

**MINISTRY OF EDUCATION AND SCIENCE**

**REPUBLIC OF KAZAKHSTAN**

**REPUBLICAN STATE ENTERPRISE ON THE RIGHT OF ECONOMIC USE  
'MANASH KOZYBAYEV NORTH-KAZAKHSTAN STATE UNIVERSITY'**

**Manash Kozybayev NKSU  
POLICY AND STANDARDS  
OF INTERNAL QUALITY ASSURANCE**

**Petropavlovsk, 2019**

## INTERNAL QUALITY POLICY AND STANDARDS

### 1. Introduction

- 1.1. The internal quality assurance policy reflects the general approaches, key principles and basic mechanisms established at M. Kozybayev NKSU for quality assurance and development of continuous quality improvement culture.
- 1.2. The policy is a part of strategic management and is considered together with other documents: mission, strategic plan, academic policy, standards of the university's internal quality assurance.
- 1.3. The policies and standards of internal quality assurance are the basis of logically structured and consistent internal quality assurance system of the university. The system is a cycle of continuous improvement and supports the development of a quality culture at all levels of the university's functioning.
- 1.4. The internal quality assurance policy has the following objectives:
  - defines the general structure of the internal system for ensuring the quality of education;
  - contributes to the provision and improvement of the quality of education;
  - maintains mutual trust and promotes the recognition of learning outcomes and students mobility outside the national education system;
  - provides information on quality assurance in the educational space of Kazakhstan and the European Higher Education Area.
- 1.5. The policy of internal quality assurance of M. Kozybayev NKSU reflects the relationship between research, teaching, training and takes into account both national and intra-university context.
- 1.6. The policy is implemented through processes and standards of internal quality assurance, which involve the participation of all departments of the university.
- 1.7. Policies and standards have official status and are available to the general public on the university website [www.nkzu.kz](http://www.nkzu.kz).
- 1.8. The policy is implemented, monitored and reviewed in accordance with the changing requirements.

### 2. Definitions

- 2.1. The quality of education is a comprehensive characteristic of educational activities and student's training, expressing the degree of their compliance with state compulsory education standards, professional standards and the needs of key stakeholders, as well as the degree to which the planned goals and results of the educational program are achieved.
- 2.2. Quality assurance is the process of creating certain conditions and allocating the necessary resources to ensure that the content of educational programs, educational opportunities and means are consistent with established goals and the required level of quality.
- 2.3. The university's internal quality assurance system is a combination of the university's organizational structure, internal documentation, indicators, processes and resources required to continuous quality and culture improvement of educational programs
- 2.4. The culture of quality is an organizational order that includes the basic principles of quality that are shared by all university employees. The quality culture of the university includes:

- the formation of a uniform definition of “quality of education” among employees and a shared vision of the education quality problem;
  - understanding by each employee what means the quality of education directly for him and how to achieve high quality in his workplace;
  - determination and understanding by structural units the paths of movement to high quality;
  - a clear understanding of the fact that quality can be controlled, and the definition of the mechanisms of this process.
- 2.5. Stakeholder is a person (or group of persons) interested in the results of the university’s activities.

The university regards students at all levels of educational programs, faculty and staff as internal stakeholders.

The university regards graduates, employers, legislative and authorized bodies, partners as external stakeholders.

### **3. Quality Assurance Principles**

3.1. The university is responsible for the quality of education and its provision.

3.2. The University defines the following basic principles of quality assurance:

- Quality assurance is consistent with the diversity of higher education systems, educational institutions, educational programs and students.
- Compliance with regulatory and legal requirements, ESG recommendations and the requirements of ISO 9001.
- The leading role of the university leadership is to ensure the unity of strategy, policy and procedures, the involvement of all employees in activities to ensure and improve quality, providing the necessary resources.
- Consideration of the needs and expectations of external and internal stakeholders, their active involvement in activities to ensure and improve the quality of education.
- Ensuring equal opportunities and justice for students.
- Maintenance of academic honesty and freedom, intolerance to any form of corruption and discrimination.
- Clear definition of responsibility for processes, quality and standards.
- Application of the process approach and principles of risk-based thinking.
- Making important management decisions based on a comprehensive analysis of data and information.
- Creating conditions for the continuous improvement of the quality assurance system and the development of quality culture.
- Application of external and internal independent control.
- Ensuring regular review of quality assurance policies and standards.
- Ensuring transparency and accessibility of information for interested parties.

3.3. Quality assurance and quality improvement will be applied to all educational programs implemented by the university.

### **4. Responsibility for quality assurance**

4.1. Ensuring and improving quality is a shared responsibility between university management, institutes, faculties, departments and structural units.

- 4.2. **The rector** carries out general management of the university, ensures full implementation of educational programs, and is responsible for the compliance of the university with regulatory and legislative requirements.
- 4.3. **The Academic Council** is a collegial governing body of the university, which defines the concept of the development of the university and makes decisions on all fundamental issues of the organization of all types of university activities. The Academic Council is responsible for approving the quality assurance policy, academic policy, quality assurance standards, educational programs, students' admission procedures and evaluating their learning outcomes.
- 4.4. **The first vice-rector** ensures the development and implementation of the university development strategy, is responsible for the effectiveness of the university in the field of international cooperation, internationalization and informatization of education.
- 4.5. **The Vice-rector for Academic Affairs** provides planning, organization and control of the educational and methodological work of the university. The vice-rector for academic affairs is responsible for the development of an academic activity plan, the academic policy of the university, and the development and monitoring of educational programs.
- 4.6. **The vice-rector for science and innovations** carries out general management of scientific and innovative activities, he is responsible for the development of policy and strategic development plan for science and innovations, and for providing the educational process with educational and methodological literature.
- 4.7. **The vice-rector for educational work and social affairs** supervises the educational work and social activities of the university, and is responsible for ensuring the quality of social conditions for students.
- 4.8. **The Educational and Methodical council** defines and develops university-wide measures aimed at improving the quality of the development of educational programs and monitoring the quality of methodological and educational-methodological support of the educational process.
- 4.9. **The Scientific and Technical Council** defines the scientific and educational policy of the university, promotes the integration of science and education, ensures the improvement of educational programs and the introduction of new teaching technologies, helps to strengthen the link between research, innovation, teaching and learning.
- 4.10. **The Department of Strategy, Quality and Internationalization** is responsible for elaborating a university development strategy, policies and quality assurance standards, monitors the implementation of strategic documents, manages internal regulatory documents, and develops measures to improve educational programs and university activities based on internal and external assessment procedures.
- 4.11. **The Department of Academic Activities** is responsible for ensuring a systematic approach to the development, approval, monitoring and evaluation of educational programs, for updating internal regulatory documents on academic activities, and timely approval of educational and methodological documentation.
- 4.12. **The Department of Informatization of Education** provides the conditions for the introduction of information technology in the educational process.
- 4.13. **The Department of Science** is responsible for ensuring a systematic approach to the organization of the research work of the university, provides monitoring of the results of scientific activities and a stable relationship between research, innovation, teaching and learning.

