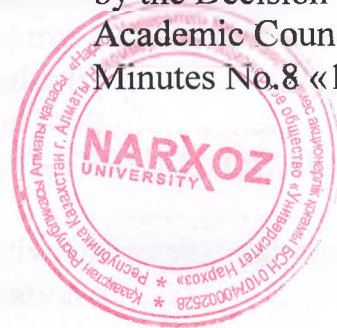


**«APPROVED»**

by the Decision of the Narxoz University  
Academic Council

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**QUALITY ASSURANCE POLICY**

**Almaty, 2021**

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## **I. GENERAL PROVISIONS**

### **Introduction**

Narxoz University (hereinafter referred to as the University) is a non-profit, independent educational institution that provides education at all levels of graduate and postgraduate education (bachelor's, master's, and doctoral studies).

The policy in the field of quality assurance reflects the general approaches, key principles and basic mechanisms applied at the University in order to ensure quality and develop a culture of quality.

The University's policy on quality assurance in education is in line with international approaches to quality assurance in higher education, including the European Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG, 2015), as well as the national education policy implemented by the Ministry of Education and Science of the Republic of Kazakhstan.

The policy in the field of quality assurance of education of the Narxoz University is a part of strategic management, developed in accordance with the mission, the Concept of strategic development, the Charter, Academic policy and other internal documents of the University.

The University operates a comprehensive system of internal and external monitoring of the quality of educational services provided to students by the faculty and administrative staff and management personnel of the University.

## **II. INTERNAL QUALITY ASSURANCE SYSTEM**

### **II.1. Quality policy objectives**

The goal of the quality assurance policy is to define quality assurance procedures and tools for all structural divisions of the University.

The policy defines the general structure of the internal system for ensuring the quality of education; contributes to the provision and improvement of the quality of education.

Quality assurance is defined as the totality of all actions and methods aimed at the systematic and purposeful development and documentation of the University's activities in the field of education quality.

### **II.2. Values and principles of quality assurance system**

- Ensuring equality of opportunity and fairness in relation to students;
- Support for academic honesty and freedom, intolerance to any form and manifestation of corruption;
- Intolerance to any form of discrimination;
- Making management decisions based on a comprehensive analysis of data and information;
- Clear definition of responsibility for processes and results;
- Application of external and internal independent control;
- Regular review of quality assurance policies and standards;

- Active involvement of external and internal stakeholders in activities to ensure and improve the quality of education;
- Ensuring transparency and availability of information for stakeholders;
- Creation of conditions for the development and support of a culture of quality.

### **II.3. Academic quality assurance procedures and mechanisms**

The main document regulating academic processes is the Academic Policy of the University.

Quality assurance in teaching, learning and research is reflected in the Quality Assurance Handbook. Structural divisions and collegial bodies of the University, including the Academic Council, Committees under the Academic Council, Councils of Schools, and Schools QA Committees are involved in the process of continuous provision of academic quality.

Students and teachers of the University are members of collegial bodies at all levels of the University. The strategic development concept (Development Strategy) of the University, policies and procedures in the field of quality assurance at all levels of management of academic processes clearly define and delineate areas of responsibility in the field of quality assurance. This guarantees a quick response to changing learning conditions and environmental challenges (pandemic, etc.).

Schools and administrative structural units of the University add components to the quality assurance system of the University, taking into account the specifics of educational programs and the direction of their activities.

### **II.4. Compliance with international standards**

All structural units of the University are involved in a constant process of ensuring and improving quality in accordance with national standards and the requirements of European standards and guidelines for quality assurance in the European Higher Education Area (ESG, 2015).

The Narxoz University successfully passed institutional and program accreditation in the recognized national and foreign QA agencies.

### **II.5. Quality assurance and improvement tools**

The University carries out on a regular basis a systematic assessment and discussion of the quality of all aspects of the academic process and educational programs. The assessments are based on monitoring the quality of teaching and surveys of students, faculty, alumni and employers. Reports are provided to the University administration, the University QA Committee under the Academic Council, the Schools QA Committees, the heads of Educational Programs / Centers and structural divisions based on the results obtained. Based on the study of the reports, the structural units provide feedback in the form of a "Progress report", which is then provided to the trainees and other target groups of the survey.

The University has developed an organizational structure, established a clear division of responsibility for quality assurance, reflected in the Regulations on structural divisions and job descriptions, as well as the delineation of the functions of collegial bodies. This

contributes to the development of a culture of quality in which each structural unit / employee of the University could efficiently respond to emerging problems.

The University has a system of regular reporting at all levels of the organizational structure, which includes an assessment of the effectiveness and efficiency of the academic and administrative structural divisions of the University and their interaction.

## **II.6. KEY PARAMETERS OF THE INTERNAL QUALITY ASSURANCE SYSTEM**

### **II.6.1. Creation of a model of effective university management**

Achieving academic excellence and a high scientific reputation is possible only if open, responsible and effective management is able to create a system of support for research, innovation and initiatives of teachers and students. For this purpose, collegial academic bodies have been created (Academic Council, University Quality Assurance Committee under Academic Council, other committees under the Academic Council, Council of Employers, Schools Quality Assurance Committees), whose activities are supported by non-academic departments of the University.

