

Қазақстан Республикасы
Мәдениет және ақпарат министрлігі
«Құрманғазы атындағы Қазақ ұлттық
консерваториясы» РММ



RSI Kurmangazy Kazakh National
Conservatory
Ministry of Culture and Information of
the Republic of Kazakhstan

ТУРАЛЫ ЕРЕЖЕ

24 April 2024 year
DATE

Алматы қ.

REGULATION

No. 10-01-24

Almaty city

Approved
By the decision of the protocol of the
Academic Council
of the Republican state institution
"Kazakh National
Kurmangazy Conservatory" of
the Ministry of Culture and Information
of the Republic of Kazakhstan
Chairman [Signature] N.Ashirov
" 24 " April 2024 year



GUIDELINES FOR QUALITY ASSURANCE OF EDUCATION AT THE KURMANGAZY KAZAKH NATIONAL CONSERVATORY OF THE REPUBLIC OF KAZAKHSTAN

Developed by:			
Head of Quality Management Department	<u>[Signature]</u>	A. Sarymsakova	23.04.24
Agreed with:			
Vice-Rector for Academic and Educational-Methodical Work	<u>[Signature]</u>	G. Abdirakhman	23.04.24
Vice-Rector for Scientific and Creative Activities and International Cooperation	<u>[Signature]</u>	G. Begembetova	23.04.24
Vice-Rector for Educational and Social Work	<u>[Signature]</u>	M. Eshmukhanov	23.04.24
Chief Anti-Corruption Administrator	<u>[Signature]</u>	O. Omaruly	23.04.24
Head of Legal Department	<u>[Signature]</u>	O. Tlegenova	23.04.24
Position	Signature	Full name	Date

CONTENT

1.	General provisions	3
2.	Regulatory references	3
3.	Scope of the guidelines	4
4.	Standards for internal quality assurance in the area of "program design and approval	5
5.	Standards for internal quality assurance in student-centered learning and assessment	8
6.	Standards for internal quality assurance in the field of student admission, access, recognition and certification	12
7.	Standards for internal quality assurance for the teaching staff	14
8.	Standards for internal quality assurance in the field of learning resources and student support system	16
9.	Standards for internal quality assurance in information management	19
10.	Standards for internal quality assurance in public information	21
11.	Standards for internal quality assurance for ongoing monitoring and periodic program evaluation	23
12.	Standards for internal quality assurance in the field of "periodic external quality assurance"	25
13.	Changes procedure	26
14.	Final provisions	26
	Change Sheet	27
	Familiarization sheet	28

1. GENERAL PROVISIONS

1. Guidelines for quality assurance of education (hereinafter - Guidelines) is a set of norms governing the systems of internal and external quality assurance of education in RSU "KNC named after Kurmangazy", as well as tools to improve the quality of learning and teaching in accordance with the current legislation in the field of education of the Republic of Kazakhstan and considering the recommendations of international organizations and standards in the field of quality assurance.

2. Management is aimed at structural improvement of the quality of education in RSU "Kurmangazy Kazakh National Conservatory".

3. Management is the basis for quality assurance in accordance with the objectives of education to improve the competitiveness of the country, based on a solid foundation of knowledge and innovation, and serves as a reference point for the creation of adequate conditions for conducting quality educational activities and consolidation of actions of all stakeholders to ensure the quality of education.

4. The introduction of this Guide into the education system confirms the consensus on clear objectives and expectations of the quality assurance system.

2. REGULATORY REFERENCES

5. In this Regulation, references are made to the following documents:

1) ISO 9001:2015 – Quality management systems. Requirements;
2) ISO 19011:2011 – Guidelines for auditing quality management systems and/or environmental management systems;

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

4) Order of the Minister of Education and Science of the Republic of Kazakhstan, 23 June 2022, No. 292 "On Approval of the Guidelines for Quality Assurance by Level of Education";

5) EQAVET (European Quality Assurance System for Vocational Education and Training),

6) Recommendations of the Council of International Schools (CIS),

7) Recommendations of the National Association for the Education of Young Children (NAEYC),

8) Education Inspection Framework (EIF);

9) Rules of documentation, documentation management in the Conservatory.

10) Order of the Minister of Science and Higher Education of the Republic of Kazakhstan dated 20 July 2022 № 2 "On Approval of State Compulsory Standards of Higher and Postgraduate Education". Registered with the Ministry of Justice of the Republic of Kazakhstan on 27 July 2022 № 28916.

11) Order of the Minister of Education and Science of the Republic of Kazakhstan dated 30 October 2018 No. 595 "On Approval of the Model Rules of Activity of Organizations of Higher and (or) Postgraduate Education". Registered with the Ministry of Justice of the Republic of Kazakhstan on 31 October 2018 No. 17657.

Regulation	Guidelines for Quality Assurance of Education
Kurmangazy Kazakh National Conservatory	Page 3 of 28

12) Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 No. 600 "On Approval of the Model Rules for Admission to Education in Educational Organizations Implementing Academic programs of Higher and Postgraduate Education", registered with the Ministry of Justice of the Republic of Kazakhstan on October 31, 2018 No. 17650.

6. In addition, these Guidelines are required in conjunction with the following documentation:

- 1) Quality policy
- 2) Regulation on Internal Audit;
- 3) Risk Management Policy;
- 4) Documented procedure "Nonconformity Management, Corrective and Preventive Actions";
- 5) Documented procedure "Management Review" and others;
- 6) Other QMS documents that have been or will be adopted and implemented at the Conservatory.

3. SCOPE OF THE MANUAL GUIDELINES

7. The Management establishes an agreed policy for ensuring the quality of education at the Conservatoire, which is necessarily accepted and observed by all stakeholders: management, sectors, departments and divisions, teachers, students and employers of the Conservatoire.

8. The quality assurance system is based on the Guidelines, the National Qualifications Framework, academic credits and other measurements of student workload, and recognised institutionalized structures.

9. The Guidelines are used to measure that the quality assurance system serves to improve the Conservatoire's education system.

10. The following statements are affirmations of the Guidelines:

1) The Conservatory is primarily responsible for the quality of education and quality assurance of its activities, and to this end, an internal quality assurance system is implemented;

11. The mechanism of quality assurance measurement is internal and external tools, equally aimed at providing Quality goals are developed annually for the academic or calendar year (depending on the current strategy and work plan) by all structural divisions of the Conservatory

12. At any level, a quality assurance system is made up of internal quality assurance and external quality assurance and is a set of interrelated and interacting policies, standards, tools and ways of managing the quality of education.

13. Policy in the field of quality of education - formulated and approved intentions to ensure the quality of education and priorities, principles, directions of development of the educational organization to ensure a higher quality level of education and educational services.

