 SATBAYEV UNIVERSITY	NON-PROFIT JOINT STOCK COMPANY KAZAKH NATIONAL RESEARCH TECHNICAL UNIVERSITY named AFTER K.I.SATBAYEV	
Document QMS 2 level	ORGANIZATION STANDARD	
Regulation on structural unit Job instructions	Edition «_01_»_08_2024	ST KazNRTU-04- 2024

**QUALITY MANAGEMENT SYSTEM
GENERAL REQUIREMENTS**

**REGULATION ON STRUCTURAL UNIT
JOB INSTRUCTIONS**

Official Edition

Kazakh National Research Technical University named after K.I. Satbayev

Almaty 2024

FOREWORD

1. DEVELOPED AND SUBMITTED by the Department of Strategic Development of the Non-profit Joint Stock Company "Kazakh National Research Technical University named after K.I. Satbayev."

2. APPROVED AND IMPLEMENTED by the Decision of the Board of Directors of the Non-profit Joint Stock Company "Kazakh National Research Technical University named after K.I. Satbayev" on "_01_"_08_2024 No. _9_

3. The organization standard complies with ST RK 1.5 – 2019 GSTR RK. "General Requirements for the Structure, Presentation, Design, and Content of Standards," ST RK 1.2 – 2021 GSTR RK. Procedure for Developing State Standards and Organizational Standards, and ISO 9000 Series.

4. REPLACED by Edition No. _05_ of "_12_" 2022.

5. FIRST REVIEW PERIOD: 2029

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STANDARD ORGANIZATION**QUALITY MANAGEMENT SYSTEM****REGULATION ON STRUCTURAL UNIT
JOB INSTRUCTIONS
General Requirements****Effective Date 2024 - __ - __****1. Scope of Application**

This standard establishes general requirements for the content and design of the Regulation on the Structural Unit and job instructions for employees, as well as the procedure for developing, approving, implementing, registering, amending, and revising the regulation on the university's structural units (hereinafter referred to as the Unit Regulation, Regulation).

The requirements of this standard apply to all structural units of the university.

The standard does not apply to regulations on elected management bodies (councils) or temporary bodies (committees).

2. Normative References

This standard establishes procedures in accordance with the requirements of the following normative documents:

– Law of the Republic of Kazakhstan "On Education" dated July 27, 2007 No. 319–III ZRK;

– ST RK ISO 9001 – 2016. Quality Management System. Requirements;

– ST RK 1157 – 2002. Higher Professional Education. Quality Management Systems of Educational Organizations;

– ST RK 1.2 – 2021. National Standardization System of RK. Procedure for Developing Standardization Documents;

– RP RK 50.1.1 – 2001 Procedure for Implementing Standards and Normative Documents. Basic Provisions;

– Typical Qualification Characteristics of Pedagogical Staff and Equivalent Positions, approved by the Order of the Minister of Education and Science of the Republic of Kazakhstan dated July 13, 2009 No. 338;

– Qualification Directory of Positions of Managers, Specialists, and Other Employees, approved by the Order of the Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated December 30, 2020 No. 553;

– Charter of the Non-profit Joint Stock Company “KazNITU named after K.I. Satbayev”;

– Internal Regulations of KazNITU named after K.I. Satbayev;

- ST KazNITU–01–2022. Organization Standards. General Provisions;
- ST KazNITU–07–2022. Normative Documents of the University. Procedure for Developing, Agreeing, Approving, Registering, and Updating.

3. Terms, Definitions, Notations, and Abbreviations

3.1 Terms and Definitions

This standard uses terms and definitions based on ISO 9000, as well as those from the normative documents on which it was developed.

