

APPROVED
 by decision of the Board
 "International Information Technology
 University" JSC
 « 16 » August 2023
 (Minutes No. 95)

POLICY AND STANDARDS FOR INTERNAL QUALITY ASSURANCE

R - 47

Edition 1

	Job Title	Surname and Initials	Signature
Developed by	Head of the Department of Academic and Methodological Affairs	Adzhibayeva A. Sh.	_____
Agreed	Vice-Rector for Academic Affairs	Mustafina A.K.	_____
	Department of Human Resources and Documentation Management	Sungurova S. E.	_____
	Legal Department	Tynystanbekova A. Z.	_____
	Dean of the Faculty of CTC	Seilova N.A.	_____
	Dean of the Faculty of BMB	Mukhamadieva A. G.	_____
	Head of the Office Registrar	Kiikbayeva R. M.	_____
	Head of the Career Center	Tursynbayeva A. T.	_____
	QMS Expert	Kezhembaeva Zh.K.	_____

CONTENTS

1 General Provisions	3
2 Terms and Definitions	3
3 Quality Assurance Principles	3
4 Responsibility for Quality Assurance	4
5 Standards for Internal Quality Assurance	4
5.1 Standard 1. Quality Assurance Policy	4
5.2 Standard 2. Development and Approval of Education P rograms	5
5.3 Standard 3. Student- Centered Learning, Teaching and Assessment	6
5.4 Standard 4. Student Admission, Progress, Recognition and Certification	8
5.5 Standard 5. Teaching Staff Quality	8
5.6 Standard 6. Educational Resources and Student Support	10
5.7 Standard 7. Information Management	11
5.8 Standard 8. Informing the Public	12
5.9 Standard 9. Continuous Monitoring and Periodic Evaluation of Education Programs	12
5.10 Standard 10. Periodic External Quality Assuarance	14

1 GENERAL PROVISIONS

1.1 The internal university quality assurance system reflects the general approaches, policies, key principles, standards and main mechanisms established at International Information Technology University JSC (hereinafter referred to as the University) to improve the quality of education and develop a culture of quality improvement.

1.2 The internal university quality assurance system is an integral part of strategic management and is considered together with other documents: the University Strategy, the Academic Policy.

1.3 The quality assurance policy and standards are the basis of the internal quality assurance system at the University.

1.4 The University's internal quality assurance system is implemented, monitored and reviewed in accordance with the established procedure.

2 TERMS AND DEFINITIONS

2.1 The following definitions are used in these Standards:

Quality education - complex characteristics of education activities and training of students, expressing the degree of their compliance with state compulsory education standards, professional standards and the needs of key stakeholders, as well as degree achievements planned goals and results of education program.

Quality assurance is the process of creating certain conditions and identifying necessary resources, providing correspondence of the content of education programs, education opportunities and resources to meet established goals and the required level of quality.

The internal quality assurance system of the university is a combination of the organizational structure of the university, internal documentation, indicators, processes and resources, necessary for permanent improving the quality of education programs and developing a culture of continuous improvement.

Quality culture is an organizational order that includes the basic principles of quality that are shared by all university employees. The university's quality culture includes:

- developing a common understanding of “quality of education” among employees and a common view on the problem of quality of education;
- understanding the importance of quality education and ways to achieve high quality at the workplace by each employee individually;
- defining and understanding of the paths to high quality by structural divisions;
- a clear understanding that quality can be managed and the definition of the mechanisms for this process.

A stakeholder is a person (or group of persons) interested in the results of the university's activities.

The university considers students at all levels of education programs, faculty and staff **to be internal stakeholders**.

The university considers graduates, employers, legislative and authorized bodies, and partners **to be external stakeholders**.

3 PRINCIPLES OF QUALITY ASSURANCE

3.1 The main principle of the University's is continuous development, and the key is to create a team culture where each employee will take full responsibility for the results of work and will become an adherent of the tradition of quality.

