

**Quality Management System
Regulation on the system of internal quality
assurance of education in NJSC "KATU
named after S.Seifullin"**



**NJSC
"KAZAKH AGROTECHNICAL
UNIVERSITY named after S. SEIFULLIN"**

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**"Approved"
By order of the Chairman of the
Board**

No.53-N dated 28.01.2021

QUALITY MANAGEMENT SYSTEM

REGULATION

**ABOUT THE SYSTEM OF INTERNAL QUALITY ASSURANCE OF
EDUCATION IN NJSC "KATU NAMED AFTER S. SEIFULLIN"**

PSVOKO 02.2070-2021 QMS

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Foreword

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(document approving official)

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**4 DATE OF THE FIRST VERIFICATION
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1 Scope

1.1 This Regulation on the system of internal quality assurance of education in NJSC "KATU named after S. Seifullin" (hereinafter referred to as RSIQAE) was developed in order to improve the quality of educational process of NJSC "Kazakh Agrotechnical University named after S. Seifullin" (hereinafter NJSC "KATU named after S. Seifullin") and represents an internal quality assurance system, taking into account international standards and guidelines for quality assurance in education in the European Higher Education Area (ESG).

1.2 Kazakh Agrotechnical University named after Saken Seifullin is the largest university of agricultural and technical profile in the Republic of Kazakhstan.

1.3 According to the strategic plan of the university, on September 1, 2020, by the Decree of the Government of the Republic of Kazakhstan, the non-profit joint-stock company "Kazakh Agrotechnical University named after S. Seifullin" was assigned the status of a research university. The university comprised the Research and Production Center for Grain Farming named after A.I. Baraev, North-Kazakhstan Agricultural Experimental Station, Kazakh Research Institute of Forestry and Agroforestry for scientific research and practical training of students.

1.4 The state license for the right to conduct educational activities No. KZ18LAA00017628 dated 01/09/2020 allows the university to train specialists in 19 undergraduate, 17 master's and 13 doctoral specialties.

1.5 To optimize management of educational activities at the university, an appropriate organizational structure has been built (<https://kazatu.edu.kz/assets/i/deps/struktura-97-ru.pdf>).

1.6 This Regulation is obligatory for all departments of the university and the teaching staff.

1.7 RSIQAE is included in the documentation of the quality management system (hereinafter referred to as QMS) of NJSC "Kazakh Agrotechnical University named after Saken Seifullin" (hereinafter referred to as KATU named after S. Seifullin).

2 Normative references

This document has been developed taking into account the requirements and principles set out in the following standards:

Law of the Republic of Kazakhstan dated July 27, 2007 No. 319-III "On Education".

Law of the Republic of Kazakhstan dated February 18, 2011 No. 407-IV "On Science".

Charter of NJSC "Kazakh Agrotechnical University named after Saken Seifullin";

ISO International Standard 9000:2005 Quality management systems. Basic regulations and dictionary.

ISO International Standard 9001:2015 Quality management systems. Requirements.

Organizational Standard QMS 01.1011-2020 Quality management system. Organizational standard. Rules for the drawing, presentation and processing of quality management system documentation.

DP QMS 01.1006-2020 Quality management system. Documented procedure. Documentation management.

DP QMS 01.1007-2020 Quality management system. Documented procedure. Quality records management.

On approval of the Model Rules for the activities of educational organizations of the relevant types, endorsed by Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 30, 2018 No. 595.

Standards and Guidelines for Quality Assurance in Higher Education in the European Higher Education Area (ESG). Approved by the Ministerial Conference in Yerevan, May 2015.

3 Designations and abbreviations

The following abbreviations are used in this RSIQAE:

- KATU named after S.Seifullin - NJSC "Kazakh Agrotechnical University named after Saken Seifullin";
- QMS - quality management system;
- RSIQAE - regulation on the system of internal quality assurance of education in NJSC "KATU named after S. Seifullin";
- MES - Ministry of Education and Science;
- EP - educational program;
- SCSE - the State compulsory standard of education;
- RQM – representative of the quality management;
- IQAS - internal quality assurance system;
- ATS – academic-teaching staff;
- DAA - Department for academic affairs;
- DCDS - Department of corporate development and strategy;
- DLS – Department of Legal Support;
- ESG - Standards and Guidelines for quality assurance of higher

Education in the European Higher Education Area;

- QS - Publisher of the annually published university rankings

Quacquarelli Symonds;

- ENQA - European Association for Quality Assurance of Higher
Education.

4 Basic terms and definitions

The terms and definitions used in this Regulation are given in the Regulations of ISO 9000:2005, in the glossary of terms and definitions.

Accreditation bodies - legal entities that develop standards (regulations) and conduct accreditation of educational organizations based on the self - developed standards (regulations);

Accreditation of educational organizations is a procedure to recognize the compliance of educational services with the established standards (regulations) of accreditation conducted by the accreditation body in order to provide objective information about their quality and confirm the existence of effective mechanisms for quality improvement;

Internal quality assurance system - ensuring and improving quality, conscientious performance of the university's activities. Internal stakeholders should participate in the development and implementation of university policy through appropriate structures and processes and whereas involve external stakeholders.

