


<p>СӘТБАЕВ УНИВЕРСИТЕТИ</p> 	<p>MINISTRY OF EDUCATION AND SCIENCE REPUBLIC OF KAZAKHSTAN</p> <p>NON-COMMERCIAL JOINT STOCK COMPANY "KAZAKH NATIONAL RESEARCH TECHNICAL UNIVERSITY NAMED AFTER K.I. SATBAYEV"</p>	
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QUALITY CONTROL OF THE EDUCATIONAL PROCESS

DP KazNRTU 708

Almaty 2020

PREFACE

1 DEVELOPED by the Office for Academic Affairs of NJSC "Kazakh National Research Technical University named after K.I.Satbayev and approved at the meeting of the EMC (Minutes No.1, 09.10.2020).

2 AGREED

Responsible for translation

Head of the English Language Department

«20» 05 2022

 A. Turlybekova

3 APPROVED by the decision of the Management Board " 25 " 20 20 . No. 33

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QUALITY CONTROL OF THE EDUCATIONAL PROCESS

Documented Procedure No. 708

1 GENERAL PROVISIONS

1.1 This procedure “Quality control of the educational process” (hereinafter referred to as the Procedure or DP KazNRTU 708) was developed to control the quality of the educational process at NP JSC “Kazakh National Research Technical University named after K.I.Satbayev” (hereinafter referred to as the University).

1.2 The requirements of this procedure apply to all academic processes. The quality of the educational process is an integral goal of the academic activities of all participants: teachers, departments, institutes, administrative workers, and students.

1.3 Monitoring of all work under this procedure is conducted by departments, institutes, and the Commission for Internal Monitoring (hereinafter referred to as IMC at the university level).

1.4 The procedure is mandatory for all employees of the University involved in the academic process.

1.5 For clarity, Appendix A presents a flowchart and input/output matrices of the process "Quality control of the educational process".

1.6 This procedure is an internal regulatory document of the University and is not subject to presentation to other parties, except for auditors of certified bodies during management system audits, as well as to partner consumers (at their request) with the permission of the Head of the University.

2 REGULATORY BASIS FOR OPERATION

– Law of the Republic of Kazakhstan dated July 27, 2007, No. 319-III “On Education”;

– Law of the Republic of Kazakhstan “On amendments and additions to certain legislative acts of the Republic of Kazakhstan on the issues of expanding the academic and managerial independence of higher educational institutions” dated 04.07.18 No. 171-VI;

– Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 30, 2018, No. 595 “On Approval of the Model Rules for the Activities of Educational Organizations of the Relevant Types”;

– Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018, No. 604 “On approval of state compulsory standards of education at all levels of education”.

- Order of the Minister of Education and Science of the Republic of Kazakhstan dated January 20, 2015, No. 19 “On approval of the Rules for the transfer and restoration of students by type of educational organization”;

- Decree of the Government of the Republic of Kazakhstan dated January 19, 2012, No. 111 “On Approval of the Model Rules for Admission to Education in Educational Organizations Implementing Educational Programs of Higher Education”;

- Order of the Minister of Education and Science of the Republic of Kazakhstan dated November 27, 2017, No. 597 “On approval of the Methodology for per capita normative financing of preschool education and training, secondary, technical, and vocational, post-secondary education, as well as higher and postgraduate education, taking into account credit technology of education”;

- Decree of the Government of the Republic of Kazakhstan dated January 23, 2008, No. 58 “On approval of the Rules for awarding an educational grant to pay for higher or postgraduate education with the award of a bachelor's or master's degree”;

- Normative documents of NJSC “KazNRTU named after K.I.Satbayev”;
- ISO quality management standards.

3 DEFINITIONS, SYMBOLS AND ABBREVIATIONS

3.1 Terms and definitions

The University is a multidisciplinary higher educational institution that implements educational programs of higher professional and postgraduate professional education in a wide range of specialties; conducting retraining and (or) advanced training of specialists with higher professional education, scientific and scientific-pedagogical workers; conducting fundamental and applied scientific research; which is the leading scientific and methodological center in its fields of activity.

The quality management system of the university is a set of organizational structures, methods, processes, and resources necessary for the implementation of overall quality management. The Quality Management System should be subject to periodic review by management to analyze the current state, develop and implement management decisions aimed at improving the system.

