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

**ҚЫЗМЕТ
ЕРЕЖЕ**

April 30, 2025
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**POSITION
ACTIVITIES**

№ P-17-25

c. 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. 10 «30» April 2025

INTERNAL QUALITY ASSURANCE POLICY

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1. GENERAL PROVISIONS

1. The Internal Quality Assurance Policy (hereinafter referred to as the Policy) reflects the general approaches, key principles and basic mechanisms established in the republican state institution «Kazakh National Conservatory Kurmangazy» of the Ministry of Culture and Information of the Republic of Kazakhstan (hereinafter referred to as the Conservatory) to ensure quality and develop a culture of continuous quality improvement.

2. The Policy is the basis for the functioning of the quality management system (hereinafter — QMS) Conservatories. The system is a cycle consisting of internal audit, continuous improvement and supports the development of a culture of quality in all areas of the Conservatory's activities.

3. The Policy is part of the Conservatory's Development Strategy (Program) and is considered together with other internal documents of the Conservatory concerning the organization of the quality management system.

4. The policy is available to the general public on the Conservatory's website.

2. REGULATORY REFERENCES

5. References to the following documents are used in this regulation:

1) Standards and guidelines for quality assurance of higher education in the European Higher Education Area (ESG) Approved by the Ministerial Conference in Yerevan in May 2015;

2) ISO 9001:2015 — Quality Management Systems. Requirements;

3) ISO 19011:2011 — Guidelines for the audit of quality management systems and/or environmental management systems;

4) The rules of documentation and documentation management at the Conservatory.

5) Order of the Minister of Science and Higher Education of the Republic of Kazakhstan dated July 20, 2022 No. 2 «On approval of State mandatory standards of higher and postgraduate education». Registered with the Ministry of Justice of the Republic of Kazakhstan on July 27, 2022 No. 28916.

6) Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 30, 2018 No. 595 «On approval of the Standard Rules for the activities of organizations of higher and (or) Postgraduate education». It was registered with the Ministry of Justice of the Republic of Kazakhstan on October 31, 2018, No. 17657.

7) Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 No. 600 «On approval of the Standard Rules for admission to study in educational organizations implementing educational programs of higher and postgraduate education». It was registered with the Ministry of Justice of the Republic of Kazakhstan on October 31, 2018, No. 17650.

6. In addition, this Policy is necessary in conjunction with the following documentation:

1) Regulations on internal audit;

2) Risk management policy;

3) Documented procedure «Nonconformity management, corrective and

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preventive actions»;

4) Documented procedure for "Management review" and other;

5) Other QMS documents that have been or will be adopted and implemented at the Conservatory.

3. QUALITY OBJECTIVES AND POLICY

7. The quality policy has been developed in accordance with the mission and Strategy (Program and Development Plan) The program of the Conservatory for 2023-2029 is aimed at ensuring the quality of the main activities of the Conservatory and assistance in the implementation of national programs for innovative and socio-economic development of the Republic of Kazakhstan.

8. The quality policy is developed with the participation of heads of structural divisions, vice-rectors and approved by the order of the Rector of the Conservatory.

9. The quality policy is posted on the university's official website in three languages.

10. Quality objectives are important strategic documents and define specific measures (step-by-step strategic objectives, clearly formulated, calculated in terms of resources that will need to be spent on their implementation) to achieve the priority areas of the Conservatory's development in accordance with the Quality Policy.

11. Quality objectives are a hierarchical structure. At the top level, there are goals related to the entire Conservatory. This is followed by quality objectives at the level of the university's administrative divisions (organizational units), deans and departments.

12. Quality objectives are developed annually for the academic year or calendar year (depending on the current strategy and work plan) by all structural divisions of the Conservatory

13. Based on the Strategy and Plans of all structural divisions, the Objectives in the field of quality of the Conservatory are developed.

14. All developed documents should be available in the nomenclature of cases of structural divisions, as well as on the Conservatory's website in the relevant sections.

4. OBJECTIVES AND PRINCIPLES OF THE INTERNAL QUALITY ASSURANCE POLICY

15. The internal Quality assurance policy has the following objectives:

1) defines the general structure of the internal education quality assurance system;

2) contributes to ensuring and improving the quality of education and activities of the Conservatory;

3) supports mutual trust and promotes recognition of learning outcomes and mobility of students outside the national education system;

4) strives to achieve the standards for quality assurance adopted in the educational space of Kazakhstan and the European Higher Education Area (ESG).

