

Қазақстан Республикасы
Мәдениет және ақпарат министрлігі

«Құрманғазы атындағы Қазақ
ұлттық консерваториясы» РММ



Republican State Institution
«Kurmangazy Kazakh National
Conservatory» of the
Ministry of Culture and Information of the
Republic of Kazakhstan

ҚҰРЫЛЫМ ТУРАЛЫ ЕРЕЖЕ

REGULATION OF THE DIVISION

2025 ж. 26 ақпан

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с. Almaty

APPROVED

By the decision of the Academic Council
RSI «Kurmangazy Kazakh National
Conservatory»

Ministry of Culture and Information
of the Republic of Kazakhstan
Chairperson



G. Tasbergenova

Protocol No. 8 «26» 02 2025

PROJECT OFFICE FOR QUALITY MANAGEMENT, INTERNAL AUDIT, AND STRATEGIC PLANNING

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1. GENERAL PROVISIONS

1. This regulation defines and establishes the requirements for the activities of the Project Office for Quality Management, Internal Audit, and Strategic Planning (hereinafter referred to as PQM, IA, SP/Project Office), which is a structural subdivision of the Republican State Institution "Kurmangazy Kazakh National Conservatory" of the Ministry of Culture and Information of the Republic of Kazakhstan (hereinafter referred to as the Conservatory).

2. The Project Office is established, reorganized, and liquidated by order of the Rector based on the decision of the Academic Council of the Conservatory. In case of liquidation of the unit, the general rules on staff reductions apply in accordance with the Labor Code of the Republic of Kazakhstan.

3. Employees of the Project Office are appointed and dismissed by order of the Rector of the Conservatory.

4. The Project Office reports directly to the Rector of the Conservatory, who coordinates the activities of the structural unit.

5. The job rights and responsibilities of Project Office employees are defined by job descriptions.

6. The staffing of the Project Office is determined by the staff schedule of the Conservatory.

7. The Head of the Project Office is appointed, supervised, and dismissed by order of the Rector in accordance with the labor legislation of the Republic of Kazakhstan.

8. Project Office managers are appointed and dismissed by order of the Rector upon the recommendation of the Head of the Project Office, in accordance with the labor legislation of the Republic of Kazakhstan, and report directly to the Head of the Project Office.

9. The work regulations of the Project Office are determined in accordance with the labor legislation of the Republic of Kazakhstan and internal regulatory documents governing labor activities.

10. The primary goal of the Project Office is to create organizational conditions and coordinate tasks for implementing the quality management system of the Conservatory.

11. For the period of vacation and temporary disability, the duties of an absent employee are assigned (if there is a corresponding qualification):

- 1) The head of the department will be replaced by a manager;
- 2) The department manager is replaced by the head.

12. In its work, the Project Office is guided by:

- 1) The Constitution of the Republic of Kazakhstan, legislative and other regulatory legal acts of the Republic of Kazakhstan in the field of education and science;
- 2) Resolution of the Government of the Republic of Kazakhstan No. 248 dated March 28, 2023, "On the Approval of the Concept for the Development of Higher Education and Science in the Republic of Kazakhstan for 2023–2029";
- 3) Order of the Minister of Education and Science of the Republic of Kazakhstan No. 590 dated October 25, 2018, registered with the Ministry of Justice of the Republic of Kazakhstan on October 26, 2018, No. 17622, "On the Approval of the Structure and

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Rules for Developing the Development Program of Higher and (or) Postgraduate Education Organizations";

4) The Strategy (Program and Development Plan) of the Republican State Institution "Kurmangazy Kazakh National Conservatory" for 2023–2029;

5) The Charter of the Republican State Institution "Kurmangazy Kazakh National Conservatory";

6) The Internal Quality Assurance Policy of the Republican State Institution "Kurmangazy Kazakh National Conservatory";

7) International ISO (International Organization for Standardization) quality management standards, including ISO 9001:2015 "Quality Management Systems. Requirements";

8) Internal regulatory documents governing the overall activities of the Conservatory;

9) Regulatory, organizational, and administrative documents of the Ministry of Culture and Information of the Republic of Kazakhstan and other higher authorities;

10) This Regulation.

2. TASKS

13. The main tasks of the Project Office are:

1. Quality Management

1) Development, implementation, and improvement of the quality management system (QMS) in the organization;

2) Ensuring that the QMS meets international standards (e.g., ISO 9001);

3) Monitoring compliance with established quality standards at all stages of production and management activities;

4) Conducting staff training on quality management and standardization;

5) Monitoring and analyzing key quality indicators of education, processes, and services;

6) Development and implementation of measures to increase student satisfaction.

2. Internal Audit

1) Conducting regular audit checks to assess compliance with established standards and regulatory requirements;

2) Identifying risks and discrepancies affecting operational efficiency and effectiveness;

3) Preparing audit reports with recommendations for eliminating identified shortcomings;

4) Monitoring the implementation of corrective and preventive actions;

5) Evaluating the effectiveness of the internal control system and corporate governance;

6) Assisting in improving risk management processes and compliance with regulations.

