

Approved by
Chairman of the Board - Rector
of NPJSC “Zhetysu University
named after Ilyas Zhansugurov”,
Doctor of Geographical Sciences,
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REGULATIONS
on the Quality Assurance Commission
IRD-ZU-15-11

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1 SCOPE

1.1 This Regulations of Zhetysu University named after I. Zhansugurov (hereinafter – ZU, University) regulates the activities of the Quality Assurance Commission (hereinafter referred to as the Commission), defines its goals, objectives, functions, composition, structure, organization of activities, rights and obligations of its members.

1.2 The Quality Assurance Commission is permanent and consists of members approved by the order of the Chairman of the Board - the Rector of the University.

1.3 This regulations are applied by all departments of the ZU and is part of the documents of the internal quality assurance system.

2 REGULATORY REFERENCES

This regulation uses references to the following regulatory documents:

Law of the Republic of Kazakhstan No. 319-III of July 27, 2007	On education
Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 30, 2018 No. 595	On approval of the Standard Rules of activity of educational organizations of the corresponding types
ID-ZU-15-02	Documented procedure. Management of documented information

3 RESPONSIBILITY AND AUTHORITY

3.1 Responsibility for the implementation of the requirements specified in this regulation is assigned to the Chairman of the Commission.

3.2 The Chairman of the Management Board - Rector is responsible for the timely formation of the members of the Quality Assurance Commission and the appointment of the Chairman.

3.3 The Chairman of the Quality Assurance Commission directs its activities, chairs its meetings, plans its work, maintains relevant reports, exercises general control and is responsible for its activities and decisions.

3.4 The responsibility for the storage and distribution of this regulation is assigned to the Center for International Cooperation and Strategic Development.

4 WORKING PROCEDURE OF THE QUALITY ASSURANCE COMMISSION

4.1 Goals and objectives of the Quality Assurance Commission

4.1.1 The main purpose of the Commission's work is to assist in the implementation of effective training of specialists in accordance with the established requirements, by constantly improving the quality of the educational process in ZU.

4.1.2 The main tasks of the Commission include:

- assessment of the content and conditions for the implementation of educational programs of higher education;
- analysis of the evaluation policy and academic issues of higher education;
- involvement of students in activities to assess the quality of education in ZU as a whole and its individual components;
- organization of monitoring of the quality of education by students;
- comprehensive assessment of the needs of students as consumers of educational services;
- assistance to structural units, officials of the ZU in the implementation of policies, quality objectives, university development programs, carrying out activities in the field of quality assurance of educational services;

- conducting research on the problems of quality of education in ZU, developing practical solutions to eliminate the identified problems that arise among employees and students of ZU during the educational process, and eliminating inconsistencies found during internal audits of the internal quality assurance system;

- development of proposals to improve the quality of educational services, taking into account the educational, extracurricular, scientific and professional interests of students;

- active popularization among students of the normative foundations of the educational process, including familiarization with the quality assurance policy, the internal quality assurance system of the ZU, internal regulatory documents, Academic policy, Academic Integrity Policy, the content of educational standards, standard, working curricula;

- creation and development of a system of motivation of students to the educational process and involvement of students in its evaluation;

- interaction with structural divisions of the ZU on issues of ensuring the quality of education at the university;

- promoting the development of the corporate culture of employees and students of ZU.

4.2 The main functions of the Quality Assurance Commission

In accordance with the tasks set, the main functions of the Commission are:

- conducting an assessment of the content of the Educational programs (EP);

- study of the conditions for the implementation of the EP, assessment of the quality of the evaluation policy;

- conducting a questionnaire on compliance with the quality of EP and disciplines;

- consideration of the facts of violation of academic integrity;

- involvement of students in the assessment of the quality of education in ZU by conducting questionnaires, surveys, interviews, etc. for compliance with the quality of educational programs and (or) disciplines/modules, for the presence of facts of violation of academic integrity, etc.;

- analysis of letters, appeals, complaints of students and employees about inconsistencies, violations in the educational activities of the university;

- development of decisions on incoming applications from students and teachers on the quality of education in ZU;

- organization of meetings of students with the university administration on the quality of education;

- organizing the collection of questions on the quality of education of students in the framework of meetings with the university administration;

- control over the implementation by those responsible for the quality of educational activities of action plans based on the results of meetings with the university administration on the quality of education and decisions taken by the Commission;

- informing students about the new regulations of the university, about the activities carried out in ZU aimed at improving the quality of education;

- conducting internal audits of the university's structural divisions;

- development of measures aimed at improving the internal quality assurance system and monitoring their implementation;

- analysis of the effectiveness of the activities carried out by the Commission aimed at improving the quality of education in ZU;

- development of recommendations and proposals for the management of the ZU on issues within the competence of the Commission;

- analysis of the state of the internal quality assurance system in higher education.

4.3 Composition of the Quality Assurance Commission

4.3.1 The composition of the Commission is appointed by the order of the Chairman of the Board – the Rector of the University from among the teaching staff, administrative and managerial staff, certified internal auditors and students of the university for each higher school and is permanent.

