs the candidate of the form of discipline, if the candidate agrees to continue doing the test, the CBCT will reopen the test for the candidate, if the candidate does not want to continue doing the test, the CBCT invites the candidate to leave MS Teams; Exam Room.

2. Warning for candidates who commit the following offenses:

a) Having been reprimanded 01 time but continuing to violate the exam regulations.

Candidates who are disciplined and warned during any module exam will be deducted 50% of the score of that module as soon as the completion of the score entry and digitally sign the module transcript. The disciplinary form of warning shall be recorded by the CBCT and clearly stated in the record. The CBCT informs the candidate of the form of discipline, if the candidate agrees to continue doing the test, the CBCT will reopen the test for the candidate, if the candidate does not want to continue doing the test, the CBCT invites the candidate to leave MS Teams; exam room.

3. Suspension of the exam for candidates who commit one of the following violations:

a) Having been warned 01 time but continuing to violate the exam regulations.

b) Failing to cooperate and comply with the requirements of the exam supervisor in recording the surveillance camera of the exam space to inspect violations.

c) Using technical equipments or applications to interfere with the code at the candidate's computer.

d) Candidates use devices and applications to record the content of the exam, exam questions, remote control, share, directly transmit it to the outside and vice versa.

e) Communicating with others during the exam.

f) Being detected by the CBCT that there are other people in the exam area.

h) Being detected by the CBCT to have documents, books, notebooks, etc. (even if it is not related to the exam module) in the exam area (unless the exam question allows).

i) Search on the internet, look at other documents when the exam question is not allowed.

k) Use AI tools and browsers to assist in searching and taking tests (unless the exam questions allow).

l) Asking others to take the exam on their behalf.

m) Solving the exam papers on behalf of others or receiving the papers from others.

n) Committing acts of taking photos of exam questions or distributing exam questions. On the exam question, each individual candidate is watermarked by the system with the candidate's name and special hidden symbol, so if the candidate's question is distributed, the candidate must be responsible and receive disciplinary action before UEH.

o) Aiding and abetting acts of cheating in the examination specified in Article 29 of this Regulation.

p) Taking actions unrelated to taking the test, quarreling, threatening, cursing at the proctor or other candidates on MS Teams; exam room.

Candidates who are disciplined with Suspension of the exam during the exam of any module will receive a score of zero (0.00) for that module as soon as the score is entered and digitally signed to confirm the module transcript. The CBCT invites candidates to leave MS Teams, the exam room immediately after the CBCT completes the making of the record. The disciplinary record of exam suspension shall be recorded by the CBCT and clearly stated in the record. The Department of Facilities (IT Division), the testing unit backs up the evidence from the system (if any).

The discipline of candidates who violate the exam regulations must be recorded (clearly stating the full name, class/course, level of violation, form of handling, full name/signature of the two proctors, signatures of the proctors) and announced to the candidates. Candidates who do not cooperate with the CBCT in making records, minutes without the candidate's signature are still valid.

Candidates who take the exam on other behalf or ask the other person to take the exam on their behalf are disciplined according to the current Regulation (the form of sanction is like the form of concentrated exam).

Chapter V

APPEAL AND SETTLEMENT OF COMPLAINTS

Article 34. Deadline and fee for appeal

1. Subjects of application:
 - a) Learners of all courses and levels currently studying at UEH.
 - b) Candidates for Exams organized by UEH.
2. Objectives of the appeal:
 - a) Ensuring the rights of candidates.
 - b) Demonstrate seriousness, fairness and publicity in marking, score management and announcement of test scores.
3. Time to submit a request for appeal of exam scores: Within forty (40) working days from the date of the exam.
4. Time for announcement of appealing scores:
 - a) After fifteen (15) working days (excluding holidays, holidays, Tet) from the deadline for receipt of the learner's written request for score review.
 - b) After fifteen (15) working days (excluding holidays, holidays, Tet) from the deadline for submission of the request for review, learners can view the results of the review on the website of the testing unit at the link: (<https://khaothi.ueh.edu.vn/ket-qua-phuc-khao>).
5. Request for online test score appeal: Learners register for review (KTHP, English output, etc.) via the link (<http://es.ueh.edu.vn/DichVu/Chitiet/8>).
6. Review fee:
 - a) Pursuant to the provisions of UEH's current annual internal expenditure regulations.
 - b) The re-examination fee shall be refunded to the learner if the result of the reviewed score is changed compared to the originally announced score.
 - c) The person requesting the review shall be responsible for paying the online reviewed fee according to the instructions at the link requesting the review.