- 4.14. **The Department of Educational and Social Work** is responsible for ensuring a systematic approach to organizing educational work and social activities, ensuring equal opportunities and justice for students, building a corporate culture of academic honesty and freedom, intolerance to any form of corruption and discrimination.
- 4.15. **The Department of Economic Affairs** manages the economic activities of the university and is responsible for the state of the university infrastructure, creating healthy and safe conditions for employees and students.
- 4.16. **Academic committees** are collegial governing bodies of academic activity, elected on the boards of faculties / ILL. Academic committees are responsible for the development, monitoring and improvement of educational programs in the relevant area.
- 4.17. **The registrar's office** determines the academic rating of students on the basis of passing credits and credit transfer.
- 4.18. **The students' service center "QYZYLJAR"** provides fast and high-quality provision of educational process services on the principle of "one-stop shop" based on service standards. The main principles of SSC activities are: student orientation, standardization of services, objectivity in resolving issues, and confidentiality of information received.
- 4.19. **The Career and Employment Center** is responsible for organizing students' professional practices, organizing graduate employment and developing a public-private partnership system.
- 4.20. **The director of the Institute of Language and Literature, the director of the High School of Medicine, the dean of the faculty** carries out general management of the institute / faculty, is responsible for the implementation of this Policy, the implementation of standards and requirements governing the relevant educational programs.
- 4.21. **The Council of the Institute / Faculty** is a collegial governing body and defines the concept of development of the Institute / faculty, departments and educational programs.
- 4.22. **The Educational and Methodical Council of the institute / faculty** defines and develops measures at the institute / faculty level aimed at improving the quality of educational programs, examination and monitoring of the quality of methodological and educational-methodological support of the educational process.
- 4.23. **The head of the department** carries out the planning and organization of teaching, research and educational work of the teaching staff. The head of the department is responsible for the development, monitoring and improvement of specific educational programs.
- 4.24. **The teaching staff** is responsible for the quality of teaching activities, educational and methodological documentation, and the conformity of the educational process with the goals and educational results of relevant educational programs.
- 4.25. **The admissions board** carries out career guidance, ensures the reception of documents and organization of conditions for applicants to enter the university. The admissions board is responsible for transparency and compliance with the rules for admission of applicants.
- 4.26. **Foundation faculty** provides an increase in the level of students' knowledge through in-depth study of subjects for further admission to the university and other higher educational institutions of Kazakhstan.
- 4.27. **The Institute for Training and Continuing Education** provides the conditions for the professional development of faculty and staff.

- 4.28. **The library** is responsible for providing the educational process with educational, methodological and scientific literature.
- 4.29. **The media center** provides information to stakeholders and the general public about the activities of the university and the implementation of educational programs.
- 4.30. The heads of all structural divisions are responsible for ensuring that the activities of the divisions correspond to specific goals, objectives and functions.

Detailed responsibility for ensuring and improving the quality is distributed in accordance with the Regulations on structural units, the Regulations on collegial bodies and job descriptions.

### **Standards for Internal Quality Assurance**

#### **5. Development and approval of programs**

*The university defines the procedures for the development and approval of educational programs. Educational programs are consistent with established goals, including intended learning outcomes based on Dublin descriptors, taking into account the requirements of internal and external stakeholders. The qualifications obtained as a result of mastering the educational program are clearly defined and correspond to a certain level of the national qualification framework in higher education, the qualifications framework in the European Higher Education Area.*

- 5.1. The university provides the development of educational programs based on the requirements of the State Educational Standards of the Republic of Kazakhstan, professional standards, the development strategy of the university and best practices. When developing programs, the university provides:
  - compliance with the goals of educational programs of the development strategy of the university;
  - the presence of clearly identified expected learning outcomes;
  - participation of students and other stakeholders in the development of educational programs;
  - conducting external examinations and the availability of reference and information resources;
  - continuous unhindered progress of the student in the process of mastering the program;
  - determination of the expected workload of students;
  - providing opportunities for internships;
  - program approval process.
- 5.2. Educational programs are developed by academic committees, which include leading teachers, representatives of employers, students.
- 5.3. Educational programs are developed by the University independently in accordance with the National Qualifications Framework, industry qualifications frameworks and professional standards based on Dublin descriptors.
- 5.4. Educational programs are developed in the context of a competency-based model for training specialists and are focused on the learning outcomes expressed in the form of competencies. The development of new educational programs is taking into account:

- the most sought-after competencies among the largest employers by 2020, indicated in ‘The Future of Jobs’ Report of the World Economic Forum in Davos, 2016;
  - competencies of the professions of the future, indicated in the ‘Atlas of New Professions 2020-2030’, developed by specialists from the Moscow school SKOLKOVO and the ANO ‘Agency for Strategic Initiatives to Promote New Projects’;
  - increasing the number of modules and disciplines of an interdisciplinary nature;
  - taking into account the main educational program (Major) and additional educational programs (Minor);
  - experience of partner universities and Nazarbayev University.
- 5.5. Educational programs are formed on a modular basis. Each module of the educational program is focused on achieving a specific learning outcome, that is, competency. The learning outcomes are formulated according to the program as a whole, for each module and individual discipline.
- 5.6. The procedure for developing an educational program includes:
- 1) Determination of qualification characteristics of the graduate based on the content of the professional standard and / or research requirements of employers. Formation of a graduate model in the form of competencies.
  - 2) Definition of strategic and conceptual, justification of learning strategies based on modern methods of organizing the educational process as part of student-oriented learning.
  - 3) Studying the University’s capabilities for successful implementation of educational programs with the definition of the necessary resources (teaching staff, library support, educational and laboratory equipment, etc.), social resources represented by social partners interested in participating in the implementation of the educational program (professional practice base, departments in production, etc.).
  - 4) Definition of the list of additional educational programs (Minor).
  - 5) The establishment of possible educational paths within the framework of one program, taking into account the requirements of consumers.
  - 6) Determination of the goal set of competencies and learning outcomes in accordance with the Dublin descriptors, qualification characteristics of the graduate and taking into account the requirements of internal and external stakeholders. When determining the expected results and developing educational programs, the following recommendations are taken into account:
    - academic staff from related subject areas through participation in the work of academic committees;
    - employers through participation in the work of academic committees and examination of educational programs, questionnaires to assess the graduates training quality;
    - students through participation in the work of academic committees, the evaluation of educational programs during the survey;
    - other educational institutions, industrial enterprises and public organizations through feedback mechanisms.
  - 7) Determining the list and volume of training modules, determining the expected learning outcomes for each module.

