

Approved

I.a. Representative of the Rector
Khoja Ahmed Yasawi International
Kazakh-Turkish
University Professor. Doctor
Naci Genc _____
« 26 » _____ 04 2025

Approved

Rector Khoja Ahmed Yasawi
International Kazakh-Turkish
University
Zh. Temirbekova
_____ 09 2025



QUALITY MANAGEMENT SYSTEM

UNIVERSITY REGULATION

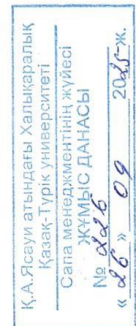
UE-AYU-029-2025

REGULATION ON THE STRUCTURE OF THE INTERNAL QUALITY ASSURANCE SYSTEM AT THE FACULTY LEVEL

PREFACE

1. Developed and implemented by Academic Department
2. Developers
 - Director of the Academic Department A. Bostanova
 - Deputy Director of the Academic Department N. Gumush
 - Head of the Department for Methodological Work Organization E. Shakhbayev
3. Agreed by
 - Vice-Rector for Academic Affairs E. Idrissova
 - Vice-Rector for Finance and International Relations Mustafa Giritlioglu
 - Vice-Rector for Science and Strategic Development A. Oshibayeva
 - Head of the Center for Strategic Development, Ranking and Quality S. Kyrykbaeva
 - Head of the Legal Department G. Musakhanov
4. Enacted - 2025
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Khoja Ahmed Yasawi International Kazakh-Turkish University		UE-AYU-029-2025
Quality management system	University regulation	
Regulation on the structure of the internal quality assurance system at the faculty level version 29.09.2025		2- из 12 стр

CONTENTS

1.	Scope of Application	3
2.	Normative References	3
3.	Terms, Definitions, Symbols, and Abbreviations	4
4.	Description of the Procedure	4
4.1	General Provisions	4
4.2	Structure of the Faculty Internal Quality Assurance System	5
4.3	Main Areas of Activity and Tasks	6
4.4	Procedure of IQAS Operation	8
4.5	Rights of IQAS Members	9
5.	Responsibilities and Authorities	9
6.	Procedure for Making Amendments	10
7.	Approval, Storage, and Distribution	10
	Familiarization Sheet	11
	Record of Amendments Sheet	12

Khoja Ahmed Yasawi International Kazakh-Turkish University		UE-AYU-029-2025
Quality management system	University regulation	
Regulation on the structure of the internal quality assurance system at the faculty level version 29.09.2025		3- из 12 стр

1 SCOPE OF APPLICATION

1.1 This Regulation defines the structure, bodies, functions, and interaction rules of the Internal Quality Assurance System (hereinafter – IQAS) at the faculties of Khoja Ahmed Yasawi International Kazakh-Turkish University (hereinafter – the University).

1.2 The Regulation applies to all faculties, departments, structural divisions, academic staff (faculty members), and students of the University.

1.3 IQAS refers to the internal quality assurance system of the University/faculty based on the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG).

1.4 The Faculty IQAS supports the development of a quality culture that involves everyone — from students and academic staff to university and faculty leadership.

1.5 The term “quality assurance” is used in this document to describe all types of activities within the continuous improvement cycle, i.e., activities aimed at quality assurance and enhancement.

2 NORMATIVE REFERENCES

2.1 Law of the Republic of Kazakhstan “On Education” (as amended on September 16, 2025).

2.2 Order of the Ministry of Education and Science of the Republic of Kazakhstan (MoES RK) dated October 30, 2018 No. 595 “On Approval of the Model Rules for the Activities of Higher and Postgraduate Education Organizations” (Clause 34 – ESG blocks).

2.3 Order of the Ministry of Science and Higher Education of the Republic of Kazakhstan (MSHE RK) dated July 20, 2022 No. 2 “On Approval of the State Compulsory Standards of Higher and Postgraduate Education.”

2.4 Order of the Ministry of Health of the Republic of Kazakhstan (MH RK) dated July 4, 2022 No. ҚР DSM-63 “On Approval of the State Compulsory Standards by Levels of Education in the Field of Healthcare.”

2.5 Order of the MoES RK dated November 29, 2007 No. 583 “On Approval of the Rules for the Organization and Implementation of Educational-Methodological and Scientific-Methodological Work in Educational Organizations.”

2.6 Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG), approved by the Ministerial Conference in Yerevan, May 2015.

