



SUPPORTING STUDENT & GRADUATE EMPLOYABILITY - CURRENT PRACTICES IN VIETNAMESE UNIVERSITIES

 **D1.4.1 BENCHMARKING
REPORT**




Co-funded by the
Erasmus+ Programme
of the European Union





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➤ Legal Notice

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V2WORK

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1. INTRODUCTION

1.1. The V2WORK project

V2WORK: “*Strengthening the Vietnamese Higher Education System to improve graduates’ employability and entrepreneurship skills*”, is a three-year Erasmus+ Capacity Building structural project co-financed by the European Commission.

The overall objective of V2WORK is to strengthen the capacities of the Vietnamese Higher Education System in order to improve the employability & entrepreneurship skills of its graduates, and to reinforce its relationships with the labour market, in line with the Vietnamese government’s priority of improving graduate employment at a national level.

V2WORK specifically aims to:

- Modernise the career support services of eight Vietnamese Higher Education Institutions (HEIs) by building institutional & human capacities in employability and entrepreneurship skills so they can become efficient & dynamic instruments to promote & support employment & entrepreneurship among HEI students & graduates.
- Reinforce university-enterprise relationships through the development of mechanisms to foster active involvement of enterprises in the Career Centres.

V2WORK will achieve these objectives by

- An in-depth analysis of the current situation of graduate employability & labour market needs to define partner training & institutional needs
- Building capacities of Vietnamese HEI Career Centre staff on professional competences & sectoral skills
- Launching new employment, employability, and entrepreneurship services in each HEI
- Undertaking targeted networking actions between HEIs & industry
- Creating a Network of HEI Career Centres in Vietnam

1.2. The benchmarking report

In this document we define the concepts that we consider useful to establish the basis of the continuous and systematic measurement process of the V2WORK project. The data was collected in 2018.

It is about identifying and defining the parameters for measuring the progress, evolution and development of the project based on a baseline that we establish at the kick off of the project. In other words, we will use the variables that allowed us to prepare an initial diagnosis on the situation of university employment services so that they can be proposed as a source for the development of techniques and methodologies for monitoring and impact.

This report also presents the status of the career centres in the V2WORK partner universities in Vietnam, to serve as a reference point for where they are at the start of the project. Additionally, a series of good practices in employment and entrepreneurship support was collected among the partner universities. These are not included in the present report, as they constitute working documents used by the consortium to identify elements that could be brought into the training modules, as well as to begin the sharing of experiences between partners.

The present document corresponds with V2WORK deliverable 1.4.1.: *Benchmarking Report “Supporting Student & Graduate Employability – Current Practices in Vietnamese Universities”*. It is a companion document to the report *Graduate Employment and Entrepreneurship in Vietnam (Climent & Beans, 2020)*, which includes a Statistical Annex where the analysis of every variable included in the Analysis & Benchmarking studies can be found. Both documents are available to download at the V2WORK website www.v2work.eu/resources

2. OBJECTIVES

- (a) The objective of benchmarking is to help the beneficiary partners of the V2WORK project to set objectives that go beyond the project. Once financing is set aside, goals external to the project must be established based on the results of the project. For this reason, the diagnosis of the situation of employability and entrepreneurship carried out within it will be taken as a reference, in such a way that this starting point is a way to operationalise new achievements and proposals that can be measurable.
- (b) Another objective related to the previous one is to present a scheme of operational variables that are equally applicable for all internal and external actors of the employment services of Vietnamese universities. The common definition of these variables should allow comparability between the different target groups for the new goals defined, and at different times from the start of the project and beyond funding from the European Commission.
- (c) Present a definition of the methodology to build the measurement from the defined variables, so that the partners have a guide to serve as the basis for establishing the measurement procedure, complying with the comparability criteria.



3. METHOD FOR ESTABLISHING THE BASELINE OF THE MEASUREMENT PROCESS

In the V2WORK needs analysis (D1.3.1 Analysis Report), a measurement was carried out on the different aspects related to employability and entrepreneurship that are essential to guarantee success in both itineraries of insertion in the Vietnamese labor market for university students.

The target groups of the training system / labor market that were considered are:

1. Students
2. Graduates
3. Academic staff
4. Employers
5. Career Centre staff

Each of these groups answered a set of common questions, which made it possible to establish comparisons between them. These questions refer to the assessment of actions for employability and the development of entrepreneurial skills, as well as the most important demands of the labor market and professional development

Common questions are:

- (a) **Q21:** Perception of the usefulness of the different employability services provided by the employment and entrepreneurship centers
- (b) **Q23:** Perception of the utility of entrepreneurship services provided by employment and entrepreneurship centers
- (c) **Q24:** Importance of personal factors for job search success in the Vietnamese labor market
- (d) **Q25:** Main barriers of the Vietnamese labor market to find employment
- (e) **Q32:** Key actions to promote entrepreneurship
- (f) **Q33:** Main fields of application of entrepreneurship from the university system

Another set of questions refers to the level of knowledge that the different internal and external actors have about the existing services in their universities. These questions are not common for all stakeholders:

Specific questions about the level of knowledge of employment services are:

(a) ACADEMICS

7. Does your university have a service to support students' and graduates' employability (e.g. Career Centre)?
 Yes No *I don't know*
8. Does your university have a service to support students' and graduate's entrepreneurship skills (e.g. Business Centre or other including Career Centre)?
 Yes No *I don't know*
9. Are there any mechanisms, carried out by other services different from Career Centres, to support students at your university in improving their employability?
 Yes No *I don't know*
10. Are there any mechanisms, carried out by other services different from Business Centres, to support students at your university in improving their entrepreneurship skills?
 Yes No *I don't know*
11. Would you be interested in participating as mentor, tutor, trainer or in any kind of activities organized by the Career / Business Centre to develop employability of students and graduates?
 Yes No

(b) STUDENTS & GRADUATES

20. Please, indicate from the following possible services to support the students and graduates to find a job, all the ones that you have used, indicating if they have been provided by a Career Centre, other kind of Service at University, or if you never used them at all:

Services	<i>I used this services provided by the Career Centre</i>	<i>I used this services but they were not provided by a Career Centre</i>	<i>I have never used this services</i>
<i>Extracurricular internships</i>			
<i>Curricular internships</i>			
<i>International employment program</i>			
<i>Job Office (job offers & demands)</i>			
<i>Career Guidance</i>			
<i>Job fair (University)</i>			
<i>Job fair (Faculty)</i>			
<i>National mobility job program</i>			

22. Please, indicate from the following possible services to support the students and graduates to start a business, all the ones the you have used, indicating if they have been provided by a Career /Business Centre, other kind of Service at University, or you if have never used them at all:

<i>Services</i>	<i>I used this service provided by the Career/ Business Centre</i>	<i>I used this service but they were not provided by a Career/Business Centre</i>	<i>I have never used this service</i>
<i>Incubator /Co-working</i>			
<i>Entrepreneurship program (institutional coordination of all entrepreneurship activities)</i>			
<i>Subjects where entrepreneurship is developed through curricular content</i>			
<i>Business competitions</i>			
<i>Network of partners that students can contact for support for their business ideas</i>			
<i>Mentoring program</i>			
<i>Finance resources</i>			
<i>Training program</i>			

(c) EMPLOYERS

10. Do you have any knowledge about the Career Centres at Universities?

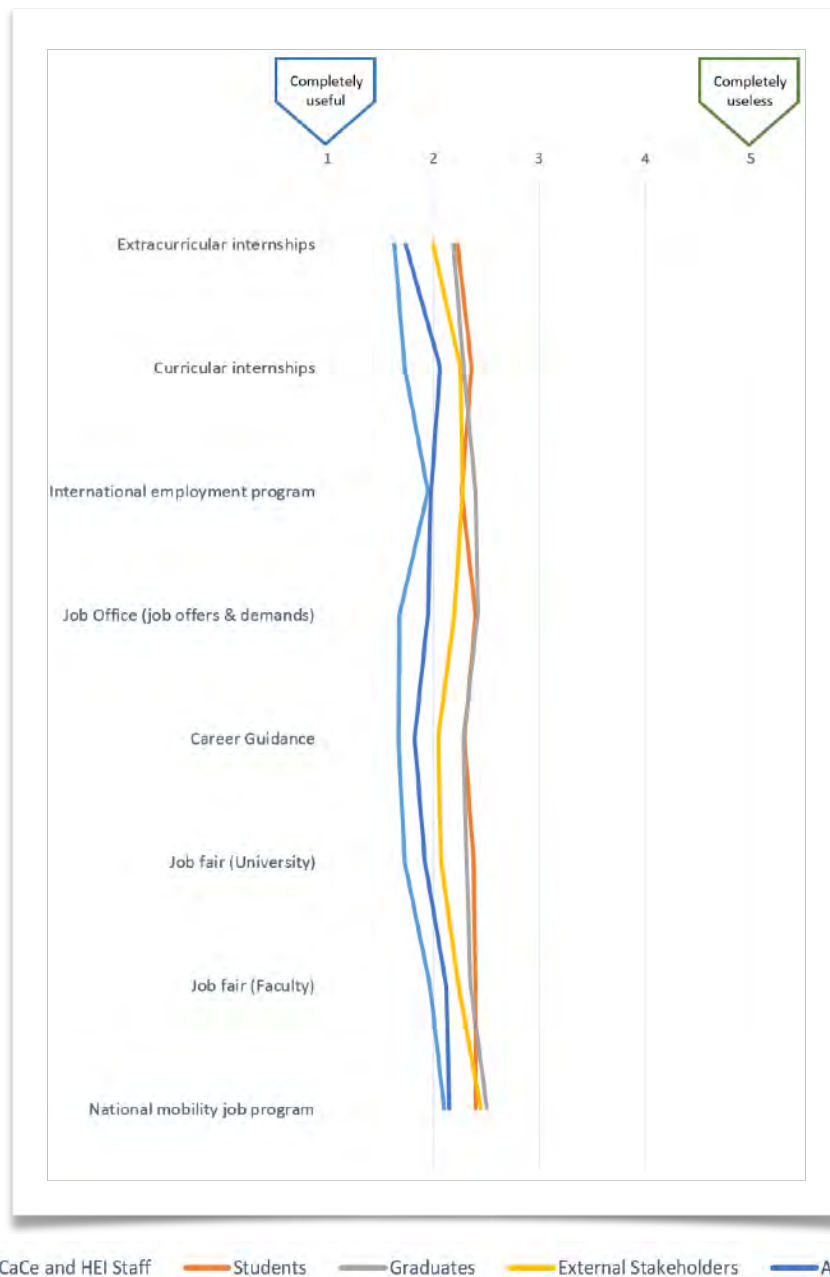
- *Yes, I know several Universities that have Career Centre Services*
- *Yes, I know at least one University that has one*
- *No, I don't have knowledge about this type of Centres but I know that Universities have programs for the employment of the students and graduates*
- *No, I don't have knowledge about this type of centres and nor about any program for the employment of students and graduates*