- 8) Determining the list of disciplines, their volume, content and expected learning outcomes.
- 9) Analysis of the compliance of the educational program with the principles of internationalization of education, focus on the regional and republican labor market and professional communities, competitiveness of the program, compliance with the principles of interdisciplinarity and multidisciplinary.
- 5.7. External examination of educational programs is carried out by an expert group, which includes representatives of employers, faculty and students.
- 5.8. Based on the conclusion of the expert group, the educational program is considered and recommended for approval at a meeting of the department, educational and methodical council of the institute / faculty, educational and methodical council of the university and approved by the Academic Council of the university. After passing through all stages of approval, the educational program is introduced into the educational process.
- 5.9. The methodological content of the educational program includes a catalog of elective disciplines, educational and methodical complexes in disciplines, educational and methodical complexes in practice, as well as reference and information resources in accordance with p.9.4.
- 5.10. Compliance with the goals of educational programs of the development strategy of the university is achieved through the preparation of plans for the development of educational programs.
- 5.11. The workload of students is determined in credits - units of measurement of labor costs of students and teachers necessary to achieve specific learning outcomes. The number of academic disciplines and credits is indicated in the syllabuses and individual plans.
- 5.12. The training load of students includes classroom studies and independent work of students, the preparation and delivery of intermediate certification. The ratio of classroom classes to other types of academic workload is at least 30% of the total workload.
- 5.13. Training activities consist of theoretical training, including lectures, workshops, laboratory and term papers, as well as research work, internships, practice, final certification. The theoretical part of the curriculum is presented in the form of separate modules, the study of which ends with exams. The module may include theoretical training, practice, graduation work (bachelor, master or doctoral).
- 5.14. One academic credit of all types of academic work is equal to 30 academic hours. 30 academic credits are learned during one academic period. The academic period is 15 weeks.
- 5.15. As part of the implementation of educational programs at all levels, the university provides students with professional practice. Educational programs for graduate and doctoral programs include internships for students.
- 5.16. To obtain a bachelor's degree, a student must master at least 240 academic credits for the entire period of study, including all types of educational activities. According to the educational program "Health and social welfare (medicine)", a student must master at least 300 academic credits.
- 5.17. To obtain a master's degree in a research master's program, a student must acquire at least 120 academic credits for the entire period of study, including all types of educational activities of a graduate student.



- 5.18. To obtain a master's degree in a specialized magistracy with a 1-year study period, a student must acquire at least 60 academic credits for the entire period of study, including all types of educational activities of a graduate student.
- 5.19. To obtain a master's degree in a specialized magistracy with a term of study of 1.5 years, a student must acquire at least 90 academic credits for the entire period of study, including all types of educational activities of a graduate student.
- 5.20. To obtain a Ph.D. degree, the student must have at least 180 academic credits for the entire period of study, including all types of educational activities of a doctoral student.
- 5.21. To ensure academic mobility of students and recognition of educational programs in the European educational space, the university provides ECTS credits transfer.
- 5.22. The University provides continuous unhindered progress of the student in the process of mastering the program through clearly regulated procedures for the formation of educational trajectories, assessment of knowledge, accounting for academic achievements and transfer to the following courses.
- 5.23. 5.23. The qualifications obtained as a result of mastering the educational program are clearly defined in accordance with a certain level of the National framework for qualifications in higher education and, therefore, the qualifications framework in the European Higher Education Area:
  - qualification level 6 - undergraduate;
  - qualification level 7 - magistracy;
  - qualification level 8 - doctorate PhD
- 5.24. The university awards a degree in accordance with the state compulsory standard of the appropriate level of education.

## **6. Student-oriented learning and assessment of students**

*The university introduces student-oriented learning processes in educational programs: it provides the development of flexible learning paths; creates conditions for increasing motivation and involvement of students in the educational process; provides consistency and objectivity in evaluating learning outcomes.*

- 6.1. The university creates conditions for the development of students' autonomy:
  - the formation of understandable goals for students and the expected learning outcomes;
  - introduction of active teaching methods;
  - development of a personality-oriented approach;
  - formation of an individual learning path;
  - involvement of students in the development of educational programs;
  - strengthening the role of students' independent work;
  - application of the research approach in training;
  - the formation of a positive attitude towards students by teachers;
  - strengthening the role of students' self-government;
  - creating an enabling learning environment.
- 6.2. The university creates the conditions for students to choose an individual educational trajectory, which include:

- the ability to choose the language of study, the form of study (full-time, part-time), elective disciplines, teachers;
  - electronic registration for elective disciplines;
  - the formation of an individual curriculum;
  - organization of an additional semester for repeated or additional study of disciplines;
  - the possibility of training in distance learning technologies.
- 6.3. The procedure for registering students to study disciplines is organized by the Registrar's Office, deans, departments and advisers.

The procedure for enrolling in the study of disciplines is defined in detail in the Academic Policy of M. Kozybayev NKSU.

- 6.4. Registration for academic disciplines is carried out for the first-year students until August, 30, for students of the second and senior courses - in accordance with the academic calendar.
- 6.5. For the independent choice of the educational trajectory, the university provides students with all the necessary information: the state compulsory educational standard of the relevant education levels of the Republic of Kazakhstan, the educational program, the catalog of elective disciplines, the rules for registering students for disciplines and teachers.
- 6.6. Registration for disciplines and formation of an individual student curriculum includes:
- awareness of the student with the rules of the organization of the educational process on credit training technology;
  - awareness of the student with additional educational programs (Minor);
  - awareness of the student with the list and content of elective disciplines and the sequence of their study;
  - entry to the disciplines;
  - compliance with the established deadlines for registration and re-registration in academic disciplines.
- 6.7. The student can study individual disciplines in other educational organizations, including abroad.
- 6.8. A student can create his own individual curriculum on a paid basis with fewer credits than is established for the development of an educational program of the appropriate level, while increasing the duration of training.
- 6.9. The individual curriculum is approved by the dean of the faculty / director of ILL in three copies: one is stored in the dean's office and serves as the basis for monitoring the implementation and mastery of the student's curriculum, the second is transferred to the Registrar's Office for intermediate certification, and the third is for a student.
- 6.10. Strengthening the role and motivation of students' independent work is ensured by:
- increasing the volume of hours for independent work;
  - the focus on active methods of mastering knowledge;
  - creating conditions for students to participate in creative activities, academic competitions in academic disciplines, research competitions or applied work;
  - the use of motivating factors of knowledge control (cumulative assessments, rating, tests, non-standard exam procedures);

