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| <p><b>СӘТБАЕВ</b><br/>УНИВЕРСИТЕТИ</p>  | <p><b>NON-PROFIT JOINT STOCK COMPANY<br/>KAZAKH NATIONAL RESEARCH TECHNICAL UNIVERSITY<br/>NAMED AFTER K.I. SATPAYEV</b></p> |                              |
| <p>QMS document<br/>of 2<sup>nd</sup> level</p>  | <p>Documented procedure</p>  | <p>DP of KazNRTU<br/>705</p> |
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**EDUCATIONAL PROCESS**

**DP of KazNRTU 705**

Almaty 2024

**PREFACE**

**1 DEVELOPED** by: Department of planning and organization of the educational process at NPJSC “Kazakh National Research Technical University named after K.I. Satpayev”

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## EDUCATIONAL PROCESS

### Documented procedure # 705

#### 1 GENERAL PROVISIONS

1.1 The given "Educational Process" procedure, hereinafter referred to as "Procedure", was developed with the purpose to manage the educational process at NPJSC "Kazakh National Research Technical University named after K.I. Satpayev" (hereinafter referred to as University).

1.2 The given procedure establishes a unified procedure for planning the educational process and its modernization, including its organizational and resource provision, definition of input and output data, analysis of implementation, as well as the procedure for providing educational services at various stages of the educational process.

1.3 Requirements of this procedure apply to the educational process.

1.4 Management of the organization and planning of the educational process at University is carried out by departments subordinate to Vice-provost for academic development, Vice-provost for academic management.

1.5 Requirements of the procedure are mandatory for application in all departments of University directly related to the planning and organizational support and conduct of the educational process.

1.6 All work under this procedure is supervised by Vice-Rector for Academic Affairs, Vice-provost for Academic Development, Vice-provost for Academic Management, Institutes' directors and departments' heads.

1.7 The procedure is mandatory for the entire teaching staff of the University.

1.8 The given procedure is University's internal regulatory document and is not subject to presentation to other parties, except for auditors of certification bodies during inspections of management systems, as well as to consumers-partners (upon their request) with the permission of University's Rector.

#### 2 REGULATORY DOCUMENTS

The given procedure contains references to the following regulatory documents:

- Law of the Republic of Kazakhstan "On Education" dated 07/27/2007 No. 319-111;

- Law of the Republic of Kazakhstan "On Languages in the Republic of Kazakhstan" dated 11.07.1997 No. 151-I;

- Law of the Republic of Kazakhstan "On Combating the Corruption" dated 11/18/2015 No. 410-V RKL Z (with amendments and additions)

- The anti-corruption standard for ensuring the openness and transparency in

organizations of higher and (or) postgraduate education. Approved by the decree of Minister of Education and Science of the Republic of Kazakhstan dated 05/24/2020 No. 174 (with amendments and additions)

- Law of the Republic of Kazakhstan "On Amendments and Additions to Certain Legislative Acts of the Republic of Kazakhstan on expanding the academic and managerial independence of higher educational institutions" dated July 4, 2018 No. 171-VI RKL;

- Rules for organizing the educational process on credit technology of education in organizations of higher and (or) postgraduate education. Approved by the decree of Minister of RK Science and Higher Education dated 04/20/2011 No. 152 (with amendments and additions);

- Standard rules of activity of organizations of higher and (or) postgraduate education. Approved by the decree of Minister of RK Science and Higher Education dated 10/30/2018 No. 595 (with amendments and additions).

- State mandatory standard of higher and postgraduate education. Approved by the decree of Minister of RK Science and Higher Education dated 07/20/2022 No. 2 (with amendments and additions);

- ST RK 1157-2002 "Higher vocational education".

- ST RK ISO 9001-2009. "Quality management systems. Requirements".

- ST NPJSC 3894979-07-2021 "Organization standard. The quality system. Normative documents of University. Procedure for development, coordination, approval, registration and updating".

- Rules of credit technology of education at NPJSC "Kazakh National Research University named after K.I. Satpayev" (Bachelor's), approved by the decision of Board at NPJSC "Kazakh National Technical University named after K.I. Satpayev" dated 10/24/2023.

- Charter of NPJSC "Kazakh National Research Technical University named after K.I. Satpayev", approved by the decree of Minister of Education and Science of the Republic of Kazakhstan.

- University's mission, strategy, policy and goals in the quality sphere.

### 3 TERMS, DESIGNATIONS, ABBREVIATIONS

#### 3.1 Terms

In the given procedure, terms and definitions are used in accordance with Laws of the Republic of Kazakhstan "On Education", "On Technical Regulation", Rules for conducting the ongoing monitoring of academic performance, intermediate and final certification of students, approved by the decree of Minister of Education and Science of the Republic of Kazakhstan dated 03/18/2008 No. 125 with amendments and additions for 2014.

The following terms and definitions are used in this procedure:

- **ongoing monitoring of students' academic performance** - systematic knowledge testing in accordance with the professional curriculum conducted by

the teacher in classroom and extracurricular classes according to the schedule during the academic period;

- **intermediate certification of students** - a procedure carried out in order to assess the quality of students' mastering the content of part or the entire volume of one academic discipline after completing its study;

- **final certification of students** (Qualification Examination) - a procedure carried out in order to determine the degree to which they master the scope of academic disciplines provided for by the state mandatory standard of education;

- **report** - a final text, graphic, or other form of document confirming the fact that a specific job has been completed.

- **academic calendar** - a calendar of educational and control events, professional practices during the academic year, indicating the days of rest (vacations and holidays).