Intra-cathedral control - a system of verification, recording and analysis of the status of all types of activities;

Mutual visits - control visits to classes with submitting of a report on the results of the visit in the control logs;

Quality assurance in education (Quality Assurance) - coordinated activities of an educational institution to develop policies and objectives in the field of education quality, quality planning, quality management, quality assessment and improvement of the quality of education;

The quality of the results of education - awareness of professionalism, recognition and implementation of individual capabilities and characteristics, employment, career and salary, mastering the methodology of self-education, knowledge, practical skills;

The quality of education is a set of characteristics of the educational process that determine the consistent and practically effective competence building and professional consciousness. Three groups of characteristics can be distinguished here: the quality of the potential to achieve the goal of education, the quality of the process of profes-

sionalism development and the quality of the result of education;

The quality of education is a comprehensive characteristic of educational activities and training of a student expressing the degree of their compliance with the State Compulsory Educational Standards of the Republic of Kazakhstan, the needs of an individual or legal entity in whose interests educational activities are carried out, including the degree of achievement of the planned results of the educational program;

The quality of training of university graduates is a balanced correspondence between the training of graduates and the diverse needs (state, society, individual), goals, requirements, norms, standards;

Control - a procedure for evaluating the compliance of performance results with established requirements through observation and judgment, accompanied by appropriate measurements;

Criteria for the quality of education - criteria for the degree of compliance of the quality of higher education (as a result, as a process, as an educational system) with established norms, requirements, standards;

Criteria for evaluating the effectiveness / efficiency of the process - indicators established in the matrix of process attributes to assess the degree of achievement of the process goals (can be qualitative and quantitative);

Licensing is a process carried out by the state educational authority for compliance with the qualification requirements for educational activities, based on which a license (permit) for the right to conduct educational activities is issued to educational organizations;

License - gives the right to conduct educational activities in accordance with the requirements established by the Ministry of Education and Science of the Republic of Kazakhstan in the SCES;

Personal competence - the development of professional value orientations, self-awareness of a mature personality, moral development of a person, professional identity, responsibility for self-activities, conscious career planning, development of organizational skills, skills of effective self-regulation, self-knowledge, self-understanding and self-acceptance;

Monitoring is a systematic monitoring of the real status of an object (system) using continuous or periodically recurring data collection, which is a set of certain key indicators;

The national system for assessing the quality of education is a set of institutional structures, procedures, forms and methods to establish the compliance of the quality of education with state compulsory standards of education, the needs of the individual, society and the state;

Education is a continuous process of education and training, conducted for the

purposes of moral, intellectual, cultural, physical development and professional competence building;

Educational activity is a process of purposeful, pedagogically justified, consistent interaction between the subjects of education, during which the tasks of learning, development and education of the individual are performed;

Quality assurance is the process of creating such an educational environment in which the content of programs, opportunities and teaching techniques would correspond to the established goals;

Quality culture - a combination of values, norms, rules of conduct, through which the university provides a high level of compliance of education with the requirements for the educational process (its input and resources) and the result of all major stakeholders;

Professional competence - general educational, general professional and special, corresponding to the profile of specialization;

The internal quality assurance system (IQAS) is a combination of didactic, technological, technical, methodological and information support tools aimed at maintaining the quality of higher education (as a result, as a process) at a level not lower than established norms, requirements and standards.

Stakeholder - all participants in the processes at the university, including students and employees, as well as external stakeholders, such as employers and partners of the university;

Social competence - knowledge, abilities, skills that ensure adequate socialization of the individual, the development of an active civic position, a full orientation in political and social public processes;

Student-oriented learning is a process of qualitative transformation for students and other learners in the learning environment, aimed at improving their independence and critical ability through an effective approach;

Quality management of the educational process is a purposeful, comprehensive, coordinated impact both on this process as a whole and on its main elements in order to achieve the greatest compliance with operating parameters and the results of the relevant requirements, norms, and standards.

5 Responsibility and authority

5.1 Responsibility for the development of the regulations on the system of internal quality assurance of education in the NJSC "S. Seifullin KATU" (hereinafter referred to as RSIQAE), namely for its content, structure, is borne by the Director of the Department of Academic Affairs (hereinafter referred to as DAA), for the design,

approval and introduction is the Department of corporate development and strategy (hereinafter referred to as DCDS).

5.2 The Quality Management System must be coordinated with a representative of the Quality Management (hereinafter referred to as the Quality Management System), Deputy Chairman of the Management Board for Strategic Development and International Relations, Deputy Chairman of the Management Board for Scientific and Innovative Activities, Director of the Department of Legal Support (hereinafter referred to as the DLS) and Director of the DCDS, which are noted in the "Approval Sheet" (Appendix A).

5.3 The DCDS is preparing an order to put this provision into effect, which is approved by the Chairman of the Management Board.

5.4 The head of the department is responsible for bringing the situation to the attention of the employees of the relevant departments. The record of the familiarization should be made out in the "Review sheet" (Appendix B).

6 Quality assurance principles

6.1 The University is responsible for the quality of the education provided and its assurance

6.2 Quality assurance covers the diversity of higher educational systems, programs and learners.

6.3 Quality assurance covers the development of quality culture

6.4 Quality assurance accounts for the needs and expectations of learners and all other stakeholders in society.

6.5 The University defines the following basic principles for ensuring qualities:

1) the activity of the university complies with the legislative and regulatory requirements in the field of education, ESG recommendations;

2) quality assurance and improvement apply to all educational programs implemented by the university;

3) the leadership of the university ensures the unity of strategy, policy and procedures; involvement of all employees and students, external stakeholders in quality assurance activities;

4) RSIQAE ensures equality of opportunity and fairness to students;

5) quality assurance contributes to the promotion of academic honesty and academic freedom, the principle of intolerance to any form of corruption and discrimination;

6) quality assurance provides for a clear division of power and responsibility for processes, quality and standards;

- 7) quality assurance is based on a process approach and compliance risk oriented thinking;
- 8) RSIQAE ensures the adoption of important management decisions based on a comprehensive analysis of data and information;
- 9) the management of the university provides conditions for the continuous improvement of the quality assurance system and the development of quality culture;
- 10) To continuously improve the quality assurance system external and internal quality assessments are applied; regular review of the quality assurance policy and standards is conducted;
- 11) The RSIQAE is transparent and accessible to stakeholders

7 Responsibility for quality assurance

7.1 Quality assurance is the overall responsibility of the university management, all structural divisions, employees and students.