Article 35. Responsibilities of relevant individuals and units in reviewing, marking the review, announcing the results of the review and settling complaints

1. For learners:
 - a) The learner makes an online appealing request by following the link (specified in Article 34, Clause 5 of this Regulation).
 - b) UEH does not handle cases requesting review of exam scores on behalf of another candidate. Not accepting review of midterm scores (mid-term), oral test scores/ projects/ TLTTTT/ TLTTOL, thesis course scores/ internships/ business semesters/ etc. (related to internships and graduation).
2. For testing units:

- a) Receive the learner's request for appeal from the UEH service portal.
- b) Notify the training unit of the learner's request for review in document. Provide a form of score confirmation between the first-time marking lecturer and the re-marking lecturer to the training unit.
- c) Receive the review result from the training unit in document.
- d) Announce the results of the review to learners via the link (<https://khaothi.ueh.edu.vn/ket-qua-phuc-khao>). For cases where there is a change in results, the testing unit will announce in document to learners, the Training Department, the Quality Assurance and Internal Control Department (KSNB Department).
- e) Make a payment plan for departments participating in the review and settle with UEH on the review fee.
- f) Receive complaints from the Department of Student Affairs or learners, take responsibility for settling and responding to learners' results.

3. For the Department of Student Affairs:

- a) Receive complaints from learners sent to the Department of Student Affairs.
- b) Forward complaints to the testing unit or relevant units for settlement and feedback on the results to learners.

4. For training management units:

- a) Receive the document of review results (with changes in scores) from the testing unit.
- b) Update the change of learners' test scores after the review (if any).

5. For the Quality Assurance and Internal Control Department (KSNB Department):

- a) Taking the main responsibility for receiving collective/ individual complaints from learners about the organization of exams that are not serious (lecturers proctoring exams, inappropriate exam questions, exam question reveals, exam marking, review marking, announcement of exam results, etc.). Conduct examinations, inspections and report the results to the Board of Directors of UEH to handle violations and promptly resolve the rights of learners.

- b) Supervise all activities related to the review of exam scores.

6. For training units:

- a) After receiving the request of the testing unit, the head of the training unit (or QLMH) shall request the secretary of the training unit to withdraw the exams of the learners requesting the review and assign a lecturer other than the lecturer to conduct the re-marking.

- b) Within ten (10) working days from the date of receipt of the written request for review from the testing unit, the head of the training unit (or PMU) must give a reply document. The head of the training unit (or QLMU) shall make a record of determining the score between the first-time marking lecturer and the re-marking lecturer. This record must be fully signed by the first-time marking lecturer (if the re-examination result is changed), the re-marking lecturer and

the head of the training unit (or QLMU). This record shall be made into two (02) copies and sent to the testing unit one (01) copy, and the head of the training unit (or PMU) shall retain one (01) copy.

c) For collective/ individual complaints, the Board of Directors of UEH will have a meeting with the Head of the training unit (or PMU) and relevant units to settle.

Chapter VI

COORDINATION AND RESPONSIBILITIES OF UNITS AND INDIVIDUALS

Article 36. General regulations on responsibilities of units and individuals in organizing the examination

1. The main unit responsible for organizing the exams: The testing unit.
2. Units shall coordinate in organizing exams, including: Training management units, department of facilities, training units, relevant functional departments/ boards.
3. Based on the functions and tasks of units in UEH, the organization of exams will be transferred to the testing unit according to the annual implementation roadmap.
4. Individuals responsible for participating in exam proctoring: Lecturers, full-time employees, visiting lecturers of UEH; lecturers and retired officials who have signed contracts to participate in exams with testing units; lecturers and public employees outside UEH who have signed contracts to participate in exams with testing units.