- **academic hour** - the time of the student's contact work with the teacher according to the schedule for all types of training classes (classroom work) or according to the separately approved schedule;

- **student's independent study** (SIS) – the work on a specific list of topics allocated for independent study, provided with educational and methodological literature and recommendations, controlled in the form of tests, control papers, colloquiums, abstracts, essays and reports; depending on the category of students, it is divided into independent work of the student (SIS);

- **student's independent study under the teacher guidance** (TSIS) – student's extracurricular work under the teacher guidance, conducted according to the approved schedule; depending on the category of students, it is divided into:

- **control of students' academic achievements** – checking the level of students' knowledge with various forms of control (current, midterm and final) and attestation, determined independently by the higher educational institution.

### 3.2 Designations and abbreviations

|              |  |
|--------------|--|
| <b>QMS</b>   | – Quality management system;   |
| <b>SRD</b>   | – Student Registration Department;                                   |
| <b>SCSE</b>  | – State compulsory standard of education                             |
| <b>IITPD</b> | – Institute of Information Technology and Professional Development ; |
| <b>EMC</b>   | – Educational and Methodical Complex;                                |
| <b>EMC</b>   | – Educational and Methodological Council;                            |
| <b>TSIS</b>  | – Student's independent study under the teacher guidance;            |
| <b>SIS</b>   | – Student's independent study;                                       |
| <b>OHS</b>   | Occupational health and safety;                                      |
| <b>TS</b>    | – Teaching staff   |

## 4 TASKS

4.1 The main tasks to be solved in organizing and planning the educational process are:

- determining the principal directions for organizing the educational process within

the framework of strategic planning;

- development of a unified approach to solving the planning problems related to the organization of the educational process;
- planning the individual work of University's teaching staff;
- introducing the innovative methods in educational process planning.

## **5 PROCEDURE FOR DEVELOPING THE PLANS**

5.1 Organizing the educational process within the framework of one academic year is carried out on the basis of the academic calendar (KazNRTU 705-01) and the schedule of the educational process (KazNRTU 705-06).

5.2 Organization and planning of the academic load of the teaching staff (TS) is carried out on the basis of:

- working curricula;
- registration of students for academic disciplines;
- calculation of credit hours and staff by department;
- a study load distribution plan;
- time standards approved by the decree of Rector for the types of academic work performed by the teaching staff.

5.3 Calculation of credit hours and staff (F KazNRTU 705-02) for the department in accordance with the established requirements is performed on the basis of a specified contingent of students, individual student plans and approved work curricula for the degree program.

5.4 In the calculation of credit hours and staff for the department, the following are indicated:

- full name of the lecturer chosen by the students;
- discipline name;
- Institute name;
- DP cipher;
- language of instruction;
- form of education;
- course;
- number of students;
- number of credits based on WC;
- number of credits allocated for: lectures, laboratory classes, studio and practical classes;
- number of credits by type of practice;
- number of credits for managing the thesis (project);
- hourly fund based on AC and reviewers;
- total credits.

5.5 Calculating the credit hours of the department is signed by the department head, Institute director, and then approved by Vice-rector for Academic Affairs, whose signature is sealed. Heads of departments are responsible for the accuracy of calculations.

5.6 Heads of departments provide the Department of planning and organization of the educational process (hereinafter - DPOEP) with the total amount of the academic load within the prescribed period (the first year - after admission of entrants) according to the norms of load distribution.

#### 5.7 DPOEP:

- checks the correctness of calculations;
- makes up the annual academic load and submits for approval the calculation of hours and staff based on University;

5.8 University's Vice-Rector for Academic Affairs analyzes and approves the calculation of hours and staff based on University.

5.9 Department head, on the basis of the approved academic load of the department, forms the teaching staff of the department, provides the teaching staff of the departments to DPOEP (F KazNRTU 705-05) to form the given loads and distributes the study load among their teachers.

At the same time, the department head takes into account:

- the nature of the contingent of students; t
- the need to involve a teacher in certain types of work;
- the qualifications and individual capabilities of teachers for the most effective performance of a particular type of work.

Based on the distributed workload, each teacher draws up their own individual work plan for the teacher, in which they introduce the planned workload for the current academic year, broken down by semesters:

- Study work (in credits);
- Educational and methodical work
- Research work
- Educative work with students
- Administrative workload and professional development

5.10 Individual work plans of TS (F KazNRTU 705-04) are reviewed, discussed at the department meetings and approved by departments' heads. Individual work plans of departments' heads are approved by Institute director.

5.11 Problems that have arisen in preparing the individual work plans for teaching staff are resolved by Institute director;

5.12 The work plan of the departments (F KazNRTU 705-08) is elaborated on the basis of TS individual work plans. The work plan of the department should include plans for meetings of the department, which should indicate:

- all mandatory activities for discussion, analysis and evaluation of completed activities;
- questions for discussion;
- presenter(s);
- dates of the event.

5.13 Department's work plan is discussed at the department meeting at the end of the previous academic year and, after approval by the department head, is approved by the relevant institute director.



5.14 Institutes' work plan (F KazNRTU 705-08) is elaborated based on departments' plans. Additionally, Institutes' plans include the work with students, principal or general activities for Institute departments for the relevant types of work. Institute director is responsible for developing the plan.

5.15 University's work plan is developed on the basis of Institutes' plans through the consolidation of information. Additionally, University's plans include general activities for the relevant types of work.

## **6 MOVEMENT OF STUDENTS CONTINGENT AND FORMING THE GROUPS**

6.1 Organizing the new recruitment is carried out by the office for formation of the student contingent (hereinafter referred to as OFSC) at University.

