

	Kazakh-American free university	Date 14.02.2022
	Internal Quality Assurance Guide page 1 out of 36 pages	IQAS Edition 2

KAZAKH-AMERICAN FREE UNIVERSITY



«APPROVED»
 Academic Council Chairman,
 KAFU President, Academician of NAS RK
Y. Mambetkazyev
 « 14 » 02 / 2022

INTERNAL QUALITY ASSURANCE GUIDE

Ust-Kamenogorsk, 2022

	Kazakh-American free university	Date 14.02.2022
	Internal Quality Assurance Guide page 2 out of 36 pages	IQAS Edition 2

KAFU TOP MANAGEMENT:

President

Doctor of Chemical Sciences,
Academician of NAS RK
Mambetkazyev Y.A.

Rector

PhD
Mambetkazyev A.Y.

First Vice-President

PhD Baikenov Zh. Y.

Vice President for International Programs and Cooperation

Daniel Ballast

Vice-Rector for Administrative Affairs

Candidate of Pedagogical Sciences, Professor Khasenov S.S.

Vice-Rector for Research and Postgraduate Education

Candidate of Legal Sciences, Professor Gavrilova Y.A.

Vice-Rector for Academic Affairs and Informatization

PhD Sarsembayeva G.Zh.

	Kazakh-American free university	Date 14.02.2022
	Internal Quality Assurance Guide page 3 out of 36 pages	IQAS Edition 2

CONTENTS

INTRODUCTION.....	4
1. SPHERE OF APPLICATION	5
2. DEFINITIONS.....	5
3. KAFU INTERNAL QUALITY ASSURANCE SYSTEM	6
4. QUALITY POLICY.....	8
6. PROGRAM DESIGN AND APPROVAL.....	12
7. STUDENT CENTERED LEARNING, TEACHING AND EVALUATION	14
8. ADMISSION, ACCESS, RECOGNITION AND CERTIFICATION	18
9. FACULTY MEMBERS.....	22
10. LEARNING RESOURCES AND STUDENT SUPPORT SYSTEM	24
11. INFORMATION MANAGEMENT.....	28
12. PUBLIC INFORMATION	30
13. MONITORING AND PERIODIC EVALUATION OF PROGRAMS.....	32
14. PERIODIC EXTERNAL QUALITY ASSURANCE	34

	Kazakh-American free university	Date 14.02.2022
	Internal Quality Assurance Guide page 4 out of 36 pages	IQAS Edition 2

INTRODUCTION

The Kazakh-American Free University - hereinafter KAFU - is a higher educational institution with the status of a legal entity that implements professional educational programs of higher, postgraduate, additional, technical and vocational education.

KAFU has the necessary regulatory and legal documents for conducting educational activities (license, KAFU Charter, certificates of accreditation, a package of internal regulatory materials).

The University traces its history from the moment of foundation in 1994 of the international Higher College of Economics, Law and Humanities in the status of a full-fledged independent university in the structure of the East Kazakhstan State University.

The university is included in the list of accredited higher educational institutions of the Republic of Kazakhstan.

For many years of functioning, the university has initiated and tested a number of innovations that have received the support of the first president N. Nazarbayev, the Government and introduced into domestic university practice (bachelor-master, continuity of education, the creation of regional universities, trilingualism, creative talent, the presidential program "Bolashak", testing, a model of a new type of university, etc.). The "State Program for the Development of Education for 2020-2025 for the Development of Education in the Republic of Kazakhstan", largely focused on the implementation of these innovations, convincingly confirmed the far-sightedness and validity of the university's strategy, which from the very beginning set a course to achieve the level of education of the civilized world.

	Kazakh-American free university	Date 14.02.2022
	Internal Quality Assurance Guide page 5 out of 36 pages	IQAS Edition 2

At present, KAFU is one of the leading private universities of international partnership in the Republic. The main priorities of studying at the university are intensive study of English, state and Russian languages; summer cultural and linguistic program; studying the course of intercultural communication; participation in the educational process of teachers from the USA, Canada, Great Britain and Australia; internship in the USA; issuance to graduates, along with a Kazakhstani diploma, of an American diploma; the possibility of obtaining a grant for training the best graduates of the university in the master's program of US universities; active participation of university students in international study abroad programs; distance learning of certain disciplines at US universities; program "International Leadership"; organization of training programs in the USA; holding corporate courses and training seminars for enterprises and organizations; innovative technologies and teaching aids.