University Administration	Officials responsible for managing university employees according to their duties as assigned by the employer.
Internal Normative Document	A normative document developed and approved within the University, with its scope limited to the University
File	A collection of documents (or a single document) related to a specific issue or area of activity within the University, compiled into a separate file
Document	A material object containing information formatted according to established procedures and having a defined status based on this procedure
Position	A job responsibility, job place
Job Instruction	A document defining the organizational-legal status of a position, ensuring conditions for effective work, and supplementing and clarifying the conditions of an individual employment contract
Qualification	The level of preparedness, profession, specialty
Document Coding	Assigning an identification number to a document
Copy	A document identical to the original, intended for direct use in development, production, testing, etc
Organizational Structure	The logical arrangement of executive and managerial links considering their legal and economic relations, forms of activity separation and cooperation; a system of interrelations and distribution of powers and responsibilities among various management and production elements, presented in a schematic form in which the organization performs its functions
Responsibility	Legal and local normative sanctions for non-performance or improper performance of official duties by an employee
Professional Development	Training aimed at continuously improving professional knowledge, skills, and mastery in existing professions
Original Document	A document instance formatted with genuine signatures and having authentic coordination and approval details (seal—if necessary, signature, date, registration number), suitable for duplication
Unit	An officially designated structural-functional unit of the University
Regulation on the Unit	A normative document of the University that establishes the purpose, tasks, functions, internal structure, interaction with other units, rights, and responsibilities of the unit as a working team and element of the organizational-management structure of the University
Order	A directive document issued by the Rector of the University for resolving operational and strategic tasks of the University

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Procedure	A sequence of actions that must be performed to ensure the execution of a process(es) functioning in the University	
Process	A set of interrelated or interacting activities using inputs to produce a planned result	
Rights	Normatively defined scope of possible actions of a University employee in performing their work	
Rector	The person officially entrusted with the function of managing the collective	
Job Duties	The normatively established and obligatory scope of actions assigned to an employee	
Structural Unit (Unit):	An element of the University's organizational structure and its associated employees, performing a designated scope of work, responsible for the tasks assigned to them	
Qualification Requirements	Requirements for education, experience, and the ability of an employee to perform assigned work according to documented requirements of the University	
Management of Organizational Structure	Activities aimed at improving the efficiency and effectiveness of the University through the creation, reorganization, and liquidation of units, management positions, management bodies, and other elements of the organizational structure	
Staffing Table	The approved list of nomenclature positions of the University	

3.2 Notations and Abbreviations

- **IND** – Internal Normative Documents
- **Prorector** – Vice-Rector
- **KazNRTU** – Kazakh National Research Technical University named after K.I. Satbayev
- **MS** – International Standard
- **DDMS** – Department of Youth and Sports Affairs
- **DDSSLD** – Department of Documentation Support and State Language Development
- **DO** – Dependent Organizations
- **DEQ** – Department of Evaluation and Quality
- **DC** – Department of Construction
- **DSS** – Department of Service Support
- **DSD** – Department of Strategic Development
- **HR** – HR Service
- **ISO**

4 General Provisions

4.1 Regulation of the Department

4.1.1 The regulation of the department is an internal organizational document developed to establish organizational and legal functions for the department,

rationality delimit authority, and define the rights, responsibilities, and accountability of the department head.

4.1.2 The regulation of the department is an integral part of the university's quality management system documentation.

4.1.3 The regulation of the department serves as the basis for developing standard and, if necessary, personalized job descriptions for department employees.

4.1.4 The regulation of the department is developed in accordance with the university's current organizational and managerial documents and this standard. The responsibility for the development/changes of regulations for structural units and job descriptions lies with the heads of the respective structural units.

4.2 Job Description

4.2.1 A job description is an internal organizational document that regulates the production powers and duties of an employee.

4.2.2 Job descriptions are developed by the department head for their direct subordinates. The responsibility for developing/changes to job descriptions lies with the heads of the respective departments. Job descriptions for the Chairman and Members of the Board are developed by the department (Legal and Regulatory Affairs Department or HR Service) under the guidance of the Vice-Rector for Academic Affairs and Human Resources.

4.2.3 Job descriptions are developed in accordance with the regulation of the department. The set of job descriptions covers all functions of the department and distributes the workload evenly among employees, considering their qualification level. Each job description contains a clear definition of how the job differs from all other jobs.

4.2.4 The job description contains information necessary for managing personnel. The HR Service is responsible for ensuring that the organization is provided with job descriptions.

4.2.5 The need for developing and revising regulations and job descriptions may arise in the following cases:

- Changes in the organizational structure of the University or its departments;
- Changes in the staffing schedule.

