

INTRODUCTION

I - Review of All Academic Activities

FPT University was officially established and was granted the license for providing IT-related bachelor programs in 2006. After that, FPT University got the license for Business Administration program and was granted the license for Business Administration (BA) degree in July 2009. The key members of the Faculty of Business (FOB) have had many years of experience working in the business and management education and training activities of FPT Corporation.

Until now, the Faculty of Business offers the program as follows: Business Administration, Finance & Banking, International Business, and Hospitality Management. These programs are granted for bachelor degrees. Furthermore, the programs have been implemented at 4 campuses: Hanoi, Ho Chi Minh City, Da Nang and Can Tho.

FPT University is seeking accreditation for the BA program at the Hanoi Campus. Table 1 demonstrates a Review of all academic activities.

II - Organizational Charts

The attachment is for:

1. The FPT University's Organizational Chart (Figure II.1. FPT University's Organizational Chart)
2. The Faculty of Business Organizational Chart (Figure II.2. Faculty of Business Organizational Chart)

III - Conditions of Accreditation

a. Institutional Accreditation.

FPT University has been granted the right to award bachelor's degrees including Business related ones by the Ministry of Education and Training (MOET). In particular, the Faculty of Business, seeking for the accreditation of its BA program, has been granted the right to award the bachelor degree by MOET since July 2009.

b. Statement of Mission—Institution.

Mission: The University provides global competitive advantages to massive learners and contributes to the expansion of national intellectual borders.

Vision [Industry Relevant - Global - Smart Education - Mega (iGSM)]: To become a Mega internationalized education system, to meet the needs of the society, and to base on state of the art education technology.

Philosophy: Education is the process of organizing and managing students' self-learning.

c. Statement of Mission—Business School or Program

Mission: The Faculty of Business provides a quality, student-centered learning environment to prepare students to be competent, ethical business professionals, entrepreneurs and leaders in the Vietnam workplace and in the world.

This mission is accomplished by offering quality curricula that are delivered by qualified, involved faculty dedicated to improvement processes in order to prepare the graduates to contribute to the world of knowledge economy.

d. Public Information.

FPTU website contains the mission of the university, the names of academic programs, a brief description of each program, program objectives, strengths of the program, overview of the curriculum, admission information, and academic activities. The mission of the business school can be found on the faculty website. Link to Faculty of Business, FPTU Website is at <http://daihoc.fpt.edu.vn/en>

e. Accreditation of Doctoral Programs.

(N/A)

f. Please list below all campuses at your institution at which a student can earn a business degree.

A student can earn a business degree at one of four campuses: Hanoi, Ho Chi Minh City, Da Nang and Can Tho.

IV - Organizational Description

1. Organizational Environment

Delivery mechanisms to provide educational programs, offering and services to students

FPT University (FPTU) has a long-term vision about the world of knowledge economy based on technology. To be successful, graduates have the comprehension and flexible ability to deal with a rapid and unstable development of the global economy. FPTU offers a student-centered learning environment at all of its campuses. The mechanisms, as well

as educational philosophy, were designed to serve our students best in self-learning and discovering knowledge. To illustrate, we apply modern instructional techniques such as Constructivism, Role-play, Project-based learning, etc. which provides an active learning environment. These applications are working well in our campus as they inspire and motivate students to learn.

In the Faculty of Business, students' competencies are built from the combination of practical cases and academic knowledge. Therefore, we are confident to send all students to our strategic business partners for on-the-job training from 4 to 8 months. As a result, our graduates are definitely confident to enter the labor force. More than that, the university has been inspiring students start-up with many successful case studies.

Organizational cultures and values

In Vietnam, FPT Corporation is one of the most well-known and successful organizations with a distinguished corporate culture which are Respect the individual – Innovative spirit – Team spirit – Objectivity – Exemplarity – Wisdom. Since FPT University is a subsidiary of FPT Corporation, it inherits those mentioned cultural values to build up its own values: Doing differently makes it better and Authentic learning, Authentic testing, Authentic success.

Vision of FPT University

FPT University's vision is portrayed in iGSM [Industry Relevant – Global – Smart Education –Mega]: To become a Mega internationalized education system, to meet the needs of the society, and to base on state-of-the-art education technology.

Faculty profile

Since the University was established, the Business Programs have been developed based on the prestigious standards from American Institutions (like ACBSP, AACSB), and inputs from Vietnam Industry (basically from FPT Corporation).

The University's Policy is to attract young faculty who graduated and/or worked in developed countries. At the moment, our business Faculty are young talents with qualifications (Master and PhD degrees) from Universities in developed countries such as the USA, Australia, Singapore and the UK. They are quick learners and eager to pursue higher qualifications (PhD) as well.