6.2 Forming the groups for the 1st year, except for online and reduced forms of education, is carried out by Institutes' directors. Formation of lecture streams in disciplines occurs when it is possible to combine lectures on different degree programs in accordance with the working curricula of degree programs and working curricula in disciplines, as well as on condition that the formed lecture streams are provided with a classroom fund accommodating their number.

6.3 The maximum number of students in the study group depends on the type of training classes, according to "On time standards for calculating TS teaching load" order, which are re-approved annually.

## **7 THE WORKING CURRICULA**

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7.1 The purpose of drawing up the working curricula is to prepare initial data for calculating the academic load of University, scheduling training sessions, consultations, exams, and the implementation of curricula for degree programs (specialties).

7.2 Based on the approved work curricula and the number of students, individual curricula of students and teachers for the academic year are formed.

## **8 REGISTRATION FOR ACADEMIC DISCIPLINES**

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8.1 Registration of students for semester disciplines (Enrollment) is organized by Student Registration Department (hereinafter referred to as SRD) with the methodological and advisory assistance of advisors, departments and Institutes. Registration dates are indicated in Academic Calendar.

8.2 Students are required to register for disciplines online on KazNRTU portal strictly within the time limits set by Academic Calendar. Registration is based on the "all or nothing" principle, i.e. the student is required to take the full number of credits offered by the working curriculum of the specialty. Partial registration is not possible. To register online on KazNRTU portal, students need to familiarize themselves with the instructions posted on KazNRTU portal.

8.3 Before the start of registration, the student must contact the advisors to develop their individual trajectory. Adviser gives tips to students and clarifies on the choice of subjects within the framework of the curriculum and elective subjects catalog.

8.4 The introduction of first-year students into the credit technology of education takes place during the orientation week, the dates of which are indicated in the academic calendar. At this stage, a general acquaintance with the credit technology of education (CTE) is carried out, meetings are held with Institutes' directors, departments' heads, advisors and representatives of the administration. Each KazNRTU student is assigned an identification number, under which they can enter the internal network of the portal.

8.5 Registration is carried out in two stages:

- Stage 1 - *Formation of an individual student's curriculum* – registration for disciplines, where the student will have a choice of discipline, language of instruction and they will see the prospective teacher in disciplines description;

- Stage 2 - *Formation of the student schedule* – students will be able to form their own schedule, where they will have the opportunity to choose a teacher, time and batch.

For newly enrolled students, the basis for access to the internal network of the portal is:

- the order on enrollment in the number of students of KazNRTU;
- payment per semester (if the training is carried out on a fee basis).

In the internal network of University portal, students of the 1st year of study for the first semester receive a ready-made schedule. For the second and subsequent semesters, registration for disciplines is carried out in accordance with the established procedure.

8.6 The remaining students register for the disciplines of the next semester and repeat the disciplines (retake) at the end of each semester during the registration period specified in Academic Calendar.

The basis for access to registration is to complete all the prerequisites required to study a particular discipline.

By the beginning of the next semester, the student in University portal forms their schedule of classes in the disciplines for which they have registered.

8.7 During "Add/Drop" re-registration period (the first week of the semester), students are required to form the final version of the schedule. Their attendance at classes during "Add/Drop" period is strictly mandatory.

In the first week of the semester (Add/Drop), the student can change the disciplines of their choice, the schedule of classes and the teacher. The student can make changes to the schedule only through SRD. The student must fill out an application for a change in discipline or class time and submit it or send it to the student registration department. The application will be reviewed and appropriate changes will be made to the student's schedule.

Applications are considered only during "Add/Drop" re-registration period.

8.8 The late registration period is one week after the end of "Add/Drop"

period. Department head and the student's advisor are responsible for timely registration.

8.9 The student must register for the number of credits provided for in the working curriculum of the degree program.

The average number of credits that a student can take in the fall and spring semesters should correspond to the number of credits provided for in the working curriculum of the degree program, and is usually 30 (typical number of credits) credits per semester (including the retakes).

Students transferred from other universities to KazNRTU, reinstated, returned from academic leave, in order to eliminate the difference in curricula, have the right to register for the maximum allowable number of 21 contact hours (+3 contacts hours) (35 credits) per semester, in agreement with the adviser, the department head and Institute director.

8.10 Repeated completion of the discipline (retake) by students with academic debts is carried out only on a fee-based basis for all degree programs and forms of tuition fees (state educational grant, KazNRTU grant, grant from companies and various organizations, tuition fees by an individual).

Registration for the re-completion of the discipline (retake) is carried out no later than "Add/Drop" re-registration period according to Academic Calendar.

8.11 Academic batches of students are formed according to the principle of a sufficient number of students enrolled in the given discipline. The minimum required number of registrants for compulsory disciplines is: for the 1st year of study - 12, for elective disciplines the minimum occupancy is 10 people.

8.12 Adjustment of the schedule of training classes is allowed during the 1st week from the beginning of the academic period.

Changes may be made to the teachers' schedule before the specified date. Teachers receive permission to change the schedule from the relevant Institute director in consultation with the department head, vice-provost for academic management and students registered for the given discipline.

## **9 SCHEDULE OF TRAINING CLASSES**

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9.1 The general planning of the educational process is carried out in accordance with DP of KazNRTU 705.

9.2 SRD draws up a schedule of academic classes for academic groups of all forms of education and in all areas of training of students at departments' request. The schedule of training classes is approved by Vice-Rector for Academic Affairs.

