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of NPJSC “Zhetysu university
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« 29 10 2021



**Internal quality assurance system manual
IRD-ZU-15-01**

Taldykorgan, 2021

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1 SCOPE

1.1 This manual describes the internal quality assurance system of Zhetysu university named after I. Zhansugurov (hereinafter – ZU, University) developed in accordance with the standards and guidelines for quality assurance in the European Higher Education Area (ESG).

1.2 The requirements of this internal quality assurance system (hereinafter – IQAS) manual apply to all structural divisions, processes and activities of the University.

1.3 This manual defines the model, policy, interaction between processes, distribution of authority and responsibility for the processes of the internal quality assurance system.

1.4 This manual is available to all interested parties on the official website of the University (<https://zhetysu.edu.kz/>).

2 NORMATIVE REFERENCES

This manual has been developed taking into account the requirements of the following regulatory documents:

Law of the Republic of Kazakhstan dated July 27, 2007 No. 319-III	On education
Law of the Republic of Kazakhstan dated May 13, 2003 No. 415-II	On joint-stock companies
Law of the Republic of Kazakhstan dated January 16, 2001 No. 142-II	On non-profit organizations
Law of the Republic of Kazakhstan dated December 13, 1997 No. 202-I	On the Ratification of the Convention on the Recognition of Qualifications Related to Higher Education in the European Region
Order of the Minister of Science and Higher Education of the Republic of Kazakhstan dated July 20, 2022 No. 2	On approval of the State compulsory standards of higher and postgraduate education
Order of the Minister of Education and Science of the Republic of Kazakhstan dated June 17, 2015 No. 391	On approval of Qualification requirements for educational activities and a list of documents confirming compliance with them
Order of the Minister of Education and Science of the Republic of Kazakhstan dated November 19, 2008 No. 613	On approval of the Rules of forwarding for study abroad, including academic mobility
Order of the Minister of Education and Science of the Republic of Kazakhstan dated April 20, 2011 No. 152	On approval of the Rules for organizing the educational process on credit technology of education
Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 12, 2018 No. 564	On approval of the Model rules for admission to studies in educational organizations, implementing general educational curricula of primary, basic secondary and general secondary education
Order of the Minister of Education and Science of the Republic of Kazakhstan of October 13, 2018 No. 569	On approval of the Classifier of training programs for personnel with higher and post-graduate education
The National Qualifications Framework approved on March 16, 2016 by the Republican Tripartite Commission on Social Partnership and Regulation of Social and Labor Relations	The National Qualifications Framework
Standards and Guidelines for Quality Assurance of Higher Education in the European Higher Education Area (ESG)	Standards and Guidelines for Quality Assurance of Higher Education in the European Higher Education Area (ESG)

approved by the Ministerial Conference in Yerevan on May 14-15, 2015	
Development program of NPJSC "Zhetysu University named after I. Zhansugurov" for 2021-2025	Development program
Code of Corporate Ethics approved by the decision of the Board of Directors	Code of Corporate Ethics
IRD-ZU-15-02	Documented procedure. Management of the documented information
IRD-ZU-06-07	Regulations on the record keeping and archive management
IRD-ZU-33-03	Rules for conducting anti-corruption examination of internal acts in NPJSC "Zhetysu University named after I. Zhansugurov"
IRD-ZU-38-01	Regulations on the development and approval of educational programs
IRD-ZU-20-02	Academic honesty policy of NPJSC "Zhetysu University named after I. Zhansugurov"
IRD-ZU-15-08	Regulations on the academic mobility
Rules for admission to study approved by the decision of the Directors Board	Rules for admission to study at NPJSC "Zhetysu University named after I. Zhansugurov"
IRD-ZU-14-01	Regulations on the career guidance
IRD-ZU-14-02	Regulations on the employment of graduates
Rules for the internal labor schedule approved on January 27, 2021	Rules for the internal labor schedule of NPJSC "Zhetysu University named after I. Zhansugurov"
Regulations on forms and requirements for filling out documents on education of own sample, approved by the decision of the Board of Directors	Regulations on forms and requirements for filling out documents on education of own sample
IRD-ZU-09-08	Regulations on the organization and conduct of professional practices
IRD-ZU-09-09	Rules for determining organizations as practice bases and organizing the activities of a branch of a higher school
IRD-ZU-06-01	Personnel policy
Regulations on holding a competition for filling vacant posts of teaching staff and scientists of NPJSC "Zhetysu University named after I. Zhansugurov" approved by the decision of the Board of Directors	Regulations on holding a competition for filling vacant posts of teaching staff and scientists of NPJSC "Zhetysu University named after I. Zhansugurov"
IRD-ZU-06-06	Regulations on the professional development of employees
IRD-ZU-06-09	Regulations on the Conciliation Commission for the consideration of individual labor disputes
IRD-ZU-06-10	Qualification standard of NPJSC "Zhetysu University named after I. Zhansugurov" teaching staff positions
IRD-ZU-12-01	Regulations on the scientific-research work
IRD-ZU-09-10	Rules for a check for the presence of borrowings
IRD-ZU-20-01	Youth policy
IRD-ZU-15-12	Regulations on the educational grant of NPJSC "Zhetysu University named after I. Zhansugurov"
IRD-ZU-18-01	Regulations on the ensuring of sanitary and epidemiological regime
IRD-ZU-13-01	Social policy

IRD-ZU-15-09	Regulations on the Organization of Questionnaires and Consideration of Individuals References
IRD-ZU-15-03	Documented procedure. Internal audit
IRD-ZU-15-11	Regulations on the Quality Assurance Commission

3 TERMS AND DEFINITIONS

The following are the most commonly used terms and definitions in this manual:

Quality assurance	The term "quality assurance" is used in this document to describe all activities within a continuous improvement cycle (i.e. quality assurance and improvement activities)
Stakeholders	All persons within the University, including students and staff, as well as external stakeholders such as employers and external partners
Educational program	An organizational and methodological document structuring the content and scope of knowledge, the forms of organization of the educational process, the sequence and timing of the development of courses, modules, diagnostic tools for the success of training, certification, expected learning outcomes, including the formation of competencies leading to an academic degree
Evaluation	Interpretation of data and evidence collected during the analysis. The assessment determines the degree of achievement of the educational goals of the program, the results of student learning and leads to decisions and actions regarding the improvement of the program
Quality assurance policy	The main directions and objectives of the organization in the field of quality, officially approved by the top management on the basis of a comprehensive discussion by the working team
Strategy in higher education	Definition of long-term goals for the development of higher education and the circumstances on the basis of which it is necessary to plan, take actions and allocate resources necessary to achieve these goals
Student-oriented learning	Student-oriented learning is the fundamental principle of the Bologna reforms in higher education, which implies a shift in the educational process from teaching (as the main role of the teaching staff in the "translation" of knowledge) to educating (as the active activity of the student in learning)
Minor	Additional educational program – a set of disciplines and (or) modules and other types of educational work determined by the student for study in order to form additional competencies
Major	The main educational program defined by the student for study in order to form key competencies

4 SYMBOLS AND ABBREVIATIONS

ZU, University	Zhetysu University named after I. Zhansugurov
SCES	State compulsory educational standards
MES	Ministry of Education and Science of the Republic of Kazakhstan
CICSD	Center for International Cooperation and Strategic Development
EP	Educational program
ECTS	European Credit Transfer and Accumulation System
PhD	Philosophy Doctor

5 RESPONSIBILITY AND AUTHORITY

5.1 All internal stakeholders assume responsibility for the quality of education and participate in quality assurance processes at all levels of the University.

5.2 The general management of the University is carried out by the Board of Directors.

5.3 The Board represented by the Chairman of the Board – Rector manages the current activities of the University.

5.4 Each employee of the University is responsible for the conscientious performance of their official duties, thereby contributing to the implementation of the University's quality assurance policy.

