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Approved
Acting Rector
RSE "Kurmangazy Kazakh National Conservatory"
Ministry of Culture and
Information of the Republic of Kazakhstan


"25" "06" 2025
N. Kuldанov

**REPORT
OF THE PROJECT OFFICE FOR QUALITY MANAGEMENT,
INTERNAL AUDIT, AND STRATEGIC PLANNING
FOR THE SECOND HALF OF THE 2024–2025 ACADEMIC YEAR**

Prepared by			
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Position	Signature	Full Name	Date

1. General Information

The Project Office for Quality Management, Internal Audit, and Strategic Planning of the Republican State Enterprise "Kurmangazy Kazakh National Conservatory" under the Ministry of Culture and Information of the Republic of Kazakhstan is responsible for establishing organizational conditions and performing coordination tasks for the implementation of the Conservatory's Quality Management System.

In its activities, 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 dated March 28, 2023 No. 248 "On 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 dated October 25, 2018 No. 590. Registered with the Ministry of Justice of the Republic of Kazakhstan on October 26, 2018 No. 17622, "On Approval of the Structure and Rules for Developing the Development Program of Higher and (or) Postgraduate Education Organizations";

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

5) Charter of the RSI "Kurmangazy Kazakh National Conservatory";

6) Internal Quality Assurance Policy of the RSE "Kurmangazy Kazakh National Conservatory";

7) International ISO standards (International Organization for Standardization) in the field of quality management, ISO 9001:2015 "Quality Management Systems — Requirements";

8) Internal regulatory documents governing the activities of the Conservatory as a whole;

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

2. Analysis of Completed Work

According to the approved plan of the Project Office for Quality Management, Internal Audit, and Strategic Planning, 18 activities were scheduled for the period from January to June of the 2024–2025 academic year (second semester). All 18 activities were completed, and an additional 27 activities were carried out beyond the plan. In total, as of the end of June 2025, 45 activities have been completed.

January: 4 activities were planned; 8 activities were completed.

February: 2 activities were planned; 7 activities were completed.

March: 3 activities were planned; 7 activities were completed.

April: 3 activities were planned; 12 activities were completed.

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May: 3 activities were planned; 6 activities were completed.

June: 3 activities were planned; 5 activities were completed.

List of Planned Activities from January to June 2025:

№	Title of the Activity / Event	Responsible Person	Deadline	Description of Result / Completion Status
January				
1	Sociological Survey: Job Satisfaction of the Faculty at the Kurmangazy Kazakh National Conservatory	Sector Head Sector Staff	28.01.2025	Отчет по социологическому опросу ППС, 2025 год
2	Preparation and Processing of Information for the Rector's Annual Report	Sector Head Sector Staff	30.01.2025	https://www.conservatoire.edu.kz/upload/01-2025/2024-zhyly-konservatoriyany-damu-ba-darlamasy-men-zhosparyny-oryndaluy-turaly-rektordy-eseb-us-30-01-2025-pdf
3	Quality Objectives of the Kurmangazy Kazakh National Conservatory for 2025	Sector Head	26.09.2024	https://www.conservatoire.edu.kz/upload/02-2025/Цели%20в%20области%20качества%20КНК%20Курмангазы%20на%202025%20г.pdf
4	Summary of Requests from the MSHE and MCI Regarding Statistical Data Compliance with Quality Requirements	Sector Head, Department Heads	January 2025	Completed
February				
5	Summary and General Formulation of Corrective Actions Based on Sociological Surveys	Sector Staff	24.02.2025	Completed
6	Collection and Processing of Information on the Professional Development of the Conservatory's Management Staff	Sector Staff	01–07.02.2025	Completed
March				
7	Summary of Requests from the Ministry of Education and	Sector Head Sector Staff	March 2025	Completed