Each of these questions has several indicators that were defined from an initial qualitative study. Each of the average scores obtained for each indicator constitutes a reference point that determines the baseline for evaluating the evolution of the training / labor market system in the coming years.

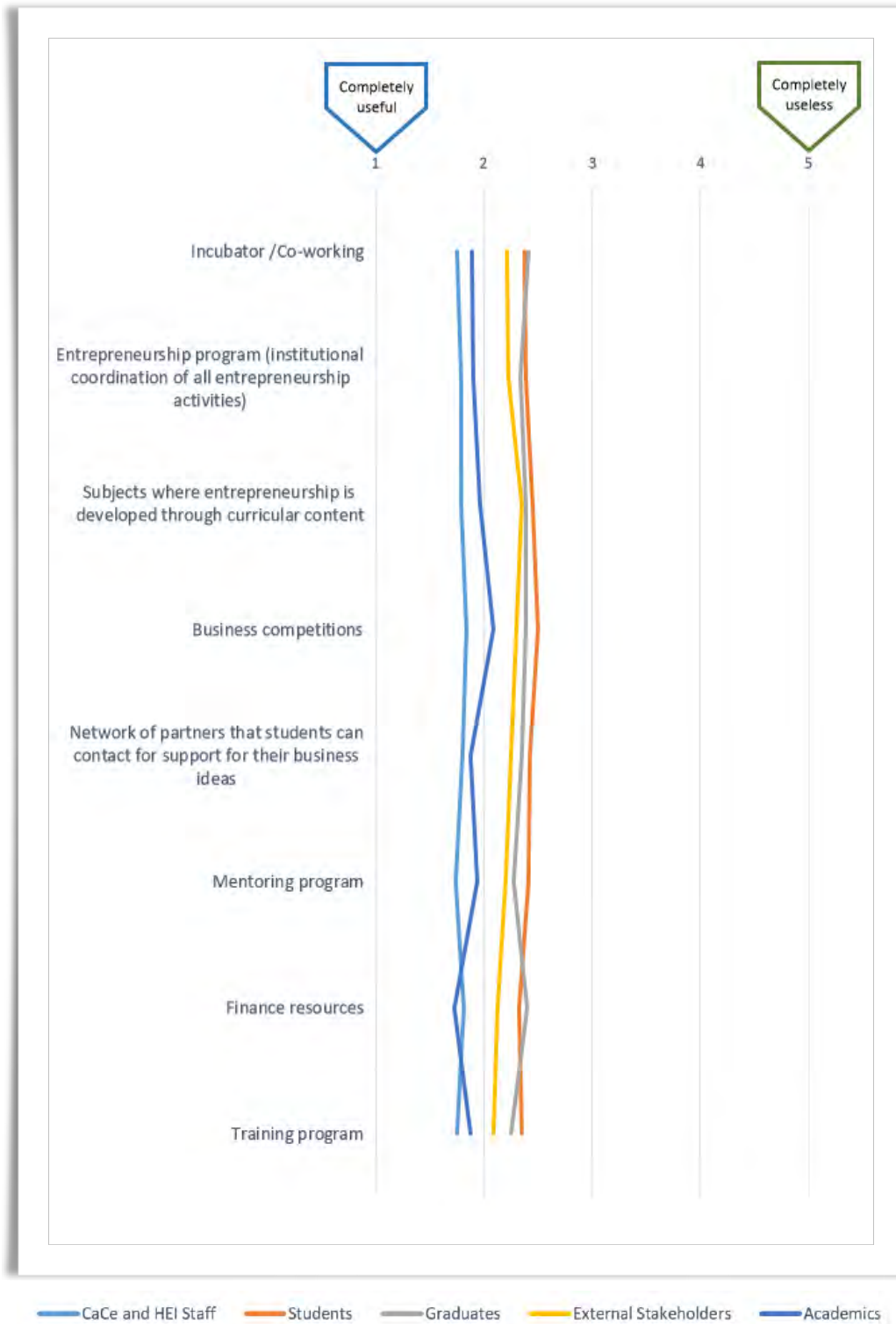
4. DEFINITION OF THE BASELINE FOR EACH OF THE DIMENSIONS STUDIED

4.1. Characteristics of the employment and entrepreneurship services

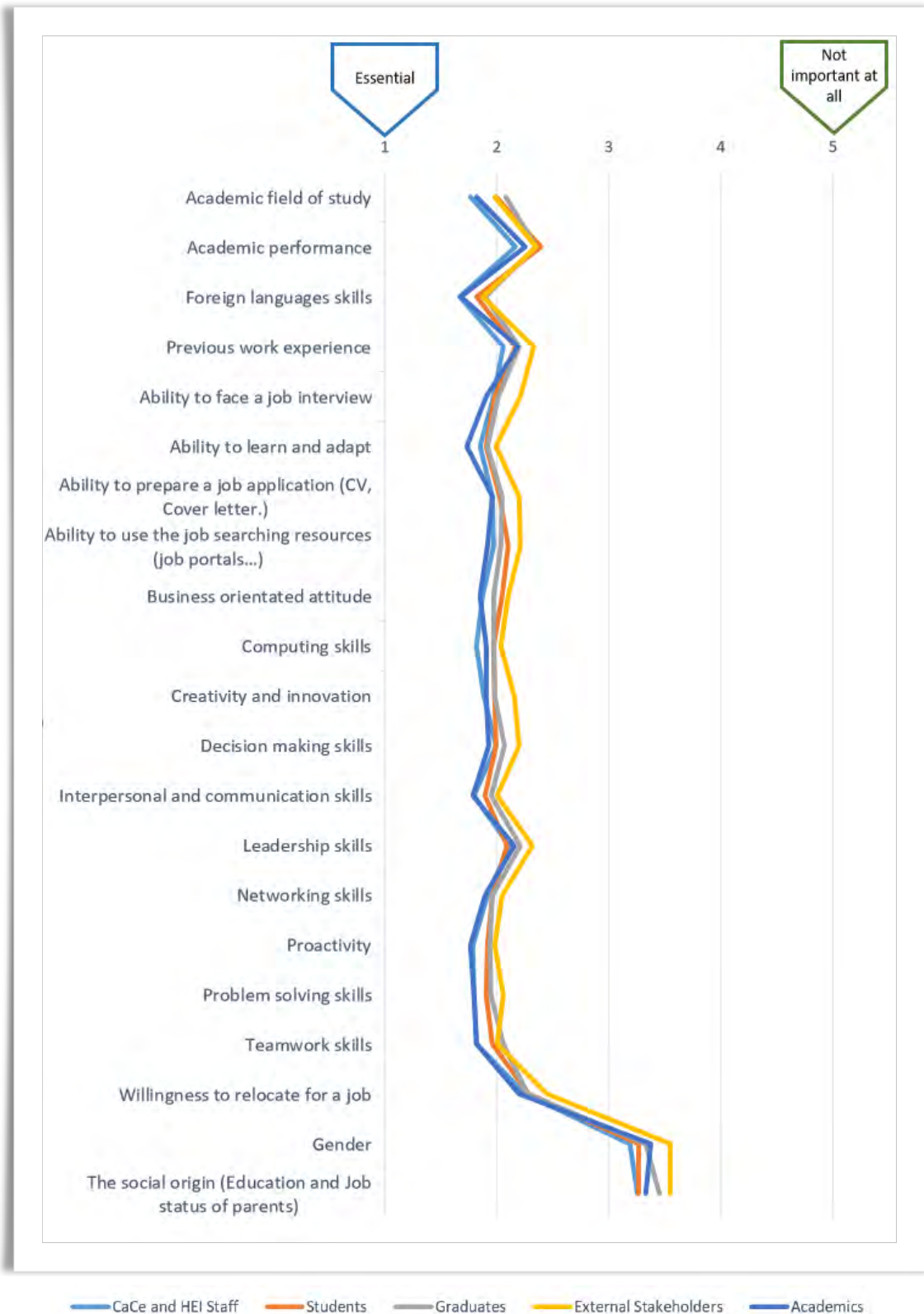
4.1.1. Definition of the baseline around the question Q21: Perception of the usefulness of the different employability services provided by the employment and entrepreneurship centers