6 MISSION, VISION AND STRATEGIC GOALS OF THE UNIVERSITY

The Mission of Zhetysu University named after I. Zhansugurov is training of competitive personnel based on human values that meet the needs of social and economic development of the country.

The activity of Zhetysu University named after I. Zhansugurov is aimed at providing society with specialists of a new generation who have a high level of patriotism, moral and professional qualities of the individual in terms of integration into the world educational, scientific and information community.

Vision: We want to become a significant factor in the socio-economic and spiritual development of the region, to be a driving force for the innovative development of the economy of the Almaty region.

Zhetysu University named after I. Zhansugurov identified the following goals:

Goal 1. Ensuring high-quality training of competitive personnel

Goal 2. Modernization of the content of higher and postgraduate education in the context of global trends

Goal 3. Improving the management of higher and postgraduate education

Goal 4. Creating a research ecosystem

The development program of the University is developed in order to create conditions for the training of competitive personnel on the basis of universal values that meet the needs of socio-economic development of the Republic of Kazakhstan.

To successfully implement the tasks set, the University needs to create a new University model based on the experience of leading universities in the world, an effective management system aimed at training and retraining highly qualified, in-demand personnel and close interaction with social and business partners in all areas of activity. Further development of Zhetysu University requires regionalization of the content of educational programs. Regionalization involves knowledge of the needs of the region and appropriate adaptation of the educational process to prepare competitive graduates in demand.

In order to realize the mission and achieve the goal, the University determines the main development priorities and sets tasks for their implementation. The values that the University adheres to are described in the Development Program of Zhetysu University named after I. Zhansugurov.

7 THE CONCEPT OF THE UNIVERSITY'S INTERNAL QUALITY ASSURANCE SYSTEM

7.1 Context of the University

The University's internal quality assurance system is a set of organizational structure, internal documentation, indicators, processes and resources necessary for continuous improvement of the quality of educational programs and the development of a culture of continuous improvement.

The University has developed, implemented and maintained in working order in relation to the current organizational structure in accordance with the standards and guidelines for quality assurance in the European Education Area (ESG).

For the stable functioning of the internal quality assurance system, the University determines external and internal issues related to its purpose and strategic direction and affecting its ability to achieve the intended results.

The main **external factors** for the University are related to the legislative, technological, competitive, market, social and economic environment.

The *legal environment* is determined by the laws, decrees of the President and Government resolutions of the Republic of Kazakhstan, normative documents of MES RK and etc. Changing the legal framework leads to the need to correct the University's activities, including internal documentation.

The *technological environment* is characterized by a wide use of information systems, databases and other computer technologies, which can significantly improve productivity and quality of work. To remain competitive, the University must create and maintain an information environment that provides a high level of educational process, research and development.

The *competitive environment and market environment* are characterized by the presence of other universities in Almaty that provide training on similar educational programs.

Changes in the market environment lead to the need for regular study of the need to open new areas of training, specialties, and educational programs.

The *social environment* of the region is determined by its location, area, population, social protection system, and other factors.

The *economic environment* is characterized by the availability of budgetary and extra-budgetary funding. With stable economic growth in the country, the University can receive acceptable funding from the state and from other sources (paid tuition, etc.). This allows us to develop and improve the training of specialists, develop scientific activities, and improve the skills of teachers and other employees. A well-established mechanism of cooperation with academic and industry institutions, industrial enterprises and social institutions provides opportunities for commercialization of scientific achievements and developments. If negative phenomena occur in the economy, the University may have problems with financing, purchasing equipment, etc.

Internal factors are related to the values, culture, knowledge, and results of the University's activities. They are determined by the personnel potential, applied technologies, infrastructure, management system, etc.

The University constantly monitors and analyzes information about external and internal factors, the results of which are included in the report of the Board Chairman – Rector, in the report on the functioning of the QMS, minutes of meetings of the Academic board, councils of faculties, departments, reports of the relevant structural divisions.

7.2 The needs and expectations of interested parties

Interested parties have or may have an impact on the ability of the ZU to continuously deliver services and products that meet the requirements of customers and applicable legal and regulatory requirements.

The University determines:

- a) the interested parties that are relevant to the quality management system;
- b) the requirements of these interested parties that are relevant to the quality management system.

Internal customers of ZhU include:

- students, undergraduates, doctoral students and degree applicants;
- employees.

External customers are:

- entrants;
- persons entering the master's and doctoral programs.

Other parties interested in the activities of ZU include:

- parents of applicants;
- organizations-employers, partners, educational institutions;
- state bodies and society.

ZU monitors and analyzes information about interested parties and their requirements.

The requirements and expectations of interested parties are determined by:

- survey (oral, questionnaire method);
- analysis of feedback, suggestions and thank-you letters received in writing to the Board Chairman – Rector, process managers and structural divisions, from customers of educational and other services;
- analysis of feedback and suggestions from employees of ZU (within the framework of meetings of the Academic board, councils of Higher schools, workshops in structural divisions).

Information on monitoring and analyzing the requirements of interested parties is included in the report of the Board Chairman – Rector, minutes of meetings of the Academic board, councils of Higher schools and reports of relevant structural divisions.

The identified requirements and expectations of interested parties are taken into account when designing services and products (when developing and updating educational programs, teaching aids, etc.), planning the activities of ZU and structural divisions, making improvements.

7.3 Internal quality assurance system processes

Internal quality assurance system of the University is a set of interrelated and interacting elements (processes) that allow the implementation of the quality assurance and management policy of the University in relation to the quality of educational services, processes and the system itself.

The process approach in the development, implementation and improvement of the effectiveness of the IQAS is applied in order to increase stakeholder satisfaction by meeting their requirements.

Understanding and managing interrelated processes as a system contributes to the effectiveness and efficiency of the organization in achieving the intended results. This approach allows the University to manage the relationships and interdependencies between the processes of the system, so that the overall performance can be improved.

The process approach includes the systematic identification and management of processes and their interaction in such a way as to achieve the intended results in accordance with the Internal quality assurance policy and the Development strategy of the University.

A process manager and its owner are installed for each process. The process manager ensures its implementation, monitors its effectiveness and efficiency. The owner of the process forms out the process in the form of a document, sets control assessments, manages the process, is responsible for its condition, conducts inspections.

To ensure the effectiveness of processes, both in their implementation and in their management, criteria and methods are defined.

The criteria and methods for ensuring the effectiveness of processes are defined by the heads in the regulatory documents of structural divisions.

The University has all the necessary resources (including information support) to support the processes and their monitoring.

The introduction of a process-oriented approach at the University makes it possible to strengthen the orientation to the needs and interests of internal and external stakeholders, to ensure transparency of all processes. As a result, each employee understands what role he/she plays in the overall processes and activities of the University as a whole. The introduction of a process-oriented approach also makes it possible to identify unconformities and systematize activities to improve the internal quality assurance system.

7.4 Responsibility for quality assurance

The management of the University's internal quality assurance system is based on a clear definition of the functions of all officials, employees and their relationship in the performance of their functions, including responsibility and authority.

The quality of education is ensured by the appropriate organizational structure of the University. Taking into account the set goals and available resources, the most appropriate organizational management structure has been created at the University.

The functions performed by key officials and departments included in the organizational structure of the University are subordinated to one common goal – to ensure the quality of the educational process.

The responsibility and authority of officials and divisions are defined and fixed by internal regulatory documents, plans, orders of the Chairman of the Board – Rector, job descriptions and regulations on structural divisions.

The job descriptions of the University staff define the duties, rights and responsibilities of the employee appointed to this position.

The University management carries out quality assurance activities in the following areas:

- organization and planning of the educational process;
- the quality of all types of lessons;

- providing students with educational and methodological complexes of disciplines in accordance with the state general education standard of education;
- using the technical and software tools in the educational process
- human resources;
- professional development of the teaching staff.