9.3 In accordance with TS schedule, the department draws up a schedule of office hours and staff (F KazNRTU 705-12)

9.4 The initial documents for scheduling training classes, consultations and exams of students are the following documents:

- academic calendar;
- schedule of the educational process;
- working curricula of degree programs;

– University's classroom fund.

9.5 When scheduling, the following requirements are met:

– the schedule of training sessions is drawn up in strict accordance with the approved work curricula;

– training sessions are organized according to the academic schedule, which provides for the continuity of the educational process for students during the day and an even distribution of academic work during the academic week;

– academic disciplines are placed on days of the week in such a way as to ensure the correct formulation of teaching and an even distribution of independent work of students. It is not recommended to occupy the school day only with lectures;

– when distributing the disciplines by day of the week, it is necessary to alternate disciplines depending on the difficulty of mastering them, and also take into account the expedient alternation of different working methods;

– lectures are included in the schedule at the beginning of the training sessions;

– it is advisable to conduct training sessions in laboratories, especially special ones, at the end of the day, after theoretical classes;

– training sessions start at the same hours for each group (subgroup);

9.5 When drawing up the schedule, the reasoned wishes from the department of University faculty on planning the working hours and using the material and technical base are taken into account, but no later than the established deadlines.

9.6 When drawing up the schedule of consultations and exams, the wishes of students are taken into account.

9.7 The number and names of disciplines included in the schedule of training sessions and examination sessions strictly correspond to the working curricula.

9.8 The schedule of classes and exams at the stage of preparation is coordinated by the performers with departments heads and the relevant institutes directors of University.

9.9 The schedule of classes is signed by Vice-provost for academic management, approved by Board member - Vice-Rector for Academic Affairs and is a legal document subject to unconditional fulfillment by teachers and students, regulated by University Rector's decree.

## **10 PREPARATION FOR THE EDUCATIONAL PROCESS**

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10.1 Institute director issues an order on establishing the commission to check readiness for the new academic year one month before the start of classes.

10.2 Department head organizes a check of the department's readiness in terms of availability and sufficiency:

- State Compulsory Standards of Education (SCSE);

- standard curricula of general education disciplines;

- educational and methodological support: EMC of disciplines, syllabi, lecture materials, methodological guidelines for all types of work, including

practice and completion of theses (projects), assignments for term papers (projects) and so on;

- working curriculum;
- working curricula of disciplines;
- necessary scientific and technical information;
- sufficiency of the electronic fund of educational materials (programs);
- visual educational information: stands, samples, slides and so on;
- technical means of training: laboratory equipment, experimental installations (stands), mock-ups and so on;
- implementation of corrective actions based on the results of mutual attendance of classes and internal audit for the past academic year.

10.3 The condition of classrooms assigned to Institute's department is checked by the responsible persons appointed at the department meeting. The task of the responsible person is to check the infrastructure of the audience, including:

- the state of the classroom fund, laboratories (DP of KazNRTU 612);
- serviceability of equipment, furniture, electrical appliances;
- the state of visual learning tools (stands, samples, and so on);
- compliance with the rules of the occupational health and safety instructions.

10.4 The final check is carried out by Institute's commission for checking readiness for the new academic year. According to all inspections results, Act of the department's readiness for the new academic year should be drawn up (F KazNRTU 705-13).

10.5 In case of inconsistencies (F KazNRTU 801), a member of the commission, the department head or the responsible teacher must register them in the journal of inconsistencies (DP of KazNRTU 801).

10.6 Based on the teaching staff workload distribution plan (F KazNRTU 705-03):

- teachers fill out study journals in which they will keep records of attendance and academic performance students (F KazNRTU 705-14) (F KazNRTU 705-15);
- schedule of teachers' classes is accordingly compiled in electronic format.

10.7 Schedule of department teachers' classes and SIS schedule (F KazNRTU 705-11) (office) should be electronically accessible to students.

10.8 Department of Planning and Organization of the educational process (hereinafter - DPOEP) monitors the academic load of University departments, Department of DP management and educational-methodological work (hereinafter - DPOEP), the availability of educational and methodological material on University portal.

## **11 FORMS OF TRAINING CLASSES**

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11.1 Classes with students are conducted in the following basic forms:

- lectures;

- practical, seminar, studio classes;
- laboratory work;
- SIS office hours;
- consultations and reception of the defense of the course work (project);
- diploma design;
- consultations on the master's thesis;
- consultations on the doctoral (PhD) dissertation;
- educational and professional practice.

11.2 Lectures play an organizing and guiding role in the educational process, highlight the most important program material that defines the basis for training specialists, introduce students to the basics of the given discipline, develop students' ability and need for independent in-depth work.

11.3 For all types of classroom sessions, the academic hour is set to last at least 50 minutes, with the exception of laboratory classes, where the academic hour is 100 minutes.

11.4 Classes are conducted by the staff of the relevant departments (by disciplines):

- professors;
- associate professors;
- senior teachers
- teachers;
- assistants;
- involved experienced practitioners and researchers.

11.5 Assistants and teachers cannot conduct lectures and participate in managing the diploma design.

## **12 INFORMATION EXCHANGE**

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12.1 KazNRTU educational portal, social networks and other media are applied for effective information exchange.

12.2 Department reflects on its website page and in the portal for informing the students:

- goals and objectives of the department;
- list of teaching staff;
- schedule of teaching staff classes;
- research work of the department;
- educational and methodological work of the department;
- schedule of the educational process for all types of training;
- schedule of advice from advisors.