- encouraging students for success in their studies and creative activities (scholarships, bonuses);
  - individualization of tasks performed both in the audience and outside it, their constant updating;
  - publication of the content, evaluation criteria and schedules for students' independent work.
- 6.11. Educational programs are implemented using modern and effective teaching methods aimed at active involving of students in the educational process and increasing their independence and responsibility for the results of the educational process. These methods include, for example, a problem lecture, a case method, a problem solving method, a project method that allow you to include the student's personality in an active position to unleash and realize its potential, make a creative educational environment, and also contribute to the operational impact on the formation professional qualities of a future specialist.
- 6.12. Assessment and adjustment of pedagogical methods is carried out as part of the organization of open classes, mutual attendance of classes, meetings of methodological sections and seminars, work of educational- methodical councils, and master classes.
- 6.13. Issues of mutual respect between the teacher and the student are governed by the principles and ethical standards established by the Code of Academic Honor of Teachers, the Code of Corporate Culture of faculty and staff, and the Code of Honor of the student.
- 6.14. The Director of ILL, deans, heads of structural divisions ensure that teachers are familiarized with the Code of Academic Honor of Teachers and the Code of Corporate Culture of faculty and staff.
- 6.15. Advisers provide students with a guidebook for students of NKSU named after M. Kozybayev and the student's Code of Honor, the Rules of academic honesty when entering the first year.
- 6.16. Taking into account the importance of assessing students' achievements for their future careers, criteria and methods for assessing all types of controls are published before training in educational programs (syllabuses) and teaching and learning complexes of disciplines, which are available in the electronic library.
- 6.17. To assess students' knowledge, a point-rating alphabetic system of assessment is applied and the rules for translation into ECTS assessments apply:
- grade A corresponds to 4 points, 95-100%, rating "excellent";
  - grade A - corresponds to 3.67 points, 90-94%, rating "excellent";
  - grade B + rating corresponds to 3.33 points, 85-89%, rating "good" ;
  - grade B corresponds to 3.0 points, 80-84%, rating "good";
  - grade B- corresponds to 2.67 points, 75-79%, rating "good";
  - grade C + corresponds to 2.33 points, 70-74%, rating "good";
  - grade C corresponds to 2.0 points, 65-69%, rating "satisfactory";
  - grade C- corresponds to 1.67 points, 60-64%, rating "satisfactory";
  - grade D + rating corresponds to 1.33 points, 55-59%, rating "satisfactory";
  - grade D corresponds to 1.0 points, 50-54%, rating "satisfactory";
  - grade FX corresponds to 0.5 points, 25-49%, rating "unsatisfactory";
  - grade F corresponds to 0 points, 0-24%, rating "unsatisfactory".

- 6.18. The basic rules for assessing knowledge are defined in the Academic Policy of M. Kozybayev NKSU. The policy of evaluating the educational achievements of students of the University is based on the principles of academic honesty, unity of requirements, objectivity and justice, openness and transparency. Assessment of knowledge is carried out in accordance with established procedures and includes current and midterm controls, intermediate and final certification.
- 6.18.1. Current control includes checking students' academic achievements during the academic period in accordance with the schedule indicated in the syllabus of the discipline. Current control is carried out on topics and modules of academic discipline in classroom and extracurricular activities. Learning achievements of students are evaluated on a 100-point scale for each completed task. The final result of the current control is summed up by calculating the arithmetic mean of all estimates obtained during the academic period.
- 6.18.2. Midterm control is carried out at the end of a section (module) of one academic subject two times during one academic period at the 8th and 15th weeks of theoretical training. The form of midterm controls is set by the teacher. Evaluation of the admission rating is cumulative and consists of assessments of current learning achievements and assessment of midterm control. A student who scored less than 50% of the total semester rating score is not allowed to the examination session.
- 6.18.3. Interim certification is carried out during the examination session in order to assess the quality of students mastering the content of a part or the entire volume of one academic discipline after completion of its study. The main forms of intermediate certification at the university are: written exam, essay, test, computer testing, creative exam, creative work, abstract. Assessment of students' academic achievements in the exam is determined in points from 0 to 100. The final grade in the discipline is composed of 60% of the admission rating and 40% of the exam results.
- 6.18.4. Final certification is carried out in the form of passing a comprehensive exam on the educational program or defense of the thesis (project).
- 6.19. The university provides an opportunity to eliminate academic debts, academic differences re-study additional disciplines and learn credits during the additional semester on a fee basis. An extra semester is held during the summer holidays.
- 6.20. Objectivity in assessing students' achievement of expected learning outcomes is ensured by the following mechanisms:
- evaluation materials undergo preliminary examination at the graduating department;
  - exams in the form of computer testing or in writing are taken by independent experts, exams in other forms, as well as term papers and projects are accepted by commissions;
  - the academic staff masters methods of testing and testing knowledge and increases its own competence in this field;
  - the results of knowledge assessment are recorded in electronic systems and become available to students on the day of the assessment;
  - there is constant feedback on academic achievements between teachers and students;
  - an appeal procedure is provided for all types of knowledge assessment, as well as additional opportunities for passing midterm controls and extending the examination session if there are serious reasons;

- 6.20.1. The University is a member of the League of Academic Honesty and adheres to and disseminates the principles of academic honesty in the academic environment in academic activities. Disciplinary responsibility is established for violation of the principles of academic honesty by students and faculty at the university.
- 6.20.2. The principles of academic honesty, the rights and obligations of members of the university community, types of violations of academic integrity and the procedure for taking administrative measures if they are carried out are defined in the Rules of Academic Honesty of M. Kozybayev NKSU.
- 6.21. The University provides a system for handling complaints from students at the student administration, student trade union committee, curators / advisers, graduating departments, dean's office (directorate), vice-rector for educational work and social issues, rector. Consideration of complaints and proposals is carried out through direct mail to the rector, a virtual reception, the hours of reception of the rector and vice-rectors.
- 7. Admission of students, academic achievements, recognition and certification**

*The University defines, publishes and consistently applies the procedures for admitting and graduating students, monitoring learning outcomes, objective recognition of higher education qualifications, periods of study and prior education. The university provides students who have completed their studies with a diploma and a state-standard application confirming their qualifications.*

- 7.1. Admission to the university is carried out in accordance with [the Model Rules for admission to study in the educational organizations of the Republic of Kazakhstan](#). Information on the criteria and admission procedure is available on the university's website.
  - 7.1.1. For admission to the undergraduate educational program, you must have a document confirming completion of high school, college or university, a certificate of passing the Unified National Test or the results of the entrance exam (for a fee, after college), a certificate of state educational grant or a passing score of *at least 50 points. In the field of "Pedagogical sciences" - at least 60 points, in the field of education "Health and social welfare (medicine)" - at least 65 points, taking into account admission after passing a special exam.*
  - 7.1.2. *Admission to the internship is carried out in accordance with the Rules for the training of medical personnel in the internship on a competitive basis, based on the GPA.*
  - 7.1.3. For admission to the master's educational program, you must have a document on higher education, a certificate (if available) about passing the test in a foreign language. Admission to the magistracy is carried out on a competitive basis of comprehensive testing (hereinafter referred to as CT): a foreign language and an exam in the specialty (2 subjects). Foreign language is optional (English, French, German; Arabic for people entering specialties requiring knowledge of the Arabic language).
  - 7.1.4. For admission to the educational program of doctoral studies, you must have a document of postgraduate education, a certificate of passing the test in a foreign language, the justification of the planned dissertation research, agreed with the proposed domestic or foreign scientific consultant, as well as a work experience of less than one year.