Article 37. Responsibilities of units and individuals related to the organization of exams (Concentrated direct exam form)

1. Testing unit:
 - a) Coordinate with the Department of Training (KHĐT Division) in making a centralized direct exam schedule.
 - b) Before the exam date, the testing unit must make a list of exam proctors (CBCT), based on mobilizing the maximum number of lecturers of the training unit with exam modules. If there is a shortage, the remaining number of proctor slots will be allocated to training units, other functional departments/ boards will propose to send personnel to support.
 - c) Prepare badges, forms, minutes, exam papers, draft papers, stationery related to the exam.
 - d) Receive from the Department of Training the list of candidates taking the exam (hard copy).
 - e) Coordinate with the Exam Question Board (in case of Entrance exam, English output) to: print, seal, pack the exam questions and transfer them to the exam locations.
2. Department of Training:
 - a) Coordinate with the testing unit in scheduling exams.

b) Based on the training program and training plan in each semester, the Department of Training (Planning and Investment Department) is responsible for scheduling the exams and sending them to the testing unit, training units, the Quality Assurance and Internal Control Department (the Internal Control Department) and relevant units: the exam schedule of the ĐHCQ, VB2 ĐHCQ, LT ĐHCQ at least 4 weeks before the first exam date in the first and last semesters; at least 2 weeks before the first exam date in the middle semester; CH and VLVH mode is announced on the 17th of every month.

c) Provide the list of candidates to the testing unit at least 15 working days before the exam date.

d) Make and announce the list of candidates who are not eligible to take the exam at least 07 working days before the exam date.

3. Quality Assurance and Internal Control Department (KSNB Division):

a) Based on the announced exam schedule, arrange exam officials in accordance with regulations and send personnel information to the testing unit within *05 working days* from the date of issuance of the exam schedule.

b) For large-scale exams, the personnel of the KSNB Division are insufficient, and the forces of other units may be mobilized to participate, but the conditions in Article 6 of this Regulation must be satisfied.

c) Supervise and report on the exam situation.

d) Support and coordinate with the testing unit in handling cases of candidates violating the exam regulations.

e) Supporting and coordinating with the testing unit in handling cases of CBCT violating the exam regulations.

4. Training units:

a) The Head/Deputy Head of the training unit (or PMU) is responsible for assigning lecturers to issue the KTHP exam questions (or taking them from the official exam question bank and having registered the exam question structure, authorizing the exploitation of the exam question bank to the testing unit).

b) The Head/Deputy Head of the training unit (or PMU) is responsible for assigning lecturers to issue the English output test (or taking from the exam question bank developed by the training unit and having registered the exam question structure, authorizing the exploitation of the exam question bank to the testing unit).

c) The marking of the exam shall be assigned by the Head/Deputy Head of the training unit (or QLMH) to mark the KTHP and English output exams in accordance with the requirements of the exam questions, answers and the marking process as prescribed.

d) During the exam period, the Head/Deputy Head of the training unit or (or QLMH) assigns at least one of the lecturers who issue the exam questions to be responsible for solving problems related to the exam questions when necessary.

e) The head of the training unit is responsible for reminding lecturers to fully participate in the KTHP exam proctoring according to UEH's annual personal OKR norms and according to the allocation of the testing unit.

5. Offices of member schools, secretaries of training units:

a) The Office of the member school is responsible for coordinating and supporting the testing unit in mobilizing personnel to participate in the centralized exam proctoring at UEH.

b) The secretary of the training unit through the Office of the member school shall be responsible for mobilizing personnel from the training unit under its management and assigning enough personnel to participate in the centralized exam proctoring according to the allocation from the testing unit and responding within *05 working days* from the receipt of the information. If it is not possible to mobilize enough personnel according to the allocation from the testing unit, there must be an explanation of the reason to the leader of the Office of the member school for coordination and handling.

6. Other units of UEH: Other units of UEH are responsible for coordinating and supporting the testing unit in mobilizing and assigning personnel to participate in the centralized exam proctoring (when necessary) and assigning enough personnel to participate in the centralized exam proctoring according to the allocation from the testing unit and responding within *05 working days* from the receipt information.

7. The Department of Facilities (CSVC Division): Responsible for coordinating with the exam organizer in order to ensure the conditions of facilities and other activities such as: opening doors, cleaning the exam room, arranging enough tables and chairs, electrical systems, sound, light, bells, security, means of transportation, etc etc.