5 General Requirements for Structuring, Content, and Design of Organizational Documents

5.1 Creation of a New Structural Unit

5.1.1 The creation of a new structural unit within the university is carried out by an order from the Chairman of the Board - Rector based on a decision by the Board of Directors. The Board of Directors/Board makes the decision to create a new unit based on a report from the person interested in creating the unit and pre-submitted materials to the Board members about the tasks, functions, structure, and staffing of the new unit. If the information materials about the new unit include a draft regulation, it must also be agreed upon with all necessary instances. The

content and design of the draft regulation for the new (renamed, reorganized) unit must comply with the university's current normative legal documentation.

The operation of the new unit begins after the approval of the regulation of the department, the job description of the unit head (acting head), and the assumption of office.

The recommended order for creating university structural units is as follows:

1. Development of the draft regulation of the unit (together with the candidate for the head of the unit);
2. Issuance of an order by the Chairman of the Board - Rector on the creation of the unit;
3. Issuance of an order by the Chairman of the Board - Rector on the staffing structure of the unit;
4. Issuance of an order by the Chairman of the Board - Rector on the appointment of the head and specialists of the unit.

5.2 Reorganization of a Structural Unit

5.2.1 The reorganization of a structural unit involves transforming the unit, which includes changing its type, position in the university's organizational structure, internal structure, or merging with or splitting from other units.

5.2.2 Reorganization of a university unit is carried out by an order from the Chairman of the Board - Rector of the University.

5.2.3 The reorganization of a unit is accompanied by the approval of a new regulation for the unit. In this case, the following activities must be carried out:

1. Development by the unit head of a draft regulation for the unit;
2. Notification of employees about changes in working conditions (in accordance with labor legislation);
3. Issuance of an order by the Chairman of the Board - Rector on the reorganization of the unit;
4. Issuance of an order by the Chairman of the Board - Rector on changes to the staffing schedule;
5. Conclusion of agreements with employees of the unit to fix changes that have occurred with the unit (if necessary).

5.3 General Requirements for Structuring, Content, and Design of the Regulation of the Structural Unit

5.3.1 The regulation of the unit generally includes the following structural elements:

- Title page;
- Preface;
- Table of contents;
- 1 Main Purpose;
- 2 Normative Basis of Activities;

- 3 Unit Structure;
- 4 Functions of the Unit and Distribution of Responsibilities;
- 5 Work Planning and Reporting;
- 6 Interaction with Other Structural Units;
- 7 Material and Informational Support;
- 8 Provision of Working Conditions and Personnel Safety;
- 9 Recordkeeping and Confidentiality;
- Appendices;
- Change register page.

5.3.2 Page margin settings should be as follows, in cm:

- Left – 3 cm
- Top – 2 cm
- Bottom – 2 cm
- Right – 1.5 cm

Paragraph indent – 1.25 cm with a 1.0 line spacing. Font size (Times New Roman) 14 for the entire document, font size (Times New Roman) 12 for tables, and font size (Times New Roman) 10 for headers and footers.

5.3.3 The composition and arrangement of sections in the regulation, as well as the names of individual sections, can be changed depending on the unit's specifics.

5.3.4 An example of the title page of the regulation is provided in **Appendix A**.

5.3.5 The Preface should be placed on the next page of the regulation and formatted according to **Appendix B**.

5.3.6 An example of the Table of Contents is provided in **Appendix C**.

5.3.7 The "Main Purpose" section (Appendix D) includes:

- The place of the unit in the university structure (the unit can be independent or part of a larger unit); subordination of the unit (to whom the unit reports – directly to the head or to the vice-rector, head of department, service, etc.);
- The purpose (goals, main tasks) of the unit in the university management system;
- The procedure for the creation and liquidation of the unit (if necessary).

5.3.8 The "Normative Basis of Activities" section lists external and internal normative documents in accordance with which this regulation was developed. If there are many documents, this list can be tied to the sections of the regulation and the functions of the unit, following the form provided in **Appendix E**.

5.3.9 The "Unit Structure" section specifies:

- The structure of the unit, the procedure for its formation and approval;
- The procedure for appointing, removing, and replacing the unit head, qualifications required for the head's position – education, experience, qualification category;
- The presence and number of deputies;
- The procedure for approving the regulations of the unit's structural units, approving job descriptions for employees;
- The procedure for forming the unit's staff.

- The unit's structure is reflected:
 - Textually – by listing structural units (departments, groups of employees performing tasks in specific areas, or individual employees) and describing the interconnections between them;
 - Graphically – in the form of a diagram showing the structural units of the unit, administrative (solid lines) and, if possible, functional (dashed lines) connections between them.