The faculty members who are young, dynamic, and committed to FPT University for a long time help create a momentum for the strong development of FPT University in general and the Faculty of Business in particular.

Technologies, equipment and facilities

Our campus is equipped with small-sized, air-conditioned classrooms (30 seats max), all campus wifi-coverage, and all student laptops funded by the school. The physical facilities are convenient and meet international standards. On campus, we also have dormitories (2000 rooms) for freshmen and sophomore students.

FPT University's Learning Management System (LMS) facilitates teaching and learning activities beyond the boundaries of the traditional classroom in terms of space and time.

Electronic library (24x7books) (Link: library.books24x7.com). The electronic library includes BusinessPro, Emerald, EngineeringPro, and ITPro with over 30,000 e-books, and 150 e-journals.

FPT University provides all students with the textbooks for all courses. The original copies are published by well-known publishers such as Pearson, Willey, Cengage, McGraw-Hill and so on.

In a word, FPT University has invested into the facilities mentioned above to respond to the fast pace of development at the international level.

2. Organizational Relationships

FPTU's student admission criteria are as following:

- General requirements set by the Ministry of Education and Training (MOET)
- FPTU's entrance criteria (Examination, etc.,)

Our students are traditional students: mostly aging 18-22, full time and on-campus.

FPTU's key stakeholders include students, alumni, faculty members & staff, industries, local community, and the investor (FPT Corporation).

We provide business programs aiming at the students' expectations for:

- Obtaining knowledge and professional skills;
- Developing soft skills;
- On the job training (OJT) and Developing careers in business administration.

Students need to be equipped with professional soft-skills and international languages, which will help them to reach the global knowledge economy. Our in-campus language for teaching and learning is English. Especially, we have the Little UK zone; the general rule of this zone is that anyone who is there has to use English as the main language. Business students are required to study Chinese - the second foreign language to gain more competitive advantages.

To make our advanced education methods more feasible in practice, the class size is small (30 seats max) so that lecturers can take care of all students and students have more chances to communicate and engage with lecturers and one another during class. Furthermore, the school communication is smooth via email, social networking sites, and online learning platforms (LMS). FPTU also uses a tele-conference system to connect meetings across its campuses.

In order to maintain high student retention rates, many supporting activities have been implemented such as:

- Managing and monitoring the student learning process via a FPT Academic Portal (FAP) system;
- Tutoring (by senior students and lecturers);
- Consulting: Academic counselling, psychology concerns, student life, financial issues, job placement, etc.

Credit-based Academic system and campus exchange policy give students better opportunities to retain learning and pursue the programs – one and more – in a reasonable course of time. International student Exchange programs (with collaboration with around 50 universities in Asia, Australia, Europe and US) give more opportunities to student-global-mobility.

For teachers and academic staff, the University and FOB establish and maintain the most convenient environment for them to foster their talents in teaching, researching and degree upgrading. We have policies for awarding ISI/Scopus research papers, sponsoring overseas PhD study, Coursera Specification Certificates, and International Conference Participation. We also fund faculty's research projects and faculty International Exchange.

According to industry inputs, we review programs annually. And usually, we change about 5-10% of content in order to keep updated and to meet industry demands.

Vietnam is an emerging country and quickly developing, so the local government strongly supports launching business institutions and programs. In particular, the local community expects FPT Corporation, a leading ICT corporation in Vietnam, to actively engage in education activities of business programs as well as developing a new generation of entrepreneurs with highly competitive advantages in the global environment.

The investor, FPT Corporation, expects to have differentiated, high quality, and practical programs so as to attract massive learners not only in Vietnam but also from overseas.

Although being a young university, and the number of graduates is not huge, we established an Alumni Network System and keep in touch with them through the annual events as well as the university's exemplary events.

V - Organizational Challenges

1. Competitive Environment

During the last decade, there has been a great bloom in business institutions and business schools in Vietnam with 137/235 universities offering the bachelor degree of business programs.

FPT University was established by FPT Corporation with great experience in business management in Vietnam and overseas.

The competitive advantage of FPTU is high employment rates (around 90%). Another factor that has made FPTU successful in attracting students is the compulsory 4 to 8 months On-the-Job Training (OJT) before selecting their specialized major, to ensure that students have practical working experience to drive them to make the right decision for their majors. Furthermore, every course is conducted in English with all international textbooks from prestigious publishers such as Cengage, Sage, and McGraw-Hill to keep students updated with the latest knowledge in disciplinary fields as well as hone their English skills, which still remain one of the limitations of Vietnamese students in the diversified working environments.