3. Strategic Planning

1) Developing and updating the organization's strategic goals and directions;

2) Conducting internal and external environment analysis (SWOT analysis);

3) Creating long-term plans and roadmaps for strategy implementation;

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- 4) Ensuring alignment of strategic goals with current operational activities;
- 5) Monitoring and evaluating strategy implementation, analyzing target achievement;
- 6) Developing recommendations for adjusting the strategy (development program and plan of the Conservatory) considering market and internal changes.

3. FUNCTIONS

14. In accordance with its assigned tasks, the Project Office performs the following functions:

- 1) Developing PQM, IA, SP documentation (quality manuals, academic quality policies, quality goals and policies, documented procedures) to ensure an effective, high-quality, and modern educational system;
- 2) Informing the university administration about the results of quality monitoring and control for planning quality improvement work;
- 3) Controlling the implementation of key performance indicators of the Conservatory's strategic program and development plan;
- 4) Preparing the Rector's annual report on the implementation of the Conservatory's program and development plan;
- 5) Conducting compliance control of all internal regulatory documents developed by structural units;
- 6) Participating in scheduled and unscheduled inspections/surveys of Conservatory departments, as agreed with the Rector;
- 7) Participating in the development of the Conservatory's development program, strategic, operational, and other work plans of the Project Office;
- 8) Collecting annual action plans from the Conservatory and monitoring their implementation by departments, faculties, and chairs;
- 9) Providing reports to the Conservatory's management on the functioning of the quality management system and measures for its improvement;
- 10) Coordinating departments' activities in improving the strategic plan;
- 11) Collecting, accumulating, and analyzing information from structural divisions and external organizations to develop and propose options for effective positioning and strategic development of the Conservatory.

4. RIGHTS

15. To fulfill its functions, the Project Office has the right to:

- 1) Request necessary information from department heads, faculty deans, and department chairs to carry out PQM, IA, SP procedures;
- 2) Provide recommendations to Conservatory structural units on matters within the competence of the Project Office;
- 3) Participate in organizing and conducting inspections related to the competence of the Project Office;
- 4) Send a request to specialists from other departments of the Conservatory to receive consultations and prepare conclusions on issues within the competence of the Project Office.;

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- 5) Use databases of other Conservatory divisions in accordance with established procedures and create its own databases to fulfill assigned functions;
- 6) Monitor compliance and require adherence to established rules by Conservatory departments on matters within the competence of the Project Office;
- 7) Submit proposals to the Rector on improving the organization and efficiency of departments and services.

5. RESPONSIBILITIES

16. The Project Office is responsible for the proper and timely execution of its functions as outlined in this Regulation, in accordance with the labor legislation of the Republic of Kazakhstan and the internal rules of the Conservatory.
17. The Head of the Project Office bears full responsibility for ensuring high-quality and timely completion of assigned tasks.
18. The responsibility of other employees is determined by their job descriptions.
19. Each employee is responsible for safeguarding and maintaining the confidentiality of any information accessed in the course of their duties.
20. Employees are responsible for compliance with quality management and anti-corruption management systems, as well as internal regulatory documentation.
21. The head of the Project Office and other employees are personally responsible for the correctness of the documents they draw up and their compliance with the legislation of the Republic of Kazakhstan.;
22. All employees of the Project Office are required to comply with the rules and regulations of occupational safety and health.
23. The head of the Quality Management Project Office is personally responsible for:
 - 1) organization of the Project Office's activities to fulfill the tasks and functions assigned to the Project Office;
 - 2) organization of prompt and high-quality preparation and execution of documents in the Project Office, record keeping in accordance with the applicable rules and instructions;
 - 3) the quality of the organization of audits;
 - 4) compliance by employees of the Project Office of Quality Management with labor discipline;
 - 5) ensuring the safety of property located in the Project Office and compliance with fire safety regulations.

6. INTERACTION

24. The Project Office works in close collaboration with all structural subdivisions of the Conservatory.

Department Name	Receiving	Providing
Auditing Companies	Information letters, contracts, additional agreements, questionnaires, reports	Information about the activities of the Conservatory; participation in surveys; documented