KAFU provides training for specialists in a wide range of pedagogical, economic, legal, and humanitarian educational programs for enterprises in the region, the Republic of Kazakhstan, and abroad.

1. SPHERE OF APPLICATION

1.1 General Issues

This Guide to the Internal Quality Assurance System is intended for the implementation and continuous improvement of the Internal Quality Assurance System (hereinafter referred to as the IQAS) of the Kazakh-American Free University. This document is the main document of the IQAS, reflecting the processes of KAFU activities, the purpose of which is, first of all, to satisfy the requirements of consumers and other interested parties, as well as to ensure compliance with the requirements of the standard and guidance for ensuring the quality of higher education in the European Higher Education Area (ESG) (Approved Ministerial Conference in Yerevan, May 2015).

The IQAS Guide is implemented, monitored and reviewed in due course.

1.2 Application

The requirements of this Guide are intended for the implementation of the effective work of all structural units of KAFU and are applicable to all types of activities of the university.

3. INTERNAL QUALITY ASSURANCE SYSTEM OF KAFU

3.1 General Requirements

The internal quality assurance system reflects the general approaches, policies, standards and basic mechanisms established at the Kazakh-American Free University to improve the quality of education and develop a culture of quality.

KAFU has developed, documented, implemented and maintains an internal quality assurance system. The KAFU IQAS is in constant development in accordance

	Kazakh-American free university	Date 14.02.2022
	Internal Quality Assurance Guide page 6 out of 36 pages	IQAS Edition 2

with the standards and guidelines for quality assurance of higher education in the European Higher Education Area (ESG) (Endorsed by the Ministerial Conference in Yerevan, May 2015)

KAFU IQAS reviews:

a) the processes necessary to maintain the internal quality assurance system and their application at the university are defined. The list of processes required for the KAFU IQAS is determined by the strategic priorities of the university management system;

b) the availability of the necessary resources and information necessary for the management of the IQAS processes and their monitoring is ensured. For these purposes, the KAFU budget is developed annually, which determines the required types of resources;

c) monitoring and analysis of IQAS processes are carried out on a regular basis.

The management of the IQAS processes is carried out in accordance with the requirements of regulatory, legislative documentation, and internal requirements of KAFU, as well as in accordance with the standards and guidelines for ensuring the quality of higher education in the European Higher Education Area (ESG).

The KAFU Internal Quality Assurance Manual is the fundamental document in the quality assurance system. The KAFU Quality Guide has been developed in accordance with the standards and guidelines for quality assurance of higher education in the European Higher Education Area (ESG).

This KAFU quality manual provides a detailed description of the main processes of the IQAS, reflecting the activities of the university as a whole, the management and structure of documentation, the distribution of powers and responsibilities of personnel, and establishes the requirements of consumers and the necessary resources to meet them.

3.2. Documentation Management

a) verification of documents for correctness prior to their release, providing for phased approval by the required number of officials. The list of officials is established each time individually and depends on the type of documents;

b) analysis and updating of documents as necessary and their reapproval. The frequency of analysis, updating and re-approval of the documentation is determined based on changes in the legislative, regulatory, internal documentation of KAFU, the timing of the revision of the documentation, the changing requirements of consumers and other interested parties;

c) ensuring that documents are kept legible and easily identifiable. The readability of the document is ensured by the development of any document in electronic format;

d) external regulatory documents are freely available in the internal network storage "KAFU Exchange";

	Kazakh-American free university	Date 14.02.2022
	Internal Quality Assurance Guide page 7 out of 36 pages	IQAS Edition 2

e) the internal regulatory documents of the university are freely available on the official website of the university <https://kafu.edu.kz/razvitie/normativnye-dokumenty/vnutrennie-normativnye-dokumenty-kasu.html>.