4.3.2 The composition of the Commission is formed from the chairman, secretary and members of the Commission.

4.3.3 Chairman of the Quality Assurance Commission:

- carries out the general management of the Commission and coordinates its work in accordance with this regulation;
- determines the directions of the Commission's work;
- distributes responsibilities among the members of the Commission;
- approves the work plan of the Commission and monitors its implementation;
- determines the agenda, place and time of the Commission meetings;
- Convenes and chairs the meetings of the Commission;
- decides on the need to invite administrative and managerial personnel to a meeting of the Commission;
- puts to the vote each proposal of the members of the Commission on the issues of the agenda in the order of receipt and announces its results;
- has the deciding vote;
- ensures timely consideration of letters, appeals, complaints of students and employees about inconsistencies, violations in the educational activities of the university;
- makes suggestions and recommendations to the university management on improving the quality of educational services of the ZU;
- twice a school year submits a report on the activities of the Commission to the Council of Higher Education;
- at the end of the academic year, he submits to the university management a report on the work done by the Commission.

4.3.4 Члены Комиссии по обеспечению качества имеют равные права при обсуждении и принятии решений Комиссии, выполняют равные обязанности.

4.3.5 Members of the Quality Assurance Commission have the right to:

- freely express your opinion on any issue of the Commission's activities at the Commission's meetings;
- to make suggestions and comments on the substance of the issues discussed, to make proposals for improving the work of the Commission;
- to submit for consideration issues related to improving the quality of education, participation of students in the assessment of conditions and learning outcomes, participation in the formation of the content of education and other issues within the competence of the Commission;
- to address questions to officials and employees of the ZU, to request documents of the higher school necessary for the activities of the Commission;
- to invite representatives of the administration of the ZU and its structural divisions to participate in the work of the Commission;
- to organize an assessment of the quality of the educational process in ZU;
- attend and attend any training sessions as part of the formed commission due to a complaint received from teachers or students of ZU.

4.3.6 The members of the Commission are obliged to:

- comply with the provisions of this regulation;
- actively participate in the activities of the Commission;
- comply with the Commission's decisions;
- to assist the administration of ZU in matters of quality of education;
- act in the interests of improving the quality of education in ZU;
- provide timely information on the quality of education in ZU to students and university administration;
- to provide timely information, consulting and scientific and methodological support to students on their participation in the assessment and improvement of the quality of education;
- to assist in the development and implementation of measures aimed at improving the quality of education.

4.3.7 The Secretary of the Commission is appointed to organize the work of the Commission for the term of its validity.

4.3.8 Secretary of the Commission:

- maintains documentation related to the activities of the Commission;

- sends to the members of the Commission the agenda of the meeting and information on the date, time and place of the next meeting of the Commission no later than 3 days before the meeting of the Commission;
- organizes the audience and the necessary technical equipment for the Commission meeting;
- sends information about the invitation to participate in the meeting of the Commission of officials or employees of the ZU, indicating the date, time, place of the meeting and the content of the issue under consideration;
- prepares documents for discussion for consideration at the meeting of the Commission;
- enters the results of the discussion and voting into the minutes of the Commission meeting, prepares the minutes of the Commission meeting;
- sends the minutes of the meeting signed by the Chairman of the Commission to the members of the Commission, the present managers and invited officials and employees of the ZU;
- stores the Commission's documentation.

4.4 The procedure for organizing and holding a meeting of the Quality Assurance Commission

4.4.1 The Commission carries out its activities according to the Work Plan approved by the Chairman.

4.4.2 The Commission conducts its work on the basis of compliance with the principles of competence, independence, fairness and transparency.

4.4.3 To resolve issues within the powers of the Commission, meetings of the Commission are held.

4.4.4 Meetings of the Commission are held as necessary, but at least once a month. An extraordinary meeting is held at the request of the Chairman of the Commission, or at the request of at least half of the members of the Commission.

4.4.5 Preparation for the meeting includes the following activities:

- development of a meeting plan;
- organization of explanatory work on the purposes and procedure of the meeting;
- determination of the dates and venue of meetings;

Preparation of the necessary documents for consideration at the meeting of the Commission.

4.4.6 Materials for the regular meetings of the Commission are sent to the members of the Commission no later than 3 working days before the scheduled meeting date.

4.4.7 Depending on the issues under consideration, the heads and employees of the structural divisions of the ZU may be invited to the meeting of the Commission.

4.4.8 Meetings of the Commission are considered competent if at least two thirds of the total number of members of the Commission are present at them.

Members of the Commission who were not present for a good reason (due to business trip, health reasons) do not participate in determining the quorum of the meeting.

4.4.9 A member of the Quality Assurance Commission is obliged to participate in its work and attend the meetings of the Commission, or, if it is impossible for a good reason to attend the meeting, inform the Chairman of the Commission in advance.

4.4.10 The Commission makes decisions by a simple majority of votes from the number of members of the Commission present at the meeting. In case of equality of votes, the chairman's vote is decisive. Members of the Commission may not abstain from voting.

4.4.11 The meeting of the Commission is drawn up in the form of a protocol, which is signed by the Chairman and Secretary of the Commission.

4.4.12 A member of the Commission who does not agree with the decision taken has the right to express his dissenting opinion in writing, which is attached to the relevant conclusion of the Commission and is an integral part of it.

4.4.13 The decision of the Commission meeting is brought to the attention of interested persons.