3.2 University carries the main responsibility for quality of the education provided and its assurance.

3.3 University defines next main principles of quality assurance:

- 1) Quality assurance meets the diversity of higher education systems and learners;
- 2) Compliance of the university's activities with legislative and regulatory requirements, ESG

recommendations;

3) Quality assurance and improvement apply to all education programs implemented by the University;

4) The leading role of the university management is to ensure the unity of strategy, policies and procedures, and to involve all employees and students in quality assurance activities;

5) Taking into account the needs and expectations of external and internal stakeholders, actively involving them in activities to ensure the quality of education;

6) Ensuring equality of opportunity and fairness for learners;

7) Promoting academic integrity and academic freedom, intolerance to any form of corruption and discrimination;

8) Clear division of powers and responsibilities for processes, quality and standards;

9) Application of process approach;

10) Making important management decisions based on comprehensive analysis of data and information;

11) Creating conditions for continuous improvement of quality assurance systems and development of a quality culture;

12) Application of external and internal quality ratings;

13) Ensuring regular revision of policy and quality assurance standards;

14) Ensuring transparency and accessibility of information for stakeholders.

4 RESPONSIBILITY FOR QUALITY ASSURANCE

6.1 Quality assurance is the shared responsibility of the university management, all departments, employees and students.

6.2 The policy and standards of the internal quality assurance system are approved by the Chairman of the Board - Rector.

6.3 The Chairman of the Board - Rector exercises general management of the university, ensures the full implementation of education programs, is responsible for the development of the University Strategy and the compliance of its activities with legislative and regulatory requirements.

6.4 Internal quality assurance policy of the university is based on the formation of a quality culture at the university, according to which each employee is aware of their obligations and responsibilities for ensuring and developing quality.

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

5 STANDARDS OF INTERNAL QUALITY ASSURANCE

5.1 Standard 1. Quality Assurance Policy

5.1.1 Aims of the quality assurance policy:

- definition of the general structure of the system of internal quality assurance of education;
- formation of a quality culture among the entire university community: academic staff, students, administrative staff;
- security and improvement of quality of education;
- support of mutual trust and assistance in recognition of learning outcomes, as well as the development of academic mobility of students;
- provision of information on quality assurance.

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

5.1.3 The quality assurance policy is being implemented through internal quality assurance processes and standards that involve all parts of the university.

5.1.4 The quality assurance policy supports the development of a quality culture in which all internal structural units take responsibility for quality and participate in its provision at all stages, levels and areas of the university's activities.

5.1.5 The quality assurance policy involves external stakeholders and partners of the university

interested in the success of development of projects in processes aimed at improving and developing the quality of education.

5.1.6 External stakeholders are involved in periodic assessment of the quality of education.

5.1.7 Quality processes are generated by the academic, research and education activities of the university:

- education programs should be developed and improved in terms of learning outcomes, which should be in line with the requirements of the labour market;
- teaching methods should be student-centered and engaging, discussed, and best teaching methods that can be applied across courses, courses, and programs should be discussed and shared;
- durable, tight and constant feedback aimed at improving teaching, learning and assessment should be given;
- evaluation practices must be fair and transparent, allowing for comparison.

5.2 Standard 2. Development and Approval of Education Programs

5.2.1 The University defines the procedures for developing and approving education programs. Education programs correspond to the established objectives, including expected learning outcomes, formed on the basis of the descriptors of the European Qualifications Framework, the National Qualifications Framework, the Sectoral Qualifications Framework, relevant professional standards and taking into account the requirements of internal and external stakeholders.

5.2.2 Qualification, received as a result of mastering an education program, is clearly defined and corresponds to a certain level of the National Framework of Qualifications in Higher Education, the Comprehensive Framework of Qualifications for the European Higher Education Area.

5.2.3 The University provides development of education programs based on current State Education Standard of the Republic of Kazakhstan, Professional standards, University Strategy, University Academic Policy and best practices.

5.2.4 While developing an EP the university observes:

- compliance of the goals of education programs with academic policy and the University Strategy;
- clear learning outcomes;
- participation of students and other stakeholders in the development education programs;
- carrying out external expertise and availability of reference and information resources;
- permanent unimpeded promotion of student in the process of mastering the program;
- defining students' academic workload;
- providing opportunities for practical education and internships;
- official approval education programs.