12.3 The necessary information support is provided by University's information portal.

### **13 ASSESSMENT OF STUDENTS' KNOWLEDGE**

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13.1 Assessment of students' knowledge allows obtaining the data on educational process results.

13.2 Assessment of students' knowledge is carried out in accordance with DP of KazNRTU 706.

13.3 Final certification of students is implemented strictly according to the exams schedule formed by SRD, in the form of a single written exam.

### **14 COMPLETION OF THE ACADEMIC SEMESTER/YEAR**

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14.1 At the end of the academic semester/year, TS must:

- complete measures to eliminate student debt;
- submit the final statement to SRD / close the electronic statement in the automatic information system (hereinafter - AIS) of University in accordance with the developed documented procedure DP of KazNRTU 706;
- if necessary, elaborating the plans for the next academic period.

14.2 At the end of the academic year, the department makes up:

- report on the department's work (F KazNRTU 705-08);
- act of department's readiness for the new academic year (F KazNRTU 705-13);
- the department's work plan for the new academic year (F KazNRTU 705-08);
- acts of writing off final examination papers, term papers and reports on students' practices (shelf life of 5 years).

### **15 PROCESS MONITORING**

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15.1 Each teacher periodically conducts self-monitoring of implementing the individual plan.

15.2 Monitoring (control) of the teaching staff's planned processes is performed at the department meetings, where:

- the fulfillment of individual plans is checked/part-timers act of completed work (F KazNRTU 705-07);
- the plan implementation is discussed.

15.3 Records of the results of the inspection, discussion and subsequent evaluation of the processes should be recorded in the minutes of the department's relevant meeting and the individual teaching staff plan.

15.4 Summarizing the plan implementation of departments and Institute is carried out at meetings of Educational and Methodological Council and Academic Council of University.

15.6 Control over the distribution of TS teaching load is carried out by DPOEP in accordance with the order on time standards for calculating the training load.

## **16 ISSUANCE OF DOCUMENTS ON HIGHER EDUCATION. FORMING THE DATA BANK ON THE ISSUED DOCUMENTS**

16.1 At the beginning of the academic year, Department of Statistics and Documentation of students sends an application to RK MSHE for obtaining the diploma forms according to the number of expected graduates.

16.2 Department for settlements with suppliers, contractors and accountable persons of DFA receive diploma forms and issue them to the responsible persons of Institutes, who are appointed based on orders from University.

16.3 Institutes or departments issue diplomas to University graduates, who are registered in the register of roll-call issuance of diplomas of higher (secondary specialized) education. Diploma/ documents are issued after the release of the expulsion order.

16.4 At the end of the academic year, the accounting book for the roll-call issuance of diplomas of higher (secondary special) education is handed over by Institutes to Department of statistics and documentation of students.

16.5 Unused or damaged diploma forms signed by Vice-Rector for Academic Affairs are returned to DFA.

## **17 RISKS AND MEASURES TO PREVENT THEM**

| # | Risk name   | Reason for the risk  | Consequences   | Risk prevention measures  |
|---|---|--|--|---|
| 2 | The wrong choice of discipline for students   | Lack of control on the part of the adviser when registering for disciplines  | Inconsistency of IC with the direction of study        | Setting the grade "W" rating (Withdrawal), adjusting the IC during Add/Drop                                     |
| 3 | Systematic violation of the rules of behavior in the classroom, failure to complete tasks | Inappropriate attitude to the study on the part of the student   | Academic debt  | Setting the grade "AW " (Academic Withdrawal)   |
| 4 | Getting an F grade in a discipline  | 1 Skipping classes for more than 20 %<br>2. Insufficient number of points scored per semester (non-admission to the exam)<br>3. Getting 'F' grade for the exam | Academic debt, expulsion from University               | 1. Registration for the given discipline in the next semester;<br>2. Registration for the summer semester.      |
| 5 | Changing the results of the final assessment of the discipline                            | Student's disagreement with the exam result  | 1 Withdrawal of the scholarship<br>2 Getting "F" grade | 1. Submitting an application for consideration by Appeals Commission<br>2. Minutes of the meeting of the appeal |



|                   |                     |                          |
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|                   |                     | commission,<br>decision. |

## 18 EVALUATION, ANALYSIS AND IMPROVEMENTS

18.1 At the end of the academic year, Vice-provost for academic management prepares an analysis of students' academic performance in the context of institutions.

18.2 Heads of departments review the analysis results in the disciplines assigned to the given department. At the department meeting, following the academic year results, the inconsistencies identified in the academic year and the reasons for their occurrence are considered.