4. QUALITY POLICY

4.1 Quality Policy

The mission of the Kazakh-American Free University: the training of leaders of the XXI century for the benefit of sovereign Kazakhstan. The implementation of the mission in the future is aimed at training competitive specialists who speak foreign languages, are able to think independently, have strategic thinking and manage global trends in the national and world economy - leaders of the twenty-first century. The mission is enshrined in the policy document "Development Strategy of the Kazakh-American Free University for 2018-2022", and is also freely available and posted on the KAFU website <https://kafu.edu.kz/razvitie/smk.html> .

Realizing the objective need to use strategic planning and program-target management methods, the Kazakh-American Free University developed the KAFU Development Strategy for 2018-2022. including prospects for the development of the university, taking into account the current state and long-term goals, analytical and predictive justification for the development program of the Kazakh-American Free University, mission, strategic goals and objectives, ways to achieve goals and expected results from the implementation of this program document.

The KAFU quality assurance policy is a comprehensive document that defines the priorities and basic principles for the functioning of the KAFU (see Appendix).

The KAFU quality policy meets the following requirements:

- the policy in the field of quality assurance is developed in accordance with the State policy in the field of higher education ("State Program for the Development of Education of the Republic of Kazakhstan for 2020-2025), trends in the development of education in the international space and the fundamental documents of the university (Statute of KAFU, etc.).

- the policy determines the general structure of the system of internal quality assurance in education;

- the policy forms a culture of quality among the administrative staff, academic staff and students of the university;

- policy contributes to the improvement of the quality of education;

- the policy maintains mutual trust and promotes the recognition of learning outcomes, as well as the development of academic mobility of students;

- policy to provide quality assurance information.

- the quality assurance policy includes a commitment to meet customer and stakeholder requirements and continually improve the effectiveness of the internal quality assurance system;

	Kazakh-American free university	Date 14.02.2022
	Internal Quality Assurance Guide page 8 out of 36 pages	IQAS Edition 2

- the quality assurance policy is the basis for setting and analyzing quality objectives;

- employees take an active part in the improvement of the IQAS, participate in seminars, and therefore, the policy is clear to employees at all levels of management;

- policy in the field of quality assurance is discussed and approved at the meeting of the Academic Council of KAFU. The corresponding entry is made in the minutes of the meeting of the Academic Council.

- the approved policy in the field of quality assurance of KAFU is brought to the attention of the university staff of all structural units. The document is posted on the website of the university. <https://kafu.edu.kz/razvitie/smk.html>

The quality assurance policy at KAFU reflects the relationship between teaching, learning and research and takes into account the international, national and intra-university levels.

The policy is implemented through processes and standards for internal quality assurance, which involve the participation of all departments of the university.

The quality assurance policy involves external stakeholders and university partners interested in the success of projects and the development in processes aimed at improving and developing the quality of education. External stakeholders are involved in the periodic evaluation of the quality of education.

Quality processes are generated by the academic, research and educational activities of the university.

4.2 Responsibility.

Management of KAFU is carried out in accordance with the Law of the Republic of Kazakhstan "On Education", the legislative acts of the Republic of Kazakhstan and the regulatory documents of the Ministry of Education and Science of the Republic of Kazakhstan. The main principles of university management are defined in the Charter of KAFU.

The organizational structure of KAFU management corresponds to the mission, goals and objectives of the university, since it is subordinate to the achievement of strategic goals, is determined by the tasks of strategic development and ensures the process of making effective management decisions and monitoring their implementation.

In accordance with changes in the factors of the internal and external environment, as well as the implementation of tasks to ensure the compliance of the organizational tree with the staff structure, taking into account the functional orientation, the organizational structure of the university management is being revised by introducing new, merging and abolishing units.

The collegiate management bodies of the university, based on the principles of publicity and openness, are the Academic Council, the administration, and the Board of Trustees.

The first head of the university is the President of KAFU, who manages the

	Kazakh-American free university	Date 14.02.2022
	Internal Quality Assurance Guide page 9 out of 36 pages	IQAS Edition 2

strategic directions and tasks of the development of the university. The president of the university is the author of the project of its creation, initiating the innovative development of the university and ensuring its sustainable development.

