 SATBAYEV UNIVERSITY	MINISTRY OF EDUCATION AND SCIENCE OF THE REPUBLIC OF KAZAKHSTAN	
	NON-COMMERCIAL JOINT STOCK COMPANY «KAZAKH NATIONAL RESEARCH TECHNICAL UNIVERSITY NAMED AFTER K.I. SATBAYEV»	
QMS Document 2 level	Documented procedure	DP KazNRTU 715
	Edition №2 « <u>04</u> » <u>06</u> 2019	

**ACADEMIC SUPPORT FOR STUDENTS
DP KazNRTU 715**

Almaty 2019

FOREWORD

1 DEVELOPED by the Department for Student Affairs of NCJSC “Kazakh National Research Technical University named after K.I.Satbayev”

2 AGREED

Responsible for translation

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«30» 08 2022



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3 APPROVED by the decision of the Board « 07 » 06 2019 № 19

4 INTRODUCED to replace edition No.1, 08.07.2016

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ACADEMIC SUPPORT FOR STUDENTS

Documented Procedure № 715

1 PURPOSE AND SCOPE

1.1 This documented procedure defines the structure, content, responsibility and procedure for providing academic support to employees and students at NCJSC “KazNRTU named after K.I.Satbayev” (hereinafter referred to as the University).

1.2 This procedure “Academic Support for Students” (hereinafter referred to as the Procedure or DP) is designed to provide adequate support services consistent with the educational mission and objectives of the University. The quality of services and life on campus contribute greatly to the quality of student learning.

1.3 The requirements of this procedure apply to the organization and planning processes of the University's support services, which include, but are not limited to a well-defined and organized registration page and advisory systems, financial aid and scholarships, housing, career and employment, health, sports, discipline counseling, student organization, extracurricular and cultural activities, security.

1.4 All work under this Procedure is controlled by the chief staff of the Rector, Vice-Rector for Academic Affairs, directors of institutes and heads of the departments.

1.5 The organization and planning of academic support for students at the University is managed by the directors of the Registrar’s Office, the Department of Information Systems, and the Department of Student Affairs.

1.6 The requirements of this documented Procedure are mandatory for all departments of the University.

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

2 REGULATIONS

2.1 The Law of the Republic of Kazakhstan “About Education” № 319-III dated July 27, 2007.

2.2 Law of the Republic of Kazakhstan “About Combating Corruption” dated 18.11.2015 № 410-V.

2.3 Rules for organizing the educational process on credit technology of education, approved by order of the Minister of Education and Science of the Republic of Kazakhstan dated April 20, 2011 № 152.

2.4 Decree of the Government of the Republic of Kazakhstan dated March 12, 2012 № 320 “On approval of the amounts, sources, types and Rules for the provision of social assistance to citizens who are provided with social assistance”, with amendments and additions as of April 25, 2015.

2.5 MS ISO 9000 series.

2.6 Regulations on the commission for financial assistance to students of NJSC “KazNRTU named after K.I.Satbayev”, approved by the decision of the Board № 5 dated 01.24.2018.

3 TERMS, DESIGNATIONS, ABBREVIATIONS

3.1 Terms

The following terms and definitions are used in this Procedure:

3.1.1 **Consultation** is a type of communication, a type of social work, a form of intervention in which a social worker (advisor) helps the client to find out and understand the existence of a problem or goal and consider different options for solving it, recommends specific actions, helps with advice.

3.1.2 **Legal support** - legal education, informing about civil law norms, stimulating legal activity and targeted legislative activity of students and employees.

3.1.3 **Social protection** is a set of principles, rules, methods of legislatively fixed economic, legal and social guarantees that ensure observance of the most important social rights, measures and institutions that ensure their implementation to provide minimally sufficient living conditions, meet the needs of maintaining life support and the active existence of various social groups.