7.2 The internal quality assurance system is approved by the decision of the Board.

7.3 The internal quality assurance policy of the University is based on the establishment of quality culture at the university, according to which each employee is aware of personal obligations and responsibilities for quality assurance and development.

7.4 The Chairman of the Board provides general management of the university, and is responsible for the compliance of university activities with legislative and regulatory requirements.

7.5 Deputy Chairman of the Board for academic affairs - the Rector ensures planning, organization and control of the educational and methodological work of the university, determines and develops university activities aimed at improving the quality of the development of educational programs and monitoring the quality of methodological and educational support of the educational process.

7.6 The Deputy Chairman of the Board for scientific and innovative activities provides general management of scientific and innovative activities, and is responsible for ensuring a systematic approach to organizing the research work of the University, ensures monitoring of the results of scientific activities and a stable relationship between scientific research, innovation, teaching and learning.

7.7 The Deputy Chairman of the Board for strategic development and international relations is responsible for the development of the strategic development plan of the university, the development and operation of the Internal Quality Assurance System, and for ensuring a systematic approach to quality assurance.

7.8 The Deputy Chairman of the Board for youth policy and social affairs manages the educational work and social activities of the University, and is responsible for ensuring the quality of social conditions of students.

7.9 The Deputy Chairman of the Board for Corporate Finance determines the financial policy of the university, develops and implements measures to ensure its financial stability.

7.10 The teaching staff is responsible for the quality of teaching activities, educational and methodological documentation, the compliance of the educational process with the goals and learning outcomes of the relevant educational programs.

7.11 The heads of all structural divisions are responsible for ensuring the quality of compliance of the activities of the divisions with the goals, tasks and functions in accordance with the Regulations on structural divisions and job descriptions.

8 Internal quality assurance standards

8.1 Quality assurance policy

The quality policy has been developed by the top management in accordance with the mission, strategy and common goals and requirements of all stakeholders on the basis of mutually beneficial relationships with stakeholders (suppliers).

The quality assurance policy is an integral element of the University's management and the basis for planning its educational activities.

The quality policy is aimed at implementing the mission, vision and strategic development of the University in order to meet the needs of the state, society, sectors of the real economy, potential employers, students and other stakeholders based on the analysis of external and internal factors with the broad involvement of stakeholders.

The university's quality policy reflects the relationship between teaching, learning and research, and takes into account the international, national and intra-university context.

The goals of educational programs are closely interrelated with the University's Quality Policy, which ensures the effectiveness of their implementation.

The quality policy is implemented through internal quality assurance processes and standards, which involve the participation of all departments of the university.

The university staff is involved in the development, discussion and adoption quality assurance policy, which is formed and periodically reviewed on the basis of legislative and regulatory acts in the field of education; current results of the analysis of satisfaction of consumers of educational services and other stakeholders; ENQA standards and directives.

The mission of KATU is the generation, introduction, dissemination and application of advanced knowledge to improve the quality of life, increase labor productivity and competitiveness of the agro-industrial complex and other sectors of the Kazakh economy.

- **The strategy of KATU** until 2025 is to build the best system of advanced training of specialists and scientific and pedagogical personnel in Kazakhstan that meets international standards by providing wide opportunities to choose the level, content, form and duration of training based on unique curricula and academic mobility.

- KATU will develop cooperation with consumer organizations of scientific developments and employers of graduates at all stages as a matter of priority: from joint setting of priority tasks to the implementation of scientific results in practice.

- The strategic goals of KATU up to and including 2025 are:

- improving positions in international university rankings - becoming (1) among the 300 best universities in the world according to the QS rating and (2) among the 500 best universities in the world according to THE;

- employment in the specialty within three months after completion of training, confirmed by independent sources - at least 60% of graduates;

- the average citation index of one publication according to the Web of Science database is at least 2;

- share in the total income of income (1) from scientific activity – at least 30%, (2) from the introduction of scientific results – at least 12.5%;

- international accreditation of at least 50% of educational curricula.

- The achievement of strategic goals will be carried out by solving the following tasks:

- reorganization of KATU into an autonomous educational organization;

- achieving and maintaining the highest qualifications of the teaching staff, administrative and support staff;

- expansion of scientific research, transfer of advanced knowledge and technologies in the most priority areas for Kazakhstan;

- modernization of the educational process through the introduction of unique educational curricula developed on the basis of their own scientific results with the participation of employers, leading domestic and foreign professors and scientists;

- the development of multilingual education and the formation of an English-speaking language environment in order to transfer missing competencies and prepare graduates according to generally accepted standards in the world;

- expansion of international cooperation with the world's leading research universities and research centers within the framework of academic mobility, research and innovation projects;
- modernization and expansion of educational, research, industrial, experimental and social infrastructure to improve the educational process, living conditions of students and teaching staff;
- constant updating of civic-educational and cultural work aimed at the formation of a comprehensively developed, creative personality;
- formation of a stable opinion in society about the prestige and elitism of education in KATU.

The top management assumes a leading role in the implementation of this policy and commitments to ensure the unity of goals, continuity of management traditions, maintenance and continuous improvement of the quality management system, ensuring a process approach to all types of activities and decision-making based on an objective analysis of evidence.