Higher schools carry out quality assurance activities in the following areas:

- development of educational programs in demand on the labor market in the areas of personnel training based on state education standards, standard rules, professional standards and their implementation;
- creating the necessary conditions for the implementation of educational programs aimed at professional formation and personal development based on the achievements of science and practice, the introduction of international, national standards and universal values;
- training of highly qualified personnel will be competitive in the labor market;
- conducting relevant scientific research;
- the introduction of the results of the latest scientific research into the educational process, as well as the practical involvement of students in their implementation;
- timely updating of the material and technical base of the higher school for the introduction and further development of innovative learning technologies;
- development of personal capabilities, formation of solid foundations of morality and a healthy lifestyle;
- education of citizenship and patriotism, love for the Motherland – the Republic of Kazakhstan, respect for state symbols, intolerance to any unconstitutional and antisocial manifestations.

Heads of structural divisions:

- ensure the quality of processes and educational services in accordance with internal and external regulatory documents;
- are responsible for communicating to each employee the internal quality assurance policy of the University;
- ensure the functioning of processes in departments.

The personnel is responsible for the quality of performance of their official duties in accordance with the regulations on structural division and job descriptions.

One of the main components of the internal quality assurance system is the involvement of students in the management of the University (student self-government). All students, undergraduates, doctoral students actively participate in the quality assurance procedure. Thus, students are involved in the work of the Academic Council, the Anti-Corruption Council, the Ethics Council, the Quality Assurance Commission.

The organizing link in working with students and involving them in the work on assessing the quality of the educational process are the Youth Center and Quality Assurance Commissions of higher schools.

In order to improve the quality of educational activities, Quality Assurance Commissions of each higher schools are functioning. By order of the Chairman of the Board – Rector, the Commission consists of teachers and students of the University.

The Commission makes decisions on the content and conditions for the implementation of educational programs, evaluation policy and other academic issues of higher education, organizes a questionnaire of students for compliance with the quality of educational programs and disciplines/modules, for the presence of facts of violation of academic integrity. The meetings of the Commission are held according to the approved plans. Representatives of the administrative and managerial staff of the University take part in the meetings of the Commission, depending on the issues under consideration.

7.4 Documentation support of the internal quality assurance system

The internal quality assurance system's documents are:

- documented information of permanent use;
- operational documented information;
- external documented information.

Documented information of permanent use consist of the following groups:

- policy;
- plans;
- Guidance on the internal quality assurance system;
- documented procedures, regulations, rules, standards and instructions on the areas of activity;
- organizational documentation (organizational structure, regulations on divisions, job descriptions).

Operational documented information includes:

- documented information containing data on the results achieved or evidence of the activities carried out;
- input and output data of processes;
- reports and records;
- suggestions for improvement;
- logs;
- applications, etc.

The forms (templates) of operational documented information and the rules for its implementation are established in the relevant internal regulatory documents (documented procedures, regulations, instructions, rules, standards).

External documented information includes:

- Laws of the Republic of Kazakhstan (“On Education”, “On Science” and other legislative acts);
- State standards of the Republic of Kazakhstan, including state general education standard of education;
- industry standards;
- guidance documents of the Ministry of Education and Science of the Republic of Kazakhstan and other ministries and public administration bodies;
- external regulatory and legal documentation.

The use of these documents makes it possible to effectively manage the University and to improve the quality of education at all levels of training.

Access to the internal regulatory documents of the IQMS is provided by posting it in Smart Zhetyssu platform. On the official website of the University, the Internal Quality Assurance Policy, the Guidance on the Internal Quality Assurance System, University Development Programs, Academic Policy and Academic Integrity Policy are freely available.

The developed regulatory framework (internal regulatory documents) in all areas of activity and processes is constantly updated taking into account the changing requirements of external documents, recommendations and prescriptions of higher authorities, as well as the opinions of interested parties.

8 INTERNAL QUALITY ASSURANCE STANDARDS

Standard 1. Quality Assurance policy

The University has developed and approved a quality assurance policy that is accessible to the public and is part of the strategic management of the University.

The policy is developed by a working group approved by the order of the Chairman of the Board – Rector. The working group includes employees and students of the University.

Internal and external stakeholders are involved in policy implementation through appropriate structures and processes.

The quality assurance policy is implemented at all levels of the University to develop a quality culture.

The University's quality assurance policy supports:

- the organization of the quality assurance system;
- departments, schools, faculties and other organizational units as well as those of institutional leadership, individual staff members and students to take on their responsibilities in quality assurance;
- academic integrity and freedom and is vigilant against academic fraud;
- guarding against intolerance of any kind or discrimination against the students or staff;
- the involvement of external stakeholders in quality assurance.

The **purpose** of the quality assurance policy of Zhetysu University named after I. Zhansugurov is to increase the efficiency of its educational, research and management activities, as well as the integration of education, science and innovation with the involvement of enterprises, business structures and public organizations. The policy serves as the basis of the internal quality assurance system and ensures the achievement of the strategic goals of the University Development Program for 2021-2025.

Internal and external stakeholders are involved in policy implementation through appropriate structures and processes.

The quality assurance policy is implemented at all levels of the University to develop a quality culture.

The University's quality assurance policy supports:

- organization of the quality assurance system;
- organizational units, institutional leadership, individual staff members and students to take on their responsibilities in quality assurance;
- academic integrity, freedom and vigilance against academic fraud;
- guarding against intolerance of any kind or discrimination against the students or staff;
- the involvement of external stakeholders in quality assurance.

The main **principles** of the quality assurance policy are:

- Ensuring appropriate academic content and proper planning of the educational services provided for higher and postgraduate education;
- Support and development of a quality culture in which everyone – students, staff and administration take responsibility for quality and involve in quality assurance.
- Active involvement of internal and external stakeholders in the process of education and research quality assurance and improvement;
- Ensuring equal opportunities and fairness to students and staff;
- Maintaining academic integrity and freedom, intolerance to any forms of corruption and discrimination;
- Compliance of the University activities with national regulatory requirements, international standards and ESG recommendations;
- Ensuring transparency and accessibility of information for stakeholders;
- Expansion of academic and managerial independence, development of corporate governance, collegial management systems of the University;
- Continuous monitoring and evaluation of results and processes based on reliable information to improve the internal quality assurance system;
- Ensuring financial stability and independence of the University, effective use of resources, methods and forms of student support.

The administration of the University is responsible for implementing this policy at all levels of management, updating it, continuously improving the internal quality assurance system and providing processes with the necessary resources.

The University systematically monitors, evaluates the effectiveness, and reviews the quality assurance policy based on information management depending on changing conditions and the environment.

Standard 2. Design and approval of programs

The procedure for the design and approval of educational programs of the Zhetysu University named after I. Zhansugurov is regulated by the Regulations on design and approval of educational programs.

Educational programs are the basis for the formation of the educational mission of the University. Educational programs provide students with both academic knowledge and the necessary skills and abilities, including interdisciplinary competencies that can affect their personal development and can be used in their future careers.

When developing the educational programs the University provides:

- compliance of the objectives of the programs with the institutional strategy and the presence of explicit intended learning outcomes;
- involvement of all stakeholders in the educational programs design;
- conducting external expertise and availability of reference points;

- achieving the four purposes of higher education of the Council of Europe:

- 1) constant promotion, personal growth and development of the student in the process of mastering the program;
- 2) precisely defined study load in ECTS;
- 3) provision of practical training;
- 4) official approval of the program by persons or bodies not involved in the design or teaching of the program (inclusion of the educational program in the Register of educational programs of higher and postgraduate education).

An educational program is a professional training program of higher or postgraduate education aimed at training personnel with the assignment of an appropriate degree (bachelor, master, PhD). Each educational program belongs to one of the levels of higher/postgraduate education in the corresponding field of training according to the Classifier of the direction of higher and postgraduate education training.

Educational programs of higher and postgraduate education are designed on the initiative of the University on the basis of the SES, the appropriate level of education, the National Qualifications Framework, the Sectoral Qualifications Framework and taking into account the requirements, professional (domestic and/or international) standards in the relevant professional field.