16. The Conservatory's internal quality assurance policy reflects the

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relationship between scientific research, teaching, and learning and takes into account both the national and intra-university context.

17. The policy is implemented through internal quality assurance processes and standards that involve all departments of the Conservatory.

18. The Conservatory is responsible for the quality of the education provided and its provision.

19. The Conservatory defines the following basic principles of quality assurance:

- 1) compliance with the specifics of creative educational programs;
- 2) compliance of the activity with regulatory and legislative requirements;
- 3) ensuring the unity of the development strategy, policies and procedures, involving all employees in quality assurance and improvement activities, providing the necessary resources;
- 4) consideration of the needs and expectations of external and internal stakeholders, their active involvement in activities to ensure and improve the quality of education;
- 5) ensuring equal opportunities and fairness towards students;
- 6) maintaining academic integrity and freedom, and intolerance of any form of corruption and discrimination;
- 7) clear definition of responsibility for processes, quality and standards;
- 8) application of the process approach and principles of risk-based thinking;
- 9) making important management decisions based on a comprehensive analysis of data and information, including the analysis of surveys and questionnaires of various focus groups;
- 10) creating conditions for continuous improvement of the internal quality assurance system and the development of a quality culture;
- 11) application of external and internal independent control (internal audits);
- 12) ensuring that quality assurance policies and standards are regularly kept up to date;
- 13) ensuring transparency and accessibility of information for stakeholders.

20. Quality assurance and improvement is applicable to all educational programs implemented by the Conservatory.

21. The management of the Conservatory ensures monitoring and continuous improvement of the internal quality assurance system and ensuring its compliance with modern international standards, creates and ensures the functioning of collegial bodies and divisions: the Academic Council, the educational and methodological Council, the educational and methodological councils of faculties, the expert coordinating council and others.

22. The management of the Conservatory, at the request of structural divisions, organizes the purchase of necessary materials, equipment, educational, methodological and scientific literature, improves the infrastructure of the material and technical base of educational programs, and takes measures to stimulate the activities of teachers, including improving their skills.

23. Within the framework of institutional or specialized accreditation, preventive control, an internal self-assessment of all activities or educational

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programs is carried out. At the meetings of the Academic Council, the annual reports of the vice-rectors for academic affairs, strategic development and scientific work, the deans of the faculties of the Conservatory, the results of the intermediate and final attestation of students, and the results of external control are heard. A survey of students, graduates, and employers is underway.

5. CRESPONSIBILITY FOR QUALITY ASSURANCE

24. Quality assurance and improvement is a shared responsibility between the management of the Conservatory, faculties, departments and structural divisions.

25. The **Rector** carries out the general management of the Conservatory, ensures the full implementation of educational programs, and is responsible for ensuring that the Conservatory's activities comply with regulatory and legislative requirements.

26. The **Academic Council is the collegial governing body of the Conservatory**, which defines the concept of university development and makes decisions on all fundamental issues of the organization of all types of university activities.

27. The **Educational and Methodological Council** implements the academic policy of the Conservatory and is a collegial advisory and advisory body governing the educational and methodological activities of the Conservatory. The UMS defines the directions and mechanisms of quality management of higher and postgraduate education, recommends the introduction of new educational technologies into the educational process. The UMS provides the educational process with high-quality educational and methodological literature. In some cases, the recommendations of the UMS are submitted for consideration and approval by the Academic Council.

28. The **Expert Coordination Council** is the coordinating and advisory body of the Conservatory. It was created to maintain a high scientific, theoretical and scientific-methodological level when conducting scientific work and preparing dissertations for undergraduates and PhD doctoral students. Conducts examinations of the correspondence of dissertations for the academic degree of Master of Arts / Master of Arts, PhD. Conducts the certification of PhD students, hears scientific reports on the implementation of an individual plan based on the results of the academic period and the examination of dissertations.

29. The **Rector's Office** establishes and clarifies the powers, duties and responsibilities of the structural divisions of the Conservatory and their heads. Coordinates the activities of the structural divisions of the Conservatory. Prepares and submits proposals for the consideration of the Academic Council aimed at improving the activities of the Conservatory. Analyzes proposals for improving the organization of work in various fields of activity, examines drafts of local regulations and methodological documents related to the activities of the Conservatory.