The top management is aware of all responsibility for success in the development and functioning of the university, ensures constant monitoring of activities at various levels and implements measures to improve all processes of its life with the definition and management of risks for the university. The management is focused on involving personnel in innovative and research activities in order to improve the quality of educational services provided, gain new knowledge with further commercialization of scientific research aimed at fully satisfying the needs of consumers.

8.2 Development and approval of programs

Educational programs correspond to the set goals, including the expected learning outcomes, formed on the basis of 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 qualifications framework in higher education, the framework in the European Higher Education Area.

The design, development and approval of programs in KATU is carried out in stages:

- a) conducting an analysis of the state of educational services in the available areas of training;
- b) taking into account changes in the legislative and regulatory documentation of the Ministry of Education and Science of the Republic of Kazakhstan;
- c) collection and analysis of consumer requirements and information on the quality of services provided;

- d) design and development;
- e) approval.

The sequence and compliance with the stages of the planning process depends on the subject of design and development. In order to provide detailed information on the planning and management of this process, a documented QMS procedure "Organization Standard. Design and development of educational services. FROM QMS 02.2005 – 2020".

The design, development and approval of educational activities includes:

- a) regulatory support of the educational process;
- b) planning and accounting of teaching load of teaching staff;
- c) design, development and approval of educational programs.

The management of design and development is carried out by the heads of the relevant structural divisions. The preparation of draft documents is handled directly by the responsible subprocesses .

The approval of the developed documents is carried out at different stages of the relevant bodies: meetings of the department, the Faculty Council on Academic Quality, the Academic Councils of the university, the Academic Council of the university.

8.2.1 The KATU defines the input data necessary for design and development related to the requirements for the provision of educational services and ensuring the development of scientific activities:

- requirements of legislation and regulatory bodies;
- SSO requirements;
- requirements of certification bodies;
- analytical data on the market of educational services and the labor market;
- internal requirements of the university (internal regulations of the university, academic policy).

Input data are determined and analyzed by the heads of structural divisions and are subject to mandatory coordination with senior management.

In accordance with the identified input data, a design and development process is implemented that converts input data into output.

8.2.2 The output data is defined by:

- MOS;
- updated rules and regulations on the activities of the relevant structural units;
- license for the right to conduct educational activities in the field of higher and postgraduate education.

8.2.3 At all stages of approval and approval, an analysis of projects or developments is carried out in accordance with planned activities in order to assess the ability of the design and development results to meet the requirements and identify problems,

make suggestions for improvement.

Teaching staff, managers, employees of the relevant structural divisions take part in the analysis of projects. During the analysis of the projects, the following records are made (memo, presentation, decisions of the Academic Council, Academic Council).

Verification of the project and development of documents at KATU is carried out by the Director of the Department for Academic Affairs, the analysis is brought to the top management of the university approving the projects. Verification of educational and methodological support is carried out by the Academic Council of the university.

Validation of educational projects and developments takes place after the launch of specialists and verification of their knowledge, skills and abilities in the process of practical activity at the place of employment. The validation analysis of graduates (specialists) is carried out by the deans of the faculty on the basis of employer feedback, employment information.

8.3 Student-centered learning, teaching and evaluation

8.3.1 Student-oriented learning, teaching and evaluation ensure the development of flexible learning trajectories, creates conditions for increasing motivation and involvement of students in the learning process, and also ensures consistency and objectivity of evaluation of learning outcomes.

8.3.2 The University determines, publishes and consistently applies the procedures for admission and graduation of students, monitoring of learning outcomes, objective recognition of higher education qualifications, periods of study and previous education.

The University trains bachelors, masters, PhD students in credit technology aimed at developing students' abilities for independence and self-education based on the formation of an educational trajectory.

The University provides students who have completed their studies with a diploma and an application of their own sample confirming the awarding of degrees.

8.3.3 The training is conducted in accordance with the curricula developed on the basis of the standard plans of the Ministry of Education and Science of the Republic of Kazakhstan, Catalogs of elective disciplines and Individual curricula of students.

At the university, the system of academic advising is considered as a type of student support in the educational process and providing him with consulting assistance in solving problems related to educational and cognitive activity and personal and professional development.

The choice of elective disciplines and teachers during the registration period for the

disciplines of the new academic year and the formation of their individual curriculum, students choose independently under the guidance of experienced academic mentors – advisors.

Information about the educational process is presented to students in the form of an academic calendar (on the university's website), a schedule of classes (in a personal account on the PLATONUS AIS platform), a schedule of independent work of students under the guidance of a teacher, which allows students to get an idea of the duration and structure of the academic year.

To provide educational services using various learning technologies, students and teachers of the university use AIS "Platonus", SDO MOODLe, AIS verification of written works (UniHab), as well as platforms for online classes ZOOM, CiscoWebex, Hangouts, etc. In the course of training, students can use the electronic resources of the university library and available electronic resources (MOOCs, free courses of foreign universities and webinars offered by them).

The University organizes the passage of a summer semester for students to re-study disciplines, master additional types of training, organizes academic mobility programs to study individual disciplines in other educational organizations.

8.3.4 Students of the University actively participate in the management process of the university, being members of collegial management bodies, student self-government bodies, various councils, commissions, working groups. The University involves students in the formation of an individual learning trajectory, an individual curriculum, and the development of modular educational programs.

8.3.5 Educational programs are implemented using modern and effective teaching methods aimed at actively involving students in the educational process and increasing their independence and responsibility for the results of the educational process. Such methods include such as a problem lecture, a case method, a method of solving a problem, a method of projects that allow the student's personality to be included in an active position to reveal and realize his potential, create a creative educational environment, and also contribute to the operational influence on the formation of professional qualities of a future specialist.