5.2.5 The development of education programs is carried out by academic committees, which include experienced teachers, representatives of employers and students.

5.2.6 Education programs are developed based on competency model of education of specialists and are focused on learning outcomes expressed in the form of competencies.

5.2.7 New education programs are developed considering:

- Increase in the share of modules and courses that have interdisciplinary, practice-oriented content forming research competencies;
- the main education program (Major) and additional education programs (Minor).

5.2.8 Education programs are formed on a modular principle. Each module of the education program is aimed at achieving certain learning outcomes, i.e. competencies. Learning outcomes are formulated for the program as a whole, for each module and individual courses.

5.2.9 Procedure for the development of education programs includes:

- formulation of learning outcomes for each program;
- definition of teaching strategies based on modern methods and technologies for organizing the education process within the framework of student-centered learning;
- study of the University's capabilities for the successful implementation of education programs with the identification of the necessary resources (teaching staff, library support, education and laboratory equipment, etc.), social resources and social partners, interested in participation

in the implementation of the education program (internship base, etc.);

- determination of the list of additional education programs (Minor);
- establishment of possible education trajectories within one program taking into account consumer requirements.

5.2.10 When determining expected learning outcomes and the development of education programs the following recommendations are taken into account:

- of academic staff from related course areas through participation in groups developing EP at each department;
- of employers through participation in the work of the above-mentioned committees and examination of education programs, through feedback mechanisms, questionnaires to assess the quality of education of graduates;
- of students through participation in groups developing EP and evaluation of education programs during the survey;

5.2.11 Determining the list and scope of education modules, determining the expected learning outcomes for each module.

5.2.12 Determination of the list of courses, their volume, content and expected learning outcomes.

5.2.13 Analysis of the education program's compliance with the principles of internationalization of education, focus on the labor market and professional communities, competitiveness of the program, compliance with the principles of interdisciplinarity and multidisciplinary.

5.2.14 The education program is reviewed and recommended for approval at a meeting of the academic committee for the development of the department's education program and is approved by the Academic Council.

5.2.15 After passing all stages of coordination and approval, the education program is introduced into the education process.

5.2.16 The methodological content of the education program includes a catalog of elective courses, syllabi on courses, education and methodological developments on internships, as well as reference and information resources.

5.2.17 The students' academic workload is determined in academic credits - units measurements of labor costs of students and teachers needed for achieving the expected learning outcomes. The number of academic courses and academic credits is indicated in the working curricula and individual curricula.

5.2.18 The students' academic workload includes classroom studies and independent work of students, preparation and passing of midterm assessment.

5.2.19 The University ensures continuous and unimpeded progress of the student in the process of mastering the program through clearly regulated procedures for the formation of education trajectories, assessment of knowledge, and accounting of academic achievements.

5.2.20 The qualification obtained as a result of mastering the education program is clearly defined in accordance with the level of the National Framework of Qualifications for Higher Education and the framework for qualifications in the European Higher Education Area:

- qualification level 6 – bachelor's degree;
- qualification level 7 – master's degree;
- qualification level 8 - doctoral studies PhD.

5.2.21 The university awards degrees in accordance with the State Mandatory Standard for Higher and Postgraduate Education.

5.3 Standard 3. Student-Centered Learning, Teaching and Assessment

5.3.1 The University implements processes of student-centered learning, teaching and assessment in education programs: ensures the development of flexible learning paths; creates conditions for increasing the motivation and involvement of students in the education process; ensures consistency and objectivity of the assessment of learning outcomes.

5.3.2 The University creates conditions for the development of students' autonomy:

- formation of goals and expected learning outcomes that are clear to students;
- implementation of active methods education;
- development of personality-oriented approach;
- formation of individual education trajectories;

- involvement of students in the development of education programs;
- facilitating independent work of students;
- application of research in education;
- formation of mutual respect between students and teachers;
- creation of procedures for considerations of students complaints;
- fostering student self-government;
- creation of favorable conditions for education.