Educational programs are designed on the principle of modular learning, when educational programs, curricula and academic disciplines have a modular structure.

Every year, by order of the Chairman of the Board – Rector of the ZU, academic committees are formed to develop educational programs.

The project group of the academic committee for the development of the educational programs consists of: 2-3 leading teachers from among teaching staff, 1-2 employers-consultants of the developed educational program and 1-2 students studying on educational programs' graduate courses (taking into account the trajectories of learning).

The chairman of the project group is the head of the educational program responsible for its implementation.

The process of educational program design begins with its justification, formulation of the main goal and planned learning outcomes based on the analysis of the educational services market and employment prospects of graduates.

Based on the planned key competencies and learning outcomes of the graduate, modules of the educational program are being developed. Each module of the educational program is focused on achieving a certain learning outcome.

The educational program may provide for the mastery of additional competence by students in the Minor program within the framework of the Major basic educational program aimed at the formation of key competencies of the student

When designing a joint educational program, developers should ensure that the requirements of all parties that are planned to be involved in implementation of educational program are taken into account to the extent that each of the parties provides a contribution to this educational program.

In the process of designing educational programs discussed at meetings of the Academic Committee of the higher school, the Council of the higher school, the Academic Council and Academic Board of the University. The designed educational program draft undergoes an external expertise with the receipt of independent expert opinion in written form. Competent employers who are not part of the project group on the educational program design are involved as independent external experts. The list of independent external experts is approved by the order of Chairman of the Board –Rector of the University. Educational programs that have passed all stages of expertise are submitted for consideration and approval at a meeting of the University Board.

Standard 3. Student-centred learning, teaching and assessment

Student-centred learning as an important factor in stimulating motivation and self-reflection of students, as a process aimed at improving their autonomy and critical ability, is implemented at the University through:

- involvement of students in the development of educational programs;
- inclusion of flexible learning tracks in modular educational programs;
- providing the student with the opportunity to choose a multilingual education system;

- strengthening the role and motivation of independent work of students;
- objectivity of students educational achievements assessment;
- the possibility to appeal by students;
- academic advising system;
- use of new educational technologies;
- development of students' autonomy.
- respect and attention to different groups of students and their needs.

The procedure for involvement of students to the development of modular educational programs in the areas of training includes conducting a survey of students during the annual online registration, discussing the problems of training and the need to include new disciplines in the educational program based on the results of a reflexive analysis of the results of students' practice. The development of modular educational programs motivates students to an active role in the joint creation of the learning process and is aimed at implementing a competence-based approach to training a specialist.

Flexible learning tracks included in modular educational programs provide students with the opportunity to choose a professional orientation.

When providing a student with the opportunity to choose a multilingual education system, training is conducted in three languages – Kazakh, Russian, English.

Strengthening the role and motivation of independent work of students is provided by:

- orientation to active methods of mastering knowledge;
- creating conditions for students to participate in creative activities, Olympiads in academic disciplines, competitions of research or applied works;
- the use of motivating factors for assessing knowledge (cumulative scores, ranking, tests, non-standard examination procedures);
- encouragement of students for academic success and creative activity (scholarships, bonuses);
- individualization of performed in the classroom and extracurricular tasks, their constant updating;
- publication of the content, evaluation criteria and schedules for the independent work of students.

The objectivity of students' academic achievements assessment is ensured by the following mechanisms:

- criteria and methods for evaluating each type of work in the classroom have been developed in syllabuses by lecturers and students have easy access to them.
- evaluation materials are subject to preliminary expertise by relevant specialists;

Examinations in computer testing and written forms are accepted by proctors; examinations in oral and combined forms are accepted by commissions. Members of the commissions are approved by the order of the Dean of higher school on the recommendation of the heads of educational programs.

The academic staff knows the methods of testing and verifying knowledge and improves their own competence in this area.

The results of the knowledge assessment are recorded in electronic journals and become available to students on the assessment day; during the interim certification, the results of computer testing are available online in personal accounts.

Between teachers and students constant feedback on academic issues is provided.

6) an appeal procedure is provided for all types of assessment, as well as additional opportunities for passing boundary controls and extending the examination session if there are valid reasons.

The online access of all students categories to the information portal and electronic journal is provided, which reflects both weekly assessments and the total rating for two boundary controls, as well as the final assessment.

Admission of exams in written, test, oral and combined forms, and, accordingly, assessment of students' knowledge is carried out by commissions. Members of commissions are approved before the session by the order of the Dean of higher school.

To provide an opportunity for students to appeal, an Appeal Commission is formed by the order of the Chairman of the Board - Rector for the academic year, which includes leading faculty members. The procedure for appeal has been developed and published on the website. Before the session meetings are held with students, at which the basic rules for conducting interim certification are explained, including in cases of appeals to the commission.

Appeals are submitted by students in their personal accounts online; they are registered by the Registrar's office staff on the day of submission and submitted for consideration to the Appeal commission. The decision of the Appeal commission is brought to the attention of the student through their personal accounts.

The system of academic advising is considered at the University as a type of students support in the educational process and providing them with consulting assistance in solving problems related to educational activity, personal and professional development. Students' determination of their educational track under the guidance of experienced academic mentors – advisors includes:

- the possibility of choosing elective disciplines and teachers during the registration period for the disciplines of the new academic year and the formation of their individual curriculum;
- electronic online registration for disciplines through personal accounts;
- participation in the summer term for the re-study of disciplines, the development of additional types of training.

In the period before the online registration a week of presentations of elective disciplines by teaching staff and meetings of advisors with students is held. During the period when students determine their individual track, advisors conduct both group and individual advisory sessions with them. Such a system of work maximizes both the autonomy of students in the formation of their educational track and the ability to regulate the choice of teaching methods and assessment.

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 learning outcomes. Such methods include a problem lecture, a case method, a method of solving a problem, a project method that allow the students' personality to be included in an active position to reveal and realize their potential, create an educational environment and also contribute to the operational influence on the formation of professional qualities of a future specialist.

The implementation of student-centred learning and teaching takes into account the respect and attention to different groups of students and their needs which allows for more flexible learning opportunities.

Issues of mutual respect between teacher and student are regulated by the principles and value-ethical norms defined by the Code of Corporate Ethics, the Student's Code of Honor, the Academic Integrity Policy. The principles of academic integrity, the rights and obligations of members of the University community, the types of academic integrity violations and the procedure for taking administrative measures are defined in the Policy of Academic Honesty.

The University provides a system for reviewing student complaints at the level of advisors, Dean's Office, Board member - Vice-Rector for Youth Policy, Chairman of the Board - Rector. Consideration of complaints and proposals is carried out through the University's mail, virtual reception, established reception hours of the Chairman of the Board - Rector and members of the Board - Vice-rectors.

The development of students' autonomy means:

- formation of understandable for students goals and expected learning outcomes;
- introduction of active learning methods;
- formation of an individual learning track;
- strengthening the role of independent work of students;
- application of a research approach in teaching;
- formation of mutual respect between students and teachers;
- creation of procedures for consideration of students complaints;
- strengthening the role of student self-government;
- creation of favorable learning conditions.

The University also ensures the participation of students in external and internal academic mobility programs in accordance with the Regulations on Academic Mobility.

Standard 4. Student admission, progression, recognition and certification

Admission of persons enrolling the Zhetysu University named after I. Zhansugurov is carried out on the basis of the Rules of admission to study at the NPJSC “Zhetysu University named after I. Zhansugurov”, developed in accordance with the Standard Rules of admission to study in the educational organization of the Republic of Kazakhstan.

In order to engage motivated students the Career and employment center conducts targeted career guidance work in accordance with the Regulations on Career Guidance Work.

The University involves to this work employers who have a real and competent idea of the socio-economic situation in the country. Thanks to this, the orientation of future young specialists in the labor market takes place.