Admission to doctoral studies is carried out on a competitive basis according to the results of two entrance exams: in the specialty and in one of the foreign languages

(English, French, German; Arabic for people, entering specialties requiring knowledge of the Arabic language), taking into account the certificate of passing a test in a foreign language.

- 7.2. The University provides awareness of accepted students with the educational program, study conditions and existing academic career opportunities as part of mandatory meetings with the rector, dean, curators and advisers at the beginning of the academic period.
- 7.3. The University develops and maintains a [Register of internal regulatory documents](#) governing all main stages of the educational process: career guidance, formation of the contingent, the educational process, and assessment of students' knowledge, including final certification, quality control of the educational process, professional practice, and employment of graduates.
- 7.4. Internal regulatory documents determine the main features of organization of the educational process in distance educational technologies, organization of external academic mobility, organization of students' research work, the rules for re-transferring academic disciplines with a shortened form of training.
- 7.5. Collection and monitoring of information about the academic achievements of students is regulated by internal regulatory documents, carried out through the information-analytical complex for the management of the educational process and includes:
  - collection and monitoring of the results of current academic achievements;
  - collecting and monitoring the results of intermediate and final certification;
  - ranking by GPA level;
  - collecting and monitoring the results of employment and information on the career growth of graduates;
  - monitoring the satisfaction of students and employers with the quality of training.
  - Follow-up, based on monitoring results is determined by internal regulations.
- 7.6. Maintaining corporate culture by students is ensured by the established internal labor regulations and provisions of the Student's code of honor.
- 7.7. Recognition of merit and academic achievements is determined by the provisions on the award of the grant of the rector and the grant of academician Manash Kozybayev, as well as the provisions of benefits and discounts on tuition fees.
  - 7.7.1. Students of the second year and above, having last year only "excellent" (A, A-) and "good" (B+, B, B-) grades, actively involved in the work of SSS, scientific activities, creative contests, cultural, professional and practical activities of the university are allowed to the grant competitions, named after academician Manash Kozybayev.
  - 7.7.2. Students of the second year and above, having only "excellent" (A, A-) and "good" (B+, B, B-) grades in the last semester, mainly from socially vulnerable segments of the population (disabled students, orphans, students from single-parent / large / low-income families, students with parents of disabled / retired people) are allowed to the competition for a grant of the rector.
  - 7.7.3. The university provides benefits and discounts on tuition fees in accordance with the Regulation on the procedure for providing benefits (discounts) to students, studying on a paid basis at M. Kozybayev North Kazakhstan State University.
- 7.8. To guarantee the objective recognition of higher education qualifications, periods of study and prior education, including recognition of non-formal education, a university:

- ensures compliance with the actions of the Lisbon Recognition Convention;
  - cooperates with [the Center for Bologna Process and Academic Mobility of the Ministry of Education and Science of the Republic of Kazakhstan](#), which is the executive body for the recognition and nostrification procedure in the Republic of Kazakhstan.
- 7.9. The recognition of qualifications acquired in other Kazakhstan or foreign educational institutions is carried out in accordance with the approved rules for filling out the transfer of student credits.
- 7.10. Students who have completed training in the educational program are awarded the appropriate degree and a state diploma with an application (transcript) is issued, as well as the European Diploma Supplement. Documents include information on the learning achievements, context, content, status of the received education, evidence of its completion.
- 7.11. The basic rules for admission, elective disciplines, assessment and recognition of learning outcomes are defined in the Academic Policy of M. Kozybayev NKSU.
- 7.12. All procedures for admission, evaluation, recognition and graduation are maintained up to date and are available for students on the university website in the section "[Register of internal regulatory documents](#)".

## **8. The teaching staff**

*The teacher is a key figure in the provision of quality training and the acquisition by students of knowledge, skills, and competencies. The University defines, publishes and applies transparent procedures for hiring, professional growth and development of all employees in accordance with the principle of meritocracy.*

- 8.1. The university has the primary responsibility for the quality of its employees and the provision of favorable conditions for their effective work.
- 8.2. In order to develop faculty and staff, the university provides the development of a personnel policy that combines the approaches, methods and tools of personnel management, taking into account the best experience in the field of human resources, and forms a unified approach and value system of the university in the field of personnel management. The university's activities to develop the potential of teachers are aimed at changing its role in accordance with the transition to student-oriented education.
- 8.3. The University defines the following basic principles of personnel policy:
- comprehensiveness - coverage of all areas of personnel management;
  - system - consideration of all the constituent elements of a policy in interconnection;
  - validity - the use of modern scientific developments in the field of personnel management, which could provide the maximum economic and social effect;
  - efficiency - the costs of activities in the field of personnel management should be paid off with results;
  - openness - transparency at all stages of the management process;
  - meritocracy - the principle of management, according to which the most capable people should occupy leading positions, regardless of their social origin and financial wealth.
- 8.4. Recognizing the importance of teaching, the university develops clear, transparent and objective criteria for hiring employees, appointing them to the post, filling vacant posts,

promoting them, dismissing them and follows them in their activities in accordance with the principle of meritocracy.

