

PROCEDURE

Resolving complaints, reviewing the end-of-course exam

(Issued together with Decision No. 54 /QD-SIU dated June 11, 2020)

I. OBJECTIVES:

This procedure is implemented to guide the steps that need to be taken during the review process to meet the student's wishes and ensure fair examination.

II. SCOPE:

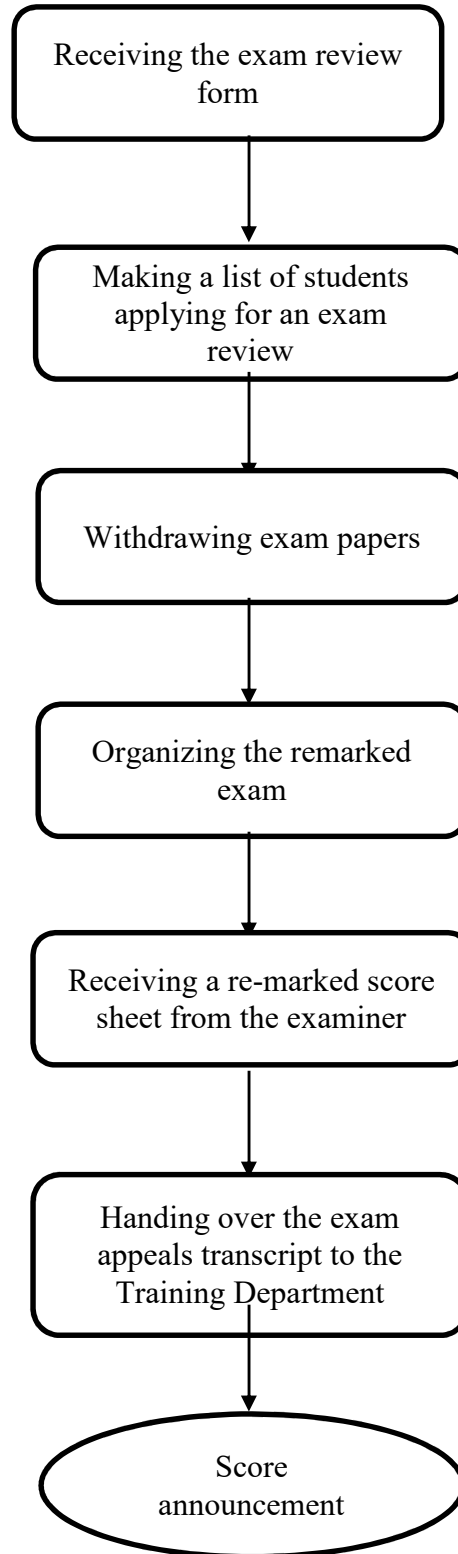
Department of Testing & Quality Assurance; relevant units and individuals.

III. REFERENCES:

- Regulation on training of full-time universities and colleges under the credit system promulgated together with Decision No. 43/2007/QD-BGDĐT dated August 15, 2007 of the Minister of Education and Training;
- Circular No. 57/2012/TT-BGDĐT dated December 27, 2012 of the Ministry of Education and Training on amending and supplementing a number of articles of the Regulation on formal university and college training according to the system credits issued together with Decision No. 43/2007/QD-BGDĐT dated August 15, 2007 of the Ministry of Education and Training;
- Regulations on the organization of examinations and assessment of learners' learning results issued together with Decision No. 107/QD-SIU dated August 15, 2019 of the Rector of Saigon International University

IV. CONTENT

1. Procedure Summary



2. A step-by-step description of implementation procedure.

No.	Implementation content	Department/Person in charge	Time	Form/ Document
1	Receiving an application for an exam review	- Testing & Quality Assurance Department - Training Department	7 days from the date of score announcement	Review - appeal form
2	Making a list of students applying for an exam review by subject	- Testing & Quality Assurance Department - Faculties		List of students applying for the exam review
3	- Determining the exam schedule, exam room - Withdrawing the exam papers	- Testing & Quality Assurance Department		Database of exam administration - Exams - Appellate transcript
4	- Organize exam appeals grading	- Testing & Quality Assurance Department - Faculties - Examiners		- Exams - Exam appeals transcript
5	Receiving an exam appeals transcript from the examiner. - Check the number of exams, transcripts - Save the transcript	- Testing & Quality Assurance Department - Faculties - Examiners		- Exams - Exam appeals transcript
6	- Handing over the exam appeals transcript to the Training department	- Testing & Quality Assurance Department - Training Department		- Exam appeals transcript
7	Making an announcement of exam appeals scores	- Training Department	Within 10 days of receipt of application	- The exam appeals transcript

CHANCELLOR

Dr. Tran Xuan Dinh