30. The **Vice-Rector for Academic Affairs** ensures the planning, organization and control of the academic and methodological work of the Conservatory. He is responsible for developing a development strategy (program), a work plan for the educational and methodological council, academic policy, regulations for

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educational and methodological work and practice, and monitoring educational programs. The purpose of the activity is to create the necessary conditions for obtaining high-quality education, training and teaching aimed at the formation, development and professional development of a personality.

31. The **Vice-Rector for Research and Innovation, Creative Development and International Cooperation** ensures the development and implementation of the development strategy (program) Carries out the expansion of the Conservatory's international, regional and intra-city scientific relations, directs and oversees the preparation of all necessary documentation for the conservatory's research activities., He is responsible for the effectiveness of the Conservatory's activities in the field of international cooperation and internationalization, as well as for the work of the Academic Council.

32. The **Vice-Rector for Educational and Social Work** directs the educational work and social activities of the Conservatory, is responsible for ensuring the quality of social conditions for students, the creation and implementation of new approaches to education and personality formation; ensuring the employment of graduates and their registration in the financial center. He communicates with employers, conducts an «Employer Questionnaire» and a job fair. He is responsible for overseeing the employment of graduates.

33. The **postgraduate education sector** develops instructional and methodological materials (regulations, instructions, recommendations, etc.) and draws up a schedule taking into account the correct alternation of classes of various nature and complexity. They monitor the development and implementation of work programs (syllabuses) of disciplines and, if necessary, make suggestions for correcting identified deviations. They keep records and control over the documentation on the rating system for assessing students' academic performance. They study, summarize and disseminate the existing experience of assessing students' academic performance according to the rating system. They make proposals to improve the modular rating system of education and assessment of students' academic performance.

34. The **Project Office of Quality Management, Internal Audit and Strategic Planning** organizes and coordinates the work on the development and implementation of a quality management system at the Conservatory, maintains the integrity of the QMS. Participates in the organization and conduct of external conformity assessment procedures for the Conservatory's quality management system to the international standard ISO 9001:2015. Participates in the organization of training of the Conservatory staff on quality management issues. Organizes and conducts internal audits of the quality of education and the provision of educational services. Defines the quality assurance policy, participates in the development of strategic and operational plans, and distributes information for effective quality management. May participate in scheduled and unscheduled audits and surveys of the Conservatory's structural divisions in consultation with the supervising Vice-Rector.

35. The **head of the Financial and Economic Service** organizes the current and long-term planning of the financial, economic and administrative activities of

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the Conservatory, coordinates the formation of the Conservatory's budget for the medium-term investment period. Responsible for the management of sound spending standards and the rational use of material and technical resources of the university.

36. The **registrar's office department** registers students for academic subjects, records the credits acquired, organizes intermediate and final attestation and maintains the entire history of students' academic achievements, as well as the tasks of the registrar's office are:

- 1) registration (accounting) of the history of students' academic achievements;
- 2) organization of all types of control;
- 3) statistical report on the movement of the contingent;
- 4) provision of public services;
- 5) organization of work on transfer and rehabilitation of students;
- 6) organization of the issuance of all types of certificates at the request of students;
- 7) preparation of orders on the composition of students.

37. The **Department of Management of the Scientific Information Library and Electronic Resources** is responsible for providing the educational process with educational, methodological and scientific literature. Forms and preserves a collection of documents on traditional and modern media in the state and other languages in accordance with the profile of the organization providing higher education.

38. The **Department of Science and Innovation promotes** the effective use of the scientific potential of the Conservatory for conducting fundamental, exploratory and applied scientific research, as well as the development of fundamental and applied scientific research in accordance with the priority research areas of the Conservatory.

39. The **sector of situational monitoring and IT services** provides conditions for the introduction of information technologies into the educational process, as well as the tasks of management are:

- 1) software implementation and maintenance;
- 2) formation of requirements for the purchase of new software;
- 3) study, implementation, maintenance of new information technologies;
- 4) design, creation, maintenance of local computer networks;
- 5) development and implementation of standards, regulations, instructions on the use of the information network, computer technology and software;
- 6) maintenance of the Conservatory's online information resources;
- 7) participation in the organization and conduct of the educational process in the field of informatization;
- 8) organization of work on diagnostics, maintenance, repair of computer equipment;

40. **Academic committees** ensure the quality of educational programs and the competitiveness of the Conservatory in the domestic and international educational markets. Prepare proposals for the implementation of new approaches to the organizational structure of the educational process; develop proposals for the

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introduction of educational and organizational innovations in the educational process. They plan and develop educational programs based on competencies and increase the competitiveness of educational programs.