2.7 University Academic Policy (Section 4.4 – IQAS).

2.8 UE-H.A.Yassawi-002-2023 “Regulation on Internal Quality Assurance.”

2.9 UE-H.A.Yassawi-113-2025 “Regulation on the Academic Committee.”

2.10 UE-H.A.Yassawi-011-2025 “Regulation on the Faculty Quality Assurance Commission.”

2.11 University Charter, strategic development documents, and internal regulatory acts (Register Regulation, Academic Integrity Code, etc.).

3 TERMS, DEFINITIONS, SYMBOLS, AND ABBREVIATIONS

MSHE RK – Ministry of Science and Higher Education of the Republic of Kazakhstan

AP – Academic Policy

IQAS – Internal Quality Assurance System

EHEA – European Higher and Postgraduate Education Area

Khoja Ahmed Yasawi International Kazakh-Turkish University		UE-AYU-029-2025
Quality management system	University regulation	
Regulation on the structure of the internal quality assurance system at the faculty level version 29.09.2025		4- из 12 стр

ESG – European Standards and Guidelines for Quality Assurance in the EHEA

AC – Academic Committee (by training directions)

FQAC – Faculty Quality Assurance Commission

EMC – Educational-Methodological Committee of the Faculty

RO – Registrar’s Office

DIT – Department of Information Technologies

NPA – Normative Legal Acts

EP – Educational Program

AS – Academic Staff (faculty members)

EQF – European Qualifications Framework

NQF – National Qualifications Framework

SQF – Sectoral Qualifications Framework

4 DESCRIPTION OF THE PROCEDURE

4.1 General Provisions

4.1.1 The overall structure of the Faculty IQAS is formed in full accordance with the 10 ESG standards:

- Quality assurance policy;
- Design and approval of programs;
- Student-centered learning, teaching, and assessment;
- Admission, progression, recognition, and certification;
- Teaching staff;
- Learning resources and student support;
- Information management;
- Public information;
- Ongoing monitoring and periodic review of programs;
- Cyclical external quality assurance.

4.1.2 The Faculty IQAS is implemented through the procedures of the Academic Policy, UE-H.A.Yassawi-002-2023, and this Regulation.

4.1.3 Main performance indicators include:

- Quantitative and qualitative indicators of the Qualification Requirements of the MSHE RK;
- Quantitative and qualitative indicators of the University’s internal professional ranking and national/international rankings of educational programs;
- Quantitative and qualitative indicators from the University Development Plan and Operational Plans.

Here is the official English translation of your section 4.2–4.5 in the same formal and regulatory style, fully aligned with ESG terminology and international QA documentation standards:

4.2 Composition of the Faculty Internal Quality Assurance System (IQAS)

4.2.1 Dean of the Faculty – provides overall leadership and coordination of the faculty’s IQAS activities.

4.2.2 Faculty Council – a collegial body that carries out the overall management of the faculty’s activities, including the internal quality assurance system. It approves the policy, goals, and allocation of resources, and coordinates the integration of science and education.

Khoja Ahmed Yasawi International Kazakh-Turkish University		UE-AYU-029-2025
Quality management system	University regulation	
Regulation on the structure of the internal quality assurance system at the faculty level version 29.09.2025		5- из 12 стр

4.2.3 Academic Committee (by field of study) – a collegial body responsible for developing new educational programs at all levels of training, ensuring their registration in the University Register, and organizing accreditation and periodic renewal of existing educational programs based on the results of internal and external evaluation.

4.2.4 Faculty Educational-Methodological Committee (EMC) – a collegial body ensuring the provision of the educational process with methodological materials and pedagogical developments that promote the advancement of student-centered learning, teaching, and assessment.

4.2.5 Faculty Quality Assurance Commission (FQAC) – a collegial body that monitors the compliance of the faculty’s internal quality assurance system with the European Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG), covering both higher and postgraduate education quality.

4.2.6 Commission and Expert Group for the Recognition of Formal and Non-Formal Learning Outcomes, as well as Professional Qualification Recognition Results:

The Recognition Commission is a collegial body composed of representatives of the academic and administrative staff and the teaching faculty. The Commission reviews submitted applications and documents, verifies their compliance with regulatory acts and university policy, and makes decisions on the recognition of learning outcomes and qualifications.

The Expert Group is established to conduct a professional evaluation of the comparability of declared learning outcomes and qualifications with the University’s educational programs. The group includes academic staff and subject-matter experts, as well as representatives of academic administration. The Expert Group prepares conclusions and recommendations that form the basis for the Recognition Commission’s final decisions.

4.2.7 When necessary, working groups may be established on specific areas such as academic integrity, assessment, inclusion/digitalization, resources, communications, and data management..