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		procedures; data on threshold requirements for certification
Rector	Orders, directives	Information upon request; reports on the Conservatory's Development Program and Plan; data on plans; internal and external audit reports
Vice-Rector for Academic Affairs	Directives, requests; recommendations for amendments and additions to the Conservatory's Development Program and Plan (strategy); recommendations for developing regulatory documents	Information upon request; reports on the Conservatory's Development Program and Plan (strategy); data on plans
Vice-Rector for Research, Innovation, Creative Development, and International Cooperation	Directives, requests; recommendations for amendments and additions to the Conservatory's Development Program and Plan (strategy); recommendations for developing regulatory documents	Information upon request; internal and external audit reports; reports on the development strategy; data on plans; quarterly report on the organization plan of PQM, IA, SP of the Conservatory
Vice-Rector for Educational and Social Work	Directives, requests; recommendations for amendments and additions to the Conservatory's Development Program and Plan (strategy); recommendations for developing regulatory documents	Information upon request; reports on the development strategy; data on plans
Faculty Deans	Faculty strategic plan, annual operational plan, annual reports; proposals for amendments and additions to the Conservatory's Development Program and Plan (strategy); list of responsible persons for PQM, IA, SP documentation and quality objectives	Approved PQM, IA, SP organization plan of the Conservatory; document templates; document coding; internal audit reports
Departments	Long-term, mid-term, and short-term plans; annual reports; proposals for amendments and additions to the Conservatory's Development Program and Plan (strategy); list of responsible persons for PQM, IA, SP documentation and quality objectives	Approved PQM, IA, SP organization plan of the Conservatory; document templates; document coding; internal audit reports
Financial and Economic Service	Funding for various procedures; proposals for amendments and additions to the Conservatory's Development Program and Plan (strategy); quality objectives	Request for external audits

Human Resources Department	Processing orders related to personnel, main activities, organizational-administrative, and operational-economic matters; copies of Rector's orders; employment contracts; certificates of current and past employment; certification of document copies and employee signatures; data on faculty and staff; proposals for amendments and additions to the Conservatory's Development Program and Plan (strategy); quality objectives	Information necessary for the Project Office's activities; official memos regarding business trips, contract extensions, and terminations; lists of workgroups for self-assessment reports; employee documents required for employment contracts; attendance records; approval of employee vacation schedules; explanations and supporting documents regarding employee absences
Academic Affairs Office, Department for Educational and Youth Policy	Long-term, mid-term, and short-term plans; annual reports; proposals for amendments and additions to the Conservatory's Development Program and Plan (strategy); quality objectives	Approved PQM, IA, SP organization plan of the Conservatory; document templates; document coding; internal audit reports; provision of PQM, IA, SP documentation for the educational process
Document Management Department	Internal and external mail; file classification; quality objectives	Official memos, applications; letters and telegrams for processing and dispatch; letters to other organizations for registration
Concert and Creative Activity Service & Recording Studio, Scientific Research Folklore Laboratory, Science and Innovation Department, Postgraduate Education Sector, International Programs and Cooperation Department, Professional Retraining and Advanced Training Department, Dormitory, Rector's	Strategic plans of departments; annual work plans; annual reports; proposals for amendments and additions to the Conservatory's Development Program and Plan (strategy); quality objectives	Approved PQM, IA, SP organization plan of the Conservatory; document templates; document coding; internal audit reports

Administrative Offices		
Library and Electronic Resources Management Department	Long-term and short-term plans; annual reports; proposals for amendments to the Development Strategy regarding the library; quality objectives	Approved PQM, IA, SP organization plan of the Conservatory; document templates; document coding; internal audit reports
Situational Monitoring and IT Support Sector	Information on the execution of requests and technical assignments; information on the publication of audit results, certification materials, and announcements on the Conservatory's website; quality objectives	Approved PQM, IA, SP organization plan of the Conservatory; document templates; document coding; internal audit reports; incident reports related to office equipment and information systems; technical specifications for the development of information subsystems for department projects

7. PROCEDURE FOR AMENDMENTS

25. Proposals for amending this Regulation are discussed at a meeting of the Academic Council and are either approved or revoked by a majority vote (at least 2/3 of the members present at the meeting).

26. Amendments to the Regulation are made only by decision of the Academic Council of the Conservatory, based on an official letter from the Head of the Project Office, approved by the Rector.

27. Job descriptions of employees of the Project Office for Quality Management must be reviewed in case of amendments or additions to this Regulation that affect the functions of the Project Office.

28. Amendments to this Regulation are made in accordance with the requirements of PQM, IA, SP, with a mandatory entry in the "Change Registration Sheet."

29. Notifications of amendments to this Regulation are sent to all departments and responsible structural divisions of the Conservatory.

30. A copy of the Regulation is kept in the Project Office. The distribution of copies to the structural divisions of the Conservatory is carried out by the Project Office (if necessary).

8. FINAL PROVISIONS

31. This Regulation, as well as any amendments and additions to it, are approved by the Rector of the Republican State Institution "Kurmangazy Kazakh National Conservatory" of the Ministry of Culture and Information of the Republic of Kazakhstan and come into force after approval.

32. The provisions of this Regulation are mandatory for implementation and may be amended or supplemented due to changes in regulatory documents or the emergence of new additional expenses not accounted for in this Regulation.

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33. Other issues arising in the implementation of the provisions shall be resolved in accordance with the Charter of the Kurmangazy Kazakh National Conservatory or the applicable legislation of the Republic of Kazakhstan.

CHANGES SHEET

[illegible]

FAMILIARIZATION SHEET

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