8. Full-time lecturers, visiting lecturers of UEH: Responsible for fully participating in the exam proctoring at UEH, ensuring the minimum annual personal OKR of UEH and according to the allocation of the testing unit.

Article 38. Responsibilities of units and individuals related to the organization of the exam (Online exam form)

1. Examination unit:

a) Coordinate with the Department of Training (Planning and Investment Division) to schedule online exams.

b) Coordinate with the Department of Facilities (IT Division) to train the exam administrators in the form of online exams.

c) Organizing the exam in the form of an online exam:

Remote online exam format: Online Multiple Choice on LMS (LMS-TNOL), Online Essay on LMS (LMS-TLOL), Online Mixed Choice and Essay on LMS (LMS-TNTLOL).

Online exam format at the computer room: Online multiple-choice test on LMS at the computer room (LMS-TNOL-PM), Online Essay on LMS at the computer room (LMS-TLOL-PM), Online multiple-choice and mixed essay on LMS at the computer room (LMS-TNTLOL-PM).

d) Take the main responsibility for handling cases of candidates violating the exam regulations.

e) Coordinate with the Department of Facilities (IT Division) in processing the results of online exams:

Remote online exam format: Online Multiple Choice on LMS (LMS-TNOL), Online Essay on LMS (LMS-TLOL), Online Mixed Choice and Essay on LMS (LMS-TNTLOL).

Online exam format at the computer room: Online multiple-choice test on LMS at the computer room (LMS-TNOL-PM), Online Essay on LMS at the computer room (LMS-TLOL-PM), Online multiple-choice and mixed essay on LMS at the computer room (LMS-TNTLOL-PM).

f) Taking the main responsibility for entering online KTHP test scores into the online module score entry and management system of training levels. Responsible for signing the KTHP exam scores and module transcripts.

g) Each online exam session must appoint hotline experts to receive and process information and

solve problems arising during the exam according to their assigned responsibilities.

h) Confirmation of payment for online exam proctoring:

Remote online exam format: Online Multiple Choice on LMS (LMS-TNOL), Online Essay on LMS (LMS-TLOL), Online Mixed Choice and Essay on LMS (LMS-TNTLOL).

Online exam format at the computer room: Online multiple-choice test on LMS at the computer room (LMS-TNOL-PM), Online Essay on LMS at the computer room (LMS-TLOL-PM), Online multiple-choice and mixed essay on LMS at the computer room (LMS-TNTLOL-PM).

i) Confirmation of payment for marking in the form of online exam in Article 43, Clause 8 and

of this Regulation.

k) Coordinate with the Department of Facilities (IT Division) in storing the exam papers and exam results of candidates on the system.

2. Department of Facilities (IT Division):

a) Advise the testing unit on the number of candidates taking the exam in each exam box/the total number of candidates taking the exam in each exam shift must be based on the existing

technical infrastructure conditions of UEH managed by the Management Board (IT Department).

b) Be responsible for opening the computer room, preparing facilities for the online exam (servers, workstations, internet, etc.) and technical problems during the exam according to the time and place stated on the online exam schedule.

c) Install online exam software at computer labs.

d) Ensure the quality of operation of the online exam room (quality of operation of servers, workstations, connection between servers and workstations, exam software, internet, etc.).

e) Coordinate with the testing unit in training the CBCT in the form of online exams.

f) Coordinate with the testing unit in organizing the exam in the form of online exam:

Remote online exam format: Online Multiple Choice on LMS (LMS-TNOL), Online Essay on LMS (LMS-TLOL), Online Mixed Choice and Essay on LMS (LMS-TNTLOL).

Online exam format at the computer room: Online multiple-choice test on LMS at the computer room (LMS-TNOL-PM), Online Essay on LMS at the computer room (LMS-TLOL-PM), Online multiple-choice and mixed essay on LMS at the computer room (LMS-TNTLOL-PM).

g) Coordinate with the testing unit in handling exam results in the form of online exams:

Remote online exam format: Online Quiz on LMS (LMS-TNOL), Online Essay on LMS (LMS-TLOL), Online Mixed Quiz and Essay on LMS (LMS-TNTLOL).