The University adheres to an open professional discussion of the quality of management based on approved regulations and procedures with the obligatory participation of all stakeholders.

People management, understood as innovation management, involves the re-engineering of business processes, the formation of an environment of creativity and professionalism. All decisions must be made in the interests of students, faculty, and researchers, as well as for the benefit of the entire University.

The policy of freedom in research and teaching practice must be accompanied by the responsibility of teachers and researchers towards the University and society.

### **II.6.2. Equal access to quality education**

The university guarantees equal access to quality education and ensures gender equality and non-discrimination based on age, ethnicity and religion. Students and teaching staff with disabilities provided with measures to adapt learning and work conditions ("Policy for ensuring equal access to education for students with disabilities."

Students from socially vulnerable groups (large families, families with disabled children, single-parent families, disabled people, orphans and children left without parental care, under twenty-nine years of age, who have lost their parents before they come of age, etc.) and in difficult life situations provided special assistance in the form of benefits and discounts for training.

There is set of documents like "Regulations on the provision of educational benefits for University undergraduate programs", "Regulations on the provision of educational benefits for persons studying in University postgraduate programs", etc.

### **II.6.3. Human resources quality**

The University gives priority to the level of professionalism of the faculty and administrative staff. There is a Personnel policy and a system for measuring performance results by developing a system of motivation and efficiency of the University personnel.

Much attention paid to regular professional development of the University staff (according to the "Personnel policy of Narxoz University"; "Regulations on the qualification characteristics of administrative and managerial personnel (manager category), faculty and researchers", "Regulations on grading positions of faculty").

#### **II.6.4. Quality of educational programs**

The University guarantees the quality of education through constant monitoring and periodic assessment of the content of educational programs.

University implements student-centered learning through:

- the formation of a trajectory of individual learning and the use of flexible methodology for individual counseling of students;
- provision of interdisciplinary knowledge;
- training in double-degree (joint) educational programs;
- implementation of research results into the learning process;
- Developing of professional skills that contribute to the demand for graduates in the national and international labor markets in accordance with the international (Dublin descriptors) and the National Qualifications Framework (NQF) for each level of education.

Students, faculty, researchers and representatives of the business community and corporate partners are involved in the development, updating and management of educational programs at all levels of education. Monitoring and quality assurance controlled in the Schools of the University by the Schools Quality Assurance Committees (according to the "Academic Policy of the University ", " Regulation on the development of educational programs").

Well-documented systems are used to design and monitor curricula and courses. The system for evaluating educational programs aimed at improving and updating the content of programs ("Regulation on monitoring the quality of teaching"

The Department of Information Technology provides support to academic and administrative divisions, providing access to modern information resources. The University uses licensed legally acquired software or open source software (shareware) when appropriate.

The information technology infrastructure of the University includes a park of personal computers, software (software), multimedia, specialized educational, telecommunication and server equipment.

The main platform for student learning is the Canvas Learning Management System (LMS), <https://canvas.narxoz.kz/>.

#### **II.6.5. Admission of students, recognition of higher education qualifications, periods of study and prior education**

The university adheres to a strategy of attracting talented youth to study at all levels of education.

Admission to the university carried out in accordance with the Standard rules for admission to training in the educational organization of the Republic of Kazakhstan.

The university defines, publishes and consistently applies procedures for admission of applicants, recognition of previous qualifications and prior education

The marketing strategy focused equally on Kazakhstani and foreign citizens. Among the main directions of attracting applicants: updating the forms of attracting applicants (widespread use of social networks); creation of an information environment related to attraction and admission; holding intellectual competitions for schoolchildren and students (Narxoz Challenge Olympiads, contests); the use of modern online and offline methods in the admission process.

To ensure the safety of applicants in a pandemic, the University organizes a virtual admission committee. Through the virtual admissions office, you can fill out documents in electronic format, receive virtual consultations and pay for tuition and dormitory fees.

The University guarantees objective recognition of higher education qualifications, periods of study and prior education (including recognition of non-formal education) in accordance with the Lisbon Recognition Convention (On the Ratification of the Convention on the Recognition of Qualifications Relating to Higher Education in the European Region. Law of the Republic of Kazakhstan dated December 13, 1997). N 202-I). The executive body for the recognition and nostrification procedure in Kazakhstan is the Center for the Bologna Process and Academic Mobility of the Ministry of Education and Science of the Republic of Kazakhstan.

The University has additionally developed a Regulation on the procedure for recognizing learning outcomes in formal and non-formal education. Recognition of qualifications acquired in other domestic and foreign educational institutions carried out in accordance with the approved rules for filling out the transfer of student loans.

#### **II.6.6. Compliance of educational programs with the needs of society**

The educational programs of the University focused on meeting the projected demands of a dynamic labor market and preparing students and graduates for employment.