Top management is a person or group of people who directs and manages an organization at the highest level. The top management at the university is the Academic Council, Head.

Quality management is a part of quality management aimed at fulfilling quality requirements.

The Academic Council is a body of collegiate leadership that conducts the general management of the university.

3.2 Abbreviations

Abbreviation	Full name
GPA	Grade Point Average
EEEA	External evaluation of educational achievements
SCES	State compulsory of educational standard of the Republic of Kazakhstan, in particular Appendix No. 7. Higher education
DIS	Department of Information Systems
DPE	Department of Postgraduate Education
DET	Distance Educational Technology
IC	Individual curriculum
KazNRTU	"Kazakh National Research Technical University named after K.I.Satbayev"

Abbreviation	Full name
APC	Academic Planning Committee
IMC	Internal Monitoring Committee
MES RK	Ministry of Education and Science of the Republic of Kazakhstan
RW	Research work
TS	Teaching staff
QMS	Quality Management System
SIS	Student's independent study
TSIS	Independent work of a student under the guidance of a teacher
GED	General education disciplines
EP	Educational program
OR	Registrar's office
OHS	Occupational health and safety
RQU	Responsible for the quality of the university
WC	Working curriculum of the specialty
MOOC	Massive Open Online Course
TMC	Training and methodology complex
EMC	Educational and Methodological Council

4 DEMO LESSONS

4.1 In order to constantly improve the quality and methodological support of the educational process, the departments develop a schedule for conducting open classes (F KazNRTU 708-01) for teachers who must conduct open classes in the current academic year, while open classes at the department should be held at least once a month.

4.2 When developing schedules, two main objectives of open sessions should be considered:

4.2.1 Improving the skills of young professionals and newly hired teachers through mandatory attendance at classes conducted by an experienced teacher;

4.2.2 Monitoring the quality of classes conducted by young professionals or newly hired teachers by experienced teachers.

4.3 When conducting an open lesson by an experienced teacher, the department is obliged to provide questioning and analysis of the questionnaires of young professionals and newly hired teachers to determine the usefulness of an open lesson.

4.4 When conducting an open lesson, young professionals or newly hired teachers are given a monitoring assessment and recommendations from experienced teachers.

4.5 The results and analysis of open classes should be discussed at a meeting of the department.

4.6 The department or institute may assign unscheduled open classes to a specific teacher by a separate order if it is necessary to assess the pedagogical level of a specialist, but not more than one lesson per semester. The teacher can independently apply to the department about an unscheduled open lesson, including before receiving a recommendation from the department for promotion or certification.

4.7 It is not allowed to conduct more than one open lesson by one teacher in each semester.

4.8 When conducting open classes, all participants in the process must adhere to the following ethical and academic principles:

- friendliness and constructiveness of all visits;
- the topics of open classes held should not be duplicated, teachers conducting open classes should not be repeated;
- the results of the teacher's previous visit to the lesson should be considered;
- non-interference during the training session with the possibility of discussion, questions, and analysis at the meetings of the department.

4.9 The department or institute develops independently and approves the following forms at the meeting of the department / academic council of the institute:

- a questionnaire for evaluating the usefulness of an open lesson (to be filled in by young professionals or newly hired teachers of an open lesson by an experienced teacher);
- a form for assessing an open lesson (to be filled in by experienced teachers for visiting an open lesson by a young specialist or a newly accepted teacher).

These forms are recommended for filling out teaching staff in electronic format (F KazNRTU 708-03 <https://official.satbayev.university.ru/vnutrennie-normativnye-dokumenty/2-uroven-formy-dp-kaznitu>).

4.10 At the end of each semester, the department/institute is required to submit to the office of the vice-rector for academic work an analysis of the questionnaire and assessment forms based on the results of open classes.

5 COMMISSION OF THE DEPARTMENT/institute

5.1 The commission of the department/institute is formed annually on a rotational basis from among the teaching staff of the department / institute is approved at a meeting of the department/academic council of the institute.

5.2 The work of the commission is based on monitoring the conduct of classes, examination sessions, meetings of the SAC/SEC, reports on course projects, holding office hours within the schedules of the department / institute.