Online exam format at the computer room: Online multiple-choice test on LMS at the computer room (LMS-TNOL-PM), Online Essay on LMS at the computer room (LMS-TLOL-PM), Online multiple-choice and mixed essay on LMS at the computer room (LMS-TNTLOL-PM).

h) Instruct candidates to use the online exam software.

i) Ensure the security of the software when organizing online exams.

k) Supporting the testing unit in terms of techniques and quality of online exam software activities;

system for entering and managing module scores of training levels.

l) Each online exam session must appoint experts on duty to provide technical support, hotline to receive and process information (according to the number of personnel allocated from the testing unit) to solve problems arising during the exam according to their assigned responsibilities.

m) Coordinate with the testing unit in handling cases of candidates violating the exam regulations.

n) Supporting training units in terms of information technology expertise in organizing online exams in the following forms: Online Questions and Answers (VDOL), Essays with Online Presentations (TLTTOL).

o) Take the main responsibility for storing exam papers and exam results of candidates on the system.

3. Quality Assurance and Internal Control Department (IA Division):

a) Based on the announced exam schedule, arrange exam officials in accordance with regulations and send personnel information to the testing unit within *05 working days* from the date of issuance of the exam schedule.

b) For large-scale exams, the personnel of the TTPC Division are insufficient, and the forces of other units may be mobilized to participate, but the conditions in Article 6 of this Regulation must be satisfied.

c) Supervise and report about online exams.

d) Support and coordinate with the testing unit and the IT Department of Facilities (IT Division) in handling cases of candidates violating the exam regulations.

e) Support and coordinate with the testing unit in handling cases of violations of exam regulations.

4. Department of Training:

a) Take the main responsibility and coordinate with the testing unit in scheduling exams.

b) Based on the training program and training plan in each semester, the Department of Training (Planning and Investment Department) is responsible for scheduling the exams and sending them to the testing unit, training units, the Quality Assurance and Internal Control Department (the Internal Control Department) and relevant units: the exam schedule of the VNU, VB2 of the VNĐHCQ, VB2 ĐHCQ, LT ĐHCQ at least 4 weeks before the first exam date in the first and last semesters; at least 2 weeks before the first exam date in the middle semester; The CH and VLVH mode is announced on the 17th of every month.

c) Coordinate with the testing unit in notifying candidates about the online exam schedule, the link to guide candidates to take the online exam and relevant notices under their management.

d) Provide the list of candidates taking the exam to the testing unit on time.

e) Update the list of photos of candidates on the PSC system before the exam date.

f) Handle questions from candidates about the exam schedule, exam list and other cases related to the functions and tasks of the unit.

g) Coordinate with the testing unit in scheduling the combined exam for candidates who encounter problems during the exam and candidates who are absent from the exam with permission; or additional exam schedules for candidates who are not eligible for remote online exams (in this case, the test unit provides evidence).

h) Coordinate with the testing unit in handling the exam results; enter HP points to the candidate's personal account; responsible for notifying the exam results to candidates.

i) Taking the main responsibility for storing the candidate's HP score/original exam result as prescribed.

5. Training units:

a) The head of the training unit has the right to assign and authorize tasks to the Deputy Head of the training unit, the management team and the lecturer to coordinate with the units in performing relevant tasks.

b) The head of the training unit is responsible for inspecting, urging and being responsible to the Director of UEH for the performance of tasks of the Deputy Head of the training unit, the management team, and lecturers for related tasks.

c) For remote online exams and online exams in the computer room: Online multiple-choice test on LMS (LMS-TNOL; LMS-TNOL-PM), Online Essay on LMS (LMS-TLOL, LMS-TLOL-PM), Online Multiple Choice and Mixed Essay on LMS (LMS-TNTLOL, LMS-TNTLOL-PM): The training unit sends the QT/KTHP score ratio table (KTHP score rate $\leq 50\%$) to the testing unit before the exam date. Note and urge lecturers to enter midterm scores and complete the entry of midterm scores of each module on the system of entering and managing module scores of training levels immediately after the end of the module so that the testing unit can process the results of the exam at the end of the module and complete the digital signing. submit module scores to the training management unit on time.