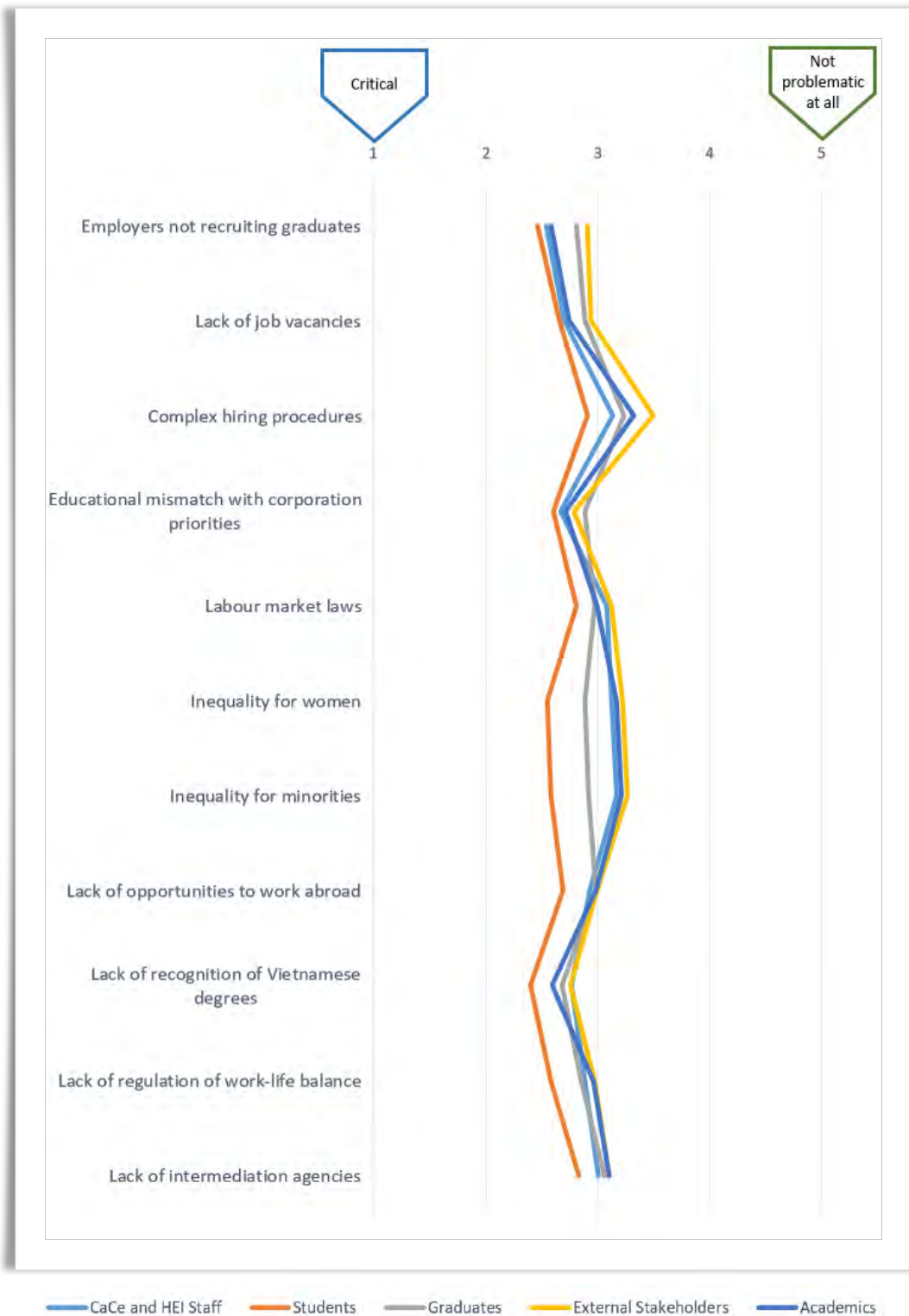
4.1.2. Definition of the baseline around the question Q23: Perception of the utility of entrepreneurship services provided by employment and entrepreneurship centers



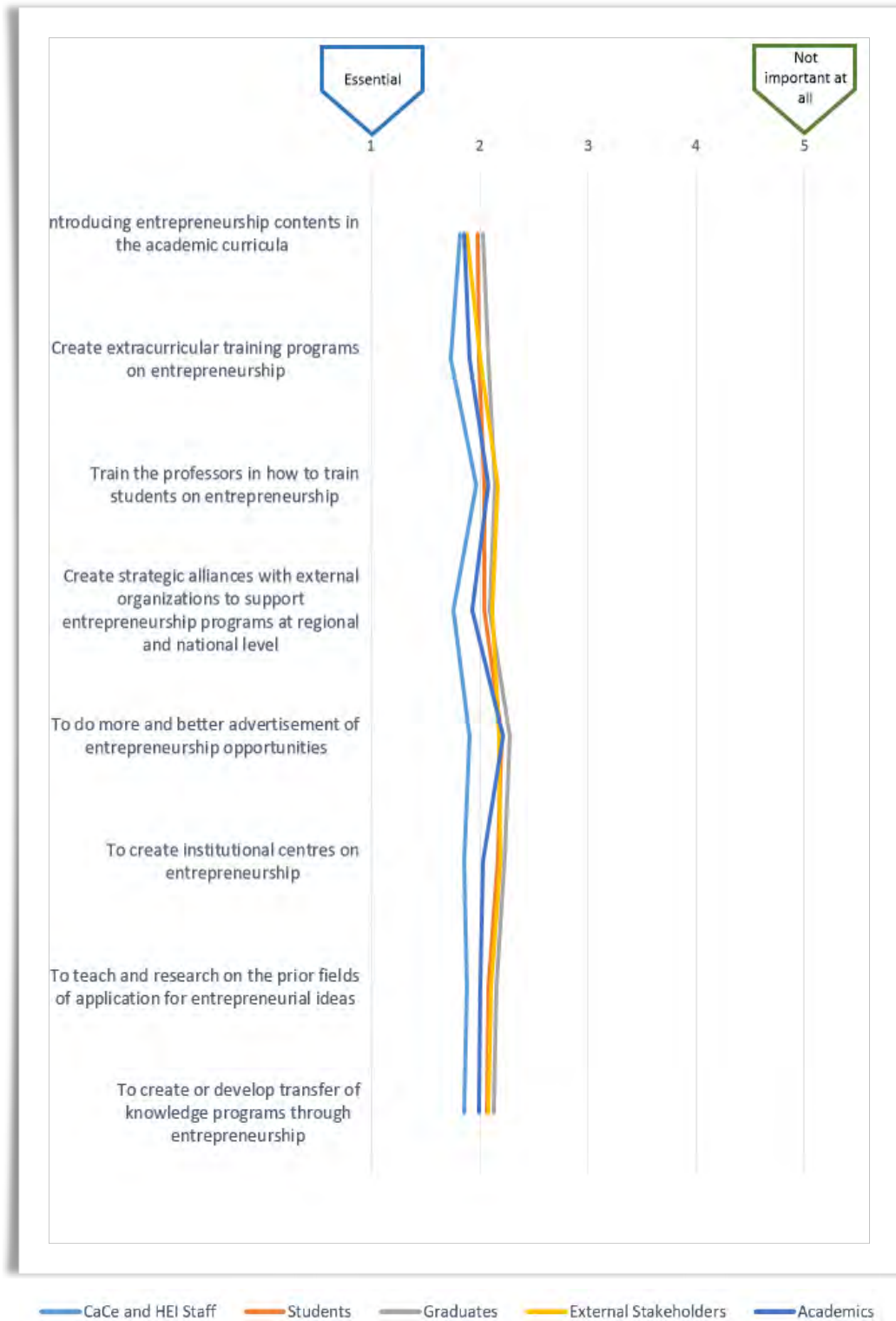
4.1.3. Definition of the baseline around the question Q24: Importance of personal factors for job search success in the Vietnamese labor market