3.1.4 **Difficult life situation** - a situation that objectively disrupts the life of a person (life circumstances arising as a result of a violation of health, conscious or unconscious activity, when natural ties with the immediate environment are violated - with family, relatives, friends, team), a temporary sharp decrease in living standards, lack of material and financial security below the subsistence level of existence, natural disaster or social tension; psychological or moral injury for any reason.

3.1.5 Risks and opportunities that may affect quality, as well as measures to address them:

- organization of subsidized meals for students from families with a difficult financial situation;
- providing a hostel for students from among orphans and children left without parental care and under guardianship;
- providing financial assistance to students, taking into account their academic performance, social status and financial situation;
- monthly compensation of expenses for renting housing at the expense of extra-budgetary funds of the university for non-resident students living in rented apartments;
- provision of pre-medical, emergency medical care, medical support for competitions, entrance exams;
- organization of employment of students during the holidays.

3.2 Designations, abbreviations

Department of Student Affairs	–	DSA
Office of the Registrar	–	OR
Medical Center	–	MC

State Pension Payment Center

–

SPPC

4 GENERAL PROVISIONS

4.1 Social assistance and support for students is one of the highest priority areas of social work carried out at the University, which provides a solution to social problems in order to create optimal conditions for learning and development of students.

The main directions and types of academic support for KazNRTU:

- compliance with the legislation of the Republic of Kazakhstan in relation to students;
- socio-psychological support;
- providing students with social and nominal scholarships, grants, allowances, compensations and subsidies;
- providing material and other assistance to university students;
- health protection.

As part of social support, university students can use the following types of assistance:

4.2 Providing financial assistance in the form of discounts on education, transfer to education at the expense of the state educational grant.

One of the main types of social support for students is the provision of financial assistance to students of a paid form of education who have proven themselves in studies, research work, who can be provided with discounts on tuition, as well as the possibility of transferring to study at the expense of a state educational grant in accordance with the Regulations on commission on financial assistance to students of NJSC “KazNRTU named after K.I. Satbayev”.

The University administration maintains close cooperation and provides significant assistance in the activities of trade union committees to employees and students.

At the university, trade union committees of employees and students provide for the provision of material assistance to employees and students who find themselves in a difficult life situation, as well as in connection with the anniversaries of individuals.

4.3 Organization of preferential meals for students

For students from families with a difficult financial situation, the university provides preferential meals in accordance with the provision of state support to students from among orphans and children left without parental care and under guardianship in accordance with the Decree of the Government of the Republic of Kazakhstan dated March 12, 2012 № 320 with amendments and additions as of April 25, 2015 “On approval of the amounts, sources, types and Rules for the provision of social assistance to citizens who are provided with social assistance”.

4.4 Provision of the dormitory

The institutes create commissions for the distribution of places in student dormitories for the following categories of students who are exempted from paying

for living in them: students from other cities, taking into account the social status, financial situation, students from among orphans and children left without parental care and who are under guardianship.

To receive this form of academic support, students submit the following documents:

- application (in any form);
- information about the family composition;
- certificate confirmation of unemployed parents (if any);
- certificate of death of parents (if any);
- decision on the appointment of guardianship (if any);
- certificate of divorce (if any);

4.5 Rent compensation

Students from socially vulnerable segments of the population and activists, in the absence of the possibility of their settlement in dormitories, forced to live in rented apartments, are paid monthly compensation in accordance with the established procedure at the expense of extrabudgetary funds of the University by order of the Rector.

4.6 Provision of medical care

The University of the Medical Center organized the provision of pre-medical, emergency medical care, the provision of medical care during competitions, entrance exams.

4.7 Organization of student employment

Assistance to student youth in the passage of industrial practice and employment is carried out by the Department of Practice and Career Office of the Registrar.

The formation of the summer student camp “Zhasyl el” from among the students actively participating in the public life of the university, DSA together with the student trade union committee “Zhaskanat” organize employment.

4.8 Advice on social, legal and legal issues

During the academic year, students are consulted on issues related to social support at the University and guarantees provided by the state. Consultations relate to issues of social support (benefits, material assistance, distribution, pension provision) and issues related to social protection. On social and legal issues, the student applies to the DSA.