d) The training unit is responsible for organizing the exam and assigning 02 lecturers to supervise the exam in online forms: Online Questions and Answers (VDOL), Essays with online presentations (TLTTOL). 02 lecturers assigned by the training unit must have similar expertise and responsibility for marking the exam.

e) For online exam forms: Online Questions and Answers (VDOL), Essays with Online Presentations (TLTTOL), lecturers perform the entry of scores and digital signatures on the UEH exam score management system like the form of centralized exams.

f) The head of the training unit is responsible for reminding lecturers to fully participate in the KTHP exam proctoring according to UEH's annual personal OKR norms and according to the allocation of the testing unit.

6. Offices of member schools, secretaries of training units:

a) The Office of the Member School is responsible for coordinating and supporting the testing unit in mobilizing personnel to participate in online exam proctoring at UEH.

b) The secretary of the training unit through the Office of the member school shall be responsible for mobilizing personnel from the training unit under its management and assigning enough personnel to participate in the online exam proctoring according to the allocation from the testing unit and responding within *05 working days* from the receipt of the information. If it

is not possible to mobilize enough personnel according to the allocation from the testing unit, there must be an explanation of the reason to the leader of the Office of the member school for coordination and handling.

7. Other units under UEH: Responsible for coordinating and supporting the testing unit in mobilizing and assigning personnel to participate in online exam proctoring (when necessary) and assigning enough personnel to participate in online exam proctoring according to the allocation from the testing unit and responding within *05 working days* from the receipt of information.

8. CSVC: Responsible for coordinating with the exam organizer in order to ensure the conditions of facilities and other activities such as: opening doors, cleaning the exam room, arranging enough tables and chairs, electrical systems, sound, light, bells, security, means of transportation, etc etc.

9. Full-time lecturers, visiting lecturers of UEH: Responsible for fully participating in the exam proctoring at UEH, ensuring the minimum annual personal OKR of UEH and according to the allocation of the testing unit.

Chapter VII

SCORE MANAGEMENT AND STORAGE MODE

Article 39. Score Management

1. The training management unit is responsible for monitoring the completed module transcript that has been digitally signed and checked by the testing unit on UEH's online score management system, saves and processes module score data into the score management system of the training management unit and announces the scores to learners.

2. The original module score data is stored on the grade management system of the training management unit; the digitally signed module score data and the list signed by the learner (Centralized direct exam form) are saved on UEH's online score entry and management system. The storage must ensure confidentiality and safety.

3. Each exam score after being processed into the point management system of the training management unit that wants to be corrected must make a record, accompanied by evidence, signed and approved by the head of the training management unit; at the same time, the system must save the name of the person handling it. correctors; time for processing and correcting scores.

4. In case the original course transcript has been digitally signed, the testing unit has checked on the system and the training management unit has processed the module score data into the score management system of the training management unit but the lecturer still detects errors

that need to be adjusted, this adjustment will be made according to the form of testing unit and certified by the head of the training unit or management team.

5. The database of learners' test scores must be backed up daily by the technical and software departments and stored safely at the training management unit.

Article 40. Archive mode (Centralized direct exam form)

1. The duration of preservation of documents shall comply with the current regulations on the duration of archiving of dossiers and documents in the field of education and training (According to Circular No. 08/2025/TT-BGDDT of the Ministry of Education and Training issued on May 12, 2025; effective from July 1, 2025):

STT	Group of Document	Duration Storage
I	Materials for entrance exams	
1	The entrance exam is organized by the method of entrance exam or entrance exam combined with admission (undergraduate system)	End of cohort
2	Documents related to admissions (undergraduate system)	End of cohort
3	Entrance exam (postgraduate)	5 years after graduation
4	Documents related to admissions (postgraduate system)	5 years after graduation
II	Documents for end-of-course exams	
1	End-of-course exam (undergraduate)	End of cohort
2	Other documents related to the final exam (undergraduate system)	End of cohort
3	Transcript of each module including test scores, test scores, module scores (undergraduate system)	10 years after graduation
4	Transcript summarizing academic results by semester, academic year, course (undergraduate system)	Permanent
5	End-of-course exam (postgraduate)	5 years after graduation
6	Other documents related to the final exam (postgraduate system)	5 years after graduation
7	Transcripts of each module including test scores, test scores, module scores (postgraduate system)	10 years after graduation
8	Transcripts of academic results by semester, academic year, course (postgraduate system)	Permanent
III	Documents on graduation recognition	
1	Projects and thesis courses for graduation from the university system are assessed by the Council to be satisfactory or higher (undergraduate system)	20 years