14. Standards in the field of education quality - documents of the HEI, which describe a set of rules for the functioning and continuous improvement of academic, educational, research and other processes and criteria for their implementation in order to meet the needs and expectations of all stakeholders (applicants and their

Regulation	Guidelines for Quality Assurance of Education
Kurmangazy Kazakh National Conservatory	Page 4 of 28

parents, students, teaching staff, employers, stakeholders).

15. The policies and standards reflect the activities to ensure the quality of education, corresponding to the subject of the Conservatoire's activity.

16. Quality assurance criterion - characteristics of education, including educational service (product), educational process and educational environment, used to measure or evaluate its quality in accordance with the requirements of stakeholders.

17. Tools of quality assurance of education are a set of standards and criteria of quality assurance, as well as indicators (indicators) and control and measurement materials.

18. Indicators (indicators) provide information about the activities of the educational organization in relation to quality requirements and help to improve its activities. In this regard, indicators (indicators) fulfil three functions: measurement

19. In educational practice, quantitative indicators, qualitative indicators, input indicators, process indicators, outcome indicators, direction indicators, efficiency indicators, financial indicators, KPI indicators are used for measurement.

20. Measurable areas include indicators: admission of students, academic success (performance) and student progression, graduation, retention, student engagement, graduates (of previous years), training and (or) educational programmes, teachers, faculty, staff & HR, educational technology, teaching and research laboratories, equipment, financial aid, grants and research, library, strategic planning, including academic strategy, level of satisfaction, business relations, other educational organisations, the community.

4. STANDARDS FOR INTERNAL QUALITY ASSURANCE IN PROGRAMS DEVELOPMENT AND APPROVAL

Guidelines:

21. The Conservatory determines the procedures for the development and approval of academic programs. Academic programs are consistent with established objectives including intended learning outcomes. The qualification obtained as a result of mastering the academic program is clearly defined and corresponds to a certain level of the national qualifications framework in higher education, the higher education qualifications framework.

22. The Conservatory academic program is a system of documents developed by the Academic Committees for each specialty and approved by the Academic Council of the university (see Academic Committee Regulation). Heads of departments, leading teachers of departments, employers, students representatives (according to levels of education), graduates of Conservatory may be included in the representatives structure of academic committees.

23. Academic programs are implemented in accordance with the mission and development strategy of Conservatory, based on the policy in the field of quality assurance and the academic policy of the university.

24. When developing and implementing academic programs, Conservatory strives to ensure:

- 1) clear objectives and expected learning outcomes;

Regulation	Guidelines for Quality Assurance of Education
Kurmangazy Kazakh National Conservatory	
Page 5 of 28	

2) development of a system of constant communication with employers to bring academic programs closer to the real needs of the field of culture and art and professional standards;

3) the formation by students of an individual educational trajectory through the procedures and mechanisms established at the university;

4) increasing the proportion of disciplines in English;

5) conducting regular monitoring of the progress and achievements of students in order to assess the quality of teaching;

6) improvement of educational technologies;

7) strengthening the practice-oriented programs, expanding opportunities for internships in TVE organizations, institutions of culture and art.

25. The AP regulates the goals, expected results, content, conditions and technologies for the implementation of the academic process, the assessment of the quality of graduate training in this specialty, provides an annual review of the content of curricula and training programs, considering the wishes of students, teachers and employers. In this regard, the teaching staff of the departments develops demanded courses of elective disciplines.

26. The content of the Conservatory AP is focused on achieving the expected learning outcomes, expressed through knowledge, skills, abilities, competencies, which describe what a student / graduate will be able to do upon completion of all or part of the academic program.

27. AP is not only a personal way to realize the student's personal potential in education but also an opportunity to have a clear idea of the main aspects of the curriculum for students and employers.

28. The structure of the academic program of the Conservatory:

1) General characteristics of the academic program (explanatory note);

2) Goals and mission of the academic program;

3) Passport of the academic program;

4) Competency profile;

5) Projection of the professional standard of the graduate in the specialty;

6) Comparative map of professional competencies of a graduate (bachelor's / master's or doctoral studies);

7) Comparative map of universal competencies of a graduate (bachelor's / master's or doctoral studies);

8) Map of the learning module on the formation of students competence;

9) Policy for evaluating learning outcomes (current, midterm and final assessment);

10) The working curriculum of the academic program for the entire period of study (according to the modular system).

29. Conservatory academic programs include:

1) theoretical training including the study of a cycle of general education, basic and major disciplines (for undergraduate studies), a cycle of basic and major disciplines (for master's and doctoral studies);

2) additional types of training - professional practice, physical culture, etc. (for bachelor's degree);

3) practical training: various types of professional practices, scientific professional internships (for master's and doctoral studies);

4) research (experimental research) work, including the completion of a dissertation (for master's and doctoral studies);

5) intermediate and final certifications.

30. In accordance with the State Educational Standard, the content of academic programs of the undergraduate Conservatory consists of disciplines of three cycles – general education disciplines (hereinafter – GED), basic disciplines (hereinafter – BD) and major disciplines (hereinafter – MD).

31. The GED cycle includes the disciplines of the compulsory component (hereinafter – CC), the university component (hereinafter – UC) and (or) the elective component (hereinafter – EC). The BD and PD cycles include the UC and EC disciplines listed in Appendix No. 1-4 to the Regulation (see the Regulation for Educational, Methodological Work and Practice, 2020).

32. The structure of the CONSERVATORY academic program is developed in accordance with the standards given in Appendix No. 5 to the Regulation (see the Regulation for Educational, Methodological Work and Practice, 2020).

33. In the list of the GED cycle, it is not allowed to reduce the volume of disciplines of the compulsory component, the content of which is determined by standard curricula.

34. The volume of the GED cycle is 56 academic credits. Of these, 51 academic credits are allocated to the disciplines of the compulsory component: History of Kazakhstan, Philosophy, Kazakh (Russian) language, Foreign language, Information and communication technologies (in English), Physical culture, Module of socio-political knowledge (political science, sociology, cultural studies, psychology).

35. Students of all specialties of CONSERVATORY at the undergraduate level take the state exam in the discipline: "History of Kazakhstan" upon completion, that is, in the same academic period.

36. The disciplines of the UC and (or) EC of the GED cycle comprise at least 5 academic credits which are aimed at developing students' competencies in the field of economics and law, the foundations of an anti-corruption culture, ecology and life safety as well as entrepreneurial skills, scientific research methods.

37. UC and EC are determined by the university independently, based on the needs of the labor market, the expectations of employers and the individual interests of the student.