An example of the "Unit Structure" section is provided in **Appendix F**.

5.3.10 The "Functions of the Unit and Distribution of Responsibilities" section includes:

- The main actions or types of work performed by the unit to achieve its main tasks;
- Distribution of functions (duties) and responsibilities among unit employees;
- Job duties, personal rights, and responsibilities of the unit head in accordance with current legislation (if necessary).

The functions of the unit are described by listing the structural units in the "Unit Structure" section and provided in Appendix G. If there are no structural units within the department, its functions are listed in order of significance or sequence of execution.

The regulation usually states that the responsibility of the unit employees is established by job descriptions.

The distribution of functions (duties) among the unit employees should be fixed in the form of a responsibility matrix as provided in Appendix H. The first item in the "Functions" column must be "Development of the unit's work plan," and the last item must be "Preparation of the report for the past academic year."

5.3.11 The "Work Planning and Reporting" section (**Appendix I**) describes the procedure for planning activities and reporting to higher authorities, university departments, and external organizations. The sequence and timing of the start and end of work, as well as the presentation of information and documents, can be outlined in the form of a calendar matrix as provided in **Appendix J**.

5.3.12 In the "Interaction and Connections with Other Departments" section (**Appendix K**), describe:

- The unit's interaction with other departments and officials in terms of material (work, material values) and informational (documents) flows;
- The frequency and deadlines for performing work, providing information, documents, and material values;
- The procedure for resolving disputes arising between departments. The description of informational and material flows between interacting departments should be presented in tabular form.

5.3.13 In the "Material and Informational Support" section, describe:

- Internal and external sources and procedures for providing the unit with equipment, furniture, office supplies, etc.;

- The organization of accounting and preservation of material values;
- The procedure for providing normative documents, educational literature, and other informational resources.

5.3.14 In the "Provision of Working Conditions and Safety for Personnel" section, describe the rules for maintaining the sanitary and hygienic condition of the premises assigned to the unit and ensuring work safety, or reference normative documents that establish these rules, as well as specify responsible officials.

5.3.15 In the "Record Keeping and Confidentiality" section, list the types of records maintained by the unit and specify the official responsible for record-keeping. An example of the formatting for sections 7, 8, and 9 is provided in Appendix L. The list of the unit's records is provided in Appendix R. If necessary, this section should also define the types of confidential information (documents) and the rules for handling such information.

5.3.16 An example of the Change Registration Sheet formatting is provided in **Appendix C**.

5.4 General Requirements for the Structure, Content, and Formatting of Job Descriptions

5.4.1 A job description includes the following structural elements and sections:

- Title page;
- Foreword;
- Table of Contents;
- 1 General Provisions;
- 2 Job Duties;
- 3 Rights;
- 4 Responsibilities;
- Change Registration Sheet.

5.4.2 Page margin parameters should be as follows (in cm):

- Left: 3 cm,
- Top: 2 cm,
- Bottom: 2 cm,
- Right: 1.5 cm. Paragraph indentation: 1.25 cm with 1.0 spacing. Font size (Times New Roman) 14 for the entire document.

5.4.3 Job descriptions are formatted according to the requirements of this standard.

5.4.4 An example of a job description format is provided in **Appendix T**.

5.4.5 The foreword should be placed on the next page of the job description.

5.4.6 Section 1 "General Provisions" consists of four subsections:

- Subsection 1.1 outlines the position's place within the department structure;
- Subsection 1.2 "Qualification Requirements" specifies the level of professional training needed for the role, including educational and work experience requirements (see Qualification Requirements for Positions at KazNITU named after K.I. Satbayev);

– Subsection 1.3 “Must Know” includes the basic requirements for the employee in terms of special knowledge, as well as knowledge of legislative and normative legal acts, regulations, instructions, and other materials, methods, and tools required for performing job duties;

– Subsection 1.4 describes the subordination of the employee (to whom the employee reports - directly to the supervisor, vice-rector, head of department, service, etc.).