In order to popularize professions, the University holds career guidance days, during which the following activities are carried out:

- group and individual professional counseling of school graduates and their parents, diagnostics of the sphere of professional preferences of school students;
- career guidance lessons, lectures, festivals and parades of professions;
- interactive brain-rings, contests, quizzes, talk shows, trainings, presentations of popular professions;
- meetings with members of various professions;
- professional tests which are a system of measures to support the process of professional self-determination of young people with the participation of teachers and employers;
- competition of research and creative works of students "First steps into science: innovation and creativity" which allows to form interest in research activities, as well as to create an "immersion effect" in professional activity in the field of knowledge chosen by school graduates;
- parent meetings on career guidance issues.

Admission of persons enrolling the Zhetysu University named after I. Zhansugurov is carried out through a state educational order and an educational scholarship of higher education at the expense of the republican budget or the local budget, as well as tuition fees of student's and other sources.

To enroll in bachelor's degree programs it is necessary to have a document on graduation from high school, college, university; a certificate of passing the Unified National Testing with a passing score; a certificate of creative examination (for educational programs requiring creative training); interview results (on a paid basis after college and university); a certificate of the holder of an educational scholarship.

To enroll in master's degree programs it is necessary to have a document of higher education, a certificate of passing a comprehensive test with a passing score; a certificate of the holder of an educational scholarship.

To enroll in doctoral program it is necessary to have an international certificate of proficiency in a foreign language, documents on higher education, postgraduate education, a certificate with the results of the entrance exam, as well as work experience of at least 9 months.

The relationship between the University and student are regulated by a contract concluded between them in accordance with the legislation of the Republic of Kazakhstan. The contract defines the rights and obligations of the student, the rights and obligations of the University as a provider of educational services, the level of education, the training program, the duration and mode of study, the amount, form of payment for tuition and other conditions.

The University, when enter into a contract on the provision of educational services, introduces the student to the Charter of the University, the license for the right to conduct educational activities, the certificate of accreditation, the internal regulations.

At the beginning of the academic period the University provides the enrolled students with introducing with the educational program, learning conditions and existing academic career opportunities within the framework of meetings with the Chairman of the Board - Rector, members of the Board - Vice-Rectors, directors of the Department of Academic Affairs and the Registrar's office, deans, advisors.

Monitoring activities to control the knowledge of students, undergraduates and doctoral students are carried out in the educational content of the SMART Zhetysu information system and include:

- collection and analysis of data on such types of control measures as current academic performance, boundary and final control, intermediate and final certification;
- development and implementation of tools for analyzing data on the GPA rating of students for different periods of study;
- processing of questionnaire data - assessment of students' satisfaction with educational processes at the University, the state of anti-corruption activities, etc.

The award of academic credits in academic disciplines and research work to a student who has participated in an external or internal academic mobility program is carried out with a positive assessment of the learning outcomes. Academic achievements are assessed in points on a 100-point ECTS scale, corresponding to the letter system adopted in international practice with the corresponding numeric equivalent on a 4-point scale. The achieved learning outcomes are recognized with the transfer of academic credits. The grades are subject to be added to the student's transcript in the educational content of the SMART ZhetySU system on the basis of a document (transcript) from the organization where student studied on the academic mobility program. The transfer of credits is carried out by the Registrar's office of the University.

The rules and procedures for the implementation of academic mobility are determined by the Regulations on Academic Mobility.

The selection of applicants for training under the external academic mobility program is carried out by organizing a competition. The competition for the selection of applicants for training under the external academic mobility program is conducted by a competition commission approved by the order of the Chairman of the Board – Rector. The main criteria for the competitive selection are: completion of one academic period at the University, high academic achievement ($GPA \geq 3.0$), fluency in a foreign language (certificate of passing a foreign language test).

Studying under internal academic mobility program is carried out according to the suggestion of the head of the relevant educational program / suggestion of the CICS D and the order of the Chairman of the Board – Rector. The main selection criteria are: completion of one academic period at the University, high academic achievement ($GPA \geq 3.0$).

The procedure for sending students abroad under the framework of academic mobility funded by the republican budget is carried out according to the order of the Minister of Education and Science of the Republic of Kazakhstan dated 19.11.2008 No. 613 “On approval of the Rules of forwarding for study abroad, including academic mobility”.

The procedure for transferring credits of students studying at partner universities under the academic mobility program is carried out in accordance with the order of the Minister of Education and Science of the Republic of Kazakhstan dated 20.04.2011 No. 152 “On approval of the Rules for organizing the educational process on credit technology of education”.

To ensure objective recognition of higher education qualifications, periods of study and previous education, including recognition of non-formal education the University:

- ensures compliance of actions with the Lisbon Recognition Convention;
- cooperates with the Center of the 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.

Recognition of qualifications acquired in other domestic and foreign educational institutions is carried out in accordance with the approved rules for completing the transfer of study credits.

The qualifications obtained as a result of mastering the educational program are clearly defined in accordance with a certain level of the National Qualifications Framework in Higher Education and, consequently, the qualifications framework in the European Higher Education Area are:

- Qualification level 6 - Bachelor's degree;
- Qualification level 7 - Master's degree;
- Qualification level 8 - PhD.

Students who have completed their studies under the educational program are awarded the appropriate degree and are issued a diploma of University's sample with an appendix (transcript), as well as a European Diploma Supplement according to the Regulations on forms and requirements for filling out the documents on education of the University's sample.

National qualification testing (hereinafter referred to as NQT) is a procedure carried out in order to determine the level of professional competence of a teacher, according to tests developed by the authorized body in the field of education.

Graduates of the University in the pedagogical direction undergo national qualification testing, which allows to determine the level of subject knowledge and proficiency in teaching methods of an academic subject.

The development of interaction between the University and the employer is a key moment in the process of graduates employment. The employment of University graduates is based on purposeful work in accordance with the Regulations on the Employment of Graduates.

In accordance with the Rules of organization and conduct of professional practice, the University organizes practices at real workplaces in various organizations according to the profile of the chosen specialty, which allows students to demonstrate the knowledge and skills acquired at the University, and after graduation to find a job in these organizations.

The development of partnership cooperation between the higher education system and the labor sphere makes it possible to modernize the educational process taking into account the requirements of the labor market for specialists, and thereby increase the efficiency of both the education process and the degree of successful employment of graduates.

Standard 5. Teaching staff

The teacher is a key figure in providing quality education. The University guarantees that teachers have full knowledge and understanding of the subject taught, the necessary skills and abilities, competencies and experience for the effective transfer of students' knowledge within the educational process.

The University is responsible for the qualification level of the teaching staff in accordance with the position and direction of scientific training in the relevant area of knowledge and providing favorable conditions for their effective work in accordance with the Qualification Standard of the positions of the teaching staff.

In order to develop teaching staff and employees, the University ensures the implementation of Personnel Policy. The principles of Personnel Policy are:

- involving, developing and retaining highly professional employees;
- providing staff with the necessary knowledge, maintaining the professional level of staff and introduction with the technologies development, including by ensuring continuous professional development of employees;
- management of high-potential employees team;
- support for innovation and transformation;
- creation and development of joint values, social norms, rules governing employee behavior;
- motivation of work and creative approach to solving tasks (creativity) of employees.

The University's activity on the development of the potential of teaching staff is aimed at changing its role in accordance with the transition to student-centered learning. The academic load of the teaching staff is developed on the basis of normative documents and the time norm for calculating the amount of academic work for the academic year, which is approved annually by the Academic Council.

Recognizing the importance of teaching, the University develops transparent and objective criteria for hiring, appointing a vacant positions of faculty and researchers, promotions, dismissals and follows them in its activities in accordance with the principle of meritocracy.

Recruitment of teaching staff and researchers is carried out on a competitive basis in accordance with the Regulations on holding a competition to fill vacant positions. The members of the competition commission are approved by the order of Chairman of the Board - Rector. The competition and information about vacant positions are announced through the republican mass media and the University's website.