38. The graduating departments develop integrated programs in the disciplines of the GED cycle, which are interdisciplinary in nature.

39. The BD and PD cycle includes the study of academic disciplines, types of professional practices and amounts to at least 172 academic credits

40. The programs of disciplines and modules of the DB and PD cycles are interdisciplinary and multidisciplinary in nature, providing training at the intersection of a number of areas of knowledge. When determining an individual learning trajectory within the university component and (or) an elective component,

a student chooses disciplines for the main academic program (Major) and (or) for an additional academic program (Minor).

41. The final certification is at least 12 academic credits in the total volume of the academic program of higher education and is carried out in the form of writing and defending a thesis or a graduation project. At the same time, instead of a thesis or a thesis project, two are submitted. In order to ensure that the programs achieve the established objectives and meet the needs of students and other interested persons, the CONSERVATORY conducts monitoring and periodic evaluation of academic programs at least 2 times a year by specially trained, empowered and responsible intra-university auditors. Monitoring may be carried out in the form of checking the teaching materials, teaching staff journals, listening to the defense of elective disciplines, interviewing employers, stakeholders, and others.

42. Ensuring the quality of educational resources and student support systems is carried out by providing the necessary educational resources:

- 1) material and technical base, information services available to students with modern library, information resources, electronic educational resources;
- 2) social infrastructure that ensures the availability of quality education for students of different abilities and age groups;
- 3) a highly professional team of teachers, heads of academic programs, mentors, specialists of the Academic Process Planning and Organization Service;
- 4) necessary conditions for independent and research work.

5. STANDARDS FOR INTERNAL QUALITY ASSURANCE IN STUDENT-CENTERED LEARNING AND ASSESSMENT

Guidelines:

43. The Conservatory introduces student-centered learning processes into academic programs; ensures the development of flexible learning paths; establishes conditions for increasing the motivation and involvement of students in the educational process; ensures consistency and objectivity in the assessment of learning outcomes.

44. The Conservatory establishes conditions for the development of students' autonomy:

- 1) formation of goals and expected learning outcomes that are understandable for students;
- 2) introduction of active teaching methods;
- 3) development of a personality-oriented approach;
- 4) formation of an individual learning trajectory;
- 5) involvement of students in the development of academic programs;
- 6) strengthening the role of independent work of students;
- 7) application of a research approach in teaching;
- 8) formation of a positive attitude towards students on the part of teachers; strengthening the role of student government;
- 9) creation of favorable conditions for learning.

45. The Conservatory provides conditions for students to choose an individual educational trajectory, which include:

Regulation	Guidelines for Quality Assurance of Education
Kurmangazy Kazakh National Conservatory	Page 8 of 28

- 1) the ability to choose the language of instruction, the form of education (full-time) of elective disciplines, teachers;
- 2) electronic registration for disciplines;
- 3) formation of an individual curriculum;
- 4) organization of an additional semester for repeated or additional study of disciplines;

46. The procedure for recording students for the study of disciplines is organized by the Registration Office with the involvement of the department for organizing and controlling the educational process, deans, departments.

47. Registration for academic disciplines is carried out for students in accordance with the academic calendar.

48. For an independent choice of the educational trajectory, the Conservatory provides students with all the necessary information: the state obligatory standard of education of the corresponding levels of education of the Republic of Kazakhstan, the model curriculum of academic programs, the catalog of elective disciplines, academic programs, the rules for registering students for disciplines and teachers.

49. Registration for disciplines and the formation of an individual curriculum of the student includes:

- 1) familiarization of the student with the rules for organizing the educational process on credit technology of education;
- 2) familiarization of the student with educational trajectories;
- 3) familiarization of the student with the list and content of elective disciplines and the sequence of their study;

4) enrollment in disciplines in the amount of not less than the established number of credits in the academic year for mastering the chosen educational trajectory;

5) compliance with the established deadlines for registration and re-registration for academic disciplines.

50. The student may study certain disciplines in other educational institutions including abroad as part of academic mobility.

51. The individual curriculum is approved by the dean of the faculty: one is kept in the dean's office and serves as the basis for monitoring the implementation and mastering of the curriculum by the student, the second is transferred to the Registrar Office for organizing intermediate certification, the third - to the student's personal file.

52. Strengthening the role and motivation of independent work of students is ensured by:

- a) focus on active methods of mastering knowledge;
- b) creation of conditions for the participation of students in creative activities, Olympiads;
- c) individualization of tasks performed both in the classroom and outside it, their constant updating;
- d) publication of the content, evaluation criteria and schedules for the implementation of independent work of students.

53. Academic programs are implemented using modern active teaching

Regulation	Guidelines for Quality Assurance of Education
Kurmangazy Kazakh National Conservatory	Page 9 of 28

methods aimed at actively involving students in the educational process and increasing their independence and responsibility for the results of the educational process. At the same time, attention retention tools, proactive online and offline teaching methods, facilitation methods, creative teamwork, case development and discussion, networking, game-based pedagogy, coaching, mentoring, etc. are important. the creation of a creative educational environment, the operational influence on the formation of the professional qualities of a future specialist is facilitated by such teaching methods as an interactive lecture, discussion, debate, research, practice, PBL - project based learning - project management, game-based pedagogy, design thinking, show, case study, change challenge programs, etc.

54. Evaluation and adjustment of pedagogical methods is carried out as part of the organization of open classes, mutual visits to classes, meetings of methodological sections and seminars, the work of academic bureaus and committees, master classes, external and internal corporate training.

55. Issues of mutual respect between the teacher and the student are regulated by the principles and value-ethical norms defined.

56. Advisors ensure that students are familiarized with the Guide for Students of the Conservatory upon admission to the first year.

57. Considering the importance of assessing the progress of students for their future career, the criteria and methods for assessing all types of controls are published before the start of training in work programs (syllabuses) and educational and methodological complexes of disciplines.

58. To assess the knowledge of students, a point- rating letter system of assessment is used.

59. Knowledge assessment is carried out in accordance with the Policy for assessing learning outcomes and includes current and midterm controls, intermediate and final certification:

60. The current control includes checking the educational achievements of students during the academic period in accordance with the schedule specified in the syllabus of the discipline. Current control is carried out on each topic of the academic discipline in the classroom and extracurricular classes. The final result of the current control is summed up by calculating the arithmetic mean of all grades received during the academic period.

61. During the academic year, the teacher conducts two midterm assessments (MA) on the 8th, 15th week in each semester after classes according to the SIWT schedule. The results of the rating control are documented in the statement. Accounting for current progress is maintained by the teacher in the student attendance log. The rating sheet is issued and submitted by a teacher at midterm assessment day.