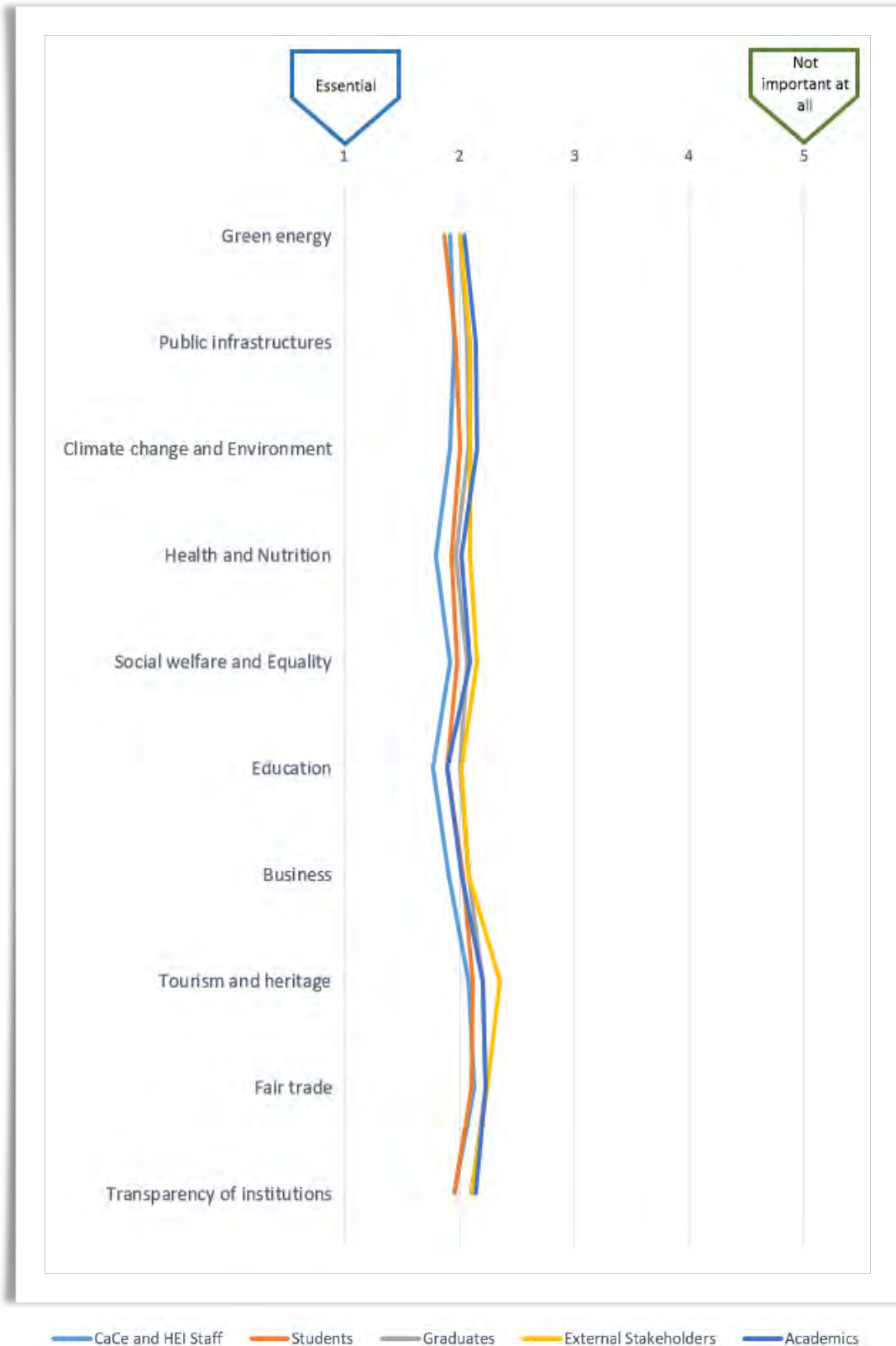
4.1.4. Definition of the baseline around the question Q25: Main barriers of the Vietnamese labor market to find employment



4.1.5. Definition of the baseline around the question Q32: Key actions to promote entrepreneurship

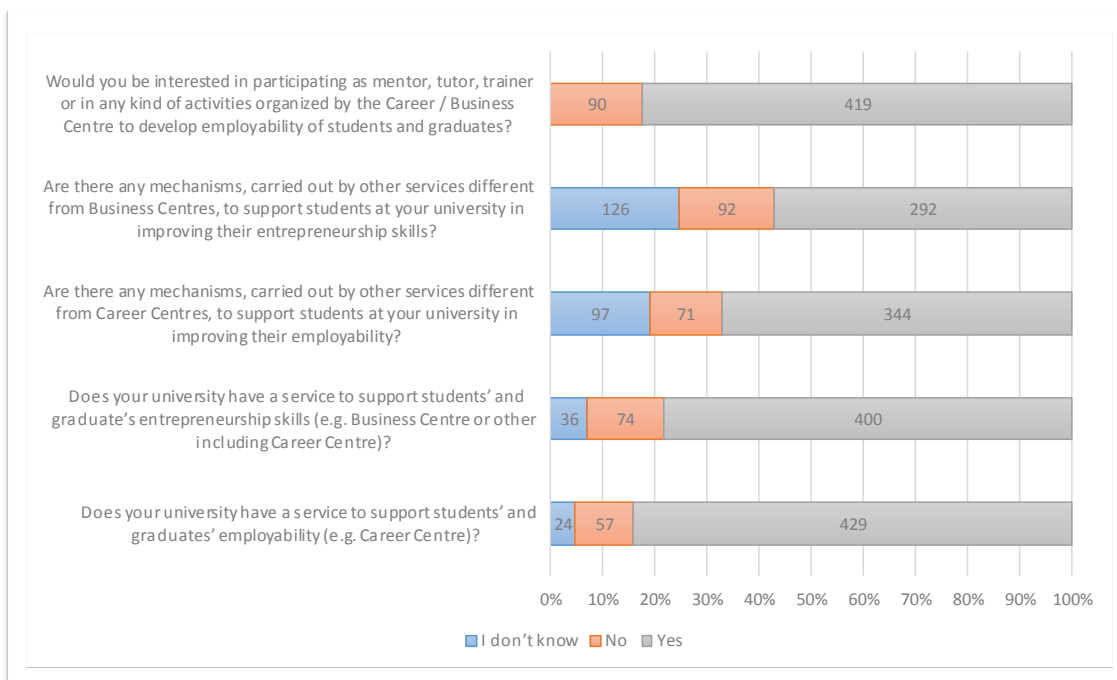


4.1.6. Definition of the baseline around the question Q33: Main fields of application of entrepreneurship from the university system



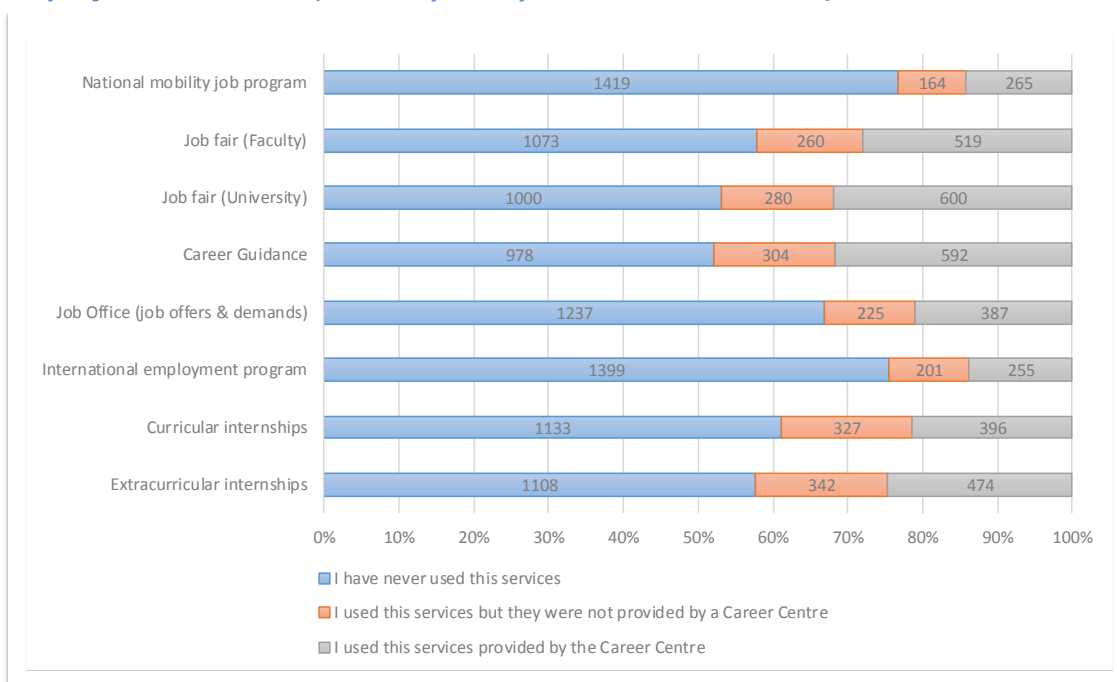
4.2. Degree of knowledge of the employment services by internal and external stakeholders