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	Science (MSHE) and the Ministry of Culture and Information (MCI) Regarding Statistical Data Compliance with Quality Requirements			
8	Risk Management PRI Enterprise "Kurmangazy Kazakh National Conservatory." Collection of information by the Conservatory according to Appendices 1, 2, and 3 to the Criteria for Risk Assessment for the education system, specifically in higher and postgraduate education, pursuant to the Order of the Minister of Science and Higher Education of the Republic of Kazakhstan No. 116 "On Approval of Criteria for Risk Assessment and Checklists for the Education System, Specifically in Higher and Postgraduate Education."	Sector Head	30.03.2025	Приложения
9	Nonconformity and Observation Registration Sheets According to the Criteria for Risk Assessment in the Education System (Signature Acknowledgment by Department Heads)	Sector Head, Department Heads	30.03.2025	Nonconformity and Observation Registration Sheet
April				
10	Monitoring of Professional Development Courses Completion by Managerial Staff and PTS in the Field of "Education Management"	Sector Staff	During the month	Certificates
11	Summary of Requests from the Ministry of Education and Science (MSHE) and the Ministry of Culture and Information (MCI) Regarding Statistical Data Compliance with Quality Requirements	Sector Head, Department Heads	April 2025	Completed
12	Preparation of a Certificate by RSI "Kurmangazy Kazakh National Conservatory" on	Sector Head	Within the month	Certificate

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	Compliance with the Qualification Requirements for Educational Activities of Organizations Providing Higher and/or Postgraduate Education, and a List of Documents Confirming Such Compliance..			
May				
13	Collection of Annual Reports from the Conservatory's Structural Units	Sector Staff	May 2025	Reports
14	Summary of Requests from the Ministry of Education and Science (MSHE) and the Ministry of Culture and Information (MCI) Regarding Statistical Data Compliance with Quality Requirements	Sector Head, Department Heads	May 2025	Completed
15	Monitoring the Performance of Structural Units in Implementing the Annual Plan	Sector Staff	28–29.05.2025	Work with Structural Units
June				
16	Collection and Processing of Annual Department Reports in Accordance with the Program and Development Plan of the Conservatory for 2023–2029	Sector Staff	18.06.2025	Reports
17	Preparation of the Sector's Annual Work Report	Sector Staff	18.06.2025	Reports
18	Summary of Requests from the Ministry of Education and Science (MSHE) and the Ministry of Culture and Information (MCI) Regarding Statistical Data Compliance with Quality Requirements	Sector Head, Department Heads	June 2025	Completed

"Conducted beyond the plan"

№	Conducted beyond the plan	Responsible person	Deadline	Result Description / Completion Status
January				
1	Preparation of Responses by the Quality Management Sector to the Items of the Guidelines for Conducting Self-Assessment for Initial Specialized Accreditation of a Higher and/or Postgraduate Education Program (Republic of Kazakhstan)	Head of the Sector Sector Staff	14.01.2025	Completed

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2	Preparation of the Regulation "Project Office of Quality Management, Internal Audit, and Strategic Planning" in Russian	Head of the Sector Sector Staff	22.01.2025	https://www.conservatoire.edu.kz/upload/03-2025/Polozhenie_POMKVAiSP
3	Preparation of Job Descriptions for the Head and Manager of the Project Office of Quality Management, Internal Audit, and Strategic Planning	Head of the Sector Sector Staf	22.01.2025	Completed
4	Sociological Survey – Questionnaire Employee Satisfaction of Teaching and Support Staff with Working Conditions at the Kurmangazy Kazakh National Conservatory	Head of the Sector Sector Staf	28.01.2025	Отчет по социологическому опросу сотрудников 2025 год
February				
5	Annual Work Plan of the Committee for Internal Quality Assurance for 2025	Head of the Sector Sector Staf	01– 04.02.2025	https://www.conservatoire.edu.kz/upload/02-2025/Годовой%20план%20комитета%20по%20внутреннему%20обеспечению%20качества%20на%202025%20г.pdf
6	Appendix Revised indicators for 2025–2029 to the Program and Development Plan of the Kurmangazy Kazakh National Conservatory 2023–2029	Head of the Sector Sector Staf	01– 04.02.2025	https://www.conservatoire.edu.kz/upload/04-2025/prilozhenie-plan-raz-2023-2029
7	Proposals for Changes to the Methodology of the National Ranking of MSHE	Head of the Sector	17.02.2025	Completed
8	Summary and General Formulation of Corrective Actions Based on Sociological Surveys	Sector Staf	24.02.2025	Completed
9	Change Log of the Program and Development Plan of the Kurmangazy Kazakh National Conservatory for 2023–2029 (the latest changes approved and	Head of the Sector	29.01.2025	https://www.conservatoire.edu.kz/upload/04-2025/list-izm-2023-2029-ru