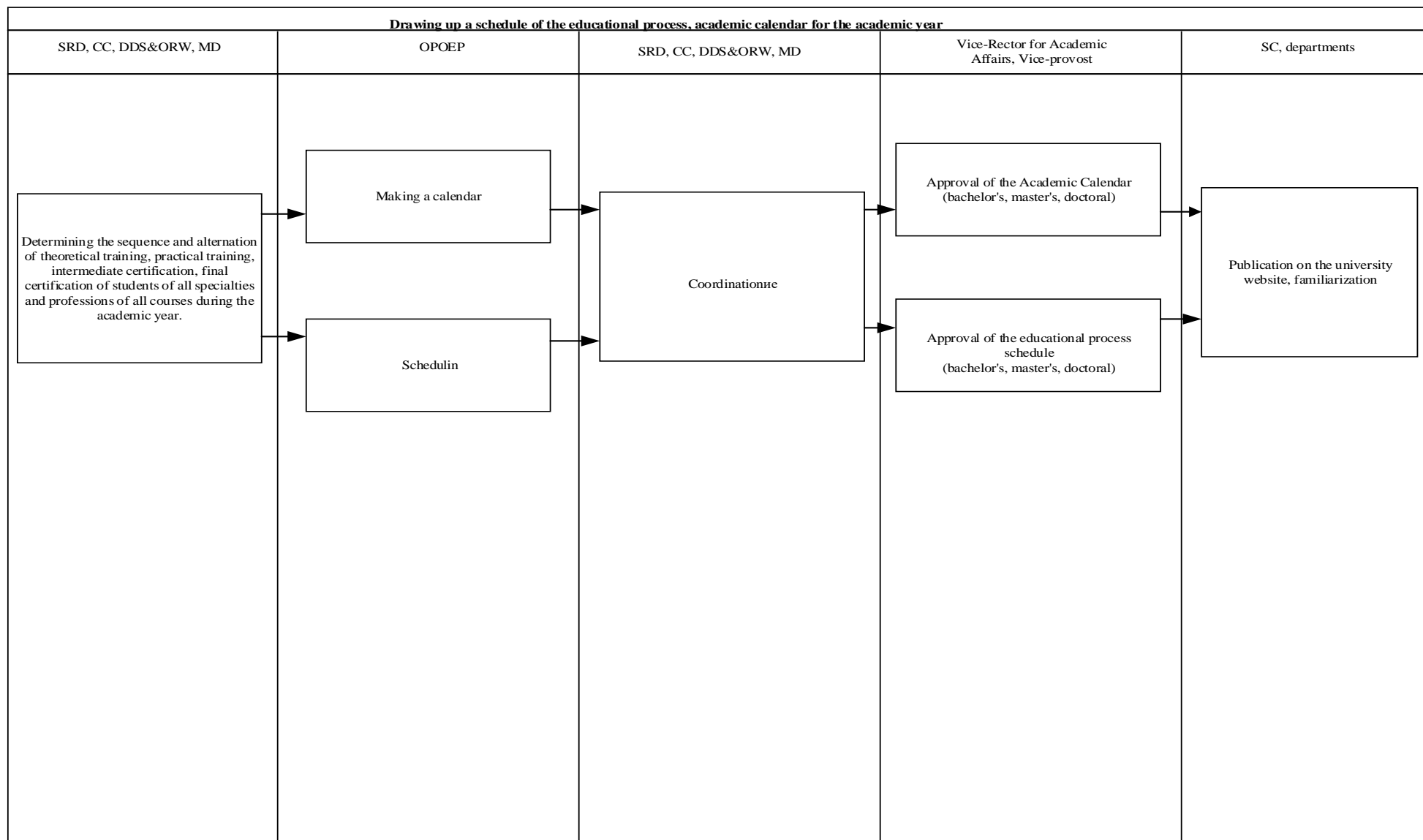
18.3 Department provides SRD and HR service with an extract from the meeting minutes of the department and the decision of Institute's Scientific and Methodological Council on the measures taken to eliminate the inconsistencies and develop corrective actions before the beginning of the next academic year. Institute director prepares a report (F KazNRTU 705-09) on academic performance results. Structural units located in the vice-provost department, as necessary, request reports from Institutes for summary information at University.

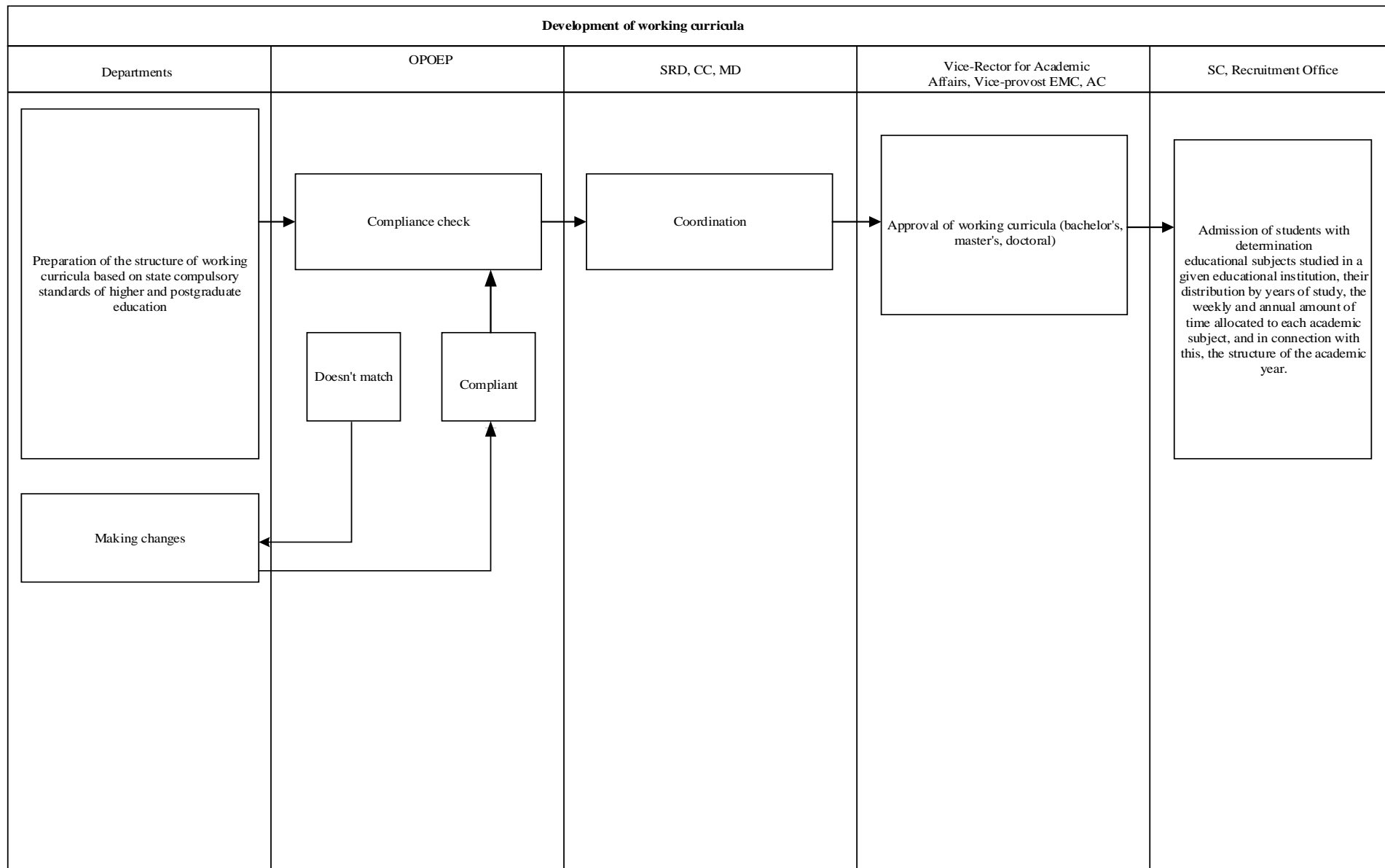
18.4 The report is analyzed by Academic Council and decisions aimed at improvement are made based on the analysis results.