62. The organization of the midterm assessment of students is assigned to the Registrar Office and is carried out in accordance with the working curriculum, academic calendar and the current work programs of the disciplines. Intermediate attestation of students is carried out in the form of exams which are held collectively (in the presence of members of the department or an assistant). The assessment of the admission rating, starting from the summer session of 2019, is at least 60% of

the final assessment of knowledge in the discipline. The assessment of the final control is 40% of the final assessment of knowledge in the discipline.

63. Knowledge control: during each semester, a student must pass 2 current rating controls based on the results of which he is allowed or not allowed to the session.

1) Current control - T1 (add all current grades and divide by their quantity);
Midterm assessment - R1 (assessment of the task at the midterm assessment);
Midterm assessment (MA1) - R1 (add (T1 + R1);

2) Intra-semester assessment (SA2) - R2 is calculated as per the same scheme;

3) $(R1 + R2) / 2$ - RAE (rating of admission to exams);

4) Exam - E (exam mark);

5) Final grade for the discipline - $RAE \times 0.6 + E \times 0.4$

64. Midterm certification is carried out during the examination session in order to assess the quality of mastering by students of the content of a part or the entire volume of one academic discipline after completing its study. The main forms of midterm certification are: computer testing, written exam, essay, test, blank testing, oral exam, creative exam, creative work, abstract. The assessment of the educational achievements of students in the exam is determined in points from 0 to 100.

65. The final certification is at least 12 academic credits in the total volume of the academic program of higher education and is carried out in the form of writing and defending a thesis or a graduation project. At the same time, instead of a thesis or a diploma project, two comprehensive exams are taken for the following categories of persons:

a) who are on long-term treatment in a hospital for health reasons;

b) with special educational needs including children with disabilities, disabled since childhood, disabled people of group I;

c) pregnant or raising children under the age of 2 years;

66. The final certification is at least 12 academic credits in the total volume of the academic program of the master's program in scientific, pedagogical and specialized areas and is carried out in the form of writing and defending a master's thesis (project).

67. The final certification is 12 academic credits in the total amount of the doctoral academic program and is carried out in the form of writing and defending a doctoral dissertation.

68. The Conservatory provides an opportunity to eliminate academic debt, academic difference, re-study or additionally study academic disciplines and master credits during an additional semester on a paid basis. An additional semester is held during the summer holidays.

69. The objectivity of assessing the achievement of expected learning outcomes by students is ensured through the following mechanisms:

1) evaluation materials undergo a preliminary examination at the graduating department;

2) examinations in the form of computer, control testing or in writing are accepted by independent experts, examinations in other forms, as well as term papers

and projects are accepted by commissions;

3) the academic staff owns the methods of testing and testing knowledge and improves their own competence in this area;

4) the results of knowledge assessment are recorded in electronic systems and become available to students on the day of the assessment;

5) constant feedback on academic performance is provided between teachers and students;

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

70. The Conservatory provides a system for handling complaints from students at the level of curators, graduating department, dean's office, Vice-Rector for Educational and Social Work, Rector. Consideration of complaints and proposals is implemented through direct mail to the Rector, a virtual reception, set hours for the reception of the Rector and Vice-Rectors.

6. STANDARDS FOR INTERNAL QUALITY ASSURANCE IN THE FIELD OF STUDENT ADMISSION, ACCESS, RECOGNITION AND CERTIFICATION

Guidelines:

71. The Conservatory defines, publishes and consistently applies procedures for admission and graduation of students, monitoring of learning outcomes, objective recognition of higher education qualifications, periods of study and previous education. The Conservatory provides students who have completed their studies with a diploma and an application of their own sample, confirming the qualifications received.

72. The Conservatory carries out admission to academic programs of higher education (bachelor's) in the direction of "Art" by placing a state educational order at the expense of the republican budget allocated by the Ministry of Culture and Sports of the Republic of Kazakhstan, or the local budget as well as paying for tuition at the expense of the student's own funds and other sources.

73. Bachelor's degree programs at the Conservatory are accepted for those who have graduated from republican specialized music boarding schools, music colleges, colleges of arts, pedagogical colleges, the Zh. Aubakirova's author school, those who have graduated from secondary schools with an additional five or seven years of musical education are also accepted for the academic program of the "Art Management" specialty.

74. Graduates of organizations of secondary, technical and vocational or post-secondary education entering academic programs of higher education that require creative training, who have passed the Unified National Testing (hereinafter - UNT) and who wish to participate in the competition for the award of an educational grant at the expense of the republican budget or local budget or funds received from the republican budget as part of targeted transfers, and (or) enrolled in paid education at the Conservatory based on the results of the UNT and creative exams in the field of "Art", it is required to score at least 65 points including at least 5 points - in the

Regulation	Guidelines for Quality Assurance of Education
Kurmangazy Kazakh National Conservatory	Page 12 of 28

history of Kazakhstan, reading literacy is the language of instruction, and at least 5 points for each creative exam.

75. Persons who have not scored the threshold score based on the results of the UNT, established in paragraph 9 of these Rules, are enrolled in the Conservatory for full-time education on a paid basis conditionally, until the end of the first academic period. Upon completion of the 1 (first) academic period of study at the Conservatory, these persons retake the UNT on time in accordance with the Rules for conducting unified national testing and comprehensive testing, approved by order of the Minister of Education and Science of the Republic of Kazakhstan dated May 2, 2017, No. 204 (registered in the Register state registration of regulatory legal acts under No. 15173) (hereinafter - Order No. 204).

76. Persons who have not scored the threshold score established in paragraph 9 of these Rules, based on the results of the UNT, taken at the end of the 1st (first) academic period, are subject to expulsion from the Conservatory.

77. Upon admission to study at the Conservatory, an admission quota is provided in the quantity approved by the Decree of the Government of the Republic of Kazakhstan dated February 28, 2012 No. 264 "On approval of the size of the admission quota for admission to study at educational organizations that implement academic programs of technical and vocational, post-secondary and higher education".

78. Admission of persons entering the Institutions of Higher Education is carried out based on their applications on a competitive basis in accordance with the grades in the certificate of the established form, in the form approved by the order of the Acting Minister of Education and Science of the Republic of Kazakhstan dated October 23, 2007 No. 502 "On approval of the form of documents of strict accountability, used by educational institutions in educational activities" (registered in the Register of State Registration of Normative Legal Acts under No. 4991) and (or) an electronic certificate with unique data of the applicant, officially confirming the results of the unified national testing (UNT) published on the website of the National Testing Center (hereinafter referred to as the certificate UNT).