The competitive selection of candidates for the positions of teaching staff is carried out on the basis of an analytical summary of the applicants' activities results, according to the criteria of applicants' compliance for the position in the form of an interview at a meeting of the University's competition commission. Based on the results of the competition commission work, recommendations on the conclusion of an employment contract are formed.

The hired employee have to read the job description, the regulations on the structural unit, the internal regulations, the documents of the internal quality assurance system, the Quality assurance policy, the Mission of the University.

The University provides systematic work aimed at finding, involving, retaining and improving the professional level of employees, ensuring the development and implementation of a professional development plan. Professional development of teaching staff is carried out in accordance with the

Regulations on Professional Development of Employees at least once every 5 years during the entire working life. The plan of professional development is approved by the Chairman of the Board –Rector. On the basis of the approved plan, annual schedules for professional development of teaching staff are formed.

For the objective consideration of individual labor disputes arising in the process of labor relations between employees and the University, a conciliation commission has been established (Regulations on the Conciliation Commission for the Resolution of Individual Labor Disputes).

The parties apply to the Commission with a statement outlining the issues. Meetings of the Commission are held as necessary at the request of any of the parties to the employment relationship. The dispute is considered in the presence of the applicant and/or the representative authorized by him/her within the limits of authority delegated to him/her in accordance with the normative legal acts of the Republic of Kazakhstan.

The University introduces modern technologies and innovative teaching methods, as well as creates the necessary conditions for this through:

- provision of advanced training of teachers in the field of innovative methods and technologies in Kazakhstani and foreign organizations;
- sharing the experience in the introduction of new methods and technologies in the framework of seminars and master classes;
- equipping the educational process with modern equipment and software.

In order to strengthen the link between education and scientific research, the University encourages the scientific activity of the teaching staff by:

- creation and functioning of scientific departments and collectives;
- introduction of a system of motivation of scientific activity and steady flow of information on scientific events;
- promoting the commercialization of research results;
- providing the possibility of using international scientific databases, electronic scientific journals;
- facilitating the presentation of scientific positions on scientific platforms, including participation in scientific conferences and competitions, publication in journals included in the Scopus and WOS database, as well as in the Bulletin of the Zhetysu University;
- planning and monitoring of the effectiveness of research activities (Regulations on Scientific-Research Work).

Standard 6. Learning resources and student support

To ensure the quality of the educational process, the University ensures the availability of resources used to organize the learning process.

The provision by the University of material and technical, information and communication resources, resources for laboratory training and scientific research is mandatory for the implementation of educational activities.

When planning and designing educational programs, the University conducts an audit and monitoring of educational resources.

The University develops human and material resources for the implementation of the mission, goals and objectives of the Development Programs of the Zhetysu University named after I. Zhansugurov, for which financial resources are allocated annually, the implementation of which is aimed at improving the quality of educational services and creating favorable conditions for the activities of teachers and students.

The provision of educational programs with the necessary educational resources is reflected in the Programs for the development of higher schools, the concept of educational programs, syllabuses of modules/disciplines, work plans.

The higher school analyzes the adequacy of educational resources necessary for the implementation of educational programs and on the basis of this analysis, a plan is drawn up for the purchase of equipment, educational and methodological literature.

The analysis of the adequacy of educational resources at the University and the implementation of measures to ensure the material and technical base, information resources of the library, information and communication technologies is carried out in accordance with the Development Program and Plan. Based

on the analysis, a Plan for public procurement of goods, works and services for the year is formed in accordance with the financial resources of the University. The allocation of resources is carried out in accordance with the University Development Plan. Information on the use of financial and material resources is discussed at meetings of the University's governing bodies.

When allocating, planning and providing educational resources, the University takes into account the needs of various groups of students.

Zhetysu University provides students with educational resources to assist them in learning. These resources can be both material (libraries, academic buildings, laboratories, sports grounds and IT infrastructure) and human (teaching staff, mentors, advisors).

The University has sufficient material and technical base for educational purposes: educational premises, research laboratories and centers, IT center, ZU StartUp office, project office "Sanaly Urpak".

Own educational resources are located in academic buildings (lecture halls and educational or specialized classrooms; educational and scientific laboratories; computer classes, gyms, swimming pool, library, reading room, co-working area).

To teach professional skills in a safe educational environment, the University operates an automated security system, in accordance with all sanitary standards. Specialized rooms are equipped with interactive high-tech equipment - high-tech computer models.

In order to conduct professional practice, the University defines enterprises (organizations) as bases of practices on a contractual basis, approves work curricula and schedules of professional practice agreed with them (Regulation on Organizing and Conducting Professional Practice, Regulation on Determining Organizations as Bases of Practices and Organizing the Activities of a Branch of the Higher School).

The University provides the functioning of the educational process management information system (a high-tech information and educational environment, including a website, an information and educational portal, an automated educational process management system SMART ZhetySU, a set of information and educational resources), integrated with the National Educational Database, an extensive computer network with broadband and high-speed Internet access.

The uninterrupted operation of the University's information network is provided by servers and network equipment necessary for the maintenance of all systems, with an optimal Internet access speed of up to 300 Mbit/s.

The University has implemented the possibilities of remote consulting and service:

- functioning of the digital services center (online applications for transcript, certificates, etc.);
- online registration for elective subjects and for the summer semester;
- online submission of applications for the competition for the award of vacant educational grants;
- virtual admissions committee, dean's offices, office registration.

The University departments responsible for ensuring the continuity of IT services provide software, technical support and administration of the following information systems belonging to the domain zhetysu.edu.kz :

- Automated information system "SMART ZhetySU";
- "Moodle" Learning Management System;
- Microsoft office365 software products with an indefinite academic license (MS Teams, mail service for students, cloud storage, etc.);
- Electronic document management system;
- IP video surveillance system, IP telephony;
- Ensuring the operation of the Google services account;
- Access control system;
- 1C Accounting software;
- Official website of the University;
- Instagram, Facebook, YouTube, Tik-Tok accounts.

The University provides students with educational-methodical and scientific-methodical documentation in the personal account of the student in the information system of the University. The provision of literature is regulated by educational programs and is carried out by the library in cooperation with the higher schools.

The library fund is an integral part of information resources. The University Library provides students with free access to library collections, information databases, including international sources:

- Sciencedirect Electronic Library;
- Web of science database;
- Scopus database;
- Republican Interuniversity Electronic Library;
- Electronic library "Epigraph";
- Database Polpred.com;
- Electronic database Paragraph.

The University has a printing house equipped with modern computer technology and printing equipment.

Information and educational resources provide an opportunity to implement distance learning technologies in relation to formal, higher, postgraduate, additional education, retraining and advanced training, including in foreign languages.

The University provides the use of proctoring technologies that allow to verify student, monitor the screen and behavior of the student, as well as record the entire exam on video; technologies for checking text documents performed by students, structural units and staff for the presence of illegal borrowings from published sources in accordance with the Rules for checking for the presence of borrowings.

The University has partnerships (memoranda, agreements or cooperation agreements) with scientific organizations and universities, including foreign ones, to ensure the mobility of students and teaching staff within the framework of educational programs in accordance with the Regulations on Academic Mobility. The selection of applicants for academic mobility programs is carried out by the Commission, the results of the selection are posted on the University's website.

The University has created a student support system aimed at:

- realization of their rights to quality education, obtaining reliable information about the educational services provided;
- acquaintance with the technologies implemented at the University;
- professional legal support in case of relevant issues;
- academic counseling and professional orientation based on interaction with the service of advisors, the Council of Curators;
- social and psychological support;
- assistance in joining scientific student associations, creative groups and sports sections at the University;
- information support in order to receive timely medical care.