The Rector manages the operational tasks of the development of the university in the field of organizational, educational, methodological, research, educational work, administrative and economic activities. The management of the current activities of the university is carried out by the administration, the First Vice-President, Vice-Rectors, and Heads of structural divisions.

Top managers, the President of KAFU, the Rector of KAFU, Vice-Rectors, as well as all heads of structural divisions, are responsible for quality assurance, which is regulated in detail in the relevant provisions of structural divisions and job responsibilities.

The structure of vertical and horizontal management that exists in the university ensures that its organization and processes are consistent with the institutional goals and objectives of the university, and the needs of students.

The supporting documents on the organizational structure and management of the university include:

- Charter of the Limited Liability Partnership "Kazakhstan-American Free University" (approved on February 22, 2019);
- Regulations on the Academic Council (Decision of the Academic Council, minute No. 9 of 07/05/2018);

	Kazakh-American free university	Date 14.02.2022
	Internal Quality Assurance Guide page 10 out of 36 pages	IQAS Edition 2

- Regulations on the Rectorate of KAFU (Decision of the Academic Council, minute No. 8 of 20.07.2016);
- Regulations on the Board of Trustees (Decision of the Academic Council, minute No. 3 of August 28, 2017).
- KAFU labor regulations (approved by order of the KAFU President dated April 2, 2018).
- Collective Agreement of KAFU (approved by the order of the President of KAFU No. 17 dated April 2, 2018);
- Code of the Corporate Culture of KAFU (Decision of the Academic Council, protocol No. 1 dated February 10, 2014);
- Regulations on structural subdivisions of the University (approved by the Academic Council of KAFU);
- Regulations on the conciliation commission of KAFU LLP (Agreement dated 02.09.2019);
- Personnel policy of KAFU (Decision of the Academic Council, minute No. 4 dated November 26, 2018);
- Organizational structure of KAFU management (approved by the order of the President of KAFU dated 01.09.2021).

The functional responsibilities of management representatives are determined by job descriptions.

4.3. Responsibilities

The working group approved by the President of KAFU is developing the draft Guide for the IQAS. The project is discussed by each structural units. The final version of the document is approved by the Academic Council of the University.

The importance of meeting the requirements of consumers and stakeholders in the field of quality assurance, as well as legislative and other mandatory requirements, is brought to the attention of teachers, KAFU employees and other members at the Academic Council of the University.

4.4. Consumer Orientation

The consumers of KAFU educational services are, first of all, students in all forms and trajectories of education. The stakeholders of KAFU activities include:

- state structures regulating the sphere of higher education (authorized body),
- employers,
- public and professional organizations;
- parents and family members.

4.5. Internal exchange of information

The exchange of information, discussion, and changes are carried out through such collegiate bodies as the Academic Council, the Rector's Office, the Education

	Kazakh-American free university	Date 14.02.2022
	Internal Quality Assurance Guide page 11 out of 36 pages	IQAS Edition 2

Baord of the University, the Council for Academic Quality, as well as through instant messengers, the internal network, the University website, Instagram.

4.6. Top management analytical review

At KAFU, at least once a year, the IQAS is analyzed at meetings of the Academic Council (in accordance with the work plan of the Academic Council), at an individual meeting with the First Vice-President in order to ensure its continued suitability, adequacy and effectiveness. The analysis also discusses the possibilities for improvement in the KAFU internal quality assurance system, and changes in the quality assurance policy.

5. EDUCATIONAL PROGRAM DESIGN AND APPROVAL

The formation of educational programs (hereinafter EP) is carried out in accordance with the procedures developed at the University.

Educational programs are developed on the basis of the KAFU Development Strategy, State Educational Standards, the National Qualifications Framework, Professional Standards and Dublin Descriptors, consistent with the European Qualifications Framework.

The content of educational programs at the university is regulated by the Regulations on the development and approval of educational programs (Approved by the Academic Council on November 17, 2021 minute No. 3).