5.3.3 The University creates conditions for students to choose an individual education trajectory, which include:

- elective courses, teachers and teaching technologies;
- electronic registration on courses of choice;
- formation of individual education plan.

5.3.4 A student can study individual courses in other educational institutions, including abroad.

5.3.5 The University promotes the strengthening of the role and motivation of independent work of students through:

- increase of volume of hours on independent work;
- orientation on active methods of knowledge mastery;
- creating conditions for students to participate in creative activities, Olympiads, academic courses, research competitions or applied works;
- use of motivating factors for assessing knowledge (cumulative points, rating, tests, non-standard examination procedures);
- rewarding students for academic and creative achievements (scholarships, bonuses);
- individualization of assignments completed both in and outside the classroom, their constant updating;
- publication of the content, assessment criteria and schedules for completing independent work by students.

5.3.6 Education programs are implemented using modern and effective teaching methods aimed at actively involving students in the education process and increasing their independence and responsibility for learning outcomes. Such methods include problem lecture, case method, problem solving method, project method, which allow students to be involved in activities to reveal and realize their potential, create a good educational and upbringing environment, and also contribute to the prompt formation of professional qualities of a future specialist.

5.3.7 Issues of mutual respect between the teacher and the student are regulated by the principles and value-ethical standards defined by the Code of Academic Integrity.

5.3.8 Considering the importance of assessing the academic achievements of students for their future career, the criteria and methods for assessing all types of control are published before the start of training in the working curricula (syllabi).

5.3.9 The objectivity of assessing the academic achievements of students is ensured by the following mechanisms:

- the academic staff is proficient in testing and knowledge assessment methods and improves their own competence in this area;
- the results of knowledge assessment are recorded in electronic systems and become available to students;
- constant feedback on academic performance is ensured between teachers and students;
- an appeal procedure and an extension of the examination session in the presence of valid reasons are provided for all types of assessment.

5.3.10 The principles of academic integrity, the rights and obligations of members of the university community, types of violations of academic integrity and the procedure for taking administrative measures in the event of their commission are defined in the University Code of Academic Integrity.

5.3.11 The University ensures the existence of a system for considering complaints from students at the level of the student government, department, vice-rectors, Chairman of the Board - Rector. Consideration of complaints and suggestions is implemented through direct mail to the Chairman

of the Board - Rector, virtual reception, established reception hours of the Chairman of the Board - Rector and vice-rectors.

5.4 Standard 4. Student Admission, Progress, Recognition and Certification

5.4.1 The University defines, publishes and consistently applies procedures for the admission and graduation of students, monitoring of learning outcomes, objective recognition of higher education degrees, periods of study, prior education, and informal learning.

5.4.2 Admission to the university is carried out on basis of Rules for Admission, developed in accordance with the Model Rules for Admission to Education in Educational Organizations of the Republic of Kazakhstan.

5.4.3 Information on the admission criteria and procedure is posted on the university website.

5.4.4 To enroll in a bachelor's degree program, one must have a document confirming completion of high school, college or university, a certificate of passing the Unified National Test or the results of the entrance exam (on a paid basis, after college), and a certificate of being the holder of an education grant.

5.4.5 To enroll in a Master's degree program, one must have a document on higher education, a certificate (if available) on passing a foreign language test. Admission to the Master's program is carried out on a competitive basis based on the results of comprehensive test (hereinafter referred to as CT): foreign language and an exam in the specialty (2 courses).

5.4.6 To enroll in a doctoral program, one must have a document of postgraduate education, certificate on passing a foreign language test, a test to determine readiness for learning, and work experience not less than 9 months. A d m i s s i o n to doctoral studies is carried out on a competitive basis based on the results of two entrance examinations: in the specialty and in one of the foreign languages of choice (English, French, German), taking into account a certificate of passing the test in a foreign language.