4.3 Main Areas of Activity and Tasks of the Faculty IQAS

4.3.1 Quality Assurance Policy

The Dean and Faculty Council shall:

- align faculty activities with the University’s quality assurance policy;
- plan faculty activities in accordance with the University Development Program and operational plans;
- manage and continuously improve the faculty’s IQAS;
- ensure the implementation of academic integrity at the faculty level.

4.3.2 Design and Approval of Programs

The Academic Committees by field of study shall:

- develop new educational programs and organize their registration in the University Register;
- conduct annual self-assessment of educational programs and initiate their revision;
- ensure alignment of learning outcomes with the European (EQF), National (NQF), Sectoral (SQF) qualifications frameworks, and professional standards.

The Faculty Educational-Methodological Committee shall:

- develop and update the educational-methodological support for the programs.

Khoja Ahmed Yasawi International Kazakh-Turkish University		UE-AYU-029-2025
Quality management system	University regulation	
Regulation on the structure of the internal quality assurance system at the faculty level version 29.09.2025		6- из 12 стр

4.3.3 Student-Centered Learning, Teaching, and Assessment

- The Dean and Faculty Council organize the educational process in accordance with national and institutional regulations;
- The Faculty EMC implements innovative methods of learning and assessment;
- The FQAC monitors student-centered learning processes, ensures the existence and use of complaint and appeal procedures, and conducts regular student surveys.

4.3.4 Admission, Progression, Recognition, and Certification

The Dean and Faculty Council shall:

- participate in procedures for admission, transfer, reinstatement, and academic mobility;
- conduct ongoing and final assessments in accordance with the regulations;
- the FQAC, together with heads of departments, conducts periodic monitoring and analysis of the grade distribution curve (bell curve) for conformity to normal distribution;
- the Commission and Expert Group carry out recognition of formal and non-formal learning outcomes and professional qualifications.

4.3.5 Teaching Staff

- The Dean and Faculty Council participate in competitive selection, attestation, and professional development of academic staff;
- The Faculty EMC supports academic freedom in choosing teaching and assessment methods and strategies;
- The FQAC monitors and records violations of academic integrity.

4.3.6 Learning Resources and Student Support Systems

The Dean and Faculty Council shall:

- ensure access to educational resources and student support services throughout the entire study period;
- create optimal conditions for students' independent learning;
- foster partnerships for student self-governance and active participation in university life;
- promote a healthy lifestyle and well-being culture;
- provide comfortable conditions for learning and living;
- ensure inclusiveness and academic and social support for all learners.

The FQAC shall:

- assess and analyze student satisfaction levels..

4.3.7 Information Management

The Dean and Faculty Council shall:

- define procedures for collecting, analyzing, and using relevant information for effective management of educational programs and faculty processes;
- establish quantitative and qualitative indicators such as student performance, satisfaction, employability of graduates, academic mobility, and research participation;
- ensure information exchange between units and stakeholders;
- guarantee information security and preservation.

Khoja Ahmed Yasawi International Kazakh-Turkish University		UE-AYU-029-2025
Quality management system	University regulation	
Regulation on the structure of the internal quality assurance system at the faculty level version 29.09.2025		7- из 12 стр

The Academic Committees, Faculty EMC, and FQAC shall regularly publish information about their activities on the University's IQAS web section and are responsible for the accuracy and completeness of the data.

4.3.8 Public Information

All IQAS faculty bodies shall:

- regularly publish and update information on programs, events, and achievements on web platforms;
- provide clear, accurate, and objective information tailored to different stakeholder groups;
- ensure the participation of faculty, students, and employers in program development, quality evaluation, and improvement through surveys, hearings, round tables, and working groups.

4.3.9 Continuous Monitoring and Periodic Evaluation of Programs

- The FQAC organizes regular monitoring and evaluation of educational programs;
- The Faculty EMC carries out expertise of educational-methodological materials;
- The Academic Committee conducts annual internal audits (self-assessments) of programs and decides on improvement, revision, renewal, or removal from the Register;
- The Dean and Faculty Council analyze the activities (plans, monitoring results, recommendations, corrective measures, etc.) of collegial bodies and make decisions regarding internal quality assurance.

4.3.10 Periodic External Quality Assurance

All IQAS faculty members participate in institutional, program, and post-monitoring accreditation processes and are responsible for participation in various rankings.

- Departments, together with IQAS collegial bodies, prepare self-assessment reports for program accreditation;
- The Dean and Heads of Departments organize accreditation procedures during visits of external expert panels and develop and implement corrective action plans based on accreditation outcomes;
- All IQAS faculty members prepare and provide materials for participation in professional, national, and international rankings.