2. Strategic Challenges

FPT University as well as the private university system in Vietnam has been challenged with a highly competitive environment and some prejudice from the public. After 20 years of development, the system of private universities in Vietnam now has such a low proportion of 13 percent of students nationwide – much lower compared to the region and the rest of the world (the average proportion of non-public university students worldwide is 30 percent). Many public universities receive subsidies from the State for infrastructure, land, and staff salaries, while private universities have to pay these costs.

Vietnam as an emerging country has been facing some particular challenges. The process of globalization has also contributed some challenges, in terms of the comparability of quality and standards, the internationalization of higher education, and the rapid growth of the higher education market. This pushes universities to embed the curriculum in the international accreditation and standards. As these international accreditation and standards were established in the context of developed countries rather than the context of developing countries, Vietnamese institutions must take time to fulfill this gap and be ready for globalization in higher education.

Last but not least, FPT University has been facing the challenge in terms of pedagogical methods in the rapidly changing context of Industrial revolution 4.0.

FPT University, as part of FPT Corporation, has applied several advances of Edtech solutions in developing and implementing the curriculum. This has helped FPT University have advantages to create the development strategies as following:

- Develop and revise the curriculum basing and referring to modern and accredited curricula of western countries;
- Recruit and develop the faculty and staff graduating from prestigious universities in developed countries.

3. Performance Improvement System

Since the early days of FPT University establishment (2006), FPTU has followed the ISO 9001 Standards for its internal quality system. At the time of reporting, FPT University has followed the ISO 9001:2015 Standards. In order to improve educational quality and outcomes, FPT University is updating to the ISO 21001:2018 Standards (applicable for education organizations), and receiving the certificate by the end of 2019. FPT University has been rated as 3-star university by QS (Quacquarelli Symonds) in its first time rating since 2012. It was re-rated in 2015 and 2018. The overall score is increasing through re-rating times in 2015 and 2018, and reaching the required-score for 4-star. At the same time, FPT University has been in progress of National Accreditation, completed the last phase and will get the national accreditation certificate by 2019. Last but not least, FPT University also actively joined the International Higher Education related Organizations such as ACBSP (since 2016), CDIO (since 2017) AUN QA (since 2018), AACSB (since 2018).

To ensure the internal education quality, FPTU Quality Assurance Department and Faculty of Business regularly implement following activities based on the Plan-Do-Check-Act (PDCA) Cycle:

- (i) Developing procedures and documents for learning and teaching activities;
- (ii) Conducting stakeholder surveys and collecting feedback regarding curriculum, learning material, required skills, and academic/administrative processes (Stakeholder include Student, Alumni, and Employer);
- (iii) Conducting the regular feedback on the faculty members (Grade Point Average - GPA from students and Checkpoint from his/her line managers) and peer assessment to point out the outstanding faculty member;

Besides above-mentioned quality assurance activities, to foster organizational learning and knowledge sharing, per semester and annually, academic meetings are held to analyze, review and evaluate such feedback. After that, Faculty of Business will finalize and make decisions for updates/changes. Many of these key improvements in the annual self-study would be specifically mentioned in each of the following standards.

1 - Standard 1: Leadership

FPTU's governance system consists of two layers: the University Committee (UC) and the University Management Board (UMB).

The University Committee of FPT University (FPTU) is the highest governing body, responsible for all legal issues of the University. The UC is in charge of making strategic decisions, targeting future development, and appointing the Rector and key managerial positions in the University. The UC consists of the President and six other members. The President is Dr. Le Truong Tung. Dr. Tung holds a PhD from the Military Technology Academy.

The University Managing Board consists of the Rector and four Vice Rectors. The Rector of the University has been Dr. Nguyen Khac Thanh since 2016.

The four Vice Rectors are:

Dr. Nguyen Kim Anh, who is in charge of academic affairs, research and development of curriculum, quality assurance and improvement as well as international collaborations for the whole university system.

MS. Nguyen Xuan Phong (MS), who is responsible for the operation of the new branch in Can Tho.

Dr. Nguyen Viet Thang, who is responsible for executive training programs, aiming to develop current and future entrepreneurs.

Dr. Tran Ngoc Tuan, who has been one of the leaders of the FPT Education system from the beginning. He used to be a university professor, researcher, and academic manager.

1.1 - Criterion 1.1

Criterion 1.1 a

The key actions of leaders are to promote:

- Research ACBSP accreditation and implement the ACBSP trainings;
- Execute the policies for Faculty Development
- Review, map and develop the curricula compliance with Common Professional Components (CPC);

- Set and communicate the performance expectations to lecturers and students through orientation, meetings and internal channels.