The University creates conditions for students to participate in creative activities, Olympiads in academic disciplines, competitions of research or applied works.

8.3.6 The implementation of student-centered learning at the university goes through the introduction of interactive forms and teaching methods into the educational process, which make it possible to activate the educational process, since they are built on dialogue, cooperation and cooperation of all subjects of learning. Consistent implementation of the principles of student-centered learning (COE) contributes to the advancement of methods focused on the student, his ability to learn, to be responsible for learning out-

comes. Elements of student-centered learning, teaching and evaluation are applied, a system of monitoring the progress of the student along the educational trajectory and the achievements of students is implemented.

8.3.7 At the university, the objectivity of the assessment of students' academic achievements is ensured by: checking independent examiners who are involved in receiving the final certification in the form of computer testing or in writing; the practice of commission evaluation of graduation papers; the presence of feedback between teachers and students on academic performance; appeal procedures for additional possibility of passing and (or) extending the examination session if there are valid reasons.

To assess the educational achievements of students, the following types and forms of knowledge control are provided: current control; final control. The level of the intra-university system for assessing the quality of students' education is determined by the rating system for assessing knowledge.

The University translates among academic groups of students the principles of corporate behavior, ethical norms, moral values, building on tolerance and intolerance to corruption manifestations. Students are invited to familiarize themselves with the Code of Honor of a student of the NJSC KATU named after S.Seifullin, the Code of Academic Integrity of participants in the educational process.

8.3.8 The University ensures that there is a system for reviewing student complaints at the level of advisors, the graduating department, the Dean's Office, the Director of the Department for Academic Affairs, the Vice-Chairman of the Board for Academic Activities-the Rector, the Deputy Chairman of the Board for Youth Policy and Social Issues, the Chairman of the Board. Consideration of complaints and proposals is implemented through an application addressed to the Chairman of the Board, the Rector's block.

8.4 Admission of students, academic performance, recognition and certification

8.4.1 The University defines and consistently applies procedures for the admission and graduation of students, monitoring of learning outcomes, objective recognition of degrees of higher education, periods of study, prior education, non-formal education.

8.4.2 Admission to the University is carried out on the basis of the Rules of admission to S.Seifullin KATU, developed in accordance with the Standard Rules of admission to study in educational organizations implementing educational programs of higher and postgraduate education of the Republic of Kazakhstan.

8.4.3 The admission rules for S.Seifullin KATU are posted on the website of the University.

8.4.3 The University provides familiarization of enrolled students with the educational program, learning conditions in the framework of meetings with the dean, the head of the department, the staff of the Faculty and advisors at the beginning of the academic period.

8.4.5 The University develops and implements internal regulatory documents regulating all the main stages of the educational process, including career guidance, admission to training, the educational process, assessment of students' knowledge, quality control of the educational process, professional practice, employment of graduates. Internal documents contain regulations on the organization of distance learning technologies, as well as the procedure for switching the learning process to online mode in case of extreme situations.

8.4.6 As part of the analysis of academic achievements of students, regulated by internal regulatory documents, the collection and monitoring of the results of current academic performance, the results of intermediate and final certification are carried out. The results of the analysis are considered at a meeting of the collegial bodies of the university and are the basis for the development of measures to improve the quality of education.

8.4.7 The mechanisms of recognition of knowledge, skills and competencies acquired through various forms of non-formal education, including mass online courses, are regulated by the internal QMS "Recognition of learning outcomes of the previous level of formal education and the transfer of disciplines studied earlier".

8.4.8 Students who have completed their studies under the educational program are awarded the appropriate degree and a diploma of their own sample with an appendix (transcript) is issued.

8.5 Teaching staff

8.5.1 The teacher is a key figure in ensuring high-quality education and the acquisition of knowledge, skills, skills and competencies by students.

8.5.2 The University defines, publishes and applies transparent procedures for hiring, professional growth and development of all employees in accordance with the principle of meritocracy.

8.5.3 Personnel management is a process of managerial activity of the top management and is aimed at ensuring the functioning of the university's internal control processes. The employees of KATU who carry out the processes of SVK are competent in accordance with the received education, training, skills and experience.

8.5.4 The selection of personnel in KATU is carried out through a competition to fill a vacant position and the conclusion of an employment contract. The recruitment of employees is carried out in accordance with the "Labor Code of the Republic of Kazakhstan", the personnel policy of the university, the Rules of competitive replacement of positions of teaching staff and researchers of higher educational institutions, the qualification directory of positions of managers, specialists and other employees, as well as the employment contract. The procedure is reflected in the QMS of KATU "Personnel Management".

8.6 Educational resources and student support system

8.6.1 The University ensures the availability of sufficient, accessible and relevant educational resources and student support services. When allocating, planning and providing educational resources, the needs of various groups of students are taken into account.

8.6.2 The University has modern academic buildings and other teaching and laboratory facilities.

8.6.3 Academic support of students is provided by: Department of Academic Affairs, Department of Science, Department of International Relations, Scientific Library.

8.6.4 The Department of Academic Affairs makes every effort to create comfortable conditions in the learning process. The organization of the student's educational achievement monitoring system is carried out by the Office Registrar service, which keeps the history of students' educational achievements throughout the entire training period, which is reflected in the transcript. The transcript is issued by the COE at the request of the student for any period of his training.