5.3 The Commission monitors the implementation of the departmental plans for conducting open classes.

5.4 Based on the results of monitoring, the commission provides a report for discussion at a meeting of the department / institute.

5.5 If a fact of violation of labor discipline, lateness, or disruption of classes due to the fault of the teaching staff of the department / institute, the commission has the right to apply to the IMC to draw up an act of violation (<https://official.satbayev.university.ru/vnutrennie-normativnye-dokumenty/2-uroven-formy-dp-kaznitu> F KazNRTU 708-07).

6 INTERNAL MONITORING COMMISSION

6.1 IMC is formed annually on a rotational basis by one representative from each department.

6.2 The work of the IMC is based on the planned and systematic monitoring of the fact of conducting training sessions for the teaching staff (hereinafter referred to as the teaching staff) without violations, namely the exact time of the beginning and end of the lesson, the degree of attendance by students, familiarizing students with the syllabus of the discipline.

6.3 IMC monitors the conduct of examination sessions with an analysis of the presence of the examiner and proctor(s), the facts of midterm controls and the delivery of course projects, meetings of the SAC and SEC.

6.4 The IMC checks the availability of plans for conducting open classes at the departments, the work of the commissions of the department/institute for monitoring training sessions, the results of the analysis of questionnaires and forms for evaluating open classes with reflection in the minutes of meetings of departments/institutes.

6.6 IMC controls the labor discipline of the teaching staff (lateness or disruption of classes F KazNRTU 708-07) with the preparation of an act of violation, submitted to the office of the vice-rector for academic work.

6.7 IMC has free access to teachers' remote platforms, including entry and attendance of teachers' online classes without interfering with the course of the educational process and the content of materials when teaching DET.

6.8 The educational process is also checked by members of the IMC as internal auditors in accordance with the planned activities (DP KazNRTU 801). At the same time, internal auditors should be employees of other departments, and, if possible, institutions.

6.9 Quality control is conducted based on monitoring the educational process as part of the work of the Commission of internal monitoring with the preparation of a monthly report.

7 RISK MANAGEMENT

№	Name of the risk	Description of the risk	Planned actions to prevent the risk
The quality of the training sessions of the teaching staff			
1	Insufficient level of training of qualified teaching staff	Mismatch of teacher qualifications	Organization of advanced training courses at the university with the involvement of its teaching staff or master classes by experienced teachers. Financing of teaching staff at the expense of the university
2	Failure to meet start and end times	Lateness of the teacher and dissolution of students ahead of time. 1. Untimely start of classes (failure, lateness, poor attendance). 2. Untimely completion of classes (completion of classes ahead of schedule).	Monitoring compliance with labor discipline. Acting against violators. 1. Use of all available labor discipline control systems: Skud, IMC 2. Application of punitive measures against dishonest teaching staff
3	Low student attendance	Less than 60 percent student attendance	Motivating and stimulating students to attend classes. Cancellation of free admission. Organization of the smooth operation of the educational portal from the first days of study
4	Non-compliance with open lecture schedules	Non-compliance with the date of the open classes. Inadequate quality of open lectures.	Monitoring compliance with the training schedule. Visiting all teaching staff declared in the schedule of open classes Discussion of an open lecture at methodological seminars, meetings of departments. Guidelines.
5	Non-compliance with the requirements in the conduct of the SAC for state examinations in specialties and the defense of graduation projects (works)	Failure to comply with the quorum in the conduct of the SAC	Control of the presence of the chairman and all members of SAC. Compliance with all procedures for conducting the SAC and defending graduation projects (works). The presence of an order for the admission of students to protection.
6	Disruption of classes due to the absence of a teacher, without a good reason	Not mastering the full course of discipline by students	Notification of the administration and identification of the reason for the absence of teaching staff
7	Disruption of classes for a good reason by the teacher	Not mastering the full course of discipline by students	Checking for an order to replace the teaching staff
8	Non-compliance with schedules and requirements for midterm controls, office hours, independent work of students and independent work of students under the guidance of a teacher (SIS/TSIS)	Non-compliance with the date of boundary controls, office hours and SIS/TSIS.	Control of compliance with the schedule of midterm controls, office hours and SIS/TSIS. Visiting all teaching staff declared in the schedule of midterm controls, office hours and SIS/TSIS.