Academic advisory or support of students during their studies at the University is an integral part of the academic process. Academic support and advisory is provided by the teaching staff in the form of consultations, additional classes. For the systematic interaction of the academic advisor and students in the higher schools of the University, a service of advisors, mentors has been created, mentoring has been introduced.

In order to adapt to the conditions of study (the structure of the University, the system of values, the basic requirements and features of the academic process organization), the deans of higher schools have identified mentors of courses/groups from among the teaching staff and senior students.

In order to attract students to make collegial decisions at the level of higher schools and University, Zhetysu University has established a system of student self-government functioning in accordance with Youth Policy. The main body of student self-government is the Student Parliament. Student entrepreneurship and volunteering are developing systematically.

Student associations, clubs and creative groups have been created, the Student Assembly functions for the implementation of moral and patriotic education of students, the implementation of measures to reveal the creative potential of youth, the implementation of the main tasks of the state youth policy.

According to the results of the intermediate attestation (examination session), a state scholarship is awarded to students under the state educational order, as well as those transferred to study under the state educational order.

In order to support the most talented and gifted students and undergraduates, PhD doctoral students, stimulating their research and educational and cognitive activities, an educational grant of the University is awarded by the decision of the University Board (Regulations on the educational grant of NPJSC “Zhetysu University named after I. Zhansugurov”).

For students and undergraduates studying on a paid basis, vacant educational grants released in the process of obtaining higher and postgraduate education are awarded on a competitive basis in accordance with the provisions approved by legislation and internal regulatory documents. The entire process (the announcement of the competition, the availability of vacant grants and the results of the competition) are posted on the University website.

The University provides nonresident students and students from low-income families with places in University dormitories. The distribution of seats is carried out automatically. Places are primarily provided according to social criteria. The work on accommodation in dormitories is carried out in the student service center. Applications are submitted in the student's personal account (module "Dormitory"). The dormitories provided by the University are equipped with all the necessary social infrastructure for organizing the life of students and the versatile development of students, as well as access to the Internet with Wi-Fi zones. Also at the dormitory there is a reading room and an Internet room, a cinema, canteens, medical posts. Accommodation in the dormitory is carried out in compliance with the Regulations on Ensuring the Sanitary and Epidemiological Regime.

Financial and social support for students is provided by a system developed in the University to provide students belonging to socially vulnerable groups with social care in the form of discounts on tuition, free meals, free accommodation in accordance with Social Policy.

Medical care of students is provided in the medical centers of the University.

The conditions created at the University for the implementation of educational activities (availability of a library fund, tangible assets, buildings, equipment with computer rooms, computer programs for checking the availability of borrowed material, availability of broadband Internet, creation of conditions for persons with special educational needs, creation of conditions for nutrition, medical care of students), meet the qualification requirements and ensure the quality of educational services.

The University has a department of science and commercialization of scientific projects and a Council of Young Scientists, whose activities are aimed at supporting, supervising and promoting the development of scientific activity of students, through participation in the organization and conduct of scientific events, accompanying various scientific and innovative competitions and projects.

The Center for Advanced Training and Additional Education of the University implements additional educational programs in a foreign language for students, the main purpose of which is to improve the skills of practical language proficiency for use in professional activities and everyday communication, in solving business, scientific, academic, cultural tasks.

To solve psychological problems, a psychologist works on the basis of the Youth Center, who performs the role of a social pedagogue, constantly monitors the observance of the rights of students, identifying the needs of the student and his family in the field of social support, determines the directions of assistance in adaptation and socialization. A Psychological support Club for students is constantly functioning.

The University considers applications of students in written or oral form at a personal reception, meetings, by mail, by phone, on the University's pages in social networks, public information systems in accordance with the Regulations on the Organization of Questionnaires and Consideration of Individuals References at the NPJSC "Zhetysu University named after Ilyas Zhansugurov".

A chat of the Chairman of the Board – Rector, member of the Board – Vice-Rector for Youth Policy has been created and is functioning. "Boxes of confidence" are installed in all academic buildings and dormitories. The University also has a Call center. The University's website contains the contact details of Virtual Assistants and coordinators in all areas of student life.

Standard 7. Information management

Reliable information is a necessary condition 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.

The University collects, analyzes and uses relevant information to effectively manage its educational programs and other areas of its activities.

The University has identified the following types of information as important:

- key performance indicators;
- information about the number of students;
- the level of academic success, achievements of students and their expulsion;
- students' satisfaction with the selected programs;
- availability of educational resources and student support services;
- career growth of graduates.

To assess the internal 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 the requirements of stakeholders to the results of activities;
- assessment of stakeholders' satisfaction with the educational services of the University;
- analysis of the external and internal environment of the University;
- internal audits of processes.

The University provides information management within the framework of following information systems:

- official website of the University www.zhetysu.edu.kz;
- automated educational process management information system "SMART ZhetySU";
- electronic library of the University;
- automated accounting information system "1C Accounting".
- National Educational Database.

The University has and implements in practice a methodology for collecting and analyzing information about the University's activities and using this information for effective management of the University.

The University's information resources make it possible to process materials for monitoring the assessment of students' knowledge, survey materials of students, teachers and staff.

In order to ensure quality, the University conducts self-examination of activities, the results of which are the basis for taking effective measures to improve all processes. The University has sufficient means of collecting and analyzing information about its own activities and is able to identify the strengths and weaknesses of its activities and the results of innovation.

The global analysis of the external and internal environment of the University is carried out within the framework of the development and updating of the University Development Program and includes 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 demand trends, analysis of the current state of the University, its strengths and weaknesses, internal and external risks.

The collection, monitoring, analysis, exchange of information, the formation of statistical and reference reports on the number of students, the results of external evaluation of educational achievements of students, the registration of the relevant orders are carried out by the Registration office and the Student Service Center jointly with higher schools.

The analysis and monitoring of the employment process, the formation of a database on the career growth of graduates are carried out by higher schools and the Career and Employment Center.

All interested parties can submit official applications through their personal account on the SMART ZhetySU platform or ask a question on the official website of the University by the program that allows instant text messaging.

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

The satisfaction of interested parties is assessed in accordance with the procedure established by the Regulations on the Organization of Questionnaires and Consideration of Individuals References. The following types of sociological surveys are carried out at the University:

- A sociological survey of students on the assessment, perception and satisfaction with the work of support services at the University;
- Satisfaction of students/undergraduates/doctoral students with the quality of educational services;
- Students' satisfaction with the quality of the educational program implementation;
- Students' satisfaction with research work at the University.

In the process of targeted monitoring, sociological methods are used to ensure reliable measurement of the expected quality and existing satisfaction: analysis of documents, interviews and meetings with participants in the educational process.

Decisions made during the analysis of information are recorded in strategic documents, minutes of meetings of structural divisions and collegial bodies, as well as in action plans for areas of activity.

The safety of information is ensured by an distribution of roles and 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.

The collection and analysis of information on the state of processes is carried out within the framework of internal audit at scheduled intervals to establish that the internal quality assurance system meets the requirements of regulatory documents and relevant standards, as well as planned activities, is effective, maintained and improved. The procedure for conducting internal audits at the University is defined in the documented procedure "Internal Audit".

Standard 8. Public information

The University provides the public information about its activities through the official website (<https://zhetySU.edu.kz>), the SMART ZhetySU platform, the official pages of the University in social networks Instagram, Facebook, YouTube, Tik-Tok, as well as regional and republican media.

Following the principles of openness and accessibility to the public, complete and reliable information about the University's activities is posted on the official website www.zhetySU.edu.kz. The official website of the University operates in three languages (Kazakh, Russian, English). A specialized version of the University's website for the visually impaired has been developed and put into operation. There is also a virtual assistant on the site that provides consulting support on all issues of interest.

General information about the University is presented in the "About Us" tab of the website, which includes the following sections: the History of the University, the Blog of the Chairman of the Board – Rector, University strategy, Corporate governance, External quality assessment, Internal quality assurance, Structural units, Virtual university, Internal documents of the University, EcoCampus.