5.4.7 In Section 2 “Job Duties,” list:

– The primary actions or types of work the employee performs to achieve the main tasks assigned;

– Job duties, personal rights, and responsibilities of the employee in accordance with current legislation (if necessary). If the unit does not have structural units, its functions are described in order of importance or sequence of performance;

– Major labor functions that may be fully or partially assigned to the employee, considering technological uniformity and interrelation of tasks to ensure optimal specialization of staff. The job descriptions for specialists include internal qualification categorization within the same position without changing its name, as established by the head of the organization, considering the employee's degree of independence, responsibility for decisions, work attitude, effectiveness and quality of work, as well as professional knowledge, practical experience, and work experience in the specialty.

5.4.8 An example of the Change Registration Sheet format is provided in Appendix C.

6 Development, Approval, Implementation, and Registration of the Department Regulation and Job Descriptions

6.1 Methodological guidance for developing the Department Regulation and Job Descriptions is provided by the Assessment and Quality Department of the Strategic Development Department (hereinafter – DSR).

6.2 The development and approval of the Department Regulation and Job Descriptions are carried out independently by the structural departments.

6.3 The development of the Regulation and Job Descriptions is carried out by the head of the department.

6.4 The drafter prepares the draft Regulation and Job Descriptions, ensuring their structure, content, and formatting comply with the requirements of Section 4. The draft is prepared in both paper and electronic formats.

6.5 The draft Department Regulation is approved by the higher-level supervisor and officials listed in the “Interactions” section. Approval may involve, for example:

- The supervising vice-rector;
- The vice-rector for Administrative Affairs and Human Resources;
- Heads of departments interacting with the department in question;
- The HR Service Director;

- The Head of the Assessment and Quality Department;
- The Head of the Legal Support and State Procurement Department;
- The Head of the Documentation and State Language Development Department.

The specific list of approving departments and officials is determined by the department head.

6.6 Coordination with other departments is conducted on a bilateral basis.

6.7 The DSR assigns the code to the Regulation and Job Descriptions.

6.8 The department head organizes the familiarization of department employees with the approved Regulation and Job Descriptions. The original of the approved Regulation and Job Descriptions is submitted to the DSR.

7 Amendment, Revision, and Cancellation of the Department Regulation and Job Descriptions

7.1 Amendments to the Department Regulation and Job Descriptions are made by department heads in the following cases:

- During scheduled revisions of the Regulation and Job Descriptions;
- During reorganization, renaming of the department, changes in its subordination, or changes in the staffing schedule;
- Changes in normative foundations of activities;
- At the initiative of the management and employees of the department to improve operations;
- Based on the results of internal and/or external audits of the university's quality management system.

7.2 The procedure for approving amendments to the Regulation and Job Descriptions is similar to the procedure for approving the Regulation and Job Descriptions.


7.3 If a significant number of changes are required, a new version of the Regulation and Job Descriptions should be developed.

7.4 Scheduled revision of the Regulation and Job Descriptions is carried out by department heads at least once every three years, including after reappointment to the position.

7.5 The cancellation of the existing Department Regulation and Job Descriptions is carried out upon approval of the new version or liquidation of the department. Necessary amendments and additions are made to the university's current organizational and managerial documents.

Appendix A

Example of a Title Page Layout for a Regulation on a Structural Division

 SATBAYEV UNIVERSITY	NON-PROFIT JOINT STOCK COMPANY KAZAKH NATIONAL RESEARCH TECHNICAL UNIVERSITY named AFTER K.I.SATPAYEV	
Regulation on the Structural Division	Edition « <u> </u> » <u> </u> 2024	P 029-04-01-02.1.01-2022

REGULATION**on the Department of Strategic Development****R. 029 D.02-02 – 2024**

Almaty 2024

Example of a Preface Layout

PREFACE

1. DEVELOPED by the Department of Strategic Development of the NJSC "Kazakh National Research Technical University named after K.I. Satpayev"

Director of the Department
of Strategic Development _____ M. Yensebayeva
" __ " _____ 2024

2. AGREED

Member of the Board – First Vice-Rector
for International Cooperation
and Strategic Development _____ S. Yermekbayev
" __ " _____ 2024

Director of HR Service _____ A. Beisova
" __ " _____ 2024

Acting Head of the Legal Support
and State Procurement Department _____ T. Abukenov
" __ " _____ 2024

Head of Documentation Support and
State Language Development Department _____ Zh. Orazbayeva
" __ " _____ 2024

3. APPROVED by the order of the Chairman of the Board - Rector dated " __ " _____ 2024 No. ____

4. INTRODUCED for the first time

Appendix C

Example of a Table of Contents Layout

TABLE OF CONTENTS

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Example of Section 1 "Main Purpose"

1 MAIN PURPOSE

1.1. The Department of Strategic Development (hereinafter referred to as the Department) is a structural division of the NJSC "Kazakh National Research Technical University named after K.I. Satpayev" (hereinafter referred to as the University, KazNRTU, or SU).