### List of forms of DP KazNRTU 705

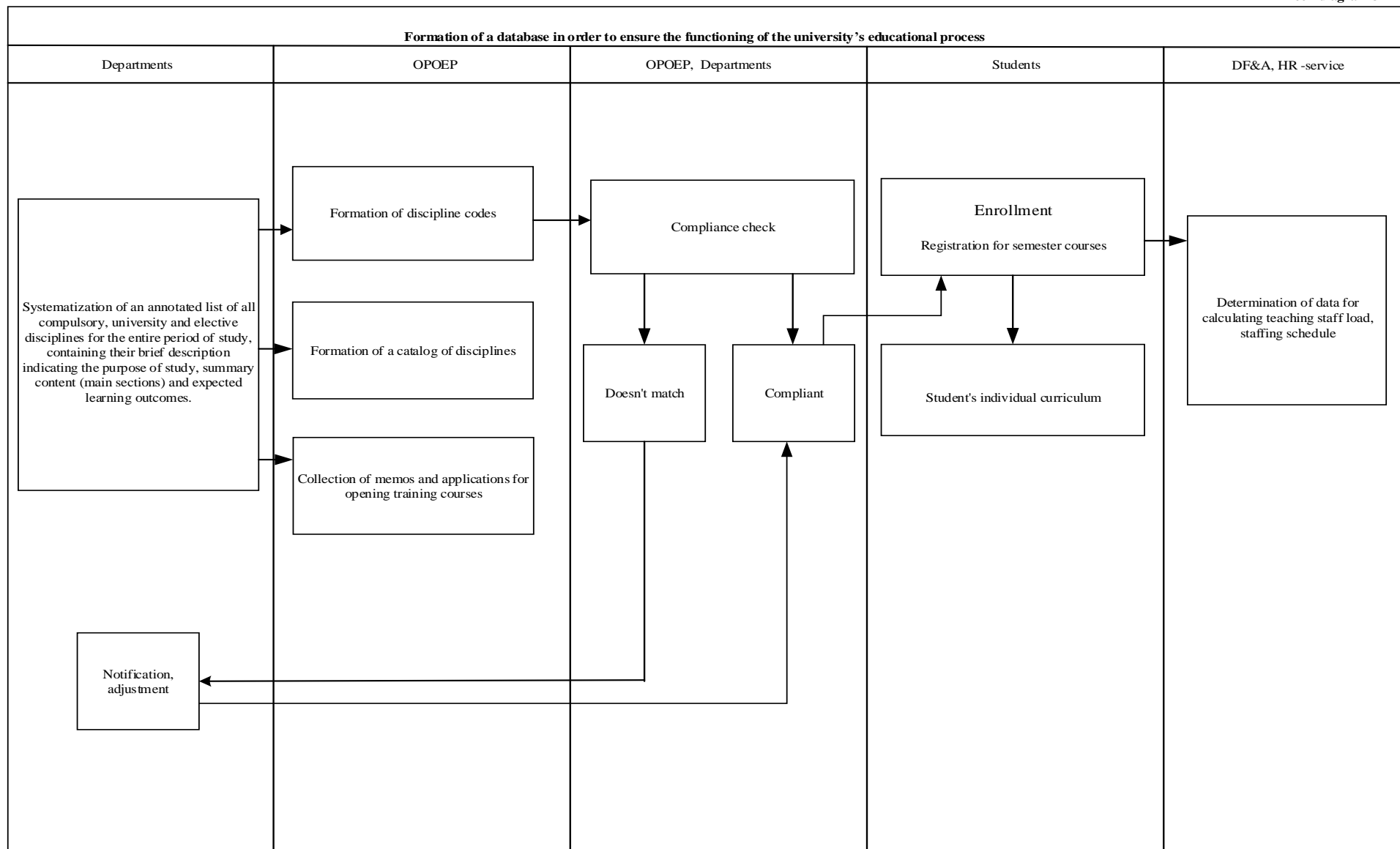
| #  | Document name   | Form             |
|----|---|------------------|
| 1  | Academic calendar   | F KazNRTU 705-01 |
| 2  | Calculation of credit hours and staff by department             | F KazNRTU 705-02 |
| 3  | Study load distribution plan                                    | F KazNRTU 705-03 |
| 4  | Individual teacher's work plan                                  | F KazNRTU 705-04 |
| 5  | Faculty staff of the department                                 | F KazNRTU 705-05 |
| 6  | Schedule of the educational process                             | F KazNRTU 705-06 |
| 7  | Act of completed works (rendered) services                      | F KazNRTU 705-07 |
| 8  | Work plan (report) of Institute (department)                    | F KazNRTU 705-08 |
| 9  | Annual report of Institute                                      | F KazNRTU 705-09 |
| 10 | Journal of registration of replacing the teaching staff classes | F KazNRTU 705-10 |
| 11 | SIS lesson log  | F KazNRTU 705-11 |
| 12 | Office hours schedule   | F KazNRTU 705-12 |
| 13 | Act of department's readiness                                   | F KazNRTU 705-13 |
| 14 | Student attendance log  | F KazNRTU 705-14 |
| 15 | Journal of current and midterm control accounting               | F KazNRTU 705-15 |