For admission to the Master's degree academic program, a document proving higher education (original), an identity document, a certificate (if any) on passing a test in a foreign language, must be submitted. Admission of persons to the magistracy is carried out on a competitive basis based on the results of complex testing and two creative exams - on the defense of the abstract and on the specialty. Persons who have mastered the academic programs of the bachelor's degree in the direction of "Art" are admitted to the magistracy.

For admission to the Doctorate academic program a document proving higher education (original), an identity document, an official certificate of passing the state language exam (KAZTEST) issued by the NTC; an official international certificate confirming the passing of a foreign language proficiency test, shall be submitted. Admission of persons to doctoral studies is carried out on a competitive basis based on the results of two creative examinations - on the defense of the abstract and on the specialty. Persons who have the degree of "Master of Arts" and work experience of at least 9 (nine) months are accepted for doctoral studies.

79. The Conservatory ensures that accepted students are familiarized with the academic program, study conditions and existing academic career opportunities through mandatory meetings with the Rector, dean, curators and advisors at the beginning of the academic period.

80. The collection and monitoring of information about the academic achievements of students is regulated by internal regulations, carried out through the information and analytical complex for managing the educational process and includes:

- 1) collection and monitoring of the results of current academic performance;
- 2) collection and monitoring of the results of intermediate and final certification;
- 3) collection and monitoring of employment results and information on the career growth of graduates;
- 4) monitoring the satisfaction of students and employers with the quality of education.

81. Maintaining a corporate culture by students is ensured by the established Internal Regulation and the provisions of the Student's Code of Honor.

82. To guarantee the objective recognition of higher education qualifications, periods of study and prior education including the recognition of non-formal education by the Conservatory:

- 1) ensures the compliance of the actions of the Lisbon Recognition Convention;
- 2) cooperates with the Center for 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.

83. Recognition of qualifications acquired in other Kazakh or foreign educational institutions is carried out in accordance with the approved rules for completing the transfer of student loans.

84. Persons who have completed their studies in an academic program are issued a document of education of their own sample with an attachment and (or) a pan-European Diploma Supplement (Diploma Supplement) for free.

85. All admission, assessment, recognition and graduation procedures are kept up to date and available to students.

7. STANDARDS FOR INTERNAL QUALITY ASSURANCE FOR FACULTY

Guidelines:

86. The teacher is a key figure in providing quality education and acquiring knowledge, skills and competencies by students. The Conservatory determines, publishes and applies transparent procedures for the recruitment, professional growth and development of all employees in accordance with the principle of meritocracy.

87. The Conservatory bears the main responsibility for the quality of its employees and the provision of favorable conditions for their effective work. The faculty and staff of the Conservatory are maximally involved in quality management

Regulation	Guidelines for Quality Assurance of Education
Kurmangazy Kazakh National Conservatory	Page 14 of 28

activities, they participate in all collegiate bodies.

88. In order to develop teaching staff and employees, the Conservatory ensures the development of the Personnel Policy which combines the personnel management approaches, methods and tools, considering the best experience in the field of work with personnel, and forming a unified approach and value system of the Conservatory in the field of personnel management. The activity of the Conservatory for the development of teachers' potential is aimed at changing its role in accordance with the transition to student-centered education.

89. The Conservatory determines the following main principles of the Personnel Policy:

- 1) complexity - coverage of all areas of personnel management;
- 2) consistency - consideration of all the constituent elements of the policy in interrelation;
- 3) validity - the use of modern scientific developments in the field of personnel management, which could provide the maximum economic and social effect;
- 4) efficiency - the costs of activities in the field of personnel management should pay off with the results;
- 5) openness - transparency at all stages of the management process;
- 6) meritocracy is the principle of governance according to which the most capable people should occupy leadership positions regardless their social origin and financial wealth.

90. Recognizing the importance of teaching, the Conservatory develops clear, transparent and objective criteria for hiring employees, appointments, filling vacancies, promotions, dismissals and follows them in its activities in accordance with the principle of meritocracy.

91. The qualitative and quantitative need for academic staff is determined by the qualification requirements imposed by the state on educational activities.

92. The admission of the teaching staff is carried out on a competitive basis. Information about the competition and the availability of a vacant position for faculty and researchers is posted in the periodicals of the Republic of Kazakhstan and on the official website of the Conservatory. The information includes the title of the vacant position and the requirements for experience and qualifications.

93. The teaching staff competencies are assessed annually for the purpose of grading and motivation.

94. Consideration of applications for vacant positions is carried out by a competitive commission from among the administrative and managerial staff and teaching staff. Based on the results of the work of the commission, a recommendation is formed for the Rector of the Conservatory on the possibility of signing an employment contract.

95. The Conservatory provides opportunities for career growth and professional development of the teaching staff, ensuring the annual development and implementation of a professional development plan. The Conservatory provides the teaching staff with a mandatory advanced training every five years.

96. In order to develop, retain and promote talented and qualified employees, the

Conservatory creates and maintains a personnel reserve system.

97. For an objective consideration of individual labor disputes, a conciliation commission has been created at the Conservatory.

98. In order to strengthen the link between education and scientific research, the Conservatory encourages the scientific activity of the academic staff by:

- 1) introduction of an incentive system for scientific activity and constant informing about scientific events;
- 2) promoting the commercialization of research results;
- 3) providing an opportunity to use international scientific databases, electronic scientific journals;
- 4) facilitating the presentation of scientific positions on scientific platforms, including participation in scientific conferences and competitions, publications in journals;
- 5) planning and monitoring the effectiveness of research activities;
- 6) implementation of teaching based on the teaching staff research.

99. The Conservatory creates conditions for the introduction of innovative teaching methods and the use of advanced teaching technologies:

- 1) providing advanced training for teachers in the field of innovative methods and technologies in Kazakhstani and foreign organizations;
- 2) dissemination of experience in introducing new methods and technologies within the framework of seminars and master classes, other forms of corporate training;
- 3) equipping the academic process with modern equipment and software;
- 4) monitoring the effectiveness and efficiency of the application of innovations and the use of active learning methods.

8. STANDARDS FOR INTERNAL QUALITY ASSURANCE IN THE FIELD OF LEARNING RESOURCES AND STUDENT SUPPORT SYSTEM

Guidelines:

100. The Conservatory ensures that there are sufficient, accessible and appropriate learning resources and student support services. When distributing, planning and providing educational resources, the Conservatory considers the needs of various groups of students.

101. The infrastructure of the Conservatory is a single complex including educational buildings, multimedia classrooms, computer classes, laboratories, sports halls.

102. Academic support for students is provided by: the admission committee, the registrar office, the career and career guidance center, the international office, the scientific library.

103. Social support for students is provided by the social support and youth development department, the sports club, clubs and associations of interest, the sports and educational complex and the health center.