Educational programs are developed in the context of a competency-based model of specialist training and are focused on learning outcomes expressed in the form of competencies.

The development of educational programs of the university consists of 3 (three) main stages:

- 1) Planning an educational program.
- 2) Designing an educational program.
- 3) Development of structural elements of the educational program.

At the planning stage, the activities of the university for the opening of the EP are determined by the list of areas of training. The university for the list of areas of training determines:

1. current and future market needs;
2. conducts an analysis of the training market;
3. analyzes the possibilities of the university for the implementation of the educational program.
4. availability of the necessary human resources;
5. availability of the necessary material, technical, informational and financial resources.

The design and development of the educational program is carried out by the Academic Committee formed at the department in the direction of training or a group of educational programs or for each educational program separately (determined by

	Kazakh-American free university	Date 14.02.2022
	Internal Quality Assurance Guide page 12 out of 36 pages	IQAS Edition 2

the department independently). The members of the Academic Committee section are:

- representatives of the teaching staff. To ensure an interdisciplinary approach, representatives of both specialized and academic departments (departments, etc.) providing general education and basic training are involved in the collegiate body;
- representatives of students;
- representatives of employers, enterprises of the relevant activity, the real sector of the economy, public associations, etc.;
- representatives of partner universities, including foreign ones (if necessary).

The composition of the Academic Committee is discussed and approved by the Education Board of the University.

The design is divided into the following sub-stages,

1. study of the sphere of professional activity;
2. formulation of the learning outcomes of the program;
3. determination of the relationship between competencies, learning outcomes and assessment criteria;
4. designing methods, technologies of learning and teaching, means of assessing the achievement of learning outcomes by students;
5. determination of the need for resources.

At the stage of developing the structural elements of the educational program, the name and purpose of the EP are formulated, and learning strategies are determined. Further, the content of the EP is designed through the definition of modules/academic disciplines of the program. The EP is developed in the context of professional functions and consists of a list of academic disciplines, the content of which allows achieving the goal of competence and learning outcomes within the framework of the presented EP.

The developed educational program is submitted for discussion and examination at the Education Board of the university and, having received positive results of the examination at the council, is submitted for approval to the Academic Council of the university.

The approval procedure and the decision on approval are documented.

Further, the University submits an online application in the information system "Register of Educational Programs of Higher and Postgraduate Education" in order to include the EP Passport in the EP Register. The EP is subject to reconsideration by the Academic Committee if there are comments and recommendations from experts of the EP HPE at the stage of inclusion/updating in the Register of EP. If necessary, appropriate changes are made to the EP Passport.

To open an EP requiring a license after approval in the EP Register, the university prepares documents and sends an application to the Ministry of Education and Science of the Republic of Kazakhstan to obtain an application to the license in the relevant area of training.

	Kazakh-American free university	Date 14.02.2022
	Internal Quality Assurance Guide page 13 out of 36 pages	IQAS Edition 2

The procedure for inclusion and exclusion of an educational program is prescribed in the regulatory document "Algorithm for inclusion and exclusion of educational programs in the Register of educational programs of higher and postgraduate education" (Order of the Minister of Education and Science of the Republic of Kazakhstan dated December 4, 2020 No. 665).

The education of students is regulated by the KAFU Academic Policy, the Code of Academic Integrity and other internal regulations that are freely available on the university website.

The workload of students is determined in academic credits - units of measurement of labor costs, students and teachers, necessary to achieve the expected learning outcomes.

The qualifications obtained as a result of mastering the educational program are clearly defined in accordance with the level of the National Qualifications Framework in Higher Education:

- qualification level 6 - bachelor's degree;
- qualification level 7 - master's degree;
- qualification level 8 - doctoral studies;

The University awards a degree in accordance with the State Compulsory Standard of Higher and Postgraduate Education.

13. PERIODIC EXTERNAL QUALITY ASSURANCE

External quality assurance procedures measure the effectiveness of quality assurance processes within the university. External evaluation is a catalyst for the development and implementation of new opportunities.

The University ensures that the public is informed about the results of the external evaluation and ensures that they are used to improve educational programs and all types of activities. The results of external quality assurance procedures are posted on the official website of the university.