2	Unsatisfactory undergraduate graduation project, thesis (undergraduate system)	5 years
3	Graduation Exam (Undergraduate)	5 years
4	Other documents related to exams and graduation considerations (undergraduate system)	5 years
5	Master's thesis is assessed as satisfactory or higher by the Council	30 years
6	Unsatisfactory master's thesis	5 years
7	The doctoral thesis is assessed by the Council to be satisfactory or higher	Permanent
8	Unsatisfactory doctoral thesis	5 years
9	Other documents related to graduation (postgraduate system)	5 years

2. The leader of the training unit shall be responsible for organizing the archiving and preservation of documents at the unit:

a) Upon the expiration of the storage and preservation period as prescribed above, the leader of the training unit shall set up a council to consider and destroy documents. The Council consists of: representatives of leaders of training units, secretaries of training units and representatives of departments whose documents are destroyed.

b) The Council shall make a record of cancellation and send the record to the training management unit, the testing unit and the Quality Assurance and Internal Control Department (KSNB Department) of UEH.

3. For enrollment documents:

a) The leader of the training management unit and the leader of the testing unit as assigned shall be responsible for organizing the archiving and preservation of documents at the unit.

b) Upon the expiration of the storage and preservation period as prescribed above, UEH shall issue a decision to establish a Council to consider and destroy documents. The Council consists of: representatives of the Board of Directors of UEH, the training management unit, the testing unit, the Quality Assurance and Internal Control Department (KSNB Department) and representatives of relevant units.

Article 41. Storage mode (Online exam format)

The archival regime shall comply with the current regulations on the duration of archiving of records and documents in the field of education and training (According to Circular No. 08/2025/TT-BGDDT of the Ministry of Education and Training issued on May 12, 2025; effective from July 1, 2025):

1. Exam papers and exam results of candidates shall be digitally stored on the system by the Department of Facilities (IT Division) as prescribed:

a) Bachelor: the course is finished.

b) Postgraduate: 05 years after graduation.

2. The transcript of each module, including test scores, test scores, and module scores of candidates, shall be digitally stored on the system by the testing unit as prescribed:

- a) Bachelor: 10 years after graduation.
- b) Postgraduate: 10 years after graduation.

3. The transcript of each module, including test scores, test scores, and module scores of candidates, shall be digitally stored on the system by the training management unit as prescribed:

- a) Bachelor: 10 years after graduation.
- b) Postgraduate: 10 years after graduation.

4. For transcripts of learning results by semester, academic year or course shall be permanently archived by the training management unit.

Chapter VIII

PAYMENT NORMS

Article 42. Payment norms (Concentrated direct exam form)

1. Remuneration for exam proctoring and participation in the organization of the centralized exam according to the current Internal Expenditure Regulation of UEH.

2. Regulations on the number of officials participating in exam proctoring in an exam shift (in Article 10).

3. Remuneration for marking papers in the process of the centralized exam form according to the current Internal Expenditure Regulation of UEH.

4. Remuneration for marking KTHP exams in the form of concentrated exams: Concentrated Essay (TLTT), Concentrated Essay Test (TNLT), Non-Presentation Essay (TL0TT), Concentrated Exam in Computer Room (PM), Project (PRO), Project (DOAN) according to UEH's current Internal Expenditure Regulations.

5. Form of Concentrated Question and Answer Exam (VDTT), Essay with Concentrated Presentation (TLTTTT): 02 lecturers are required to mark the exam: the first lecturer: 50% / the second lecturer: 50%. If there is a difference in the number of marks between 02 lecturers, the lecturer entering the KTHP score provides the specific number of marks for each lecturer on UEH's score entry and management system (it is mandatory to upload the original list signed by the candidate on UEH's score entry and management system). Remuneration for marking the KTHP exam according to UEH's current Internal Expenditure Regulations.