5 DESCRIPTION OF THE PROCEDURE

5.1 Description of the procedure for social support of students

5.1.1 Social conditions for students include:

- conditions for independent work (libraries, reading rooms, Internet access, laboratories, and etc.);
- conditions for educational work;
- living conditions for non-resident students - dormitories;

- conditions for the versatile development of the individual, for example, circles of interest;

- conditions for cultural leisure activities.

5.2 To receive social benefits, students are provided with a certificate to the SPPC (Form KazNRTU 715-01).

5.3 Social support for students consists of the following stages:

5.3.1 Diagnostic stage

At this stage, the organization of joint activities of all departments of the university. Development of work plans. Conducting training seminars and trainings. Compilation of socio-pedagogical characteristics of study groups. Conducting surveys, testing, interviews, individual and group consultations (Form KazNRTU 715-02).

5.3.2 Analytical stage

Processing and analysis of questionnaires, socio-pedagogical characteristics of study groups. These data help to identify the main problems of students and educational institutions. Compilation of socio-pedagogical characteristics of institutions and the University. Based on the socio-pedagogical characteristics, the DSA creates a database of students in need of socio-pedagogical assistance and support.

5.3.3 Design and search stage

Based on the database of students in need of social and pedagogical assistance and support, a search is made for constructive ways to solve the problem, determine the forms and methods of work, distribute responsibilities, develop individual areas of work and determine the timing of implementation.

5.3.4 Activity stage

Implementation of the planned areas of work. Implementation of coordination activities, acceptance of applications and documents. Provision of social support.

5.3.5 Reflective stage

At this stage, the DSA compares the initial data (problem identification) and the final result of the work done. The analysis is carried out and recommendations for further activities are developed. Planning activities for the next period, taking into account the analysis of the work carried out.

6 PLANNING of ACADEMIC SUPPORT FOR STUDENTS

6.1 The planning of academic support for students is carried out at the appropriate levels of the University and is reflected in:

- action plans of the Institute for the educational work of students (Form KazNRTU 713-01);

6.2 The development of plans for academic support of students is carried out by the Student Support Center of the OR, institutes, DSA, taking into account the recommendations of higher authorities and proposals from institutes, departments and other structural divisions.

6.3 When planning academic support for students, the following are taken into account:

- the results of the implementation of the relevant plans for previous periods;
- the contingent of students;
- proposals received to improve social and educational work;
- coherence of plans.

6.4 The plans for academic support of students should reflect:

- activities for academic support of students;
- measures for the prevention of offenses;
- anti-corruption measures;
- activities to develop the creative abilities of students;
- cultural events;
- attraction of specialists-experts on social, legal and legal issues.

6.5 Coordination of plans is carried out as follows: Institute - OR – DSA.

7 MANAGEMENT OF RISKS

7.1 In the process of conducting an analysis of a business unit, risks may arise, depending on the type of which it is necessary to take measures to resolve and prevent them.

7.2 Risk monitoring is carried out by the Director of the Department of Student Affairs at the stage of planning the activities of the Department and the staff of the DSA, as well as the director of the OR for the first item (issues of providing discounts on tuition).

	Name and description of the risk	Causes of risk	Consequences of risk	Prevention / risk reduction measures	Supporting documents
1	Non-receipt of a discount for education by persons from among orphans and children left without parental care, the disabled, children from large families, families with one breadwinner and other categories studying on a paid basis.	1. Untimely submission of applications by students; 2. Untimely provision of supporting documents; 3. Untimely consideration of received applications at commission meetings.	The student does not receive a tuition discount.	Timely collection of student applications; -Timely consideration of received applications for discounts at commission meetings.	- Transcript about academic performance; -student's identity card; - certificate of death of parents (if any); - decision on the appointment of a guardian (if any); - certificate of disability (if available); - copies of the birth certificate;