Block - diagram 1

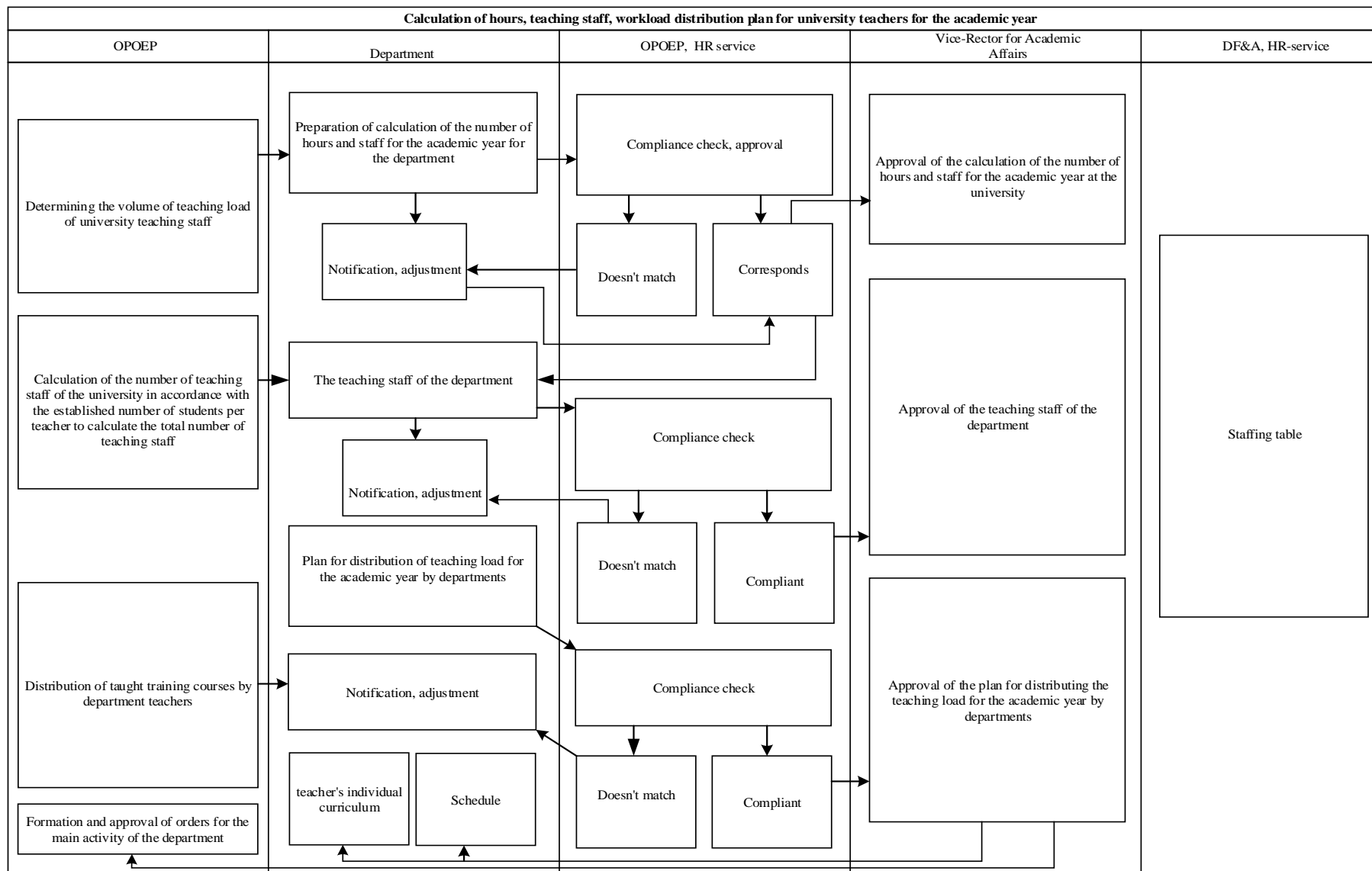




Block diagram 3



Block - diagram 4



## REGISTRATION SHEET ON CHANGES

| Serial number of the change | Section, item of the document | Type of the change (to replace, cancel, add) | Notification number and date | The change was made |   |
|-----------------------------|-------------------------------|--|------------------------------|---------------------|---|
|                             |                               |  |                              | Date                | Surname and initials, signature, position |
|                             |                               |  |                              |                     |   |