5.4.7 The University provides enrolled students with an introduction to the education program, learning conditions and existing opportunities for an academic career through meetings with the Chairman of the Board - Rector, deans of faculties and heads of education programs at the beginning of the academic period.

5.4.8 The University develops and maintains a Register of internal regulatory documents governing all the main stages of the education process: career guidance work, formation of the student body, the education process, assessment of students' knowledge, including final certification, quality control of the education process, internship, employment of graduates.

5.4.9 Internal regulatory documents define the basic provisions on the organization of the education process, the organization of external academic mobility, and the organization of students' research work.

5.4.10 Collection and monitoring of information on the academic achievements of students, regulated by internal regulatory documents, is carried out through an information and analytical complex for managing the education process and includes:

- collection and monitoring the results of current academic performance;
- collection and monitoring of the results of midterm and final assessment;
- collection and monitoring of employment results and information on the career growth of graduates;
- monitoring the satisfaction of students and employers with the quality of education.

5.4.11 Students who complete the education program are awarded the appropriate degree and receive a diploma with an appendix (transcript).

5.4.12 The basic rules for admission, elective courses, assessment and recognition of learning outcomes are defined in the University's Academic Policy.

5.4.13 All admission, assessment, recognition and graduation procedures are kept up to date and are available to students on the university website in the sections "Admissions Office", "Education", "Career", "IITU" International, "Science".

5.5 Standard 5. Teaching Staff Quality

5.5.1 The teacher is a key figure in ensuring quality education and the acquisition of knowledge,

skills, abilities and competencies by students. The University defines, publishes and applies transparent procedures for the recruitment, professional growth and development of all employees in accordance with the principle of meritocracy.

5.5.2 The University bears primary responsibility for improving the professional qualifications of its employees and providing favorable conditions for their effective work.

5.5.3 In order to develop the faculty and staff professionally, the university ensures the development of the university's personnel policy, which combines approaches, methods and tools of personnel management, taking into account the best experience in the field of working with personnel, forming a unified approach and system of values of the university in the field of personnel management. The university's activities in developing the potential of teachers directed on changing his/her role in accordance with transition to student-centered learning.

5.5.4 The University defines the following basic principles of personnel policy:

- comprehensiveness - coverage of all areas of human resource management activities;
- systematicity of consideration of all components of the policy in interconnection;
- the validity of using modern scientific developments in the field of personnel management, which could ensure maximum economic and social effect;
- efficiency - the costs of personnel management activities must be offset by the results;
- openness - transparency on all stages process management;
- meritocracy – principle of management, according to which leadership positions should be occupied by the most capable people, regardless of their social background and financial wealth.

Recognizing the importance of teaching, the University develops clear, transparent and objective criteria of hiring employees, appointment for a position, filling vacant positions, promotions, dismissals and follows them in its activities.

5.5.5 The qualitative and quantitative need for academic personnel is determined by the qualification requirements imposed on educational activities.

5.5.6 The University independently determines the qualification characteristics of the positions of employees of higher and postgraduate education institutions education in accordance with legislation of the Republic of Kazakhstan, Sectoral framework for qualifications in the field of education, develops and approves the Rules for competitive replacement of positions of university faculty.

5.5.7 Admission of the faculty is carried out on a competitive basis. Information on the competition and the availability of vacant positions of faculty and research workers is placed on official website of the university and social networks. Information includes the title of the vacant position and requirements for experience and qualifications.

5.5.8 Applications for vacant positions are reviewed through a competitive process by the committee from members of administrative and managerial staff and faculty. Based on the results of the competition committee's work, a recommendation is made to the Chairman of the Board - Rector of the University on the possibility of concluding an employment contract.

5.5.9 The University provides opportunities for career growth and professional development for faculty by ensuring the annual development and implementation of a professional development plan.

5.5.10 To strengthen the link between education and research, the University encourages research activities of academic staff through:

- creation and functioning of scientific schools and teams;
- implementation of a system of motivation for scientific activity and constant information about scientific events;
- assistance in commercialization results of research;
- provision of possibilities to use international scientific databases, electronic scientific journals;
- assistance in presentation on research sites, including participation in scientific conferences and competitions, publications in journals;
- planning and monitoring the effectiveness of research activities.