The automated information system "Platonus" allows you to comprehensively automate the educational processes of credit technology training. The system has a centralized database that reflects all the real events and processes of the university. For each student, teacher, employee, a so-called personal account (personal web page) is provided, which allows students to automate their main educational tasks, students to see the necessary information, access educational materials, control knowledge, communicate directly in real time with the teacher via the global Internet or the internal network of the university.

The entrance to the AIS "Platonus" is strictly by login and password. Students are enrolled in disciplines during the registration period, which is indicated in the academic calendar. The following functions are available to the student in the personal virtual cabinet:

- view the transcript;
- view the academic calendar;
- view an individual curriculum;
- selection of teachers and disciplines;
- view syllabuses and EMC.

Teachers enter the results of the controls into the electronic journal of AIS "PLATONUS", where they are accumulated and processed to calculate the average current and final grades, as well as the GPA score.

8.6.5 The professional practice of students in the NJSC "S.Seifullin KATU" is an essential part of the training of highly qualified specialists, conducted in the relevant organizations that are the bases of practice - at enterprises, research institutes, institutions, organizations, clinics and schools.

The types, terms, scope and content of professional practice are determined by the standards of education, the EP, the schedule of the educational process and the practice programs of the NJSC "S.Seifullin KATU".

Professional practice in subsidiaries is determined by the Regulations on the organization of professional practice of students of NJSC "S.Seifullin KATU" on the basis of subsidiaries of LLP "A.I.Baraev Scientific and production center of grain farming", LLP "A.N.Bukeikhan Kazakh Scientific Research Institute of Forestry and Agroforestry", LLP "North Kazakhstan Agricultural Experimental Station".

The referral of students to all types of professional practices is issued by the order of the Chairman of the Management Board with an indication of the terms of passage, the base and the head.

Full-time distance learning (FDL) students, subject to their work in the specialty, are exempt from educational and industrial (technological) practice. In this case, they submit to the university a certificate from their place of work reflecting their professional activity, on the basis of which an order is issued for their release from practice (a contract for internship and a diary for practice is not required). FDL students are required to complete the program of pre-graduate practice. The final assessment is made taking into account the characteristics from the place of work provided by the student's presentation about his activities at the enterprise. Protection can be carried out in various formats.

8.6.6 The Department of Science coordinates the appointment of scientific consultants for undergraduates and doctoral students in accordance with the qualification requirements for educational activities and the approval of topics in accordance with the priority areas of science development. And also coordinates the organization of mandatory scientific internships for doctoral students and undergraduates in scientific and educational organizations or in organizations corresponding to the direction of training.

8.6.7 The Department of International Relations is working purposefully to in-

crease the university's recognition in the world educational space by expanding academic mobility among students to countries of the far and near abroad. In particular:

- provides general coordination of planning and implementation of external academic mobility at S.Seifullin KATU, both far and near abroad;
- provides information and organizational support for students going to universities of the far and near abroad, and structural units of S.Seifullin KATU on external academic mobility, consular and visa issues (issuance of student status);
- organizes the conclusion of a trilateral agreement between S.Seifullin KATU, the partner university and participants of external academic mobility going to universities of the far and near abroad;
- assists students wishing to enroll in universities of far and near abroad, and structural divisions of S.Seifullin KATU in selecting a partner university, organizing correspondence with it, as well as receiving an official invitation from a foreign university;
- provides information support to candidates wishing to enroll in foreign universities within the framework of international programs (Bolashak, Erasmus+, DAAD, etc.)
- if necessary, organizes testing or conducts interviews in English to determine the level of English language proficiency for candidates who want to study under the mobility program;
- if necessary, prepares a memo on the creation of a Commission for the selection of applicants for training under the mobility program;
- if necessary, prepares the necessary materials and draws up the minutes based on the results of the Commission meeting;
- provides instruction on the rules of conduct in the host country of the far and near abroad;
- provides participants of external academic mobility going to universities of the far and near abroad with contact information of the diplomatic mission of the Republic of Kazakhstan closest to the place of residence.

8.6.8 Each student during the entire training period is provided with Wi-Fi and high-speed access to the following information and educational resources: 1) the official website of the university; 2) scientific biblioteca; 3) electronic library; 3) world databases; 4) open sources of information on the Internet.

All students are provided with access to the biblioteca book fund, which includes educational, methodological and scientific literature in Kazakh, Russian and English, as well as foreign and domestic periodicals. Information support of the library is located in the "Library" section on the official website of the university.

To organize the independent work of students, the University forms and main-

tains an Electronic library containing methodological developments of university teachers (educational and methodological complex of discipline, videos, electronic textbooks, electronic publications), literature of high demand, literature for multilingual education. Remote access to the resources of the Electronic Library is provided around the clock.

For long-term storage, accumulation and ensuring long-term and reliable open access of the publication on electronic resources, the Institutional Repository of S.Seifullin KATU is available.

8.6.9 Social support for students is provided by the departments of Youth policy and Social Affairs, a medical center.

8.6.10 The University provides nonresident students with comfortable living conditions in student dormitories. The distribution of places is carried out by the decision of the competition commission in compliance with the established sanitary norms. Accommodation in the hostel is carried out through an electronic portal. Student dormitories are equipped with all the necessary social infrastructure for organizing the life of students and the versatile development of students. The university has 7 student dormitories on its balance sheet.

Internet networks are included in all dormitories. Each room of the community is provided with an Internet network with a speed of 1 GB/s. There are refrigerators in the room. According to the students' suggestions, self-study rooms, computer classes, laundries are equipped in all dormitories. There is a student canteen in each dormitory.

An inclusive infrastructure has been created. Tactile Braille signs have been installed for people with disabilities in academic buildings and dormitories. Invitation mechanisms for people with disabilities have been established. Wheelchair lifts have been purchased.