- 8.5. The qualitative and quantitative need for academic staff is determined by the qualification requirements of the state for educational activities.
- 8.6. The University independently determines the qualification characteristics of the positions of employees of higher and postgraduate education organizations in accordance with the legislation of the Republic of Kazakhstan, develops and approves the rules for competitive replacement of faculty and research workers posts.
- 8.7. Faculty recruitment is carried out on a competitive basis. Information about the competition and the vacancy of the faculty and researchers are published in the periodicals of the Republic of Kazakhstan and on the official website of the university, at least thirty calendar days before the deadline for accepting documents. Information includes the name of the vacant position and the requirements for experience and qualifications.
- 8.8. Consideration of applications for vacant positions is carried out by a competitive commission from among administrative staff and faculty. A recommendation, based on the results of the commission, is formed for the university rector on the possibility of concluding an employment contract.
- 8.9. The university provides career opportunities and professional development for faculty, providing annual development and implementation of a continuing education plan. The University provides faculty with mandatory continuing education once every five years.
- 8.10. In order to develop, maintain and promote talented and qualified workers, the university creates and maintains a personnel reserve system.
- 8.11. To create a motivational sphere, the university maintains and develops a rating system for teaching staff, including additional financing based on the rating results.
- 8.12. For the objective consideration of individual labor disputes, a conciliation commission has been created at the university.
- 8.13. To strengthen the link between education and research, the university encourages academic activities by:
  - creation and functioning of scientific schools and teams;
  - introducing a system of motivation for scientific activity and constant informing of scientific events;
  - promoting the commercialization of research results;
  - providing the opportunity to use international scientific databases, electronic scientific journals;
  - facilitating the presentation of scientific positions at scientific sites, including participation in scientific conferences and competitions, publications in journals;
  - planning and monitoring the effectiveness of research activities.
- 8.14. The university creates the conditions for introduction of innovative teaching methods and the use of advanced teaching technologies:
  - providing continuing education for teachers in the field of innovative methods and technologies in Kazakhstan and foreign organizations;
  - dissemination of experience in introducing new methods and technologies in the framework of seminars and master classes;
  - equipping the educational process with modern equipment and software;



- inclusion in the rating system indicators of introduction of innovative methods and technologies for assessing the teaching staff;
- monitoring the effectiveness and efficiency of the application of innovations and the use of active teaching methods.

## 9. Learning resources and student support system

*The University ensures the availability of sufficient, accessible, and relevant training resources and student support services. When allocating, planning and providing educational resources, the university takes into account the needs of various groups of students.*

- 9.1. The infrastructure of the university is a single complex having the status of a campus and includes academic buildings, multimedia classrooms, real-virtual laboratories, computer classes, gyms, a swimming pool, dormitories, training and production complex, and an agrobiostation.
- 9.2. Academic support for students is provided by: the admissions committee, the Foundation faculty, the registrar's office, the student service center QYZYLJAR, the student department, the professional practice and employment department, the academic mobility and multilingual education department, and the library.
- 9.3. Social support for students is provided by the Department of Educational and Social Work, the sports club, the health center, theater groups and music associations.
- 9.4. Each student during the entire training period is provided with individual unlimited access to the following educational information resources:
  - [Official website of the university](#)
  - [Scientific library](#)
  - [Electronic library](#)
  - [Information and analytical complex for educational process management](#)
  - [distance e-Learning system](#)
- 9.5. All students are provided with access to the book fund of the library, including educational, methodological and scientific literature in Kazakh, Russian and English, as well as foreign and domestic periodicals. Information support to the library is carried out as part of the "Scientific Library" section of the university official website.
- 9.6. To organize the independent work of students, the university forms and maintains an electronic library containing methodological developments of university teachers (educational and methodological complex of disciplines, videos, electronic textbooks, electronic publications), high-demand literature, and literature for multilingual education. Remote access to the resources of the Electronic Library is provided around the clock.
- 9.7. The electronic library provides access to the resources of the Kazakhstan National Electronic Library (KNEL), the Republican Interuniversity Electronic Library (RIEL), the electronic information resources SpringerLink, Scopus, eLIBRARY, Clarivate, the electronic library system 'Lan', the electronic information resource Elsevier, ScienceDirect.
- 9.8. Teaching with the use of distance technologies is implemented on the basis of NKSU distance learning system 'e-Learning'. The university provides access to the system for students and teachers from any location and at any time of the day.

Educational material is available for students in the disciplines, as well as information about the academic calendar, individual plan, schedule, results of assessment of

knowledge and achievements, news of the educational process. The system provides the opportunity to communicate with teachers in the learning process.

- 9.9. Full information about organization of the educational process is presented in the information-analytical complex for managing the educational process and is available from the university's website using an individual login and password of the student.

Students are supported by curators / advisers whose main task is to organize educational work with students, promote student self-government and involve students in the socially significant and creative life of the university, promote professional self-determination and professional adaptation of students at the final stage of their education at the university.

- 9.10. The University actively supports and promotes the development of student self-government, defining its main goals:

- assistance in resolving issues, related to urgent problems of student learning;
- promoting the scientific potential of students;
- improving the image of the university;
- promotion of a healthy lifestyle in the student community;
- organization of leisure activities for students;
- development of students' creative potential;
- ensuring the active participation of students in the life of the university.

- 9.11. The system of student self-government is represented by the student administration, student deans and the director of ILL, chairmen of student dormitories, as well as the Committee on Youth Affairs, the student trade union committee, the Kazakhstan Student Alliance for NKR, the 'Nur Aru' gender club, and debate clubs.

- 9.12. The university provides nonresident students with comfortable living conditions in a dormitory. Accommodation in a dormitory is carried out in accordance with the Rules of residence in a dormitory, in compliance with established sanitary standards. The dormitories, provided by the university are equipped with all the necessary social infrastructure for organizing the life of students and the diverse development of students.

- 9.13. The university creates favorable conditions for the diverse development and implementation of creative initiatives. Creative and choreographic groups are actively functioning, allowing students to reveal their creative abilities:

- Kazakh student theater "Shanyrak";
- people's student theater "Pilgrim";
- people's student theater "Krivoye zerkalo";
- ensemble of modern choreography "Anturnan";
- folklore-ethnographic ensemble "Sherter";
- student choir of NKSU named after M. Kozybayev.

- 9.14. One of the university's priorities is the formation and strengthening of a healthy lifestyle culture. The university provides the conditions for active sports activities for teaching staff and students: on a free basis there are sports and fitness sections, sports halls and gyms, a swimming pool, a skate and ski base, a sports ground for playing mini-football. The work of sports events is organized. The university supports the participation of students-athletes in international, republican, regional sports competitions.

- 9.15. The university provides free medical care for students, staff and senior citizens of the university. The health center provides medical work: provision of the first aid, emergency care, primary diagnosis and outpatient treatment; organization and conduct of annual preventive medical examinations of students and staff; health education.

- 9.16. In the distribution, planning and provision of educational resources, the university takes into account the needs of various groups of students and the trends of student-centered learning:
- all students are provided with round-the-clock access to information resources and an electronic library;
  - University infrastructure and information systems structure is designed taking into account the needs of students with disabilities;
  - preparatory training courses were organized for foreign students on the basis of the Foundation faculty;
  - there is an adaptation program for foreign students, which includes a set of measures for socio-psychological and academic support.
- 9.17. The University provides financial assistance to needy students and undergraduates: benefits, scholarships, grants, targeted financial assistance.
- 9.18. The university provides regular professional development and professionalism of administrative and managerial staff and support services staff.