5.5.11 The University creates conditions for the implementation of active teaching methods and the use of innovative learning technologies, including:

- ensuring advanced education for teachers in the field of innovative methods and technologies in Kazakhstani and foreign education organizations;

- dissemination of experience in the implementation of new methods and technologies through seminars and master classes;
- equipping the education process with modern equipment and software;
- inclusion into the rating system indicators for implementation of innovative methods and technologies for teaching staff;
- monitoring the effectiveness and efficiency of the application of innovations and the use of active learning methods.

5.6 Standard 6. Educational Resources and Student Support

5.6.1 The University ensures that learning resources and learner support services are sufficient, accessible and appropriate for the purpose.

5.6.2 In planning, distributing and providing education resources, the university takes into account the needs of various groups students.

5.6.3 The university infrastructure is a single complex and includes academic buildings with classrooms, laboratories, computer rooms, a conference hall, a sports complex, dormitories, a medical center and a canteen.

5.6.4 Academic support for students is provided by: Admissions Office, Registrar's Office, Department of Academic and Methodological Affairs, Career Center, Department for Training of Research Personnel, Library, reading rooms.

5.6.5 Social support of students is provided by Youth Policy Department, medical center.

5.6.6 Every student through the total period of education is provided with individual unlimited access to the following information and education resources:

- official website of the university;
- library;
- electronic library.

5.6.7 All students have access to the library's book collection, including education, methodical and scientific literature in Kazakh, Russian and English languages, as well as foreign and domestic periodicals.

5.6.8 To organize independent work of students, the university creates and maintains an electronic library containing methodological developments of university teachers (education and methodological complex of courses, videos, electronic textbooks, electronic publications), and literature. Remote Access to the electronic library resources is provided 24/7.

5.6.9 Students have access to educational materials on courses, as well as the academic calendar, individual curriculum, schedule of classes and examinations, results of assessment of academic achievements, news of the educational process in the Platonus system.

5.6.10 Support for students is provided by the Youth Policy Department, whose main task is to create conditions for the formation of social capital of students, promote student self-government and involve students in the socially significant and creative life of the university, promote professional self-determination and professional adaptation of students at the final stage of their studies at the university.

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

- providing assistance in resolving issues related to current problems of student education;
- promoting the development of the scientific potential of students;
- enhancing the image of the university;
- promoting a healthy lifestyle among students;
- organizing students' leisure time;
- development of students' creative potential;
- ensuring active participation of students in the life of the university.

5.6.12 One of the priorities of the university is the formation and strengthening of a healthy lifestyle culture. Sports events are organized. The university supports the participation of students - athletes in international, republican, regional sports competitions.

5.6.13 The university provides medical care to students and university staff. The medical center provides pre-hospital care, emergency care and health education.

5.6.14 When distributing, planning and providing educational resources, the university takes

into account the needs of various groups of students and takes into account the trends of student-centered learning:

- all students are provided with round-the-clock access to information resources and an electronic library;
- the university infrastructure and the structure of information systems are designed taking into account the needs of students with special educational needs.

5.7 Standard 7. Information Management

5.7.1 Reliable information is a prerequisite for decision-making. The University has defined procedures for collecting, analyzing and using relevant information to effectively manage its programs and processes in all areas of activity.

5.7.2 The University ensures the reliability, accuracy, timeliness and completeness of information.

5.7.3 To assess the quality assurance system, the University organizes the collection and analysis of information through the following methods:

- development, implementation and use of information systems;
- determination of stakeholder requirements for performance results;
- conducting an assessment of stakeholder satisfaction with the University's educational services;
- analysis of the external and internal environment of the University;
- internal audit of processes.

5.7.4 The University ensures information management within the information systems:

- official website of the University;
- automated information system for managing the educational process "Platonus";
- National Educational database;
- WEB-test network testing system;
- University electronic library;
- automated accounting information system "IC Accounting".