104. Each student during the entire period of study is provided with individual unlimited access to the following educational information resources:

- 1) Official website of the Conservatory: <http://www.conservatoire.edu.kz>;

Regulation	Guidelines for Quality Assurance of Education
Kurmangazy Kazakh National Conservatory	Page 16 of 28

- 2) Scientific Information Library Service;
- 3) Electronic Library <http://185.217.181.84:8087/JIrbis2/>;
- 4) Yerkegali Rakhmadiev Grand Concert Hall;
- 5) Akhmet Zhubanov Small Concert Hall;
- 6) Frederic Chopin Chamber Hall.

105. All students are provided with access to the book fund of the library which includes educational, methodological and scientific literature in Kazakh, Russian and English as well as foreign and domestic periodicals. Information support for the library is carried out within the "Library" section of the official website of the Conservatory.

106. To organize independent work of students, the Conservatory forms and maintains an Electronic Library. An access within the framework of the electronic library is provided to the resources of the Republican Interuniversity Electronic Library (RIEB), the "Epigraph" electronic library system.

107. Education using distance technologies is implemented on the basis of the eUniver, Kanvas distance learning system as well as through the distance learning educational portal.

108. The Conservatory provides access to the system for students and teachers from any location and at any time of the day.

109. For students in the system, educational material on disciplines, as well as information about the academic calendar, individual plan, schedule, results of assessment of knowledge and achievements, news of the educational process, is available. The system provides an opportunity to communicate with teachers in the learning process.

110. Full information about the organization of the academic process is presented on the information and educational portal of the Conservatory and is available on the Conservatory website using the individual login and password of the student.

111. Students are supported by mentors - specialists of the social support and youth development department, whose main task is to organize educational work with students, promote student self-government and involve students in the socially significant and creative life of the Society, promote professional self-determination and professional adaptation of students at the final stage of their education at the Conservatory.

112. The Conservatory actively supports and promotes the development of student self-government, defining its main goals:

- 1) providing assistance in solving issues related to topical problems of student education;
- 2) enhancing the image of the Conservatory;
- 3) promotion of a healthy lifestyle among students; organization of students' leisure;
- 4) development of students' creative potential;
- 5) ensuring the active participation of students in the life of the Conservatory.

113. The system of student self-government is represented by the Committee for Youth Affairs (hereinafter - CYA) and other student clubs:

Regulation	Guidelines for Quality Assurance of Education
Kurmangazy Kazakh National Conservatory	Page 17 of 28

- 1) "Kamkor" Volunteer center
- 3) "Debut" Student Theater
- 4) "Gforce" Youth movement
- 5) Student self-government dormitories
- 6) "Sanaly urpak" Anti-Corruption Club

114. The Conservatory provides nonresident students with comfortable living conditions in student dormitories. Accommodation of students is provided in accordance with the Regulation on dormitory in compliance with established sanitary standards. The student hostels provided by the Conservatory are equipped with all the necessary social infrastructure for organizing the life of students and the diversified development of students.

115. To increase students' interest in art, assist a talented student in his creative work, instill love for his native land, national traditions, customs and art, develop a culture of speech, the ability to correctly express his thoughts, educate the younger generation in the spirit of Kazakhstani patriotism and organize leisure **groups of students** at the Conservatory function:

- 1) Student Symphony Orchestra;
- 2) the chamber orchestra;
- 3) with a mixed choir of students of the Conservatory;
- 4) Kazakh folk instruments orchestra;
- 5) folk orchestra;
- 6) a brass band;
- 7) ensemble of cellists;
- 8) dombyra ensemble;
- 9) "Meruert" kobyzists ensemble;
- 10) trombone quartet

116. Physical education and the formation of a healthy lifestyle of students are considered as the most important component of the educational process of the university and are carried out in an organic relationship with other areas of the educational activities of the Conservatory to train physically, spiritually and morally healthy specialists. For these purposes, the Conservatory has sports complex operating various sections free of charge as follows:

- 1) boxing;
- 2) football;
- 3) basketball;
- 4) volleyball;
- 5) table tennis;
- 6) tennis;
- 7) chess.

117. One of the priorities of the Conservatory is the formation and strengthening of a healthy lifestyle culture. The Conservatory provides conditions for active sports activities for teaching staff and students: sports and recreation sections function free of charge, sports hall function. Sports events are organized.

118. The Conservatory has a medical post for medical needs of students, with a treatment room equipped in accordance with the requirements, where students and

Regulation	Guidelines for Quality Assurance of Education
Kurmangazy Kazakh National Conservatory	Page 18 of 28

teaching staff of the Conservatory may get first aid when it is only necessary. The first-aid post maintains records and registration of documentation, vaccination cards, as well as vaccination according to epidemiological indications. In addition, to ensure the full medical care of students.

119. Medical workers of the Conservatory conduct sanitary and preventive work with students, organize lectures, talks, seminars together with representatives of medical institutions of the city, preventive work against infectious diseases. Working closely with healthcare workers. A medical examination of 1st year students is carried out annually in September. In addition, to provide full-fledged medical care for students a contract for medical care for students was signed between the university and the clinic.

120. When distributing, planning and providing educational resources, the Conservatory considers the needs of various groups of students and considers the trends of student-centered learning:

- 1) all students are provided with round-the-clock access to information resources and an electronic library;
- 2) the infrastructure of the Conservatory and the structure of information systems are designed taking into account the needs of students with disabilities;
- 3) there is an adaptation program for foreign students which includes a set of measures for socio-psychological and academic support.

121. The Conservatory provides financial assistance to needy students and undergraduates: benefits, scholarships, grants, targeted financial assistance.

122. The Conservatory provides regular training and professional development of administrative and managerial staff and support services.

9. STANDARDS FOR INTERNAL QUALITY ASSURANCE IN INFORMATION MANAGEMENT

Guidelines:

123. Reliable information is a prerequisite for decision making. The Conservatory shall determine procedures for the collection, analysis and use of relevant information for the effective management of its programs and other activities. The Conservatory ensures the measurability, reliability, accuracy, timeliness and completeness of information.

124. To evaluate the quality assurance system, the Conservatory organizes the collection and analysis of information through:

- 1) development, implementation and use of information systems;
- 2) determination of stakeholder requirements for performance results;
- 3) assessing the satisfaction of stakeholders with the educational services of the Conservatory;
- 4) analysis of the external and internal environment of the Conservatory;
- 5) internal process audits.