## **10. Information management**

*Reliable information is a prerequisite for making decisions. The University defines the procedures for collecting, analyzing and using relevant information for the effective management of its programs and other areas of its activities. The University provides measurability, reliability, accuracy, timeliness and completeness of information.*

- 10.1. To assess the quality assurance system, the university organizes the collection and analysis of information through the following methods:
- development, implementation and use of information systems;
  - determination of requirements of interested parties to the results of activities;
  - assessment of the satisfaction of interested parties with educational services of the university;
  - analysis of the external and internal environment of the university;
  - internal process audits.
- 10.2. The University provides information management within the framework of information systems:
- the official website of the university [www.nkzu.kz](http://www.nkzu.kz);
  - the automated educational process management information system “Platonus”;
  - information and analytical complex for educational process management;
  - educational portal <http://is.nkzu.kz/>;
  - ACS "Electronic Schedule";
  - NKSU distance learning system ‘eLearning’;
  - WEB-test network testing system;
  - university electronic library;
  - information systems and library complex resources;
  - Automated accounting information system “1C Accounting”.
- 10.3. A global analysis of the external and internal environment of the university is carried out as part of the development and updating of the strategic plan for the development of the university and includes an analysis of global trends in the development of education and external challenges, a study of the main groups of consumers and competitors,

determination of the characteristics of the labor market and educational services, analysis of trends in demand parameters, analysis of the current state of the university, its strengths and weaknesses, internal and external risks.

- 10.4. Collection, monitoring, analysis, exchange of information, formation of statistical and reference reports on the contingent of students, the results of an external assessment of the educational achievements of students, the formation of orders on the movement of the student's contingent is carried out by the student department.
- 10.5. Analysis and monitoring of the employment process is carried out by the Career and Employment Center. The formation of a database of employment and career growth of graduates is carried out by the department.  
To support the graduate employment process, the university organizes an annual job fair with the participation of employers. The distribution of graduates is carried out by the commission for the distribution of young specialists. The graduating departments and deanships on an ongoing basis provide liaison with graduates and generate career data. The mechanism for promoting employment and career development of graduates is described in the Academic Policy of M. Kozybayev NKSU.
- 10.6. The needs and expectations of key stakeholders are determined by analyzing external regulatory documents in the field of education, feedback results during joint events (practice, seminars, meetings, joint projects, etc.), and survey results. The main sources for determining the needs and expectations of key stakeholders are identified in the Strategic Development Plan of the university.
- 10.7. Stakeholder satisfaction assessment is carried out as part of the annual planning and social science research and includes:
  - annual survey of graduates on the quality of educational services;
  - a survey of employers on the quality of graduate training (every two years);
  - annual questioning of students about the quality of teaching disciplines;
  - annual questioning of teaching staff on the organization of the educational process;
  - questioning of students in additional areas (for example, on issues of student self-government, adaptation to study at a university, etc.).
- 10.8. Sociological methods are applied in the process of consumer monitoring, that provide a reliable measurement of expected quality and existing satisfaction: analysis of documents, interviews with participants in the educational process, mass and expert surveys, and questionnaires.  
The results of sociological research are considered at meetings of departments, councils of faculties, where decisions on corrective measures are taken.
- 10.9. The University ensures the application of appropriate information exchange processes between various levels of management, structural units, faculty and students in aspects related to ensuring the quality of education. Such processes include maintaining the site and its information systems, the functioning of e-mail, presentation of information in personal accounts, the web-based questionnaire system.
- 10.10. Decisions, made during the analysis of information, are recorded in strategic documents, summary records of structural divisions meetings and collegial bodies, as well as in action plans for areas of activity.
- 10.11. The structure and volume of information collected, sources, frequency, time interval, persons, responsible for reliability and timeliness are determined by internal regulatory documentation.

- 10.12. The safety of information is ensured by the unambiguous distribution of roles and functions in the information systems used, the availability of antivirus programs, system administration of servers, a backup system on servers, restricting access of individuals to a room with servers, and technical equipment of rooms with servers to ensure operational safety.
- 10.13. The collection and analysis of information on the status of processes is carried out as part of an internal audit at planned intervals to establish that the quality system meets the requirements of regulatory documents and relevant standards, as well as planned activities; effective, maintained and improved.

## 11. Public awareness

**The university publishes information on its activities, including the implementation of educational programs. The information provided to the public is clear, accurate, objective, relevant and accessible.**

- 11.1. The university information policy is aimed at:
- ensuring stable information flow of news about significant events and achievements in the media;
  - attracting the interest of potential consumers in new programs and innovative developments of university scientists;
  - support and clarification of national development programs of the country and the system of higher and postgraduate education.
- 11.2. The implementation of the information policy is provided by the University's Media Center, whose functions include determining the priority areas of the information policy, drawing up plans for its implementation using all available information sources, ensuring the completeness and efficiency of information, developing existing and searching for new media, and monitoring the media to adjust information activities.
- 11.3. The University provides public information about its activities through the official website [www.nkzu.kz](http://www.nkzu.kz), local and republican media, the regional television program "Parasat", the student newspaper "Parasat", social networks.
- 11.4. The main partners of the university in implementing the information policy are: the regional television channel 'Qyzyljar', the channel 'Pervyi Severnyi', regional newspapers 'Soltustik Kazakhstan' and 'Severnyi Kazakhstan', the city newspapers 'Prospect-SK' and 'Kyzylzhar Nury', the websites of republican information agencies 'KazInform', 'Express K', republican newspapers 'Egemen Kazakhstan', 'Kazakhstanskaya Pravda', and leading republican television channels 'Khabar,' '24 KZ', 'Kazakhstan', and 'Pervyi kanal Eurasia.
- 11.5. A database of publications on the university's activities in republican and regional print media is available on the website of NKSU Scientific Library in the section "NKSU named after M. Kozybayev in print".
- 11.6. Basic information about the university's activities is posted on the website in the following areas: history and general information about the university, management, science and innovation, cooperation, student life, information about departments and faculties.
- 11.7. Information on the programs being implemented is posted on the official website in the section "Educational Programs" and includes: expected learning outcomes, qualifications assigned areas, objects, types and contents of professional activities.

- 11.8. Normative documents, regulating the learning process, knowledge assessment, passing grades, and the provision of additional services are available to students and teachers in the 'Register of the standard documentation' section.
- 11.9. Information on employment opportunities for graduates of educational programs is available in the "For Learners" section.
- 11.10. Information on the site is integrated from the university's information systems updated in real time and is aimed at user groups: applicants, students, academic staff, and administrative staff.
- 11.11. Information site management is carried out by the Department of Strategy, Quality and Internationalization. The procedure for managing published information; requirements for the level of accessibility are determined by the Regulation on the site and the Schedule for updating information.  
Information security, which guarantees the trust of consumers and other interested parties, is ensured through role-based access control, server system administration, a backup system, and limiting the access of individuals to the premises with servers.