	Name and description of the risk	Causes of risk	Consequences of risk	Prevention / risk reduction measures	Supporting documents
					- supporting document of the sole breadwinner (if available); - certificate of income of parents; - information about the composition of the family.
2	Failure to receive food benefits for students who are in the category of orphans, disabled people and patients with tuberculosis.	1. Ignorance of the Laws providing benefits to this category of students; 2. Untimely pre-delivery of supporting documents by them.	Timely material assistance (scholarship) was not provided	- Making a list of students; - timely provision of information to the site.	- List; - death certificate of parents; -birth certificate; -student's identity card; decision on the appointment of a guardian.
3	Provision of places in dormitories by the commission for the distribution of places for socially vulnerable students, according to the submitted applications and documents confirming social status. There is an acute shortage of places in hostels.	Late submission of application and supporting documents.	Student does not get a place in a dormitory.	Timely information about the rules for providing places in the hostel. Competent and objective examination of applications.	Protocol of the commission on the provision of places in the dormitory.
4	Payment of compensation for renting housing to students who received a place in a hostel, which is a violation.	False information provided by directorates of institutes.	Non-return of money by students to the accounting department of the University.	-Joint work by the Directorate of the Institute, the head of the Special Operations Executive (SOE); - work with students (explanatory work, interview,	- List: - an order for the calculation of compensation; order direction; - application (in any form); - information about the family composition;

	Name and description of the risk	Causes of risk	Consequences of risk	Prevention / risk reduction measures	Supporting documents
				entering information on the site, etc.)	- certificate confirming the unemployed parents (if available); - certificate of death of parents (if any); - decision on the appointment of guardianship (if any); - certificate of disability (if available); - certificate of divorce (if any).
5	1.Untimely receipt of medical care by students and employees.	Lack of medicines, incompetence / neglect of health issues, unwillingness to receive services, distrust of medical employees, lack of confidence in getting proper services for recovery, unstable psychological state, suspiciousness, sick. Lack of first aid kits.	Increasing incidence, untimely receipt in the provision of treatment (decrease in the quality of services), claims / complaints of the patient.	Increasing the volume of available information on health issues, promoting a healthy lifestyle, distributing information bulletins, holding lectures, timely purchase of medicines, monitoring dispensary patients, providing first aid kits for training workers and employees through the Management of the State Purchase (MSP). Increasing the effectiveness of communication between honey. work-nicknames and receiving honey. services.	Application to the Management of the State Public Health Office for the purchase of medicines, conducting audio and video presentations and lectures together with Guaranteed Social Care and Medicare with handouts. Compilation of a list of dispensary patients.

8 MONITORING

8.1 Institutes, departments, teaching staff and top management of the University constantly analyze the current state of students' social conditions and

develop recommendations for their improvement. Students are also involved in this work.

8.2 Complaints and claims of students are registered without fail, and the information obtained in this way is analyzed and processed at the appropriate level of the University: Institute - Vice-Rector - Rector.

8.3 Periodically, checks of social conditions for students are carried out, through:

- internal audits;
- conducting sociological research;
- visits by employees of the DSA to dormitories, places of independent work of students;
- visits by the brokerage commission to public catering places for students;
- taking part of teaching staff in mass cultural events of students (Spring in KazNRTU, Nauryz);