41. The **Methodological Councils of Faculties** (MS) is a collegial body established to organize, coordinate and control the scientific and educational methodological work of the departments of the faculty.

42. The **methodological work of the faculties** is supervised by the chairmen of the methodological councils of the faculties – experienced teachers with academic degrees, titles and/or extensive practical experience in the field of professional music education.

43. The **work plans of the MS faculties** are coordinated with the heads of departments, the deans of faculties, the Chairman of the MS and approved by the Vice-rector for educational and methodological work.

44. The **functional responsibilities of the Chairman** of the IPU include::

1) organization and monitoring of the implementation of the teaching staff of the teacher's individual plan (educational and methodological aspect);

2) analysis and generalization of the pedagogical experience of the faculty's leading teachers, development of recommendations for the introduction of new learning technologies, improvement of the methods of conducting all types of training sessions, the use of computer technology and other technical means of teaching, analysis of their effectiveness;

3) discussion and recommendation for the publication of textbooks, educational, methodological and scientific literature developed at the faculties, as well as materials on improving the independent work of students;

4) control over the formation and updating of the UMKD, their delivery to the MS;

5) control over the timely maintenance and updating of maps of methodological provision of academic disciplines;

6) conducting a multidimensional analysis of the content of curricula in academic disciplines in accordance with modern requirements of the State Educational Standard of the Republic of Kazakhstan;

7) discussion and coordination of working curricula, working curricula of disciplines;

8) organization and implementation of measures for the educational and methodological support of academic disciplines of the faculty;

9) assistance in professional development of scientific and pedagogical staff of the faculty;

10) holding meetings of MS faculties;

11) organization of open classes of teaching staff with discussion at the UMS and MS faculties.

45. **Faculty Council**. defines the concept of the development of the faculty, departments and educational programs, develops measures at the faculty level aimed at improving the quality of educational programs, examining and monitoring the quality of methodological and educational support for the educational process, developing science and ensuring the quality of educational work at the faculty.

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46. The **Dean** carries out the general management of the faculty, is responsible for the implementation of the points of this Policy, the standards and requirements governing the relevant educational programs. Provides a student-oriented approach to the activities of the faculty.

47. The **head of the department** carries out the planning and organization of educational, methodological, research and educational work of the teaching staff. The head of the department is responsible for the development, monitoring and improvement of specific educational programs.

48. The **teaching staff** is responsible for the quality of teaching activities, educational and methodological documentation, and the compliance of the educational process with the goals and educational outcomes of the relevant educational programs.

49. The **heads of all structural divisions** are responsible for ensuring that the activities of the divisions meet certain goals, objectives and functions. Detailed responsibility for quality assurance and improvement is distributed according to the Regulations on Structural Divisions, Regulations on Collegial Bodies and Job Descriptions.

50. All norms regulating the systems of internal and external quality assurance of education, as well as tools for improving the quality of education and teaching in accordance with the current legislation in the field of education of the Republic of Kazakhstan, are prescribed in the Guidelines on Quality Assurance of Education of the Kurmangazy Kazakh National Conservatory.

6. THE PROCEDURE FOR MAKING CHANGES

51. Proposals to amend this Policy are discussed at a meeting of the Academic Council and are adopted or canceled by a majority vote (at least 2/3 of the votes of the members of the Management Board present at the meeting).

52. Amendments to the Policy are made only by decision of the Academic Council of the Conservatory on the basis of an official letter from the head of the project Office of Quality Management, internal audit and strategic planning, coordinated with the Vice-Rector for Academic Affairs.

53. Changes to the Policy are made in accordance with the requirements of the QMS with a mandatory mark in the "Change Registration Sheet".

54. Notices of Policy changes are sent to all departments and responsible structural units of the Conservatory.

55. The original Policy is kept in the Documentation Department. The distribution of copies of the Policy to the structural divisions of the Conservatory is carried out by the Project office of Quality Management, Internal Audit and Strategic Planning.

6. FINAL PROVISIONS

56. This Policy, as well as amendments and additions to it, are approved by the Rector of the Conservatory and come into force after their approval.

57. The Policy points are mandatory and can be changed or supplemented due to changes in regulatory documents, the appearance of new additional costs that are not taken into account by this document.

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58. Other issues arising in the implementation of the Policy points are resolved in accordance with the Charter of the Conservatory or the current legislation of the Republic of Kazakhstan.

CHANGE SHEET

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FAMILIARIZATION SHEET

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