125. The Conservatory provides information management within information systems:

- 1) official website of the university <http://www.conservatoire.edu.kz>

- 2) official account of the Conservatory on Instagram: <https://instagram.com/kazakh.national.Conservatory>;
- 3) official Facebook account of the Conservatory: <https://www.facebook.com/kazakh.national.Conservatory>;
- 4) information and educational portal <http://www.conservatoire.edu.kz>
- 5) distance learning educational portal Platonus: <http://185.217.181.83/>
- 6) electronic library <http://185.217.181.84:8087/Jlrbis2//>;
- 7) official YouTube channel: <https://www.youtube.com/@user-ht2vg8jg3h>;
- 8) scientific information library service.

126. A global analysis of the external and internal environment of the Conservatory is carried out as part of the development and updating of the Strategic Development Plan of the Conservatory and includes an analysis of global trends in the development of education and external challenges, a study of the main groups of consumers and competitors, identification of the characteristics of the labor market and educational services, analysis of the current state of the Company, strengths and its weaknesses, internal and external risks.

127. The collection, monitoring, analysis, exchange of information, the formation of statistical and reference reporting on the contingent of students, the formation of orders on the movement of the contingent of students is carried out by the Academic Process Planning and Organization Service and the Registrar Office.

128. Analysis and monitoring of the employment process, the formation of a database on employment and career growth of graduates is carried out by the department for work with students and graduates.

129. To support the process of graduates employment the Conservatory organizes an annual Job Fair with the participation of employers. Graduating departments and dean's offices on an ongoing basis ensure communication with graduates and form data on career growth.

130. The needs and expectations of key stakeholders are determined by analyzing external regulatory documentation in the field of education, feedback from joint events (practices, seminars, meetings, joint projects, etc.), survey results. The main sources for determining the needs and expectations of key stakeholders are defined in the Strategy (development program) of the Conservatory.

131. Stakeholder satisfaction assessment is carried out as part of the annual planning and conduct of sociological research and includes:

- 1) a survey of graduates on the quality of educational services;
- 2) questioning employers about the quality of graduate training;
- 3) questionnaire: "Satisfaction of teaching staff with the university" ;
- 4) questioning students about the quality of teaching disciplines;
- 5) questionnaire: "Conservatory through the eyes of a student";
- 6) questionnaire: "Student satisfaction with learning outcomes", etc.

132. In the process of consumer monitoring, sociological methods that provide a reliable measurement of the expected quality and existing satisfaction: analysis of documents, interviews with participants in the educational process, mass and expert surveys, and questionnaires, are applied.

Regulation	Guidelines for Quality Assurance of Education
Kurmangazy Kazakh National Conservatory	Page 20 of 28

133. The results of sociological research are considered at meetings of departments, faculty councils, Academic Councils of the Conservatory where decisions are made on corrective measures.

134. The Conservatory ensures the application of appropriate processes for the exchange of information between different levels of management, structural units, teaching staff and students on aspects related to ensuring the quality of education. Such processes include the maintenance of the site and its information systems, the functioning of e-mail, the presentation of information in personal accounts, and the online questionnaire system.

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

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

137. 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, restricting access of individuals to the room with servers, technical equipment of rooms with servers to ensure the safety of work.

138. The collection and analysis of information on the status of processes is carried out as part of the internal audit at scheduled intervals to establish that the quality assurance system complies with the requirements of regulatory documents and relevant standards as well as planned activities; effective, maintained and improved.

10. STANDARDS FOR INTERNAL QUALITY ASSURANCE IN PUBLIC INFORMATION

Guidelines:

139. The Conservatory publishes information about its activities including the implementation of academic programs. Information provided to the public is clear, accurate, objective, current and accessible.

140. The information policy of the Conservatory is aimed at:

- 1) ensuring a stable information flow of news about significant events and achievements on the official website of the Conservatory, as well as in the media;
- 2) attracting the interest of potential consumers to new programs and innovative developments of the scientists of the Conservatory;
- 3) support and explanation of national programs for the development of the country and the system of higher and postgraduate education.

141. The implementation of the information policy is ensured by the Information Policy Department of the Conservatory, the functions of which include determining the priority areas of the information policy, formulating 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 media monitoring in order to correct information activities.

Regulation	Guidelines for Quality Assurance of Education
Kurmangazy Kazakh National Conservatory	
Page 21 of 28	

142. The Conservatory provides information to the public about its activities through the official website, Instagram, Facebook, YouTube channel, city, regional and republican media.

143. Basic information about the activities of the Conservatory is posted on the website in the following areas: about us, education, science and international cooperation, life of the Conservatory, news, media.

144. Information on the conditions for admission of applicants, the rules and conditions for studying students is located on the main page of the Conservatory's website in the "Admission" section.

145. Information on the rules for conducting various types of exams, midterm assessments, methods and criteria for grading, the qualifications obtained is located on the page of the Conservatory website and personal accounts of students.

146. Information about student support services including student houses and other units that are aimed at creating conditions for learning, is located on the Conservatory website.

147. Information about the employment of university graduates in the context of each program and the career growth of graduates may be found on the Conservatory's website in the "About us" section in the "For graduates" section.

148. Information about the calendar of the educational process is posted on the website in the "Academic Process" section, including exams and vacations, is located on information stands in the educational buildings of the faculties and on the student portal section of the Conservatory.

149. The information on the site is integrated from the information systems of the Conservatory, updated in real time and is focused on user groups: applicants, students, academic staff, administrative and managerial staff.

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

151. The effectiveness of site management is determined through systematic monitoring of search engine performance and international rankings of educational institutions sites.

152. Publication of the results of scientific research of professors and their students, undergraduates and doctoral students, scientific conferences, symposiums and round tables is provided through the publication of the scientific journal "Bulletin of Kurmangazy Kazakh National Conservatory".

153. The Conservatory is represented by official groups on social networks Facebook, Instagram, Telegram, YouTube channel.

154. The information policy includes the annual report of the Rector of the Conservatory on the results of activities to the public: students, parents, employers, social partners and other interested parties.

11. STANDARDS FOR INTERNAL QUALITY ASSURANCE FOR ONGOING MONITORING AND SYSTEMATIC PROGRAM EVALUATION

Guidelines:

155. The Conservatory defines and consistently applies procedures for monitoring, periodically evaluating and revising academic programs in order to ensure that its goal is achieved and meets the needs of students and society. The Conservatory ensures the participation of students, employers and other stakeholders in the evaluation and revision of programs. The Conservatory ensures that the results of these processes are used to continuously improve the programs. The Conservatory ensures the publication of all changes.

156. Constant monitoring, periodic evaluation and revision of the academic programs of the Conservatory are aimed at ensuring their effective implementation and creating a favorable learning environment for students.