The University takes part in the following external quality assurance procedures on an ongoing basis:

- institutional accreditation;
- specialized accreditation;
- institutional ranking of universities;
- rating of educational programs;
- licensing.

Preparation for an external audit is implemented through the following algorithm of actions:

- making a decision on the management to undergo an external evaluation procedure;
- issuance of an order on preparation for an external assessment;
- formation of a working group for self-assessment;

	Kazakh-American free university	Date 14.02.2022
	Internal Quality Assurance Guide page 14 out of 36 pages	IQAS Edition 2

- formation of a report based on the results of self-assessment;
- organization of the external evaluation procedure.

External evaluation is carried out periodically by both national accreditation bodies and foreign ones.

Upon completion of the external audit, the university develops measures to improve educational activities, constantly supporting the process of internal quality assurance.



Appendix

Quality Policy KAZAKH - AMERICAN FREE UNIVERSITY

This KAFU policy in the field of quality assurance reveals the importance and place of quality in the provision of educational services, establishes the goals, principles and directions for the development of the university in the process of forming and improving quality in the educational, scientific and other areas of the university.

The main goals of quality improvement, as well as continuous improvement of KAFU's activities to achieve quality, are:

- providing unique educational services in the region;

	Kazakh-American free university	Date 14.02.2022
	Internal Quality Assurance Guide page 15 out of 36 pages	IQAS Edition 2

- meeting the needs of students, improving the conditions and level of education;
- strengthening the educational potential of the region and the country as a whole.

The main principles of the KAFU policy in the field of internal quality assurance are:

- awareness by the managers and employees of all structural divisions, the teaching staff of the university of the role of quality in solving all the problems arising from the interests of consumers of educational services and other interested parties;

- creation of general legal, economic, social, organizational and technical conditions that provide the university with the opportunity to successfully solve problems in the field of quality;

- mastering the methods and means of quality management used in the educational sphere;

- use of theoretical knowledge, practical experience and scientific achievements of teaching staff in the field of quality management.

The implementation of these principles is aimed at creating a general culture of quality at KAFU and improving the quality of educational services of the university.

The main directions of the KAFU policy in the field of quality, within the established goals and principles, are:

- development of international cooperation and use of world experience in ensuring and improving quality;

- legislative and regulatory assurance of the quality of educational services,

- implementation of an effective quality management system and its continuous improvement;

- strengthening responsibility for the quality of educational services and improving the system of monitoring and quality control.

- development of scientific and innovative activities

- development of the resource potential of the university and ensuring a sustainable financial and economic state.

The policy of KAFU in the field of quality is aimed at improving the quality and ensuring the competitiveness of university graduates in order to meet the needs of the region and the country as a whole in highly qualified personnel.

The introduction of an internal quality assurance system will form a continuous system for improving education, professionalism, knowledge by employees and managers at all levels, methods and methods of quality management, the principles of an internal quality assurance system based on advanced domestic and foreign experience, as well as standards and guidelines for ensuring the highest quality. education in the European Higher Education Area (ESG).

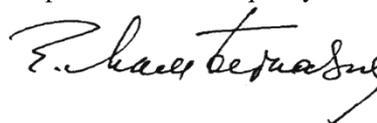
The top management of KAFU undertakes the following obligations:

- communicate the Policy to all stakeholders and explain its meaning;

- periodically review the Policy and objectives for their suitability and updating;

- provide resources, improve performance and improve the internal quality assurance system.

KAFU President, Academician of NAS RK



Mambetkazyev Y.A.

INTERNAL QUALITY ASSURANCE GUIDE

Information edition

	Kazakh-American free university	Date 14.02.2022
	Internal Quality Assurance Guide page 16 out of 36 pages	IQAS Edition 2

© Kazakh-American free university, 2022

070018, Ust-Kamenogorsk, Ulitsa M. Gorkogo 76
tel. (7232) 50-50-10, 50-50-15
Office in the USA: 44490 SE Phelps Rd., Sandy, OR
e-mail: kafu_ukg@mail.ru
web: www.kafu.kz