8 ANALYSIS AND IMPROVEMENTS

8.1 Teachers who attended an open lesson make up their reviews (F KazNRTU 708-03 and F KazNRTU 708-04), which reflect:

- conclusions and comments;
- proposals for improving the methodology of the educational process.

8.2 Reviews should contain both positive points and constructive comments on the methodology for conducting a training session.

8.3 Reviews are transferred to the head of the department. The content of the review should be familiarized with the teacher, for whose occupation this document was compiled.

8.4 Reviews are analyzed at department meetings, methodological seminars, based on the results of such an analysis; recommendations should be developed to improve the methodology for conducting the educational process.

8.5 The head of the department studies recommendations for improving the methodology of conducting the educational process (based on the results of mutual visits to classes) and makes decisions to improve the methodology of the educational process.

8.6 The head of the department analyzes the organization of the educational process based on the results of the control of classes by the Commission of Intra-university Control IMC. (F KazNRTU 708-05, F KazNRTU 708-07) and plans to improve the organization of the educational process and labor discipline.

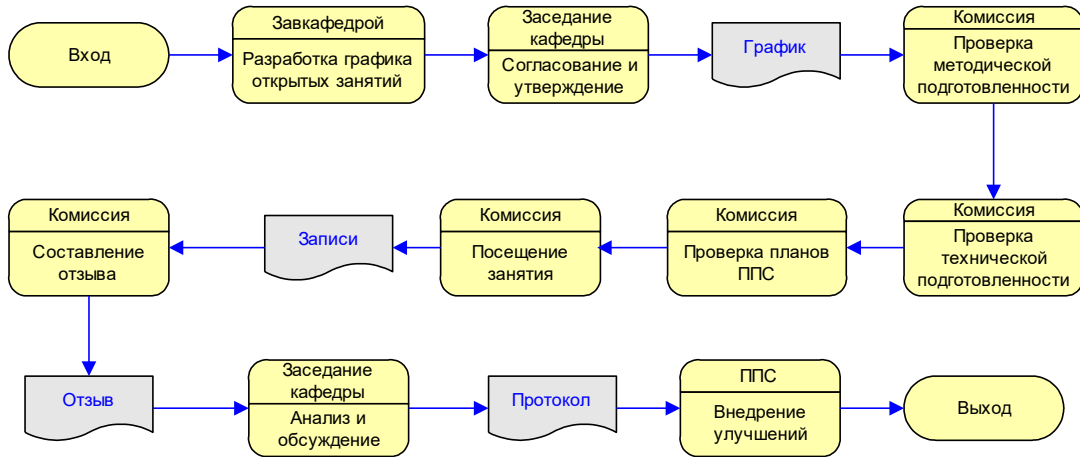
8.7 The decisions made are included in the educational and methodological plan of the department for the next period.

List of forms DP KazNRTU 708

№	Document name	Form	Storage location	Storage period
1	Open class schedule	F KazNRTU 708-01	CDD	Constantly
2	Teacher visit schedule	F KazNRTU 708-02	CDD	Constantly
3	Feedback on the results of attending an open class	F KazNRTU 708-03	CDD	Constantly
4	Feedback on mutual attendance of the lesson	F KazNRTU 708-04	CDD	Constantly
5	Information about disruptions to training sessions	F KazNRTU 708-05	CDD	Constantly
6	Journal of mutual attendance of classes by teachers	F KazNRTU 708-06	CDD	Constantly
7	Act on violation of labor discipline	F KazNRTU 708-07	CDD	Constantly

Annex A

**A. PROCESS FLOW DIAGRAM
"QUALITY CONTROL OF THE EDUCATIONAL PROCESS"**



Inputs		Outputs	
Suppliers	What is supplied	Consumers	What is consumed
Commission	Review, evaluation, questionnaire	Teaching Staff	Inconsistencies

AMENDMENT RECORD SHEET*document designation*

Sequential number of amendment	Section, paragraph of the document	Type of amendment (amend, cancel, add)	Notification number and date	Amendment made	
				Date	Surname and initials, signature, position