157. The Conservatory has determined the procedure for monitoring, analyzing and revising academic programs. The basis for these procedures are:

- 1) introduction of new professional standards;
- 2) forecasts of the new professions Atlas;
- 3) employers' proposals formed based on the results of a survey or joint events with graduating departments;
- 4) students' proposals formed based on the results of questionnaires or surveys;
- 5) recommendations of the chairmen of the SAC;
- 6) the results of research activities of the teaching staff of the Conservatory in the field of special sciences and modern pedagogical research;
- 7) changes in regulatory requirements for the development of academic programs, including interuniversity ones.

158. Improvement of academic programs includes the following procedures:

159. Annual examination of methodological support at the level of meetings of departments, the educational and methodological council of the faculty, the educational and methodological council of the university, the academic council of the university.

160. Annual analysis and expansion of the catalog of elective disciplines with the involvement of employers.

161. Maintaining feedback with stakeholders aimed at improving academic programs (round tables, symposiums, final conferences on industrial practices, joint scientific and methodological seminars).

162. Assessment of the quality of the academic program by the main stakeholders:

- 1) assessment by students of the teaching activities of the teaching staff involved in the implementation of the academic program after each academic period;
- 2) an annual alumni survey on the quality of the academic program, learning environment and support services;
- 3) questioning employers about the quality of graduate training;

4) annual collection and analysis of the results of employment, analysis of the career growth of graduates;

5) organization of open classes and mutual visits of teaching staff;

6) annual assessment of teaching staff competencies by grade.

163. Evaluation of learning outcomes of students:

1) collection and analysis of information on academic performance after midterm assessments;

2) analysis of the results of the midterm and final certification;

3) consideration of the results of academic performance at meetings of collegiate bodies;

4) analysis of the quality of training of students in the framework of the SAC.

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

165. Annual internal audits to determine the compliance of the processes of planning, organization, monitoring and development of the quality of academic programs with the established requirements.

166. Analysis of the results of external quality assurance procedures.

167. Consideration by the Academic Council of the general results of monitoring and evaluation of the academic program, development of measures for improvement.

168. The process of monitoring, evaluating and improving educational programs is the responsibility of the head of the department and is supervised by the Vice-Rector for Academic and Methodological Work. Documentary evidence of changes in academic programs are the following:

1) decisions of collegiate bodies;

2) action plans to improve the academic program;

3) updated methodological support based on the decisions of collegial bodies;

4) event protocols;

5) annual report of the Academic Council on the results of monitoring and evaluation of the academic program.

169. The main objectives of the annual report of the Academic Council on the results of monitoring and evaluation of academic programs are:

1) assistance in the evaluation of the academic program and its improvement;

2) informing about changes in external requirements for the academic program;

3) maintaining an exchange of ideas with other organizations implementing the academic program;

4) harmonization of content with academic programs of Kazakh and foreign universities;

5) determination of areas for advanced training of teaching staff implementing the academic program;

6) recommendation on the passage of external quality assurance procedures;

Regulation	Guidelines for Quality Assurance of Education
Kurmangazy Kazakh National Conservatory	
	Page 24 of 28

- 7) determining the forms and content of feedback from stakeholders for the development of the academic program;
- 8) identification of best practice examples for wider dissemination.

12. STANDARDS FOR INTERNAL QUALITY ASSURANCE IN THE FIELD OF "SYSTEMATIC EXTERNAL QUALITY ASSURANCE"

Guidelines:

170. The Conservatory is constantly involved in external quality assurance procedures in various formats. The Conservatory ensures that the public is informed about the results of the external evaluation and ensures that they are used to improve academic programs and all types of activities.

171. The Conservatory is constantly involved in external quality assurance procedures in various formats:

- e) licensing;
- f) external evaluation of educational achievements;
- g) institutional and specialized accreditation;
- h) institutional rating of universities and rating of academic programs.

172. External quality assurance procedures measure the effectiveness of quality assurance processes within the Conservatory. They are catalysts for the development and realization of new opportunities.

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

- i) making a decision by the management of the Conservatory on passing the external evaluation procedure;
- j) issuance of an order on preparation for an external assessment;
- k) formation of a working group for self-assessment and organization of the external assessment procedure;
- l) conducting self-analysis and self-assessment of activities for compliance with the requirements of the external assessment procedure;
- m) generation of reports based on the results of self-assessment;
- n) organization of the external evaluation procedure.

174. Upon completion of each external quality assurance procedure, the Conservatory develops and implements an action plan to improve activities, supporting a continuous quality assurance process.

175. The Conservatory strives to ensure that the progress made since the last external quality assurance procedure is considered when preparing for the next procedure.

176. The Conservatory constantly carries out procedures for accreditation of academic programs including at the international level.

177. The Conservatory carries out the processes of training and education of employees in the field of internal audit, certification and certification audit.

178. The Conservatory also carries out external quality assurance processes based on the Order of the Minister of the Ministry of Culture and Sports of the Republic of Kazakhstan No. 191 dated July 14, 2022 "On assessing the effectiveness

of the activities of subordinate organizations of departments of the Ministry of Culture and Sports of the Republic of Kazakhstan".

179. The results of external quality assurance procedures are posted on the official website of the Conservatory.

13. CHANGE PROCEDURE

180. Proposals to change the present Guidelines for Quality Assurance of Education are discussed at the Academic Council meeting and are accepted or cancelled by the majority of votes (at least 2/3 of votes from the number of the RS members present at the meeting).

181. Amendments to the Guidelines for Quality Assurance of Education are made only by decision of the Academic Council of the Conservatoire on the basis of an official letter of the Head of the Quality Management Sector, agreed with the Vice-Rector for Academic and Educational and Methodological Work

182. Changes to the Quality Assurance Manual are made in accordance with the QMS requirements with obligatory marking in the "Change Record Sheet".

183. Notifications of changes to the Quality Assurance Manual are sent to all departments and responsible structural units of the Conservatory.

184. The original copy of the Quality Assurance Manual is kept in the Department of Documentation Support. Distribution of copies of the Quality Assurance Manual to the structural subdivisions of the Conservatory is carried out by the Quality Management Sector.

14. FINAL PROVISIONS

185. These Guidelines for Quality Assurance of Education, as well as amendments and additions to them, shall be approved by the Rector of the Conservatory and shall come into force upon their approval.

186. The items of the Quality Assurance Manual are binding and may be amended or supplemented due to changes in regulatory documents, new additional costs not covered by this document.

187. Other issues arising in the implementation of the items of the Guidelines for ensuring the quality of education, shall be resolved in accordance with the Charter of the Conservatory or the current legislation of the Republic of Kazakhstan.

CHANGES SHEET

[illegible]

FAMILIARIZATION SHEET

[illegible]