8.6.11 The University provides free medical care to students. For first aid, there are medical centers that have a license to work. To strengthen this work, a plan of joint work of the university with the city polyclinic No. 5 has been developed. It is constantly carried out: provision of pre-medical care, emergency care, primary diagnostics and outpatient treatment; organization and conduct of annual preventive medical examinations of students; sanitary and educational work. Academic buildings and dormitories are equipped with germicidal lamps

8.6.12 The university pays due attention to the full-fledged spending of students' free time. Students have the opportunity to play sports in the sports complex. A ski base has been opened at the university sports complex. Football fields are open at dormitories No. 7 and No. 6.

8.6.13 One of the priorities of the University is the formation and strengthening

of a healthy lifestyle culture. The University pays great attention to the organization of physical culture and sports work and the development of mass sports of students and teaching staff. At the disposal of students are sports complexes, a wrestling hall and an athletics stadium. Students and faculty of the University improve their sports level in sections on a variety of sports. Every year, the university has sports sections for 18 sports and 2 health groups, in which more than 700 students, teachers and staff are engaged.

University students regularly participate in international, national, regional and city sports events, take prizes, defending the honor of the university. Among them there are candidates for Masters of Sports of the Republic of Kazakhstan, Masters of Sports of the Republic of Kazakhstan and masters of sports of international class.

8.6.14 The University provides financial assistance to students in need: targeted financial assistance, free accommodation in student dormitories and meals (orphans and students left without parental care).

8.6.15 The university operates a system to assist students in achieving educational goals, solving household and social issues, employment, realization of cultural and other creative opportunities, healthy lifestyle, leisure organizations.

In each building there is a canteen, diet and quality of food, which are under constant control of the university administration and sanitary services of the city.

8.6.16 The University actively promotes the development of student self-management, defining its main goals: 1) consolidation of the student social movement for the implementation of university management functions in order to jointly address issues of improving the quality of student life; 2) improving the social status of students, their civic role in the development of the educational space of the university; 3) creating conditions for the fullest disclosure of the creative potential of students, the formation of their cultural and civic position; 4) promotion of the development of social maturity, independence, self-expression and self-development of students; 5) support of students in self-determination and choice of life values, full and harmonious development in the spirit of patriotism; 6) protection of the rights and interests of students; 7) joint study and solution of students' problems, coordination of student interaction; 8) involvement of students to discuss proposals and make decisions on improving the educational process; 9) strengthening inter-university, interregional ties; 10) increasing the consciousness of students and their demands on the level of knowledge and culture of behavior

The student self-government system is represented by the Youth Affairs Committee, which includes the chairmen of student organizations and clubs. Student clubs take an active part in the implementation of the educational policy of the university.

8.7 Information management

8.7.1. Reliable information is a prerequisite for decision-making. The University defines procedures for the collection, analysis and use of relevant information for the effective management of its programs and processes in all areas of activity.

8.7.2. The University ensures the measurability, reliability, accuracy, timeliness and completeness of information and demonstrates fact-based decision-making.

8.7.3. The University ensures the functioning of the information collection, analysis and management system based on modern information and communication technologies and software.

8.7.4. The University demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.

8.7.5. A comprehensive analysis of the external and internal environment of the university includes an analysis of global trends in the development of education and external challenges, research of the main groups of consumers and competitors, determination of the characteristics of the labor market and educational services, analysis of the current state of the university, its strengths and weaknesses, internal and external risks.

8.7.6. The needs and expectations of key stakeholders are determined by analyzing external regulatory documentation in the field of education, the results of feedback during joint events (practice, internship, seminars, meetings, joint projects, etc.), the results of surveys.

8.7.7. The University management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system. 8

8.7.8 The structure and volume of information collected, sources, frequency, time interval, responsible persons for reliability and timeliness are determined by internal regulatory documentation.

8.7.9 The safety of information is ensured by the distribution of functions in the information systems used, the availability of antivirus programs, system administration of servers, a backup system on servers, restriction of access of individuals to a room with servers, technical equipment of rooms with servers to ensure the safety of work.

8.7.10. The collection and analysis of information on the status of processes is carried out within the framework of internal audit at scheduled intervals to establish compliance of the quality assurance system with the requirements of regulatory documents and relevant standards; to determine the effectiveness of the quality assurance system, to maintain it in working order and to improve it.

8.8 Public Information

8.8.1 The University publishes information about its activities, including the implementation of educational programs. The information given to the public is clear, accurate, objective, relevant and accessible.

8.8.2 The university's information about educational programs is objective, up-to-date, reliable and clear and it is publicly available in a variety of sources. Every year the university publishes information about the educational program and admission rules are available on the university's website <https://kazatu.edu.kz>

8.8.3 University has its own pages on social networks through which it spreads Facebook and Instagram information about the news and achievements of the educational program, makes announcements of events. The texts of the mission, strategic goals of the university, information about educational programs are posted on the university's website <https://kazatu.edu.kz> /.

8.4.4 The texts of the mission, strategic goals of the university, information about educational programs are posted on the university's website <https://kazatu.edu.kz> /.

8.8.5 The following information and educational complexes and systems are in operation to provide information to various categories of users: official website <https://kazatu.edu.kz> /, an educational internet resource <https://platonus.kazatu.kz> /, employment information system <https://digital.kazatu.kz/>, <https://unihub.kazatu.kz/>, electronic portals for the study of the Kazakh language.