The section "Internal quality assurance" contains information about the functioning of the University's internal quality assurance system, the Quality assurance policy and the work of Quality Assurance Commissions of higher schools. Access to internal regulatory documents of the internal quality assurance system is provided in the personal account of the employee and student on the SMART ZhetySU platform.

The results of the external assessment (accreditation and rating) are posted in the tab "External quality assessment".

The admission criteria for the University's educational programs are posted in the "For applicants" tab of the University's official website. The section "For applicants" provides information about the Rules of admission to the University, regulatory documents for admission to study, the state educational order for training, the cost of training by education levels (bachelor's, master's, doctoral studies).

All the necessary information about the process of studying at the University is posted in the corresponding tab of the official website.

Information about educational programs is posted on the University's website in the "Education – Educational Programs" tab. This section of the website contains a list of educational programs of the University and information about the purpose, type, levels of National and sectoral qualifications, degree awarded, terms and languages of study, the amount of credits of educational programs, the professional standard on the basis of which the educational program was approved, as well as learning outcomes.

All information about the credit technology of education used, the assessment system, the current academic performance of students is contained in the Academic Policy of the University, access to which

is provided by posting the policy on the University's website (tab "About us – University Strategy – Academic Policy").

The University also ensures the availability of information about educational opportunities for educational programs:

- announcements of foreign language courses for everyone are posted in the "Education – Advanced training and additional education" tab;
- information about academic exchange with other universities, about grant competitions for studying at foreign universities is posted in the "Cooperation" tab.
- announcements about the availability of vacant grant places for students are posted in the "News" tab.

In addition, all of the above announcements are posted on the official pages of the University in social networks, thus ensuring prompt informing of all interested parties about the learning process at the University.

The tab of the website "Science" contains information about science at the University, the Dissertation Council, the Research Institute of Biotechnology Problems, the Council of Young Scientists, the Ethics Council, the system for detecting text borrowings in educational and scientific works.

Also, the official website of the University contains a tab for graduates, which contains official information about the Alumni Association, vacancies, employment of graduates. This tab contains links for completing the survey of University graduates, school graduates, employers.

The reliability, accuracy, timeliness and completeness of the information provided on the University's website is ensured by the relevant structural units. The general management of the coordination of work on the functioning of the site is carried out by the University's Branding Policy Center.

The management of the University's official pages in social networks is carried out by the Media Center, the relevant structural units of the University are responsible for the content of the posted information.

Links to information about the activities of Zhetysu University named after I. Zhansugurov published in regional and republican media are contained on the main page of the site. Printed publications are kept in the University library.

In order to inform the public about the results of the University's activities for the reporting academic year the Chairman of the Board – Rector makes an annual speech to the public. This reporting information allows internal and external stakeholders to get acquainted with the achievements of the University in key indicators and activity areas of Zhetysu University named after I. Zhansugurov.

Standard 9. On-going monitoring and periodic review of programs

The University monitors and periodically evaluates programs to ensure that they achieve their goals and meet the needs of students and society. The results of these processes are used for continuous improvement of programs.

On-going monitoring, periodic review of educational programs are aimed at ensuring their effective implementation and creating a favorable learning environment.

The University has defined the procedure for monitoring, analyzing and reviewing educational programs. The bases for these procedures are:

- changing regulatory requirements for the development of educational programs;
- introduction of new professional standards;
- results of the survey of stakeholders and their recommendations;
- recommendations of external experts;
- results of the research activities of the teaching staff.

The University evaluates:

- the content of educational programs taking into account the latest achievements of science to ensure the relevance of the disciplines taught;
- changing needs of the labor market;
- workload, academic performance and graduation of students;
- effectiveness of student assessment procedures;
- expectations, needs and satisfaction of students in the educational program;

- the educational environment, support services and their compliance with the objectives of the educational program.

The improvement of educational programs includes following procedures:

- review of educational and methodological support of educational programs implemented by the Academic Committee and the Employers Council of higher schools;
- expanding the catalog of elective disciplines based on the analysis of the labor market and employer proposals;
- feedback from interested parties aimed at improving educational programs (roundtables, final conferences on practical training, joint scientific and methodological seminars and trainings, questionnaires of employers and students).

The University has Quality Assurance Commissions, the purpose of which is to check and assist in the implementation of effective training of personnel in educational programs in accordance with the established requirements. The activity of the Commissions is regulated by the Regulation on the Quality Assurance Commission.

Monitoring of the implementation of the educational program is carried out by creating intra-university commissions to check the quality of classes, review of examination materials and organization of professional practice.

To assess the quality of the educational program, questionnaires and surveys are conducted with the main stakeholders:

- survey of students "Teacher through the eyes of a student", etc.;
- survey of graduates on the quality of the educational program, learning environment and support services;
- survey of employers "Satisfaction with the quality of graduate training";
- survey of practice managers "Satisfaction with the professional competencies of students";
- feedback from students about the professional practices.

Evaluation of students' learning outcomes is carried out through:

- collection and analysis of information on the quality of knowledge and the results of the examination session by the Registration office;
- analysis of the results of the final certification and the quality of graduate training by the chairmen of Academic Committees;
- consideration of the results of academic performance at meetings of Academic Committees, Councils of higher schools, the Academic Council and the Academic Board of the University;

Managers of educational programs are responsible for the processes of monitoring, evaluation and improvement of educational programs. Documentary evidence of changes in educational programs are decisions of collegial bodies, updated content of the educational program, minutes of events, report of Academic Committees on the results of monitoring and evaluation of the educational program.

Standard 10. Cyclical external quality assurance

The University ensures the external quality assurance procedures in accordance with European standards and recommendations on a regular basis.

External quality assurance is aimed at evaluating the effectiveness of the University's internal quality assurance system.

External quality assurance procedures can be carried out at different organizational levels.

The University periodically undergoes the procedure of institutional and specialized accreditation for compliance with the established ESG standards in organizations included in the register of recognized accreditation bodies. In addition, post-accreditation monitoring of educational programs is carried out at the University on an on-going basis to assess the elimination of deficiencies and the implementation of recommendations based on the results of accreditation.

Also, external quality assessment is provided by annual participation in international and national rankings of universities and educational programs according to the established methodology of the agency that conducts the ranking.

After the completion of the external quality assurance procedure and the announcement of the results, a corrective action plan is approved, which is carried out by the responsible structural units.

The management of the University annually approves an action plan to improve activities, which ensures continuous improvement of the internal quality assurance system.

Structural divisions of the University, in accordance with their activities, are responsible for certain stages of the external quality assurance procedure. The Center for International Cooperation and Strategic Development is responsible for coordinating the preparation and conduct of accreditation and ranking: the formation of a working group for self-assessment, self-assessment of activities for compliance with the requirements of external evaluation procedures, organization of visits of external experts, collection of information according to the established rating criteria, control of filling in information in the electronic database, monitoring of the results of external quality assessment, development of an action plan to improve activities based on recommendations based on the results of external evaluation. Higher schools, departments and centers of the University are responsible for providing reliable information for the purposes of external quality assessment, conducting self-assessment and compiling a report on the results of the self-assessment, drawing up a corrective action plan for the deficiencies made and ensuring its implementation, implementing an improvement plan.

The University's educational programs that are being developed also undergo an external evaluation procedure. The developed educational programs' projects undergo an external examination with the issuance of an expert opinion from independent external experts. As such experts, competent employers – managers of the middle and upper levels of management who are not part of the working group on the development of the educational program are involved. The object of the examination is the content of the structural elements of the program: content of the educational program; description of modules; information about disciplines; structure of the educational program; innovative technologies and teaching methods used in the educational process; features of the implementation of the educational program for students with special educational needs. In their conclusion, the experts give their assessment of the developed educational programs.

The results of the external quality assessment are brought to the attention of interested parties by posting on the official website of the University and pages in social networks.

The University takes appropriate measures to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.