Article 43. Payment norms (Online exam)

1. The duration of an online exam proctoring shift is determined, including the total time of preparation for the beginning of the exam shift, the time for candidates to do the test, and the time for collecting, counting and making reports on the system.

2. Payment of online exam proctoring remuneration to all members assigned tasks in the exam shift shall be coordinated by the testing unit.

3. Regulations on the number of officials participating in exam proctoring in an exam shift (in Article 25 of this Regulation).

4. The duration of an online exam for the online exam on the LMS at the computer room and the form of candidates registering for the online exam at the UEH computer room (due to ineligibility for the exam) is similar to the form of remote online exam candidates.

5. Payment of online exam proctoring remuneration to all members assigned tasks in the exam shift shall be coordinated by the testing unit.

6. Remuneration for exam proctoring, participating in the organization of the online exam on the LMS at the computer room and the form of candidates registering for the online exam at the UEH computer room (due to ineligibility for the exam) is like the form of remote online exam candidates.

7. Remuneration for exam proctoring, participation in organizing exams, marking online exams according to UEH's current Internal Expenditure Regulations.

8. Remuneration for marking the process according to UEH's current Internal Expenditure Regulations.

9. Remuneration for marking the final exam according to UEH's current internal expenditure regulations at the following rates:

a) Forms of online multiple-choice exam on remote LMS and online multiple-choice test on LMS at the computer room (LMS-TNOL, LMS-TNOL-PM):

Department/lecturer in charge of compiling exam questions/lecturer in charge of class (according to the department's proposal): 50%/01 exam.

The department of organizing the exam, exploiting the SBV, processing the exam results, entering scores, verifying, digitally signing the transcript: 50%/01 exam.

b) Forms of multiple-choice and mixed essay exams online on remote LMS and multiple-choice and mixed essay exams on LMS at the computer room (LMS-TNTLOL; LMS-TNTLOL-PM):

Department/lecturer in charge of exam compilation/lecturer in charge of class (according to the department's proposal): 30%/01 exam.

Lecturers mark the online essay test: 30%/01 test.

The department of organizing the exam, exploiting the SBV, processing the exam results, entering scores, verifying, digitally signing the transcript: 40%/01 exam.

c) Online Essay exam on remote LMS and Online Essay on LMS at the computer room (LMS-TLOL; LMS-TLOL-PM):

Department/lecturer in charge of exam compilation/lecturer in charge of class (according to the department's proposal): 20%/01 exam.

Lecturers mark papers: 50%/01 exam.

The department of organizing the exam, exploiting the SBV, processing the exam results, entering scores, verifying, and digitally signing the transcript: 30%/01 exam.

d) Online Question and Answer Exam (VDOL), Essay with Online Presentation (TLTTOL):

The exam marking payment norm is according to the current Internal Expenditure Regulation of UEH.

02 lecturers are required to mark the exam, the first lecturer: 50%/the second lecturer: 50%. If there is a difference in the number of marks between 02 lecturers, the lecturer shall enter the KTHP score and provide the specific number of marks for each lecturer on the original transcript and submit it to the testing unit.

10. The testing unit shall make a voucher requesting payment according to the above-mentioned norms.

11. The testing unit shall certify the payment for exam proctoring and marking with the Finance and Investment Planning Board.

12. Payment of expenses incurred during the online exam will be submitted to the Board of Directors of UEH for approval after the exam is over.

Chapter IX

IMPLEMENTATION PROVISIONS

Article 44. Implementation provisions

1. This Regulation takes effect from April 28, 2026 (the first semester of 2026), and this Regulation will replace the expired Regulation issued together with Decision No. 4419/QĐ-ĐHKT-KHDTKT issued on October 30, 2024.

2. The training management unit shall update this regulation in the Student Handbook and Lecturer's Handbook, compile forms and specific instructions necessary for the implementation of this regulation.

3. Training units and functional departments/boards are responsible for disseminating this regulation to lecturers/employees before participating in teaching and working and coordinating with units in implementing it.

4. In the process of implementation, the testing unit shall coordinate with the units to record and collect the things that need to be corrected and supplemented to submit to the Board of Directors of UEH for a decision to adjust and supplement the regulations./.