4.2.1. Academics

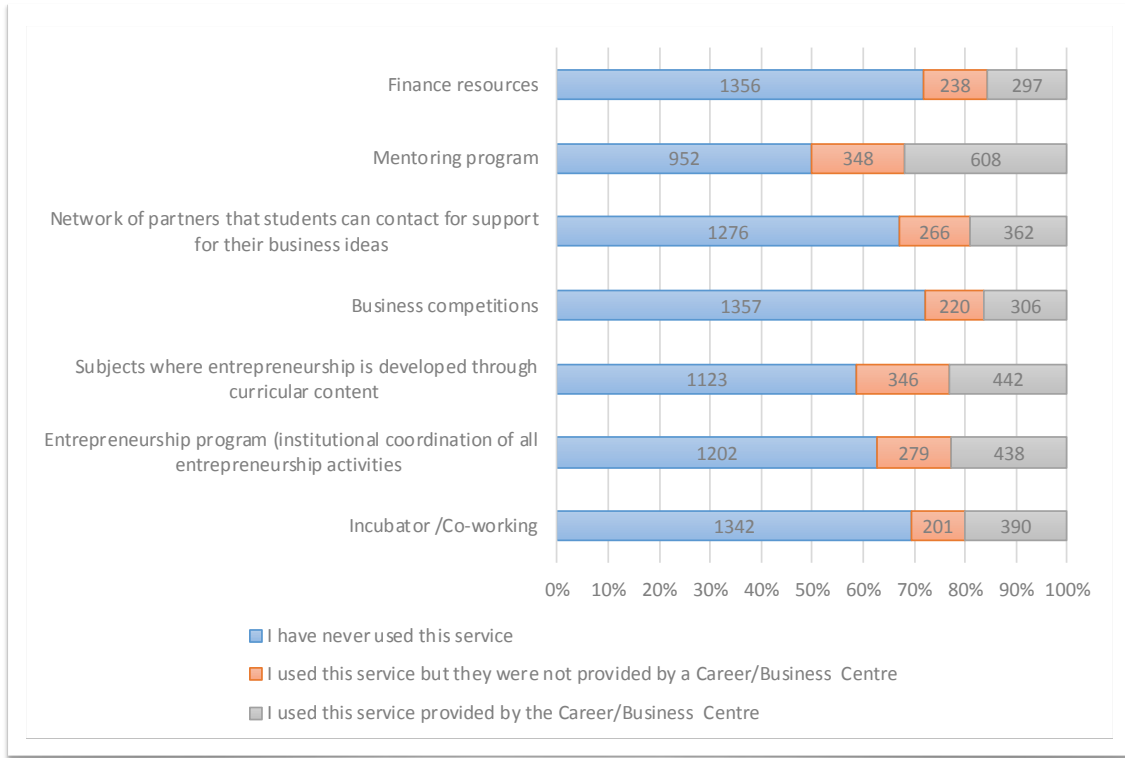


4.2.2. Students & Graduates

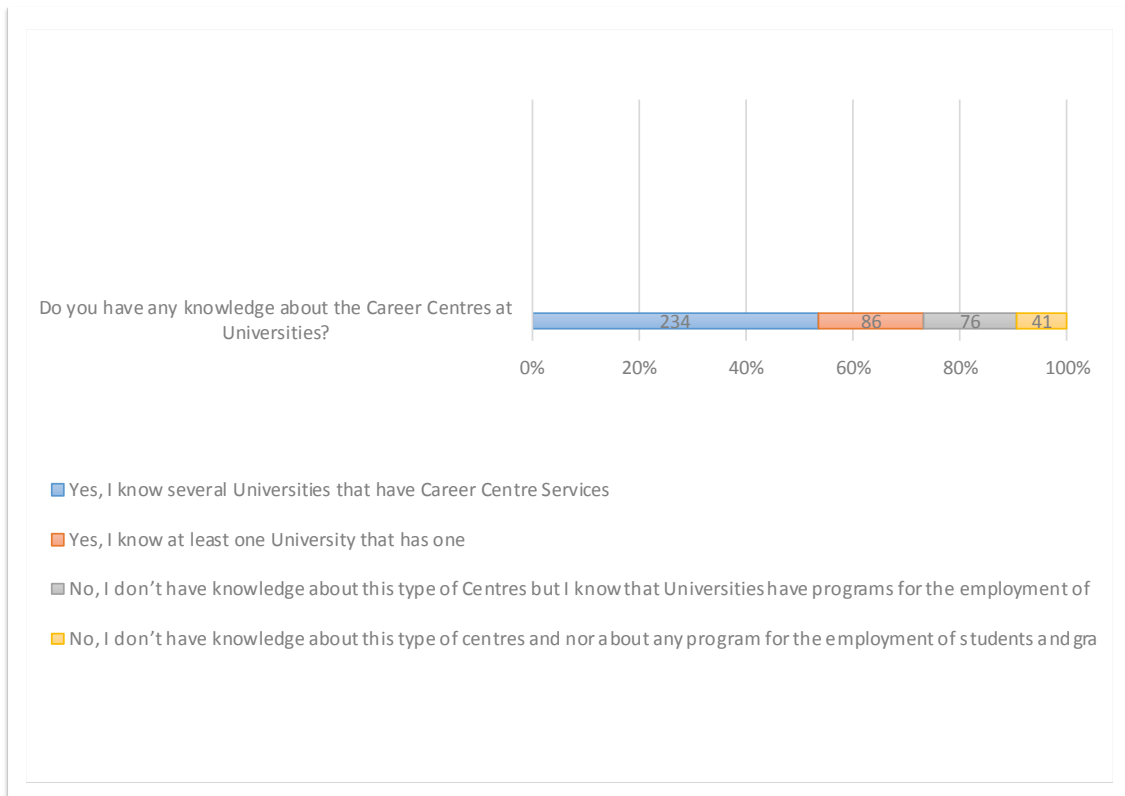
Employment services (level of participation in the activities)



Entrepreneurship skills development services



4.2.3. Employers



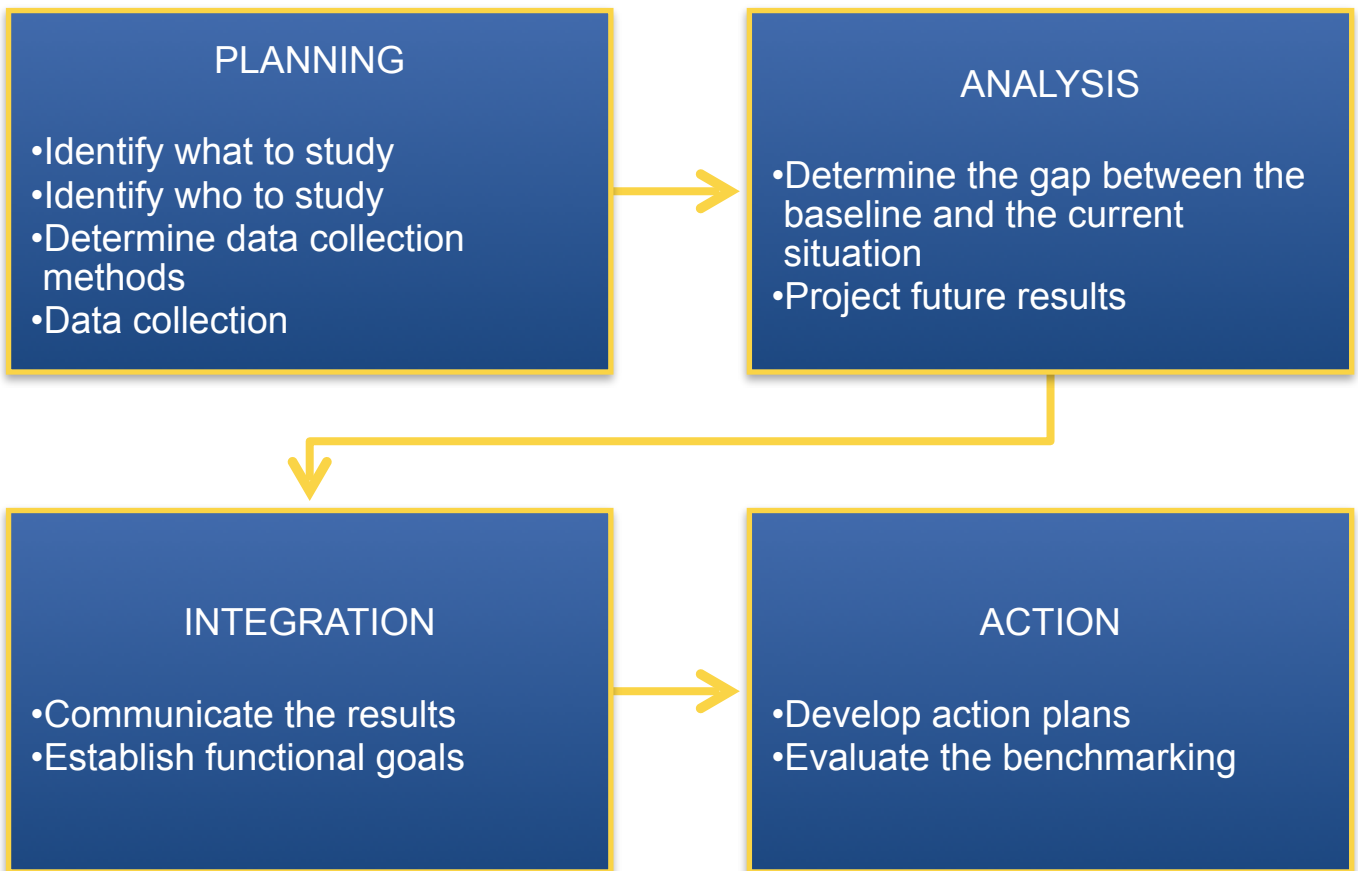
5. PROCEDURE TO MEASURE PROGRESS FROM THE BASELINE

It is not about defining a strict methodology that each partner must follow to establish goals and procedures for measuring their progress. These indicators are of a general nature and should serve as a starting point, but open to being redefined based on internal and external transformations to the university system.

The dimensions are therefore not a starting point for measurement, but a starting point to discuss how this measurement will be on the new goals defined on the basis of the experience achieved in the project and in response to internal and external changes.

Therefore, we suggest that, based on this analysis, partners should:

- Analyse the results of other actions carried out independently of the V2WORK project
- Define how new results can be achieved
- Expand the data collection system on employability and entrepreneurship actions of employment services so that they can be used in measurement procedures
- Plant a long-term strategy regarding new goals and the need for your progress to be measured
- Discuss and identify the best ways to achieve results
- Analyse the context in relation to the goals set
- Encourage innovation in the definition of goals, as well as in the procedures for measuring progress
- Facilitate the interaction between the different internal and external actors in the elaboration of goals and in the measurement of progress.