8.8.6 Official website KATU <https://kazatu.edu.kz> / provides the main events of the university, including the history of the creation and priorities of the university, the structure and leadership of the university, contact details, information about structural subdivisions, educational programs, international cooperation, scientific activities, admission rules, news and announcements.

8.8.7 The site is in three languages: Kazakh, Russian and English. The content of the site (sections, banners, headings) is constantly updated and improved. The "News" section is systematically being added with information materials. Monitoring, record keeping, operational preparation and posting of answers to the questions of the rector's blog are being conducted. Announcements for the "Ads" category are compiled and posted. The site suggests the possibility of feedback from graduates of the educational program, has access to the electronic resources of the university (electronic library, distance learning portal, national MOOC platform, automated system for checking written papers, educational portal of KATU).

8.8.8 The official website of KATU provides users with complete, reliable and rapid, social important information about the services provided and areas of activity. The structure of the site provides convenient and accessible navigation on on-line in-

formation resources. The website serves not only as a source of information for applicants, employers, partners, and the public about the life of the university, but also as one of the communication channels for students and teachers.

8.8.9 Educational Internet resource <https://platonus.kazatu.kz> / makes it possible to provide information support of the educational process: accounting of students' academic achievements (rating points, examination and final grades, grades for the state final certification), the formation of records, transcripts, IEP, administrative and statistical reporting, etc. Students and their parents have the opportunity to promptly receive personal information about their academic achievements through this Internet resource. Also, information kiosks have been installed in the educational buildings of the university for prompt receipt of information on academic achievement and access to the official Internet resources of the university.

8.8.10 An electronic contract designer has been created in order to ensure the transition to a digital platform for concluding and signing contracts for professional practices. This electronic constructor simplifies the task of creating agreements and gives the opportunity to choose the bases of practice to the student.

8.9 Ongoing monitoring and periodic status assessments

8.9.1 The University defines and consistently applies procedures for monitoring, periodic evaluation and revision of educational programs in order to ensure that they achieve their goals and meet the needs of students and society.

8.9.2 The University ensures the participation of students, employers and other stakeholders in the evaluation and revision of programs. The University guarantees that the results of these processes are used for continuous improvement of programs.

8.9.3 The University effectively manages information on the basis of constant monitoring, collection, analysis.

8.9.4 KATU has identified and implemented the methods and tools which are necessary to identify the requirements and customer satisfaction, demonstrate the conformity of products, as well as measurement, analysis and improvement of the processes of the Internal quality assurance system

8.9.5 The measurements, analysis, improvements are defined, planned and implemented within each process in KATU. These processes are planned and implemented in order to ensure that the Quality Management System and all services provided comply with legislative, regulatory requirements, as well as the requirements of consumers and other stakeholders and the established requirements of standards and guidelines for ensuring the quality of higher education in the European Higher Education Area.

8.9.6 The university has defined the process of measuring, analyzing and improving the QMS by:

- assessments of consumer satisfaction;
- monitoring and measurement of processes;
- product monitoring and measurement;
- conducting internal audits;
- management of inappropriate products;
- data analysis;
- taking corrective and preventive actions.

8.9.7 In accordance with the Matrix of attributes of the processes of the QMS of KATU, the responsible persons for the management of processes, measurements and maintenance are identified.

8.10 Periodic external quality assurance procedures

8.10.1 The University is constantly involved in external quality assurance procedures. The University guarantees that the public is informed about the results of the external evaluation and ensures that they are used to improve educational programs and all types of activities.

8.10.2 The University continuously participates in the following external quality assurance procedures:

- 1) institutional accreditation;
- 2) program (specialized) accreditation;
- 3) rating of higher education institutions;
- 4) rating of educational programs.

8.10.3 The effectiveness of the University's activities is confirmed by its representation in the QS world rankings.

8.10.4 External quality assurance procedures make it possible to evaluate the effectiveness of quality assurance processes within the university. They are catalysts for the development and realization of new opportunities.

8.10.5 The University develops and implements an action plan to improve its activities, maintaining a continuous quality assurance process at the end of each external quality assurance procedure.

8.10.6 The University seeks to ensure that progress is taken into account in the preparations for the next procedure achieved since the last external quality assurance procedure.

8.10.7 The University constantly carries out accreditation procedures for educational programs, including at the international level.

9 Management of change process

9.1 Amendments to RSIQAE are made only with the permission of the RQM and must be documented under its signature. The sheets removed from the modified version of the regulation are stored with a document authorizing the introduction of changes.

9.2 Amendments to the regulation are made in accordance with the requirements of DP QMS 01.1007 - 2020.

9.3 Amendments to the regulation are made by the DCDS with a mandatory mark in the "Change Registration Sheet" (Appendix B).

10 Storage and distribution

10.1 Responsibility for storage, replication and distribution of RSIQAE to subscribers is assigned to the DCDS.

10.2 Copies of the regulations are registered in electronic format in the electronic document management system "ARTA SYNERGY" and are sent to all divisions of the NJSC "S. Seifullin KATU".

**Appendix A
(compulsory)**

Φ.01.1011-01

Approval Sheet

Position	Surname, Name	Date	Signature
Representative of the quality management			
Deputy Chairman of the Management Board for Strategic Development and International Relations			
Deputy Chairman of the Management Board for Scientific and Innovative Activity			
Director of Corporate Development and Strategy Department;			
Director of the Legal Support Department			

Appendix C
(compulsory)

Φ.01.1011-03

Change Registration Sheet

Sheet number				№ the notification on the basis of which the change was made	Surnames and names who made the changes	Signature of the person who made the changes	Date of changes
Modified	Replaced	New	Cancelled				
1	2	3	4	5	6	7	8