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	recommended for publication by the Academic Council of the Kurmangazy Kazakh National Conservatory, Protocol No. 4 dated November 29, 2023)			
March				
10	"Instructions for Drafting and Approving Department Regulations and Employee Job Descriptions" and Templates for Drafting Regulations and Job Descriptions of Conservatory Departments	Head of the Sector	12.03.2025	https://www.conservatoire.edu.kz/upload/02-2025/ТРЕБОВАНИЯ.pdf
11	Professional Development Program: "Management of Educational Organizations for Leaders"	Руководители	03-17 марта	Completed
12	Monitoring of KNC Documentation in Kazakh Language Posted on the Conservatory's Website According to MSHE Requirements	Managers	27.03-04.04.25	Completed
13	Seminar on the Quality Assurance Policy of KNC (Regulatory Documents)	Head of Sector, Vice-Rectors, Department Heads, Deans, and Academic Affairs Office	31.05.2025	Completed
April				
14	Internal Audit of RID Related to Employee Hiring and Dismissal	Head of the Sector, Sector Staff	10.04.2025	Completed
15	Opportunities for Postgraduate Education for Specialists in Creative Professions. Development of Science in the Field of Culture and Art	Head of the Sector	25.05.2025	Report
16	Internal Audit of the Filing System of Departments and Faculties	Head of the Sector, Sector Staff	24.04.2025	Completed
17	Information on Scientific and Creative Projects of the Kurmangazy Kazakh National Conservatory for 2019–2025 for the National Ranking	Head of the Sector	29.04.2025	Completed
18	Regulation on Internal Audit in Three Languages	Head of Sector, Sector Staff	30.04.2025	https://www.conservatoire.edu.kz/u

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19	Nonconformity Management, Corrective and Preventive Actions — Documented Procedure in Three Languages	Head of Sector, Sector Staff	30.04.2025	https://www.conservatoire.edu.kz/upload/06-2025/SAIKESSIZDIK-BASQARU-RU
20	Risk Management Policy – Operational Regulation	Head of Sector, Sector Staff	30.04.2025	https://www.conservatoire.edu.kz/upload/06-2025/TAUEKELDERDI-BASQARU-RU
21	Management Review – Documented Procedure	Head of Sector, Sector Staff	30.04.2025	http://upload/05-2025/bas-tarapynan-taldauru
22	Internal Quality Assurance Policy of RSI “Kurmangazy Kazakh National Conservatory”	Head of Sector, Sector Staff	30.04.2025	https://www.conservatoire.edu.kz/upload/06-2025/ishki-saparu
May				
23	Verification of Internal Regulatory Documents on the Website of the Kurmangazy Kazakh National Conservatory	Sector Staff	14.05.2025	Completed
24	Results of the Internal Audit of Documentation on the Nomenclature of Cases of Faculties and Departments of RSI "Kurmangazy Kazakh National Conservatory"	Head of the Sector	19.05.2025	Доклад
25	Approval of Regulatory Documents of the Project Office in Three Languages	Sector Staff	30.05.2025	Completed
June				
26	Updating Data for the National Ranking	Head of the Sector	02.06.2025	Completed
27	Webinar: "Project Management: The First Step"	Head of the Sector	19.06.2025	https://drive.google.com/file/d/1lcbmj9hx8poTisOrPf49WsumjCoZZ1Xq/view?usp=drivesdk

3. Conclusion

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The work of the Project Office for Quality Management, Internal Audit, and Strategic Planning is carried out in accordance with 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, the Strategy (Development Program and Plan of RSI “Kurmangazy Kazakh National Conservatory” for 2023–2029), the Charter of RSI “Kurmangazy Kazakh National Conservatory,” the Internal Quality Assurance Policy of RGU “Kurmangazy Kazakh National Conservatory,” and the international ISO standards (International Organization for Standardization) in the field of quality management — ISO 9001:2015 "Quality Management Systems – Requirements."