4.4 Procedure for the Operation of the Faculty IQAS

4.4.1 The composition and annual work plans of the FQAC, Academic Committee, and EMC are approved each September.

4.4.2 Reporting includes: interim semester reports and an annual quality report (covering indicators, audit results, corrective actions, etc.).

4.4.3 Surveys by educational program and analysis of feedback from students, graduates, faculty, and employers are conducted during the internal audit period.

4.4.4 Faculty IQAS documents (regulations, orders, meeting minutes, reports, etc.) are stored at the faculty and published on the University website.

4.5 Rights of the Faculty IQAS Members

Khoja Ahmed Yasawi International Kazakh-Turkish University		UE-AYU-029-2025
Quality management system	University regulation	
Regulation on the structure of the internal quality assurance system at the faculty level version 29.09.2025		8- из 12 стр

Faculty IQAS members have the right to:

- request relevant quality data and documents from faculties/departments;
- propose corrective and preventive measures;
- participate in internal audits and review their results;
- propose the suspension or renewal of an educational program’s registration in the University Register based on compliance results;
- participate in external accreditation, rankings, and communications with accreditation agencies.

5 RESPONSIBILITIES AND AUTHORITIES

5.1 Distribution of Powers Between University and Faculty Levels

– University Level (Senate, Steering Committee, Educational-Methodological Committee – EMC, Academic Committee – AC, Academic Department) establishes the overall quality policy, defines strategic goals, and develops regulatory documents and methodological guidelines.

– Faculty Level (Faculty Council, Faculty Quality Assurance Commission – FQAC, Academic Committee – AC, Educational-Methodological Committee – EMC) ensures the implementation of the University’s policy, introduction of internal quality-assurance procedures, organization of internal audits (self-assessment) of educational programs, and preparation of reports.

– Interaction between the two levels is carried out through the approval of annual plans, submission of reports, and participation of faculty representatives in the University’s working groups and commissions.

5.2 Dean and Faculty Council – provide overall management of the IQAS, approve policies and goals, and ensure adequate resourcing.

5.3 Faculty Quality Assurance Commission (FQAC) – organizes monitoring and evaluation in all ESG areas, makes decisions regarding assessment policy and academic integrity, and conducts surveys.

5.4 Academic Committee (AC) – analyzes the labor-market needs, develops new educational programs, performs self-assessment and accreditation procedures, and ensures registration or renewal of programs in the University Register.

5.5 Educational-Methodological Committee (EMC) – ensures methodological support, updates teaching methods, develops assessment criteria and rubrics, and promotes the professional pedagogical development of academic staff.

5.6 Expert Group for the Recognition of Formal and Non-Formal Learning Outcomes and Professional Qualifications – conducts professional evaluation of the comparability of declared learning outcomes and qualifications with the University’s educational programs.

Khoja Ahmed Yasawi International Kazakh-Turkish University		UE-AYU-029-2025
Quality management system	University regulation	
Regulation on the structure of the internal quality assurance system at the faculty level version 29.09.2025		9- из 12 стр

Khoja Ahmed Yasawi International Kazakh-Turkish University		UE-AYU-029-2025
Quality management system	University regulation	
Regulation on the structure of the internal quality assurance system at the faculty level		10- из 12 стр

5.7 Departments – implement educational programs, develop syllabi and methodological packages, ensure compliance with assessment and academic-integrity policies, and provide timely data entry into institutional systems.

6 PROCEDURE FOR INTRODUCING AMENDMENTS

6.1 Amendments shall be made in accordance with the University's document-management procedure.

6.2 Draft amendments are developed by the FQAC / AC / EMC, agreed upon with the Academic Department, and approved by the Senate (or another collegial body).

6.3 All amendments are recorded in the "Change Registration Sheet."

7 APPROVAL, STORAGE, AND DISSEMINATION


7.1 The Regulation is reviewed by the Educational-Methodological Committee and approved by the Senate, with the decision documented in the meeting minutes.


7.2 The master copy is kept in the Center for Strategic Development, Ranking, and Quality; working copies are kept at faculties and departments.


7.3 The Academic Department is responsible for dissemination; the text of the Regulation is published on the University website and in internal information systems.


7.4 The Regulation includes the attached "Familiarization Sheet" and "Change Registration Sheet."


AGREED:

Vice-Rector for Academic Affairs  E. Idrissova

Vice-Rector for Finance and International Relations  M. Giritlioglu

Vice-Rector for Science and Strategic Development  A. Oshibayeva

Head of the Center for Strategic Development, Ranking and Quality  S. Kyrkbaeva

Head of the Legal Department  G. Musakhanov