Criterion 1.1.b

Criterion 1.1.c

FPT University conducts various surveys each semester, semi-annually, and annually to gather feedback from students, faculty, and staff. Students can evaluate lecturers after each class, give feedback on support staff through satisfaction surveys, and use multiple channels such as Facebook, email, or the FAP system (FPT Academic Portal) for general or specific feedback. Faculty members also have regular opportunities to voice opinions and share expertise through meetings and academic workshops. Additionally, all lecturers and staff undergo annual performance assessments based on ISO 9001 standards and 360-degree evaluations tailored to each department.

1.2 - Criterion 1.2

Criterion 1.2.a

FPT University emphasizes academic integrity and ethical behavior as core values, with clear regulations outlined in the Academic Process, student handbook, course syllabi, and thesis guidance. Disciplinary actions are applied based on the severity of violations, and tools like Turnitin (2013-2015) are used to prevent plagiarism, while mandatory courses such as Business Ethics and Business Law help reinforce these principles. All regulations are communicated from top management to staff, faculty, and students, aligning with ISO standards to ensure consistent understanding and implementation.

Criterion 1.2.b

FPTU's business-related programs prioritize developing students' ethical decision-making and social responsibility through a structured curriculum that includes courses like Business Ethics, Business Law, and Entrepreneurship. These values are reinforced via orientation programs, On-the-job training (OJT), experiential learning projects with local businesses, and community-based short courses. Feedback from the business community is also integrated to ensure graduates possess the knowledge and skills to become responsible, ethical, and productive members of society.

Criterion 1.2.c

FPT University promotes ethical business and academic practices through transparent communication of its values to all stakeholders via both online and offline channels. Ethical conduct is enforced in areas such as student admission, financial and academic management, and human resource practices, ensuring fairness, non-discrimination, and merit-based decisions. Staff and faculty are provided equal opportunities for recruitment,

promotion, training, and fair compensation, all governed by clear policies and legal compliance. Academic integrity, intellectual honesty, and student feedback systems further reinforce ethical behavior, while the Faculty of Business emphasizes its social responsibility through clearly stated learning outcomes.

Criterion 1.2.d

FPT University applies standardized compliance processes across its business-related programs, including labor and academic regulations aligned with Employment Law. Disciplinary procedures are clearly defined for both staff and students, with specific committees handling violations and determining appropriate actions based on the severity of each case. All related documents and ISO-aligned processes are accessible via internal platforms like eiso.fpt.com.vn and vanban.fpt.edu.vn, with account access available upon request.

2 - Standard 2: Strategic Planning

FPT University (FPTU) uses SWOT analysis, Balanced Scorecard (BSC), and OKR systems for strategic planning, with regular annual reviews. These tools are reviewed annually and integrated into online platforms, guiding the Faculty of Business in aligning its strategic goals with the university's vision, supported by stakeholder input and ongoing assessments. The strategic plan is closely linked with Human resources and enrollment management efforts, including initiatives to improve student recruitment, retention, and faculty development. To strengthen research and teaching quality, FPTU has implemented various policies since 2017, including incentives for publishing, presenting at international conferences, and supporting lecturers' continued education, all of which are reviewed and reported annually during the FPTU Plan Review Meeting.

2.1 - Criterion 2.1

Each year from September to December, FPTU develops its strategic plan using BSC and OKR tools, with input from departments, the University Committee, UMB, and FPT Corporation. Since 2019, the plan includes 9 BSC-based KPIs evaluated annually and 3 OKR-based objectives evaluated quarterly. The Faculty of Business aligns its goals with FPTU's strategic plan, sets its own OKRs, and involves faculty and staff in the planning process through regular meetings.

Criterion 2.1.a.

Faculty members contribute to strategic planning through meetings and academic conferences by providing feedback on BSC-related goals and collaborating on OKRs with faculty managers. Their input is reviewed by the University Committee and Management Board during the annual strategic review. The Faculty of Business's strategic plan focuses on modernizing programs, developing academic staff, and meeting industry demands at local, national, and global levels.

Criterion 2.1.b.

The Faculty of Business tracks its specific actions and milestones using internal systems (bsc.ho.fpt.vn and okr.fpt.com.vn), with access granted for external assessment when

needed. Its action plan focuses on joining international accreditation bodies, promoting student exchanges, ensuring OJT for all business students, and recruiting industry-experienced faculty.

Criterion 2.1.c.

The strategic plan is communicated through internal platforms such as vanban.fpt.edu.vn, eBSC, and OKR systems, with additional dissemination via forums, Facebook groups, workshops, and team-building activities. Faculty meetings are held to share and discuss strategic goals, plans, and KPIs with all members. Twice a year, FPTU's top management reviews strategic objectives, which are cascaded down through middle managers to ensure alignment and continuous improvement at all levels.