From January to June 2025, the Project Office for Quality Management, Internal Audit, and Strategic Planning (POQMIA and SP) of the Kurmangazy Kazakh National Conservatory successfully completed the planned set of activities and tasks aimed at ensuring and enhancing the internal quality of the educational process and management. These included:

1. Preparation of the Regulation on the "Project Office for Quality Management, Internal Audit, and Strategic Planning";
2. Preparation of the Job Descriptions for the Head and Manager of the Project Office for Quality Management, Internal Audit, and Strategic Planning;
3. Prepared the Appendix on Changes in Indicators for 2025–2029 to the Development Program and Plan of the Kurmangazy Kazakh National Conservatory 2023–2029 (approved and recommended for publication by the Academic Council of the Kurmangazy Kazakh National Conservatory, Protocol No. 12 dated June 27, 2023);
4. Prepared the List of Changes to the Development Program and Plan of the Kurmangazy Kazakh National Conservatory for 2023–2029 (approved and recommended for publication by the Academic Council of the Kurmangazy Kazakh National Conservatory, Protocol No. 8 dated February 26, 2025);
5. Prepared the "Instruction on the Preparation and Approval of Department Regulations and Job Descriptions for Conservatory Staff" and templates for drafting Department Regulations and Job Descriptions;
6. Conducted Monitoring of Documentation and Internal Regulatory Documents on the Website of the Kurmangazy Kazakh National Conservatory according to MSHE requirements;
7. Presentation by the Head of the Project Office for Quality Management, Internal Audit, and Strategic Planning, A. Sarymsakova, titled "Opportunities for Postgraduate Education for Specialists in Creative Professions. Development of Science in the Field of Culture and Arts."

Key stages were completed regarding the preparation of regulatory documents, conducting internal audits, monitoring and analyzing staff satisfaction, as well as

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implementing professional development programs for managerial and teaching staff. Special attention was paid to the adaptation and updating of documents in accordance with the requirements of the national ranking and MSHE regulatory acts.

The achieved results contribute to the further development of the internal quality assurance system, increasing the transparency and efficiency of the conservatory's operations, as well as strengthening its position within the educational landscape of the Republic of Kazakhstan.

SWOT Analysis of the POQMIA and SP of the Kurmangazy Kazakh National Conservatory

Strengths	Opportunities
High level of plan execution: All 18 planned activities for the half-year were completed, with an additional 20 unscheduled activities implemented. Institutional regulatory framework: The office’s work is based on the current legislation of the Republic of Kazakhstan, international ISO 9001:2015 standards, the university development strategy, and other key regulatory documents. Active internal audit activities: Regular internal audits are conducted across various areas — personnel documentation, regulatory documents, risk management. Development and updating of regulatory documents: Regulations, instructions, and policies have been prepared and implemented in three languages. Focus on professional development: Programs and monitoring for the professional development of managerial and teaching staff have been carried out. Transparency and openness: Most documents are available online, increasing trust and awareness. Flexibility and adaptability: Quick response to external and internal changes — for example, adjustments in the Development Program indicators of the Kurmangazy Kazakh National	- Strengthening the position in the national and international educational space through systematic implementation of ISO approaches and internal quality assurance. Implementation of digitalization in quality and audit processes: automation of surveys, monitoring, and internal audits. - Enhancing the conservatory's reputation through process transparency, participation in national rankings, and demonstrating work results.

Conservatory for 2023–2029 and proposals for the National Ranking.	
Weaknesses	Threats
1) Dependence on a limited group of staff: Most tasks and activities are carried out by a small team within the sector, which poses risks in the event of staff changes. 2) Limited resources, which may affect the sustainability of development. 3) Heavy regulatory burden: A high degree of bureaucratization and the need for constant compliance with numerous external requirements can hinder innovation.	1) Changes in the regulatory and legal framework of the Republic of Kazakhstan may require significant revisions to documentation and procedures. 2) Insufficient digital transformation may lead to lagging behind in management technologies. 3) Human resource risks: High workload on key staff may lead to burnout or the loss of qualified personnel. 4) Financial constraints from the state budget may impact the implementation of new initiatives. 5) Conservatism within the academic environment: Possible resistance to change from staff who are not ready for process transformation.