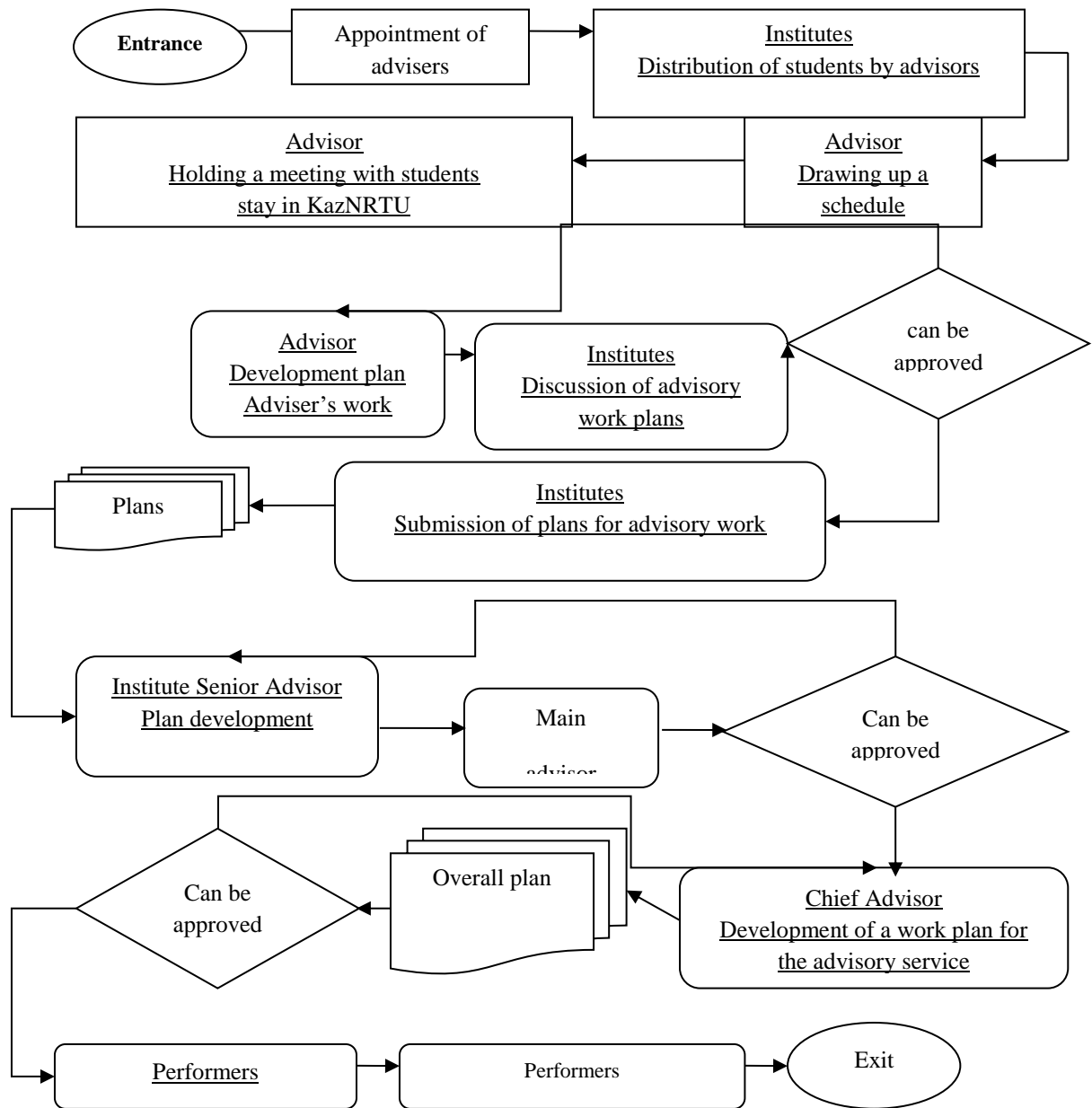
8.4 Measures to improve social conditions for students are included in the development plan of the University.

List of forms BC KazNRTU 715-01

№	Document's name	Form
1	Help in the SPPC for receiving social benefits for students	715-01
2	Adviser Consultation Log	715-02

Appendix A

Planned Block - scheme of the process “Academic support for students” by advisers



Entrances		Exits	
Suppliers	What is supplied?	Consumers	What is supplied?
Advisors	Academic support students	Students	Academic support students
Advisors	Plans	Directors	Reports

AMENDMENT RECORD SHEET _____

Sequential number of amendment	Reason (link to document)	Section, paragraph document	Type of change (replace, cancel, add)	Notification number and date	Amendment made	
					Date	Last name and initials, signature, position