3 - Standard 3: Student and Stakeholder Focus

The Faculty of Business sends 100% of BA students on OJT in semester 6th to align academic training with industry needs and collect feedback on student performance. FPTU has strong community connections and engages key stakeholders such as faculty, students, employers, alumni, and various organizations. The Alumni cell actively maintains connections and supports academic and recruitment activities. FPTU's programs follow MOET guidelines and international standards, maintaining close relationships with regulatory and professional bodies.

3.1 - Criterion 3.1

FPTU's student population is primarily an undergraduate, traditional student population. FPTU's focus is on undergraduate programs with the average age of students from 18 to 20 years old. Students admitted to FPTU all have a high school diploma or its equivalent that is issued by the local Department of Education and Training and is accredited by the Ministry of Education and Training, Vietnam.

3.2 - Criterion 3.2

FPT University maintains strong, sustainable relationships with a wide range of stakeholders, including institutional departments, faculty and staff, international partners, local industries, high schools, and alumni. Communication with departments and staff is facilitated through emails, meetings, social networks, and official documentation, while local businesses and industries collaborate closely with the university in offering internships, recruitment opportunities, and curriculum feedback. High schools are engaged through annual career workshops and events to introduce FPTU's programs and attract future students. Alumni are actively involved through dedicated networks and surveys, contributing to career opportunities, academic enhancement, and ongoing community engagement.

3.3 - Criterion 3.3

FPT University maintains close relationships with key stakeholders such as institutional departments, faculty and staff, alumni, employers, parents, the local community, and international partners. Communication and feedback are facilitated through regular meetings, workshops, events, and multiple information channels such as the university website, student handbook, and university catalog. Weekly and monthly meetings among leadership and faculty help align educational goals, while events such as Open Days, campus tours, and orientation sessions support student engagement and awareness. Career-focused activities such as job fairs and guest speaker sessions further enhance collaboration with employers and community partners.

3.4 - Criterion 3.4

The Faculty of Business regularly collects data from stakeholders using both formal and informal methods such as surveys, meetings, and documents to understand their needs and expectations. FPT University uses this feedback to improve educational programs, student services, marketing, and internal processes. Specifically for students and faculty, feedback is analyzed at multiple levels and used to implement solutions through meetings and follow-up improvement activities.

3.5 - Criterion 3.5

The Faculty of Business implements various activities to attract and retain students, including program promotion, academic consultations, campus tours, workshops, and social events involving faculty and students. It collaborates with departments such as PR and Student Recruitment to develop and communicate program updates and unique features. Students are supported through financial aid, career development, and open forums such as "Listen and Act" meetings with faculty leaders.

To strengthen relationships with stakeholders, the faculty conducts surveys with graduates, alumni, and employers, and actively engages industries in academic and extracurricular activities.

3.6 - Criterion 3.6

FPTU has established formal policies and a structured process to address complaints from students, parents, faculty, and staff, covering academic, HR, and collective matters. The complaint resolution process includes receiving feedback, analyzing issues, handling claims, monitoring outcomes, and reporting to leadership for continuous improvement.

4 - Standard 4: Measurement and Analysis of Student Learning and Performance

The Faculty of Business and all faculty members consider program and course learning outcomes to be of paramount importance and have maintained a continuous assessment process. The program learning outcomes have been developed by all faculty members. Then, the Dean/ Associate Dean of FOB and Heads of Department discussed, modified, finalized and approved the learning outcomes for all Business Management programs. The above-mentioned process has been coordinated by the Development Division for Higher Education Programs.

4.1 - Criterion 4.1

The development of the program outcomes involves key stakeholders, including the University Management Board, the Academic and Science Council, Curriculum Development Division for Higher Education Programs, the faculty, alumni and industries. The expected learning outcomes for each program has been developed based on the combination of 3 educational philosophies and 5 arrays of knowledge since the university's establishment. The 3 educational philosophies are (1) National regulations (2) Corporate demands, (3) International standards. 5 arrays of knowledge include (1) Industry Oriented Practice, (2) Foreign Languages, (3) Personal Development, (4) Social Awareness, (5) Major knowledge. These are key components to develop the curricula and deliver programs.

4.2 - Criterion 4.2

To assess students' attainment of the program learning outcomes, FPTU employs several methods to assess students' progress over different phases throughout the student's life. These phases include: (1) Recruitment and Admission, (2) English Preparation, (3) Foundation, (4) OJT, (5) Specialization & Completion and (6) Graduate Outcome and Alumni Engagement.