6. V2WORK CAREER CENTRES

6.1. Hanoi University of Science and Technology

ABOUT THE UNIVERSITY	
Name	HaNoi University of Science and Technology
Location	No1 Dai Co Viet, Hai Ba Trung, Ha Noi - VIETNAM
Description of the university	<p>Established in 1956, Hanoi University of Science and Technology (HUST) is Vietnam's first multidisciplinary technical university. It is the industrial engineer training center of the country during building and development processes, and the cradle of high quality human resources for the country's modernization and industrialization.</p> <ul style="list-style-type: none"> • Number of faculties and schools: 20 • Number of institutes and research centers: 14 • Total area: 25,6 ha • Number of laboratories for training and research: >200 <p>STUDENT</p> <ul style="list-style-type: none"> • About 30,000 full time students • Estimated annual enrolment: 6,000 students • More than 2500 Master's and 500 Doctoral postgraduates <p>STAFF AND LECTURERS</p> <ul style="list-style-type: none"> • Number of staff: 1,887; consisting of 1,168 lectures, in which there are: 23 Professors; 216 Associate Professors and 770 Doctors <p>TRAINING</p> <ul style="list-style-type: none"> • Undergraduate training system: with nearly 70 majors that are offered in: <ul style="list-style-type: none"> +) 35 Engineer training programs +) 45 Bachelor's training programs +) 20 special training and international cooperation programs: +) 78 Master's training programs +) 60 Doctoral training programs
University Website	www.hust.edu.vn

ABOUT THE CAREER CENTRE	
Background	Career Service is a functional unit of Student Affairs Office that was established under Decision No. 1668/2008 QD-DHBK/TCCB by the President of HUST.
Where is it located in the university hierarchy	Career Service is apart of student affairs office that is under the management of the University
Services provided	The office provides counselling, career guidance, internship, industrial tour, soft skill training, jobfair... seeking scholarships and consulting on start-ups for students, enterprises. The office also organizes innovation idea contest and start-up competition.
Current number of staff	The Student Affairs Office has: + 01 Vice - Director in charge of student career support. + 02 staffs working on employability support; + 01 staff working on soft skill support and Industrial tour + 01 staff working on innovation and entrepreneurship skill support. + 01 staff for IT.
Profile of career centre staff	The staffs graduated from the university specialized in engineering, IT and accounting. They have not been trained in start-up, job counseling but they gained experiences by doing their job.
Target	<ul style="list-style-type: none"> • Students (1st, 2nd or 3rd cycle) • Graduates • Companies / employers • Disabled students, foreign students

<p>Number of target who use the service per year</p>	<p>More than 500 students getting scholarship from companies/ associations per year. The total amount of money is about 5.2 billions VNĐ.</p> <p>Organize more than 100 industrial tours for a thousand of students from 1st to 4th year.</p> <p>Provide a thousand internship slots for students</p> <p>Collaborate with companies such as VNPT, Panasonic, ... to organize innovation idea contest. A thousand of students are trained business culture, entrepreneurship skill</p> <p>Collaborate with more than 40 big companies to organize jobfairs, careerdays to provide thousands of jobs for students. More than half of last year students get jobs through the Jobfair/career day.</p> <p>A thousand job informations are put on the website/facebook.</p>
<p>Career centre Website and social media</p>	<p>https://www.hust.edu.vn/huong-nghiep-viec-lam</p> <p>http://work.hust.edu.vn/</p> <p>https://www.facebook.com/ctsv.hust.edu.vn/</p>
<p>Head of the career centre</p>	<p>Assoc Prof. Dr. Dinh Van Hai, Mobile: 0931843386</p>

6.2. Industrial University of Vinh

ABOUT THE UNIVERSITY	
Name	INDUSTRIAL UNIVERSITY OF VINH
Location	26 Nguyen Thai Hoc street, Vinh city, Nghe An province, Vietnam
Description of the university	<p>Industrial University of Vinh is a private university located in the university sectors under the national education system of the Socialist Republic of Viet Nam, subjects to the overall management of the Ministry of Education and Training with the management of People’s Committee of Nghe An Province.</p> <p>Industrial University of Vinh, formerly known as a training branch located in the system of 7 branches of Industrial University of Ho Chi Minh city. After about 7 years of training and building facilities, teaching staff, on 06.12.2013, the Prime Minister signed Decision No. 920 / QD-TTg on the establishment of Industrial University of Vinh.</p> <p>Since established, the University has oriented activities as a University practice, linked with the major universities in the country and abroad to train multidisciplinary field, multi-level, multi- forms of training.</p> <p>Currently, Industrial University of Vinh has trained 10 majors and 12 vocational fields of Technology, Economics, Travel - Hotels and Agriculture ...</p> <p>The school has 137 staffs with 08 Associate Professor Doctor of Science, 02 Associate Professor PhD; 10 PhD, 67 Masters. All the rest have university degrees. In addition, the school also contacted to invite a number of qualified trainers with high degree of training in the form of lectures.</p> <p>The University has enrolled more than 9.000 students for 7 years of training. The number of annual graduates and employment achieve high rates compared with the local universities and the area. The University has enrolled more than 500 students in the 2015-2016 academic year, including university, college, inter-college programme and in-service training.</p> <p>The training scale has been expanding and improving as well as experienced and enthusiastic teaching staff. Vinh University of Industry will be one of the best choices for students.</p>
University Website	http://www.iuv.edu.vn
ABOUT THE CAREER CENTRE: IUV CAREER SERVICES CENTRE	
Background	<p>The Career services office was formerly established on February 15, 2015 by IUV Rector, a unit belonging to IUV International Cooperation and Training Joint Center. In 2018, when IUV become a partner of V2WORK, the acting rector has signed the decision to establish IUV CaCe to apply and develop project’s modules.</p>

Where is it located in the university hierarchy	The Center is located within the University campus. It is a unit equivalent to other Faculties and Offices in the university hierarchy. Additionally, it is managed directly by IUV' rector; is organized and operated in dependent structure.
Services provided	The CaCe provides the following services: <ul style="list-style-type: none"> • Career Guidance/Counseling (including CV support) • Support to companies for recruitment • Job Fairs • Training (on skills, interviews, etc.) • Career Days • Competitions • National and International Internships
Current number of staff	The Center has 9 permanent personnel. In which, 1 Director, 1 Vice Director and 7 staffs, 3 two men and 6 women. They are all full-time staff and get salary from the University.
Profile of career centre staff	Staff of the Center comes from different backgrounds. All of them have master's degree in the fields related to training specifications currently offered by IUV such as economics, foreign language, information technology, and accounting. However, they haven't received any specialised training on employability, entrepreneurship and/or counselling yet.
Target	Target groups that the Center aims to: <ul style="list-style-type: none"> - First year students: study counselling - Second year students: help them find part-time jobs - Third and fourth years: help them find internship and job opportunities
Number of target who use the service per year	
Career centre Website and social media	As other units in the University, the Center has one web-page belonging to IUV website: http:// http://iuv.edu.vn/trung-tam-gioi-thieu-viec-lam . The Center has also opened an administered facebook page: "IUV khoi nghiep – viec lam".
Head of the career centre	Mr. Tran Huynh Quang, Director; Email: tranquang237@gmail.com ; Telephone: 0944993806

6.3. The University of Danang

ABOUT THE UNIVERSITY	
Name	THE UNIVERSITY OF DANANG
Location	41 LE DUAN, DANANG, VIETNAM
Description of the university	<p>UD is the key training and scientific research center in the Central area and Western highland of Vietnam. It has 6 member-universities, 13 affiliated units, 3 research institutes, 35 research and transfer centers, and 26 research teams. Its training programs are focused on economics, education, technology and state management.</p> <p>With its strategic role and location, UD is entrusted by the Government to be one of the three leading higher education centers in the whole country. In 2016, UD became the first regional university in the country to be externally accredited. In particular, the University of Science and Technology (one of its member universities), has been recognized by the Council for Evaluation of Research and Higher Education and two of its advanced programs accredited by AUN-QA. UD has had about 100 articles published in ISI / SCOPUS journals yearly in the past few years. In regard to internationalization, UD has implemented 6 joint programs and signed memoranda of understanding with 142 international universities in Japan, Korea, UK, the US, Iceland, Finland, etc., which allow credit transfer, staff exchange and collaborative research. UD enrolls a total of 51,000 students of which some 3,360 are in the Masters/PhD programs.</p>
University Website	www.udn.vn
ABOUT THE CAREER CENTRE	
Background	The Center was established under Decision No. 4392 / QD-DHDN 28/12/2017 by the President of UD.
Where is it located in the university hierarchy	The Center is under the management of the University
Services provided	The Center is a unit operating in the field of society to provide counselling, career guidance, provide short-term training and fostering professional qualifications, seeking scholarships and consulting on start-ups for students, enterprises, seeking and supporting accommodation conditions , travel for students ...
Current number of staff	With the motto of streamlined and efficient operation, the Center for Student Support and Business Relations has: <ul style="list-style-type: none"> + 01 Director (concurrently); + 01 Deputy Director (concurrently); + 01 Accountant and Office; + 04 collaborators.