5.7.5 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 Strategy 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 the current state of the university, its strengths and weaknesses, internal and external risks.

5.7.6 Collection, monitoring, analysis, exchange of information, formation of statistical and reference reports on the contingent of students, the results of educational achievements of students, formation of orders on the movement of the contingent of students are carried out by the Registrar's Office.

5.7.7 Analysis and monitoring of the employment process, including the formation of a database on employment and career growth of graduates is carried out by the Career Center.

5.7.8 The needs and expectations of key stakeholders are determined by analyzing external regulatory documentation in the field of education, feedback results during joint events (practice, seminars, meetings, joint projects, etc.), survey results, and cooperation with the regional Department of Education.

5.7.9 Stakeholder satisfaction is assessed as part of the annual planning and conduct of sociological research and includes:

- annual student surveys on the quality of teaching;
- student surveys on additional areas (e.g. student self-government, adaptation to university studies, etc.).

5.7.10 In the process of consumer monitoring, sociological methods are used that ensure reliable measurement of expected quality and existing satisfaction: document analysis, interviews with participants in the educational process, mass and expert surveys, questionnaires.

5.7.11 The University ensures the use of appropriate information exchange processes between

various levels of management, structural divisions, teaching staff and students on aspects related to ensuring the quality of education. Such processes include maintaining the website and its information systems, functioning of internal document flow, e-mail, presentation of information in personal accounts.

5.7.12 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.

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

5.7.14 The safety of information is ensured by an unambiguous distribution of roles and functions in the information systems used, the presence of anti-virus programs, system administration of servers, a backup system on servers, restriction of access of individuals to the premises with servers, technical equipment of the premises with servers to ensure the safety of work.

5.8 Standard 8. Informing the Public

5.8.1 The University publishes information about its activities, including the implementation of education programs. Information provided to the public is clear, accurate, objective, relevant and accessible.

5.8.2 The University's information policy is aimed at:

- ensuring a stable information flow of news about significant events and achievements in the media;
- attracting the interest of potential consumers to new programs and innovative developments of University scientists;
- supporting and explaining national programs for the development of the country and the system of higher and postgraduate education.

5.8.3 The implementation of the information policy is ensured by the University's Marketing and PR Department, whose functions include determining priority areas of the information policy, developing plans for its implementation using all available information sources, ensuring the completeness and timeliness of information, developing existing and searching for new media, as well as monitoring the media in order to adjust information activities.

5.8.4 The University informs the public about its activities through the official website, local and national media, and social networks.

5.8.5 Basic information about the university's activities is posted on the website in the following areas: history and general information about the university, international cooperation, science, admissions committee, education, etc.

5.8.6 Information about the education programs being implemented is posted on the official website in the "Education" section.

5.8.7 Internal regulatory documents governing the learning process, assessment, passing scores, provision of additional services are posted in the "Internal regulatory documents" section and are available to students and teachers.

5.8.8 Information on the website is integrated from the university's information systems and is aimed at user groups: applicants, students, academic staff, administrative and managerial personnel.

5.8.9 Information security, which guarantees the trust of consumers and other interested parties, is ensured through role-based access control, server system administration, a backup system, and restricting access of individuals to the server room.

5.8.10 The effectiveness of website management is determined through systematic monitoring of search engine indicators and international ratings of educational institution websites.

5.8.11 The information policy includes an annual report by the Chairman of the Board - Rector of the University on the results of activities to the public: students, parents, employers, social partners and other interested parties.

5.9 Standard 9. Continuous Monitoring and Periodic Evaluation of Education Programs

5.9.1 The University defines and consistently applies procedures for monitoring, periodic evaluation and review of education programs in order to ensure that they achieve their purpose and meet the needs of learners and society.

5.9.2 The University ensures the participation of learners, employers and other stakeholders in the evaluation and review of programs.

5.9.3 The University ensures that the results of these processes are used for the continuous improvement of programs.

5.9.4 The University ensures the publication of all changes.

5.9.5 The University's continuous monitoring, periodic evaluation and review of education programs are aimed at ensuring their effective implementation and creating a favorable learning environment for students.