The content and structures of educational programs should regularly reviewed taking into account changes in the labor market, employers' requirements and social demands of society based on an analysis of Professional Standards in accordance with the level of the National Qualifications Framework (NQF), developed by the "Atameken" National Chamber of Entrepreneurs (NCE).

The University prepares students for active use of the acquired skills in the areas of professional activity and for their further development, flexible adaptation of competencies to dynamically developing conditions and the needs of the environment.

The Center for Career Development and Relations with Alumni of the University conducts regular surveys on the employment of graduates and maintains an ongoing dialogue with employers.

#### **II.6.7. Integration of teaching and research**

At all levels of study, educational programs are associated with an active research environment. Teachers are engaged in research and implement research results in the educational process. The research work of students constantly supported. Students learn relevant research methodologies and use them in their research. Students have the opportunity to actively participate in the research activities of the University, in international Olympiads, conferences and grant projects ("Procedure for organizing research and experimental research work of undergraduates").

### **II.6.8. Quality of partnerships**

Commitment to quality assurance extends to all university activities, including those performed with partners.

The University implements joint educational programs, as well as academic mobility programs with recognized foreign and Kazakhstani educational organizations.

When choosing a foreign and domestic partner university, Narxoz University guided by the following criteria:

- Position in the international ranking (QS Ranking, Times Higher Education, etc.);
- Availability of a certificate of accreditation (both institutional and programmatic) of recognized foreign agencies;
- Membership in major international and / or national associations;
- Research potential.

When joining international associations and implementing research projects with international organizations and foundations, their reputation and recognition by professional communities also taken into account.

### **II.6.9. Providing a safe and comfortable learning environment. Formation of a dynamic educational environment**

Educational programs at the University form a dynamic environment based on interaction between students and faculty, administrative staff, as well as based on an active student's social life. Students have the opportunity actively develop their leadership qualities both within the framework of educational programs and research projects, and in student organizations and clubs.

The university provides feedback to learners and regularly conducts surveys regarding students' satisfaction.

University units - Registrar's Office, Office of Advisers, Dean's Office for Student Affairs, Department of Marketing and Admissions, Department of International Development and Partnership, Student Senate, Center for Career Development and Alumni - provide consultations and services in the field of academic processes, research, employment and career trajectory and personal progress of the students.

The University prioritizes ensuring the safety of students, academic and administrative personnel. For this purpose, the Security Department has developed algorithms for actions in emergencies ("Algorithm for action in case of fire, fire or explosion at an object"; "Algorithm for action in emergency situations of a man-made and natural nature", etc.).

### **II.6.10. Documenting the internal quality assurance system**

The University guarantees the confidentiality of the personal data of students and employees ("Rules for maintaining and storing personal files of students by education levels in Narxoz University).

University employees carry out business correspondence, transfer documents, and hold meetings and conferences through the corporate platform Microsoft Teams. ("Rules for the security of user passwords", "Rules for access to server rooms", "Regulations for backing up IT infrastructure data").



Internal documents and acts posted on the electronic resource <https://portal.narxoz.kz>. There is an automated information system Banner, which subdivided into Banner Student, Banner "Faculty" and Banner Research for entering and recording information on research activities of University employees (Regulation on providing access to information resources to employees).

The complex process of storing and regulating the document management system carried out by the Department of Office Management and Archives of the University.

Students, faculty, researchers and administrative staff of the University involved in the processes of collecting and analyzing information, as well as making decisions based on them.

#### **II.6.11. Quality of educational infrastructure and information resources**

The University guarantees effective management of educational and information resources and their use in the structure of the University with the required quality ("Regulations on the Information Technology Center"). The university develops a transparent information policy and regularly informs the public about the system for ensuring the quality of educational services.

At the University, information technologies are widely used on the basis of the University's educational portal (<https://canvas.narxoz.kz>).

The educational portal of the University (<https://canvas.narxoz.kz>) implemented based on Canvas. Canvas is a course management system that supports online learning and teaching. The main goal of creating an educational portal was to ensure the availability of educational disciplines to online resources for students and to support information and educational activities of all levels and forms of education.

### **III. EXTERNAL ASSESSMENT OF THE QUALITY OF EDUCATIONAL SERVICES**

#### **III.1. Accreditation**

To confirm the quality of educational activities, the University turns to external expertise and regularly undergoes institutional and specialized accreditation procedures in recognized national and foreign quality assurance agencies.

#### **III.2. Ranking**

In order to confirm the quality of educational activities in general and educational programs in particular, the University participates in the ranking at the national level.

The University annually participates in the rating of educational programs of Kazakhstani Universities, held by the "Atameken" National Chamber of Entrepreneurs of the Republic of Kazakhstan (<https://atameken.kz/ru/services/44-rejting-obrazovatel-nyh-programm-vuzov>).

The results of the (re) accreditation and ranking analyzed at the faculty meetings and the sessions of the Schools Quality Assurance Committees.