<p>Profile of career centre staff</p>	<p>The staff of the Center has graduated from the university specialized in accounting; 04 collaborators are now part-time students. They have not been trained in start-up, job counseling.</p>
<p>Target</p>	<ul style="list-style-type: none"> • Students (1st, 2nd or 3rd cycle) • Graduates • Companies / employers • Disabled students
<p>Number of target who use the service per year</p>	<p>Looking for a scholarship of the former teachers and students of PASCAL to support disadvantaged students with a total of 40 million VND/year; Since 2011 to 2017, 400 million VND have been mobilized to support students.</p> <p>Annually, the Center support to find 200 accommodation and boarding house with affordable prices for students</p> <p>Search and provide students with part-time job for over 300 students for months; The total revenue of students working part-time job is over 300 million VND.</p> <p>Provide students with short-term training and fostering classes such as: Informatics, foreign languages level B and TOEIC, "KCS" food quality testing ... with an average of 03 to 05 courses per year for 150 students.</p> <p>Coordinate with the Software Development Center to organize examination for students to get Basic Informatics Certificate, nearly 200 students per year.</p> <p>Coordinate with the Continuing Education Center of Da Nang City Department of Education and Training to organize examination for students with English level B certificate, nearly 150 students per year.</p> <p>Signed a memorandum of understanding to cooperate with Hai Phong Construction and Trading Investment Joint Stock Company in fostering Japanese and professional skills to work in Japan, the annual results have been 03 to 05 applications candidates are being considered to work in Japan.</p> <p>Cooperate with 67 businesses and agencies in the Central Region - Highlands to put recruitment information on the announcement, website to help students with nearly 2000 jobs.</p>
<p>Career centre Website and social media</p>	<p>Ute.udn.vn www.facebook.com/tuyensinhhdhspkt/?ref=br_rs</p>
<p>Head of the career centre</p>	<p>MSc. Đoàn Chí Thiện, Mobile: 0903586222</p>

6.4. Tay Nguyen University

ABOUT THE UNIVERSITY	
Name	Tay Nguyen University
Location	567 Le Duan Street, Buon Ma Thuot City, Daklak Provice
Description of the university	<p>TNU was established in 1977 with the main tasks of training cadres with university degrees to meet the requirements of economic development, culture, society throughout the Central Highlands.</p> <p>Tay Nguyen University was established as a historic event for the people of the Central Highlands. This is a favorable condition for children of ethnic minorities to be trained at university and postgraduate level right in their homeland.</p> <p>- TNU is a multi-disciplinary university, with 9 faculties:</p> <ul style="list-style-type: none"> + Faculty of Natural sciences and Technology + Faculty of Economics + Faculty of Agriculture and Forestry + Faculty of Foreign languages + Faculty of Veterinary Medicine and Animal science + Faculty of Medicine and Pharmacy + Faculty of Education + Faculty of Political science + Faculty of Pre-university training <p>- Number of degree programmes</p> <ul style="list-style-type: none"> + Undergraduate: 49 + Master: 11 + Doctor: 02
University Website	https://www.ttn.edu.vn/
ABOUT THE CAREER CENTRE: Office of Career and Entrepreneurship support	
Background	The Centre was inaugurated in 16 th January, 2019.
Where is it located in the university hierarchy	It is a part of the Department of Political education and Students' affairs.

<p>Services provided</p>	<p>The CaCe provides the following services:</p> <ul style="list-style-type: none"> • Career Guidance/Counselling (including CV support) • Job Portal • Support to companies for recruitment • Job Fairs • Career Days • Tutoring (by career centre staff) • Competitions • Training (on skills, interviews, etc.) • Co-working space / incubator
<p>Current number of staff</p>	<p>Right now, there are no stable staff specifically for the Office. Events and activities for the Office have been implemented by academic staff under the assignment of the Rector.</p>
<p>Profile of career centre staff</p>	
<p>Target</p>	<p>Specify which groups your centre targets with its services:</p> <ul style="list-style-type: none"> • Students (1st, 2nd or 3rd cycle) • Graduates / Alumni • Companies / employers
<p>Number of target who use the service per year</p>	
<p>Career centre Website and social media</p>	
<p>Head of the career centre</p>	

6.5. Nha Trang University

ABOUT THE UNIVERSITY	
Name	NHA TRANG UNIVERSITY
Location	2 Nguyen Dinh Chieu, Nha Trang, Vietnam
Description of the university	
University Website	http://www.ntu.edu.vn
ABOUT THE CAREER CENTRE	<p>Nha Trang University was founded on August 01, 1959 as the Fisheries Faculty of Hanoi Institute of Agriculture and Forestry. In 1980, the university's name became University of Fisheries. The university has carried its current name "Nha Trang University".</p> <p>University of Nha Trang sits on acres of land overlooking Vietnam's most beautiful bay. The Campus rests on a beach-front real estate and is the oldest and only public university in Khanh Hoa Province. With more than half a century of history, Nha Trang University has become a prestigious multi-disciplinary and multi-level institution with a strong foundation of fisheries and aquaculture. It has been and continues to be a leading university in the field of fisheries and aquaculture science at the national level, playing a significant role both in driving the development of marine economy in Vietnam and generating the necessary human resources that can accommodate the inevitable integration process of the nation.</p> <p>Nha Trang University was among the first 20 universities of Vietnam that were assessed and accredited firstly in 2009 and secondly in 2018 by The National Council for Higher Education Accreditation and Quality Assurance.</p> <p>The full-fledge university currently has 23 faculties, institutes, research centers, technology transfer centers. NTU now offers 43 programs for bachelor degrees, 18 programs for master's degrees and 6 programs for doctoral degrees. Additionally, the university also provides associate degrees and various programs for vocational training, short training courses, summer programs and so on to meet the demand of society. It has a stable enrolment of more than 3500 new students annually and the total number of students is approximately 23,000. NTU students come from all over the country and numerous international nations. With 700 employees, including 72 PhD.s, around 300 Masters, and more than 100 teaching staffs are pursuing their graduate programs, NTU is aiming to have 30% of faculties with doctoral degrees by 2015 to offer better training and research quality to the students.</p>

<p>Background</p>	<p>The Student Support and Advising Center was formerly established in November, 2014 by the Rector of Nha Trang University on the basis of the Student Advisory Support Team, a unit belonging to the Department of Students Affairs. In 2018, the Center changed its name to the Center for Business Relations and Student Support.</p> <p>The main functions of the Center include: Advising and assisting the Rector to implement and facilitate cooperation activities between NTU and domestic and foreign enterprises; Implementing vocational training activities to meet business needs; job orientation support, soft skills training; connecting with employers to seek internship opportunities for students.</p>
<p>Where is it located in the university hierarchy</p>	<p>The Center is located within the University campus. A small building (3 rooms) is reserved to the Center's office. It is a unit equivalent to other Faculties and Offices in the university hierarchy. Additionally, The Center is an independent unit, with its own seal, bank account and legal entity.</p>
<p>Services provided</p>	<p>The Centre provide the following services to student:</p> <ul style="list-style-type: none"> • Advising students on study plans and learning progress, scientific research and professional activities. • Advising students on policies, regulations related to training, orientation activities for freshman students, writing application forms and CV, interview skills for final year students • Calling for financial support from donors, companies, alumni and other organizations for outstanding and underprivileged students. • Organizing exchanges and cooperation activities with businesses to help students supplement practical knowledge with professional skills to meet the needs of businesses and employers. • Organizing training courses on soft skills for students. • Organizing activities to attract students and successful alumni to develop school. • Serving as a bridge between the University, the functional units with students on issues related to students • Organizing Open days, career days, job fairs and job orientation events
<p>Current number of staff</p>	<p>The Center has 7 permanent personnel. In which, 1 Director and 6 staff, two men and 4 women. They are all full-time staff and get salary from the University. Additionally the Center also receives some financial resources from companies, business men and alumni for each specific activity such as: seminars, workshops for carrier development, job fairs, career counseling and employment</p>

<p>Profile of career centre staff</p>	<p>Staff of the Center comes from different backgrounds. All of them has bachelor's degree in the fields related to training specifications currently offered by NTU such as economics, aquaculture, information technology, accounting and social sciences. However, they haven't received any specialised training on employability, entrepreneurship and/or counselling yet. Their English skills are also poor, and feel difficult to communicate with foreign students</p>
<p>Target</p>	<p>Target groups that the Center aims to:</p> <ul style="list-style-type: none"> - First year students: help them quickly adapt with new study environment - Third and fourth years: help them find internship and job opportunities - Companies and employers are the Center's main partners. It has close relationship with nearly 40 enterprises to connect and provide information on employment and entrepreneurship to undergraduates and graduates
<p>Number of target who use the service per year</p>	<p>The Center has close relationship with nearly 40 enterprises to connect and provide information on employment and entrepreneurship to undergraduates and graduates. Each year, in 2018 the Center introduces 500 jobs to graduates and about 1,000 part-time jobs for undergraduate students. Career counselling, career guidance, and job orientation activities implemented by the Centre are free of charge.</p>
<p>Career centre website and social media</p>	<p>As other units in the University, the Center has one webpage belonging to NTU website: http://ntu.edu.vn/tttvhtsv/vi-vn/home.aspx.</p> <p>The Center has also opened an administered some forums and social networks.</p>
<p>Head of the career centre</p>	<p>Mr. Do Quoc Viet, Director; Email: vietdq@ntu.edu.vn; Telephone: 0941116886</p>

6.6. Thu Dau Mot University

ABOUT THE UNIVERSITY	
Name	Thu Dau Mot University
Location	06 Tran Van On str, Phu Hoa Ward, Thu Dau Mot City, Binh Duong Province
Description of the university	<p>Thu Dau Mot University was founded on June 24, 2009. The missions of the school are training high-quality human resources to serve the socio-economic development of Binh Duong province, the provinces of South-eastern region, the key economic zones of Southern region and the whole country; scientific searching, applications and transferring science and technology to provide products and service for the market</p> <p>TDMU is a multi-disciplinary university with 8 faculties:</p> <ul style="list-style-type: none"> + Faculty of Economics + Faculty of Engineering Technology + Faculty of Pedagogy + Faculty of Natural Science + Faculty of Social Science & Humanities + Faculty of Architecture + Faculty of Science Management + Faculty of foreign Languages <p>Number of programs:</p> <ul style="list-style-type: none"> + Undergraduate: 37 + Master: 9 + Doctor: 1
University Website	https://tdmu.edu.vn/
ABOUT THE CAREER CENTRE: The Center for Labor Market and Entrepreneurship	
Background	From April 12, 2017, the career center was established with the name "Labor market center". Until September 25, 2018, changed name to "The Center for Labor Market and Entrepreneurship"
Where is it located in the university hierarchy	It's part of TDM University.