The effectiveness of site management is determined through the systematic monitoring of search engine indicators and international site ratings of educational institutions.

- 11.12. The university has its own student television studio, which provides weekly programs 'Parasat' about the activities of the university in Kazakh and Russian languages in the regional broadcast and in the world network from the university's website. News events are reflected in the monthly student newspaper 'Parasat'.
- 11.13. Publications of scientific research results are provided through the publication of the printed journal "Vestnik of M. Kozybayev NKSU".
- 11.14. To increase the publication rating of university teachers in the Internet space and create a unified repository of publications, Repository operates within the site.
- 11.15. The university is represented by official groups on social networks VKontakte, Facebook and Instagram, as well as student pages on VKontakte, "The trade union of students of M. Kozybayev NKSU", "Committee on Youth Affairs of NKSU", "Student Administration of M. Kozybayev NKSU", "Institute of Language and Literature of M. Kozybayev NKSU", "Agronomists (NKSU)", "Faculty of Mathematics and Natural Sciences of NKSU", "Swimming Pool of M. Kozybayev NKSU", "The unofficial page of students of NKSU".
- 11.16. The information policy includes the annual report of the university rector on the results of activities to the public: students, parents, employers, social partners and other interested parties.

## **12. Continuous monitoring and periodic evaluation of programs**

*The University defines and consistently applies the monitoring, periodic evaluation and review of educational programs in order to ensure that they achieve their goals and meet the needs of students and society. The university ensures participation of students, employers and other stakeholders in the evaluation and review of programs. The university ensures that the results of these processes are used to continually improvement of programs. The university provides the publication of all changes.*

- 12.1. Constant monitoring, periodic evaluation and revision of the university's educational programs are aimed at ensuring their effective implementation and creating a favorable learning environment for students.
- 12.2. The university has determined the procedure for monitoring, analyzing and revising educational programs. The bases for these procedures are:
  - approval of new model curricula in the specialties;
  - the introduction of new professional standards;
  - proposals of employers, formed on the basis of questionnaires or joint activities with graduating departments;
  - recommendations of the chairmen of the SAC;
  - the results of the research activities of the university faculty in the field of special sciences and modern pedagogical research;
  - changes in regulatory requirements for the development of educational programs.
- 12.3. Improving educational programs includes the following procedures:
  - 12.3.1. The annual examination of methodological support at the level of meetings of departments, the educational and methodical council of the faculty, the council of the faculty, the Department of academic activity, the educational and methodical council of the university, the academic council of the university.
  - 12.3.2. Annual analysis and expansion of the elective disciplines catalog with the involvement of employers.
  - 12.3.3. Maintaining feedback with stakeholders, aimed at improving educational programs (round tables, final conferences on industrial practices, joint scientific and methodological seminars).
  - 12.3.4. Monitoring the implementation of the educational program at the level of the Department of Academic Activities.
  - 12.3.5. Assessment of the quality of the educational program by the main stakeholders:
    - assessment by students the teaching staff, involved in the implementation of the educational program after each academic period
    - annual survey of graduates about the quality of the educational program, learning environment and support services;
    - a survey of employers on the quality of graduate training (every two years);
    - annual collection and analysis of employment results, analysis of career growth of graduates;
    - organization of open classes and mutual visits of faculty.
  - 12.3.6. Assessment of student learning outcomes:
    - collection and analysis of learning achievements information after midterm controls;
    - analysis of the results of intermediate and final certification;
    - consideration of learning achievements results at meetings of collegial bodies;
    - analysis of the quality of training of students in the framework of the SAC.When analyzing learning outcomes: compliance of the assessment criteria with the expected learning outcomes, compliance of the assessment material content with the goals and objectives of the discipline, the effectiveness of the assessment procedure.
  - 12.3.7. Annual internal audits to determine the conformity of the planning processes, organization, monitoring and development of the quality of educational programs with the established requirements.
  - 12.3.8. Analysis of the results of external quality assurance procedures.

- 12.3.9. Consideration of the overall results of monitoring and evaluation of the educational program, development of improvement measures by the Academic Committees under the Department of Academic Activities.
- 12.3.10. The process of monitoring, evaluating and improving educational programs is the responsibility of the director of the institute / dean of the faculty and is supervised by the Department of Academic Activities. Documentary evidence of changes in educational programs are:
- decisions of collegial bodies;
  - action plans to improve the educational program;
  - updated methodological support based on decisions of collegial bodies;
  - event protocols;
  - annual report of the Academic Committee on the results of monitoring and evaluation of the educational program.
- 12.4. The main objectives of the annual report of the Academic Committee on the results of monitoring and evaluation of educational programs are:
- assistance in the evaluation of the educational program and its improvement;
  - informing about changes in external requirements for the educational program;
  - maintaining an exchange of ideas with other organizations, implementing the educational program;
  - harmonization of content with educational programs of Kazakhstan and foreign universities;
  - determination of the directions of advanced training for teaching staff, implementing the educational program;
  - recommendation on passing external quality assurance procedures;
  - determination of the forms and content of feedback with the stakeholders for the development of the educational program;
  - identification of the best practices for wider dissemination.

### **13. Periodic external quality assurance**

*The University is constantly involved in external quality assurance procedures in various formats. The university guarantees informing the public about the results of external evaluations and ensures their use for improving educational programs and all types of activities.*

- 13.1. The University is constantly involved in external quality assurance procedures in various formats:
- licensing;
  - institutional and specialized accreditation;
  - institutional rating of universities and rating of educational programs.

External quality assurance procedures allow us to evaluate the effectiveness of quality assurance processes within the university. They are catalysts for development and implementation of new opportunities.

- 13.2. External quality assurance procedures are implemented through the following algorithm of actions:



- decision making by university management on passing the external assessment procedure;
  - issuing an order to prepare for an external assessment;
  - formation of a working group on self-assessment and organization of an external assessment procedure;
  - conducting introspection and self-assessment of activities for compliance with the requirements of an external assessment procedure;
  - generation of reports, based on self-assessment results;
  - organization of an external assessment procedure.
- 13.3. Upon completion of each procedure of external quality assurance, the university develops and implements an action plan to improve activities, supporting a continuous process of quality assurance.

The University strives to ensure that the progress, made since the last external quality assurance procedure, was taken into account in preparation for the next procedure.

- 13.4. The university constantly carries out accreditation procedures for educational programs, including the international level.
- 13.5. The results of external quality assurance procedures are posted on the official website of the university in the section ["Results of external audits"](#).