1.2. The Department is subordinate to the Member of the Board – First Vice-Rector for International Cooperation and Strategic Development.

1.3. The Department is headed by the Director, who is appointed and dismissed by the order of the Chairman of the Board – Rector of the University.

1.4. The main goal of the Department's activities is to achieve sustainable development of the NJSC "Kazakh National Research Technical University named after K.I. Satpayev" through strategic management, a model of good governance, including project management and quality assurance.

1.5. Main tasks:

1.5.1. Management of strategic development processes at the University, taking into account the recommendations of the Strategic Planning Committee of the Board of Directors on priority areas of KazNRTU's Development Program.

1.5.2. Organization of the development of strategic programs for the institutes and structural divisions of KazNRTU and monitoring their implementation.

1.5.3. Coordination of external and internal evaluations, including licensing, certification, and accreditation of KazNRTU's educational programs.

1.5.4. Monitoring compliance with regulatory requirements and evaluating the effectiveness of the University's quality assurance system.

1.5.5. Ensuring communication with external and internal stakeholders through data management (collection, analysis, interpretation of results).

1.5.6. Conducting research to support data-driven decision-making, strategic planning, and reporting.

1.5.7. Collecting, monitoring, and analyzing institutional data, supporting management decisions regarding scientometrics (e.g., Web of Science, Scopus).

1.5.8. Representing the University in international and national rankings, contributing to audits (e.g., QS Stars), and promoting KazNRTU in the field of education and research.

1.6. In the absence of the Director (leave, illness, business trip), responsibilities are fulfilled by the Deputy Director or an authorized person.

1.7. Department staff are appointed and dismissed by order of the Board Member – Vice-Rector for Administrative Affairs, upon the recommendation of the Director.

1.8. Employees must meet qualification requirements and fulfill duties in accordance with job descriptions.

1.9. The Department independently interacts with all structural divisions of the University, external enterprises, and organizations.

Appendix E

Example of Section 2 "Normative Basis of Activities" Layout

2 NORMATIVE BASIS OF ACTIVITIES

- Constitution of the Republic of Kazakhstan, dated 30.08.1995;
- Law of the Republic of Kazakhstan "On Education" dated 27.07.07 No. 319-III;
- Law "On Countering Corruption" dated 18.11.2015 No. 410-V;
- Law "On Accreditation in Conformity Assessment" dated 05.07.2008 No. 61-IV;
- Law "On Science" dated 18.02.2011 No. 407-IV;
- Law "On Languages in the Republic of Kazakhstan" dated 11.07.1997 No. 151-I;
- Law "On Joint Stock Companies" dated 13.05.2003 No. 415-II;
- Law "On Non-Profit Organizations" dated 16.01.2001 No. 142-II;
- Higher Education and Science Development Concept for 2023-2029, approved by the Government;
 - Anti-Corruption Standards for transparency in higher education, approved by the Ministry of Education of Kazakhstan;
 - International Quality Standards ISO;
 - Labor Code of the Republic of Kazakhstan dated 23.11.2015 No. 414-V;
 - Charter of the NJSC "Kazakh National Research Technical University named after K.I. Satpayev";
- Quality Manual and Quality Policy of KazNRTU.

Appendix F

Example of Section 3 "Structure of the Division" Layout

3. STRUCTURE OF THE DIVISION

- Director and Deputy Director of the Department of Strategic Development.
- Head of the Evaluation and Quality Department,
- Head of the Information and Analytical Department,
- Head of the Strategic Management Department,
- Head of the Institutional and Scientometric Research Department
- Senior Managers,
- Leading Specialists
- Specialists.