The educational attainment in the programs is measured through formative (70%) and summative (30%) assessments, both aligned with learning outcomes using Bigg's Constructive Alignment Model. Formative assessments include quizzes, essays, and projects conducted by faculty, while summative assessments like final exams are independently managed by the Testing Department with expert-reviewed questions. Student performance data is tracked via the FPT Academic Portal, and results from embedded assessments and external evaluations (e.g., PAS exams) show generally positive trends, particularly in Quantitative Research Techniques and Statistics.

4.3 - Criterion 4.3

The assessment strategy in the Faculty of Business (the same as the whole university) is to evaluate the students' learning outcomes mentioned in the course syllabi. Generally, for each course, the final examination, which covers 30% of a total score, is administratively conducted by an independent body called Testing Department for all students. The remaining 70% of total score is for progress tests/assignments that are conducted by the FOB lecturers during the courses.

4.4 - Criterion 4.4

To improve the educational process, several recommendations have been implemented based on assessment data from student evaluations, alumni, and internship supervisors. These include enhancing content delivery to help students better apply theories to real-life, Vietnam-specific contexts, and revising the Business Administration curriculum—such as updating the Marketing major to focus on digital strategies and introducing project-based learning. Regarding Accounting, the curriculum now incorporates the Vietnamese accounting system, and broader revisions. Based on feedback from alumni, employers, and current students, the curriculum has been revised to quickly update theory and practice, promote student self-study, and encourage greater interaction both inside and outside the classroom.

5 - Standard 5: Faculty and Staff Focus

FPT University is recognized in Vietnam for producing job-ready graduates, with the Faculty of Business focusing on student-centered learning to develop competent, ethical professionals and future leaders. This is achieved through high-quality curricula, academically and professionally qualified faculty, and active involvement in Continuous Quality Improvement (CQI) processes. To support this mission, the Faculty aims to attract and retain qualified educators and promote ongoing professional and academic development aligned with its goals.

5.1 - Criterion 5.1

FPT University follows a structured annual human resource plan and recruitment process, applied consistently across faculties, including the Faculty of Business (FOB), to meet increasing enrollment and maintain academic quality. The HR plan includes recruitment and training strategies, aligned with the university's strategic goals, and is regularly reviewed based on semester needs. FOB prioritizes attracting academically and professionally qualified lecturers, supports faculty development through required training like MOOCs, and engages in international faculty exchanges. The University also ensures sufficient support staff and infrastructure to enhance teaching, learning, and research, while maintaining compliance with national faculty/student ratio requirements and aiming to attract research-oriented faculty.

5.2 - Criterion 5.2

FPT University emphasizes high-quality human resources as a key part of its development strategy, with the Faculty of Business (FOB) employing a mix of full-time and part-time lecturers to balance budget, flexibility, and practical industry engagement. The university ensures all lecturers meet academic and professional qualifications, supports ongoing development through training and conferences, and fosters global collaboration via academic exchanges. New faculty undergo comprehensive orientation at both university and faculty levels, receive mentorship, and are integrated into a standardized teaching system with shared syllabi and regular departmental meetings. Continuous support is provided in teaching methods, assessment, and course materials, while faculty performance is closely monitored through student feedback and peer evaluations to maintain instructional quality.

5.3 - Criterion 5.3

The composition of faculty includes sufficient academic credentials and business or professional experience to ensure appropriate emphasis on both business theory and practice to meet program objectives. From 2015 to now, FPT University implemented tactic plans to increase the number of lecturers with PhD degrees. Faculty of Business

has invited external Academically Qualified candidates to become full time and/or part time faculty for undergraduate programs. Last but not least, FPT University issued a new policy to attract high quality human resources for the position of Lecturer-Researcher in 2018.

5.4 - Criterion 5.4

In the scope of this accreditation, we apply for one program: Business Administration at Ha Noi campus.

There are two departments in this faculty such as Department of Business Management and Department of Corporate Finance. The Head of Department of Business Management is Dr. Trinh Trong Hung whereas the Head of Department of Corporate Finance is Dr. Le Manh Duc.

5.5 - Criterion 5.5

The FOB sets the regulations on faculty workload for determining faculty teaching load. The policy includes exceptions for administrative roles, research, and professional development. Faculty members also participate in student advising, community service, thesis supervision, and are encouraged to engage in scholarly activities, which are reviewed annually for performance evaluation.

5.6 - Criterion 5.6

Faculty performance at FPTU is evaluated annually through an employee checkpoint with line managers, and for lecturers, student feedback via the FAP system plays a central role in assessing teaching quality. New and current faculty, both full-time and part-time, are evaluated based on classroom observations, GPA scores, and student evaluations, with poor performance leading to interventions or reassignments, and high performance influencing promotions and allowances. Since 2019, the OKR system and the Office of Science Management and International Affairs have been introduced to enhance academic goals, research participation, and internationalization efforts, though challenges remain in areas like research output and global collaboration.