<p>Services provided</p>	<p>The career center provides the following services:</p> <ul style="list-style-type: none"> • Career Guidance/Counselling (including CV support) • Supporting to find places to Internships for students • Job Portal • Support to companies for recruitment • Career days • Competitions (entrepreneurship) • Connecting coaches for students to support in national level competitions • Mentoring (provided by experts in the field) • Planning Co-working space / incubator
<p>Current number of staff</p>	<p>At the moment, the career center of TDMU currently has 1 director, 1 staff (1 man, 1 woman), 10 part time (5 men, 5 women based on work packages)</p>
<p>Profile of career centre staff</p>	<p>1. Truong Thi Thuy Tien + Major: Education management (MA) + Courses: Entrepreneurship courses, Programming certificate (Vocational level) + Working experience: 14 years working at Office of training and education(Vice head), 2 years working at office of quality assurance (Head office), 2 years working at Center of Enrollment and Labor market (Vice Director), from 2017 up to now: Director of Center of Labor market and Entrepreneurship. + 10 years joining social activities of Youth union,</p> <p>2. Tat Trung + Major: Business Administration (BA) + New staff at Cace of TDMU.</p>
<p>Target</p>	<p>Specify which groups your centre targets with its services:</p> <ul style="list-style-type: none"> • Students (1st, 2nd or 3rd cycle) • Graduates / Alumni • Companies / employers • Ethnic minorities (Laos)

<p>Number of target who use the service per year</p>	<p>From April 2017 to March 2019, our center supports 517 companies, enterprises for recruitment notifications via email, Facebook, receiving 81 recruitment notification when they directly come to the CaCe, sending out 350 CVs of students. In terms of supporting students to register driving license level A1 (motorcycle), the career center supported 700 students from May 2017 to March 2019.</p>
<p>Career centre Website and social media</p>	<p>Website: https://lmc.tdmu.edu.vn/ Facebook page: www.facebook.com/trungtamthitruonglaodong/</p>
<p>Head of the career centre</p>	<p>Ms. Truong Thi Thuy Tien – Director of CaCe Phone number: (+84) 913 15 99 05 Email: tienttt@tdmu.edu.vn</p>

6.7. University of Social Sciences and Humanities – Vietnam National University Ho chi Minh city

ABOUT THE UNIVERSITY	
Name	UNIVERSITY OF SOCIAL SCIENCES AND HUMANITIES, NATIONAL UNIVERSITY OF HO CHI MINH CITY (USSH)
Location	10 -12 DINH TIEN HOANG ST. DISTRICT 1. HCMC
Description of the university	<p>USSH boasts a 60-year history of establishment and growth. After the 1954 Geneva Accords, the University was founded in Saigon, but its origins go back to the Hanoi University of Letters. The University's predecessor, the French Preparatory College of Letters in Saigon as an affiliate member of the Vietnam National University (later changed into the University of Saigon), was founded in November 1955.</p> <p>On March 1st 1957, the Faculty of Letters, part of the University of Saigon, was officially established. From 1976 till 1996, the Faculty of Letters matured into one of the two component members of the Ho Chi Minh City University, covering social sciences and humanities.</p> <p>Pursuant to Decision No 1233/QD-BGD&DT signed by the Minister of the Ministry of Education and Training Tran Hong Quan, the University officially bore the name of the University of Social Sciences and Humanities, Vietnam National University-Ho Chi Minh city on March 30th 1996.</p> <p>Currently, USSH has more than 890 faculty members and non-teaching staff. The percentage of the academic staff holding professorial titles or postgraduate degrees is 99.3 %. There are more than 16,000 students enrolled in 57 undergraduate programs, 43 postgraduate programs and over 10 joint programs in collaboration with international partners. The programs offer students access to a very diverse selection of academic options from which to choose, and enhance students' capabilities to embrace the challenge of the country's modernization and industrialization, translating what they learn into professional achievements.</p>
University Website	http://hcmussh.edu.vn/
ABOUT THE CAREER CENTRE: Center for Career Orientation and Human Resource Development (CHD)	

Background	Base on Centre of Career Orientation and Business Relation origin in 2/2009, Center for Career Orientation and Human Resource Development was established in 3/2009 to focus on students' training, orientation, and support.
Where is it located in the university hierarchy	The centre locates at room B.001, 10-12 Dinh Tien Hoang st. District. 1, HCMC. Tel: 08.66753567 – 0914592249
Services provided	<ul style="list-style-type: none"> • Career Guidance/Counselling (including CV support) • Internships • Job Portal • Support to companies for recruitment • Job Fairs • Career Days • Competitions • Training (on skills, interviews, etc.)
Current number of staff	6, including 3 males & 3 females
Profile of career centre staff	<ol style="list-style-type: none"> 1. Dr. Nguyen Thi Kim Loan, Director: general manager 2. Assoc. Prof. Dr. Tran Le Hoa Tranh: Vice Director: projects manager, Humanity Academic Coffee Program. 3. Mr. Vo Binh Nguyen: Vice Director: students support 4. Mr. Nguyen Xuan Quang: staff: students support 5. Ms. Ho Cam Nhung: staff: Business Relation 6. Mr. Huynh Duy Quoc Su: staff: skill training courses.
Target	<ul style="list-style-type: none"> • Students (1st, 2nd or 3rd cycle) • Graduates / Alumni • Companies / employers • Specific audiences (ethnic minorities, LGBT, disabled students, foreign students, etc.)
Number of target who use the service per year	Every year, CHD supplies about 150-200 jobs for students, 200-300 internship positions. 150-200 scholarships for students. 25-30 short training courses and supply certificates for 500-800 learners.
Career centre Website and social media	Website: www.nhanlucnhanvan.hcmussh.edu.vn Email: huongnghiephanvan@hcmussh.edu.vn Facebook: www.facebook.com/TTTVHNPTNNL/
Head of the career centre	Prof. Dr. Tran Le Hoa Tranh Email: hoatranhtran@hcmussh.edu.vn

6.8. Tra Vinh University

ABOUT THE UNIVERSITY	
Name	Tra Vinh University (TVU)
Location	TVU is located in Mekong Delta, the south of Vietnam. It is about 4 hour drive from Ho Chi Minh City.
Description of the university	<p>TVU was established as a Tra Vinh Community College (TVCC) in 2001 under the framework of a project funded by Canadian International Development Agency. In 2006, TVCC upgraded in Tra Vinh University in which mulpti-level of training delivered to meet the demand of studying of local people as well as developing the local human resource for the province and a model of community college still maintained inside the university. Thanks to the success of community college model at TVU, Vietnam Association Community College (VACC) was founded and TVU’s president is elected to be the Chairman of VACC.</p> <p>Tra Vinh University delivers 46 progams at different fields and levels with around 20,000 students.</p>
University Website	www.tvu.edu.vn
ABOUT THE CAREER CENTRE	
Background	TVU career center has been founded in 2016 under the decision of Tra Vinh Provincial People Commiteee. The staff of the center used to work at student affair to help the students with employment after graduating for many years. Some of them are alumni of TVU.
Where is it located in the university hierarchy	Is it its own department, part of another department or something else? It is located on Campus and work as a part of the university.
Services provided	<p>Please indicate which services you provide for your target groups related to employability, employment or entrepreneurship, for example:</p> <ul style="list-style-type: none"> • Career Guidance/Counselling (including CV support) • Internships both domestic and international especially internships in Japan. • Job Portal • Support to companies for recruitment • Job Fairs are organized every year on the same day of Gradation Ceremony • Career Days • Mentoring (provided by experts in the field) • Tutoring (by career centre staff) • Training (on skills, interviews, etc.) • Co-working space / incubato

Current number of staff	05 full time staff and 01 member from the Rector board in the role of Director of the Center, including 03 men and 03 women.
Profile of career centre staff	They are learning by doing and trained via ToTs of V2WORK
Target	Specify which groups your centre targets with its services: <ul style="list-style-type: none"> • Students (1st, 2nd or 3rd cycle) • Graduates / Alumni • Companies / employers • Specific audiences: minority groups
Number of target who use the service per year	
Career centre Website and social media	https://dichvuviclam.tvu.edu.vn/category/vuon-uom-khoi-nghiep/
Head of the career centre	Nguyen Duy duynguyen@tvu.edu.vn



www.v2work.eu



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