5.9.6 The University has defined the procedure for monitoring, analysis and review of education programs. The basis for these procedures are:

- approval of new state compulsory standards of higher and postgraduate education;
- amendments and (or) additions to the National Qualification Framework, Sectoral Qualification Frameworks;
- introduction of new professional standards;
- employers' proposals based on the results of questionnaires or joint events;
- recommendations of the chairmen of the certification committees for the final certification of students;
- results of the research activities of the university's teaching staff.

5.9.7 Improvement of education programs includes the following procedures:

- annual examination of methodological support;
- annual analysis and expansion of the catalog of elective disciplines with the involvement of employers;
- maintaining feedback with stakeholders aimed at improving education programs (round tables, final conferences on industrial practices, joint scientific and methodological seminars);
- monitoring the implementation of the education program.

5.9.8 Assessment of the quality of the education program by the main stakeholders:

- assessment by students of the pedagogical activities of the teaching staff involved in the implementation of the education program after each academic period;
- annual survey of graduates on the quality of the education program, learning environment and support services;
employer surveys on the quality of graduate training (once every two years);
- annual collection and analysis of employment results, analysis of graduates' career growth;
- organization of open classes and mutual visits (peer-assessment) of teaching staff.

5.9.9 Assessment of students' academic achievements:

- collection and analysis of information on academic performance after midterm assessments;
- analysis of midterm and final assessment results;
- review of academic performance results at meetings of collegial bodies;
- analysis of the quality of students' training as part of the work of the certification committee.

5.9.10 When analyzing learning outcomes, the following is noted: compliance of assessment criteria with expected learning outcomes, compliance of the content of assessment material with the goals and objectives of the discipline, effectiveness of the assessment procedure.

5.9.11 Analysis of the results of external quality assurance procedures.

5.9.12 Review of the general results of monitoring and evaluation of the education program, development of measures for improvement by working groups at departments.

5.9.13 Documentary evidence of changes in education programs are:

- decisions of collegial bodies;
- action plans for improving the education program;
- updated methodological support based on decisions of collegial bodies;
- minutes of events;

- report of working groups at departments on the results of monitoring and evaluation of the education program.

5.9.14 The main objectives of preparing the report of working groups at departments on the results of monitoring and evaluation of the education program are:

- facilitating the evaluation of the education program and its improvement;
- informing about changes in external requirements for the education program;
- maintaining an exchange of ideas with other organizations implementing the education program;
- harmonization of content with education programs of Kazakhstani and foreign universities;
- determination of areas for advanced training of the teaching staff implementing the education program;
- recommendation for passing external quality assurance procedures;
- defining the forms and content of feedback with stakeholders for the development of the education program;
- defining examples of best practice for wider dissemination.

5.10 Standard 10. Periodic External Quality Assurance

5.10.1 The University guarantees that the public is informed about the results of the external assessment and ensures their use for the improvement of education programs and all types of activities.

5.10.2 The University constantly participates in external quality assurance procedures in various formats:

- licensing;
- institutional accreditation;
- program accreditation;
- institutional ranking of universities;
- ranking of education programs.

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

5.10.4 External quality assurance procedures are implemented through the following algorithm of actions:

- making a decision by the University management to undergo the external assessment procedure;
- issuing an order on preparation for the external assessment;
- forming a working group to conduct self-assessment and organize the external assessment procedure;
- conducting self-analysis and self-assessment of activities for compliance with the requirements of the external assessment procedure;
- generating reports on the results of self-assessment;
- organizing the external assessment procedure.

5.10.5 Upon completion of each external quality assurance procedure, the university develops and implements an action plan to improve activities, maintaining a continuous quality assurance process.

5.10.6 The university strives to ensure that the progress achieved since the last external quality assurance procedure is taken into account when preparing for the next procedure.

5.10.7 The university constantly carries out accreditation procedures for education programs. The results of external quality assurance procedures are posted on the official website of the university.