5.7 - Criterion 5.7

Criterion 5.7.1

During new faculty orientation, both full-time and part-time faculty receive the Employee Handbook and Code of Conduct, which are also accessible on FPTU's internal websites. The Employee Handbook outlines policies for staff management and development, and it is regularly updated based on stakeholder feedback. The Code of Conduct, aligned with FPT Corporation's values and Vietnam's laws, guides faculty members in maintaining ethical standards and upholding the dignity of the teaching profession.

Criterion 5.7.2

At the end of each year, faculty members propose their personal development plans and career goals to their line managers, with the HR Department overseeing the budget for training and professional development activities. Full-time faculty are offered funding for training in areas like technology, pedagogy, and specialized disciplines, with most reasonable requests being fulfilled. Part-time faculty do not receive funding for professional development but benefit from mentoring and support from full-time faculty for course development and teaching methodologies.

5.8 - Criterion 5.8

In the previous years, the number of scholarly activities was not considerable. Up to now, there are good signals and the increasing trend in the Scholarly and Professional activities at FPT University in general and at Faculty of Business in particular

6 - Standard 6: Educational and Business Process Management

The Business Administration program at FPT University is well-structured, with foundational courses mapped to the Common Professional Component (CPC) to ensure students gain comprehensive knowledge. The university uses various management systems, including CMS for general administration, FAP for teaching and learning, LMS for academic interactions, and EOS for online exams, ensuring smooth operation and effective learning. Student feedback is collected each semester to evaluate teaching quality, and faculty members with low performance scores must meet with academic leaders to address issues and improve education services.

6.1.1 - Criterion 6.1.1

FPT University's Faculty of Business offers Business Administration and related programs structured over 10 semesters (excluding English prep), with each course lasting 45 hours across 15–16 weeks per term. FPTU follows a unique educational philosophy emphasizing practical work orientation, personal development, and internationalization, integrating components like On-the-Job Training (OJT), industry involvement, and project-based learning to bridge academic knowledge and real-world application. The curriculum is designed to develop both hard and soft skills, aligning with 21st-century learning outcomes, and includes training in international languages, traditional Vietnamese values, and military education to foster self-discipline and cultural identity. Faculty members are expected to have industry experience to effectively guide students through OJT and specialization phases, ensuring they are career-ready and capable of lifelong learning.

6.1.2 - Criterion 6.1.2

FPT University designs its curriculum based on domestic regulations (MOET), international standards, and the needs of the labor market. The curriculum is structured into five key knowledge areas: Social Awareness, Major Knowledge, Industry-Oriented Practice, Foreign Languages, and Personal Development, supporting both foundational learning and specialization. Using a “sandwich model,” the program spans 10 semesters over 3.5 years, including foundational study, On-the-Job Training (OJT), and specialization, with plans to introduce 20% of courses in online formats starting from the 2019–2020 academic year. Conducted on a credit-based system, students can accelerate graduation, and English skill enhancement is encouraged through exchange semesters with international partners.

6.1.3 - Criterion 6.1.3

All programs offered by the Faculty of Business cover the majority of the topical areas of the Common Professional Component (CPC), especially the foundation courses . All required courses are conducted by academic divisions under the Faculty of Business.

6.1.4 - Criterion 6.1.4

Criterion 6.1.4.a. - Curriculum Design Beyond CPC

All of the courses in the program are developed to satisfy the University's mission, the Faculty's mission, as well as its specific learning outcomes. Hence, the University's general education courses and major courses provide not only professional knowledge but professional skills and ethics to develop future's outstanding entrepreneurs.

Criterion 6.1.4.b. - Curriculum Design for General Education

The General Education in FPT University includes following parts:

- Philosophy and Social Sciences: 10 credits - Mathematics and Informatics: 12 credits - Soft Skills: 12 credits - Foreign Language 1 (English): 15 credits - Foreign Language 2 (Chinese): 9 credits

They cover 58 credits out of 136 credits, that makes 50% of the curriculum The General Education consists of some compulsory courses for students of any program, as these courses are designed to provide essential knowledge and skills. More importantly, these courses present the University's strengths which are ICT-based and serve the University and Faculty's mission.