Example of Section 4 "Functions and Responsibilities" Layout

4. FUNCTIONS AND RESPONSIBILITIES**4.1 Evaluation and Quality Department**

4.1.1 Study of external evaluation methodologies (certification and accreditation).

4.1.2 Submission of licensure documents.

4.1.3 Assurance of compliance.

4.2 Information and Analytical Department

4.2.1 Definition of key performance indicators.

4.2.2 Development of data systems.

4.3 Strategic Management Department

4.3.1 Conducting analysis.

4.3.2 Updating management strategies.

4.4 Institutional and Scientometric Research Department

4.4.1 Study and analysis of institutional data.

4.4.2 Conducting research.

Appendix H

Example of formatting Section 5 "Work Planning and Reporting"

5 WORK PLANNING AND REPORTING

5.1 The annual work plans of the Department are prepared by the Department's management based on the plans of its divisions and are approved by the First Vice-Rector for International Cooperation and Strategic Development.

5.2 Once a year, a report on the Department's work is presented to a Board member – the First Vice-Rector for International Cooperation and Strategic Development.

5.3 Annually, in July, a management review analysis is conducted for the management report.

5.4 The procedure for planning the Department's activities and submitting reports to senior management, university departments, and external organizations is presented in the form of a calendar matrix (Appendix B).

Appendix I

Example of formatting Section 6 "Interactions and Relations with Other
Departments"**6 INTERACTIONS AND RELATIONS WITH OTHER
DEPARTMENTS**

The Department interacts with other structural divisions as needed, based on the responsibilities and activities outlined above, and with external organizations within its competence.

Appendix J

Example of formatting Sections 7 "Material and Information Support", 8 "Work Conditions and Personnel Safety", 9 "Record Keeping, Rights, and Confidentiality"

7 MATERIAL AND INFORMATION SUPPORT

7.1 Material and information support for the Department is provided as necessary, based on requests and according to the requirements of documented procedures.

7.2 Equipment repairs, printer and copier refills, and software installation for the Department are carried out by the unit responsible for information technology, based on requests.

7.3 Material assets are accounted for by a responsible person appointed by the Director of the Department.

8 WORK CONDITIONS AND PERSONNEL SAFETY

Ensuring work conditions and personnel safety is carried out in accordance with the legislative framework of the Republic of Kazakhstan and the university's regulatory documentation.

9 RECORD KEEPING, RIGHTS, AND CONFIDENTIALITY

9.1 The Department's record keeping is conducted in accordance with the "Consolidated File Classification Schedule of KazNITU named after K.I. Satpayev," approved in the prescribed manner, following the requirements of the relevant documented procedures (Appendix C).

9.2 Confidentiality. Each Department employee is fully responsible for the safekeeping and non-disclosure of confidential information accessed in the course of their duties.

9.3 Rights:

9.3.1 _____;

Appendix K

Example of formatting Appendix A "Responsibility Matrix"

Appendix A 1

Responsibility Matrix of the Department of Evaluation and Quality

No	Function	Position					
		Director	Deputy Director	Head of Department	Senior Managers	Lead Specialist	Specialist
1	Study of methodology, standards, and criteria of accreditation agencies	M	M	A	R	I	I
2							

- R – Responsible (performs);
- A – Accountable (bears responsibility);
- C – Consult before doing;
- I – Inform after doing;
- S – Supported (provides assistance);
- M – Manage (manages).

Appendix L

Example of formatting Appendix B "Work Calendar Matrix"

Appendix B 1

Work Calendar Matrix of the Department of Evaluation and Quality

No	Type of Work	Person Responsible	Where/ To Whom Submitted	September	October	November	December	January	February	March	April	May	June	July	August
1	Study of methodology, standards, and criteria of accreditation agencies	Head of Department, Lead Specialist	Director of Department												
2	And so on														

Appendix M

Example of formatting Appendix C "File Classification Schedule"

Appendix B

File Classification Schedule

Code	Document Type	Responsible Unit	Notes
02-03-01	Non-normative acts (orders, instructions) of KazNRTU management regarding the activities and employees of the Department of Strategic Development (copies)	ДМН	Originals are kept in files 01-02, 01-03, 01-04
02-03-02			

Appendix N

Example of formatting the Change Registration Sheet

Change Registration Sheet _____*Document Designation*

Change sequence number	Section, paragraph of the document	Type of change (replace, cancel, add)	Notice number and date	Revision made	
				Date	Name and initials, signature, job title

English translation prepared by the Strategic development department of NJSC
"Kazakh National Research Technical University named after K.I. Satpayev"