6.1.5 - Criterion 6.1.5

The University has three business-related programs, which are Finance-Banking, Hotel Management and International Business. However, we haven't had any students graduated from Hotel Management and International Business programs yet, while Finance-Banking program stopped to recruit new student from 2017

6.1.6 - Criterion 6.1.6

Curriculum Design in Graduate Programs

N/A

6.1.7 - Criterion 6.1.7

FPT University evaluates students' education through five key indexes: Student Busy Index (SBI), Pass Rate, Drop Out Index (DOI), Retention Rate (RR), and Non Graduate Index (NGI). These metrics are calculated based on student activity, course pass rates, dropout and rejoin data, and graduation status, with SBI and RR monitored via the BSC system and the rest by the Quality Assurance Department. Additional insights are gathered from eight surveys evaluating experiences of students, faculty, and staff. These indexes provide critical data for academic management and risk detection, with recent results (SU18, FA18, SP19) showing high performance in SBI, RR, and Pass Rate for the Business Administration program.

6.2.1 - Criterion 6.2.1

FPT University provides comprehensive student support through several functional departments, including the Student Relations Office, International Collaboration and Personal Development Program, Academic Management, Testing, and Health divisions. These departments assist students from enrollment through graduation and employment, offering services such as administrative support, job placement, health coordination, mental wellness, and extracurricular activities. Students benefit from personal development programs, cultural and sports initiatives, modern dormitories, a well-equipped library, and digital systems like FAP for academic and behavioral monitoring. The effectiveness of these support services is measured using key performance indicators (KPIs) such as the Student Satisfaction Index, Student Busy Index, library usage rates, outbound student numbers, and graduate employment rates, with 74% student satisfaction reported in Summer 2018 and a QS rating of 40/50.

6.2.2 - Criterion 6.2.2

FPT University implements its business operation processes based on ISO standards, transitioning from ISO 9001 to ISO 21001 in 2019 to better align with the education sector's specific needs. To monitor and improve institutional performance, FPTU uses BSC and OKR systems for strategic KPIs, while the independent QA Department oversees daily operations, conducts monthly evaluations, site visits, and verifies reports using official evidence. Additionally, the QA Department carries out regular class observations and stakeholder surveys to support continuous quality improvement (CQI).

6.3.1 - Criterion 6.3.1

FPT University's admissions policies align with MOET regulations and are managed by the Student Recruitment Board. To be eligible, applicants must have a high school diploma (or equivalent) and either pass FPTU's entrance exams (IQ, EQ, and essay tests) or meet GPA/score requirements in relevant subjects. FPTU also offers scholarships to students with exceptional achievements in academics, arts, sports, or entrance exams. For transfer students, the university evaluates previous coursework to determine credit waivers and eligibility.

6.3.2 - Criterion 6.3.2

FPTU manages international student exchange through two main offices: IC-PDP oversees outbound students, while FPTU Global handles inbound students. Curriculum mapping between FPTU and partner institutions is conducted jointly by IC-PDP/FPTU Global and the Academic Affairs & Programs Development Department to ensure credit transfer compatibility.

6.3.3 - Criterion 6.3.3

N/A

6.3.4 - Criterion 6.3.4

FPT University (FPTU) manages student suspension, drop-out, expulsion, rejoining, and major change through clear regulations:

1. Suspension can be voluntary (registered via FAP before a semester starts), forced (due to disciplinary decisions), or related to unresolved graduation issues. The maximum duration is two semesters.
2. Drop-out applies to students who stop participating without formal procedures, fail academic progress, or do not register after a suspension. Expulsion results from disciplinary actions or exceeding the allowed study period and must be approved by the University Management Board.
3. Rejoining and Changing Majors: Eligible students (not expelled and within allowed study time) can apply to resume studies or change majors following formal processes involving academic and financial consultations.

6.3.5 - Criterion 6.3.5

These three processes (recruiting, admitting, retaining) comply with ISO9001 standards. The guidelines and documents for these processes could be found at the ISO system (eiso.fpt.com.vn).

The departments in charge of recruiting, admitting, and retaining students are Student Recruitment Board, International Collaboration and Personal Development Programs (PDP) Department, and Student Relations Office and Psychology Consular Center.

6.3.6 - Criterion 6.3.6

Results of Enrollment Management is reported

6.3.7 - Criterion 6.3.7

FPT University (FPTU) regularly reviews its enrollment management based on changes in MOET policies and FPT Corporation's strategic direction. The Student Recruitment Board develops an annual recruitment plan, assigning tasks to various functional teams (e.g., Marketing, Event Planning, Consulting) and executing activities like school visits, seminars, and campus tours. Recently, FPTU has expanded recruitment through online platforms and established a real-time monitoring system accessible by the University Management Board; for outbound student recruitment, FPTU transitioned from agency partnerships to launching the FPTU Global Office in 2019 for more effective international recruitment.