

«APPROVED» by
The Chairman of Academic Quality
Assurance Committee of
M.Narikbayev KAZGUU University

_____ 2020 .
« ____ » _____

REGULATION ON
ACADEMIC QUALITY ASSURANCE COMMITTEE OF
THE SCHOOL OF LIBERAL ARTS

Register.№ _____

Sample. № _____

NUR-SULTAN

1 DEVELOPED AND PROVIDED BY: School of Liberal Arts of M. Narikbayev KAZGUU University.

2 DEVELOPER: Dean of the School of Liberal Arts.

3 CHECK PERIOD: once a year.

This Regulation may not be fully or partially registered, printed or distributed without the permission of the Chairman of the Board of JSC “M. Narikbayev KAZGUU University”.

1. Scope of use.

1.1 This Regulation on the Academic Quality Assurance Committee (AQAC) sets out requirements for the control and compliance with academic issues of the School of Liberal Arts (SLA): monitoring the quality of general education programs, compliance with the norms and rules of the Academic Policy of JSC “M.Narikbayev KAZGUU University”.

1.2 This regulation on AQAC is mandatory to be used by all the employees of the SLA in their work.

1.3 Symbols and abbreviations:

1.3.1 RK – The Republic of Kazakhstan;

1.3.2 MES of RK – Ministry of Education and Science of the Republic of Kazakhstan;

1.3.3 KAZGUU – JSC “M. Narikbaeyev KAZGUU University”;

1.3.4 OLS – Office of Legal Support;

1.3.5 SLA – School of Liberal Arts;

1.3.6 JD – Job description;

1.3.7 TS – Teaching staff;

1.3.8 EP – Educational program;

1.3.9 AQAC – Academic Quality Assurance Committee;

1.3.10 REC – Research and Ethics Committee;

1.3.11 BC – Business Council.

2 General provisions

2.1 Academic Quality Assurance Committee is an independent, executive and collegial body for the academic activities of the SLA of KAZGUU.

2.2 This Regulation on AQAC is developed in accordance with the legislation of the Republic of Kazakhstan and the internal documents of KAZGUU.

2.3 Regulation is an internal document that defines the status of the establishment, composition, purpose, objectives and functions, the order of the Committee's meeting, decision-making and its execution.

2.4 AQAC in its activities is guided by the legislative acts of the Republic of Kazakhstan governing educational activities, as well as by-laws of the Government of the Republic of Kazakhstan, the Ministry of Education and Science of the Republic of Kazakhstan, the Charter of KAZGUU, orders and instructions of the university management relating to the work of AQAC and this regulation.

3. Aim of AQAC

3.1 The main aim of AQAC is to consider the academic issues of SLA: monitoring the quality of general education programs, observing the norms and rules of the academic policy of the university.

4 Main objectives and functions of AQAC

4.1 The main objective of the AQAC is the organizational, methodological, informational control of the learning process in accordance with the requirements of state compulsory education standards.

4.2 To accomplish the aim, AQAC performs the following functions:

4.2.1 development and approval of the AQAC work plan for an academic year;

4.2.2 development of common criteria and requirements for training and methodological support addressing the needs of disciplines within departments;

4.2.3 correction, development and approval of common standards for syllabuses, with the content of assessment criteria, taking into account the policy of academic integrity and the modernization strategy of educational and methodological support of KAZGUU;

4.2.4 approval of the forms of final control in the disciplines of SLA;

4.2.5 consideration of issues of a current nature on educational and methodical work on the recommendation of the Directorate of the SLA and department coordinators;

4.2.6 consideration of presentations and providing recommendations on the developed elective disciplines of departments for a new academic year;

4.2.7 monitoring and analysis of the educational process, development of recommendations for improving the quality of the organization of the educational process of SLA. At the end of the academic year, final reports on disciplines, data on student performance, session results, recommendations for improving the discipline by the faculty (course management form-CMF) are heard;

4.2.8 approval of the catalog of elective disciplines. After completing the course of elective disciplines, students must undergo a survey on the quality of teaching the discipline and its necessity;

4.2.9 at the end of the disciplines of the compulsory component, take a survey on the quality of teaching the discipline and its necessity;

4.2.10 consideration of issues on the organization of the educational process of the current nature (accepting credits, replenishment of classes, appeals of students and parents).

5. Members of AQAC

5.1 The members of AQAC are elected from among the teaching staff of SLA.

5.2 The members of the AQAC and its changes are approved by voting of the teaching staff of SLA at the open general school meeting of the teaching staff of SLA in the presence of a quorum of 2/3 of the teaching staff of SLA. If there is no quorum, a repeated meeting of the teaching staff of SLA is held.

5.3 The membership of AQAC is approved for a period of one academic year.

5.4 The structure of AQAC as its permanent members without the right to vote includes the Dean of SLA, the Deputy Director for Academic Affairs of SLA, the coordinators of the departments of the SLA, Coordinators of Educational Programmes, and Head of Advising Office.

5.5 One representative from the student body of the university is involved as a voting member of the AQAC.

5.6 General management of AQAC activities is carried out by the Chairman of the Committee, elected by voting at a general school meeting of the teaching staff of SLA, with a quorum of 2/3 of the teaching staff of SLA. In the absence of a quorum, a repeated meeting of the teaching staff of the SLA is held.

5.7 The secretary AQAC is elected by voting at the general school meeting of the teaching staff of SLA in the presence of a quorum of 2/3 of the teaching staff of the SLA. In the absence of a quorum, a repeated meeting of the teaching staff of SLA is held.

6. WORK REGULATIONS OF AQAC

6.1 AQAC carries out work in accordance with the plan drawn up and approved for each academic year. Meetings of the Committee are recorded in minutes.

6.2 AQAC meetings are held at least once a month. The chairman of the committee sends the agenda with all the necessary materials for familiarization to all members of the Committee by e-mail no later than the day of the meeting.

6.3 In case of questions requiring joint consideration with the committees of SLA, the Chairman of the Committee sends a letter with general materials to the Chairman of the Committee of SLA to set a date for the joint meeting.

6.4 AQAC decision-making is carried out both in person and online.

6.5 The decision of AQAC is considered accepted if more than half of those present voted for it, while securing a quorum (at least half of the members of the Committee).

6.6 All decisions and recommendations of AQAC are recorded in the minutes of the Committee meeting. The minutes of the meeting are drawn up by the Secretary of the Committee and submitted for signature to the Chairman within two working days after the meeting of the Committee.

6.7 AQAC decisions are sent by the secretary of the Committee via e-mail to all members of the Committee, as well as to officials involved in the implementation of the decisions of the Committee.

6.8 The minutes of the AQAC meetings and their materials are documents of permanent storage. The original of the minutes of the meeting and materials for it are stored with the Secretary of the Committee, who is responsible for their safety. After

three years, the protocols and the materials attached to them are transferred according to the inventory to the archival directorate of SLA.

7. Authority and responsibility of AQAC members

7.1 AQAC members have the following rights:

7.1.1 To collaborate with KAZGUU entities.

7.1.2 To request and receive from KAZGUU entities materials necessary for solving the tasks set by the Committee, within the deadlines set by the Committee.

7.1.3 To make proposals within the framework of its competencies.

7.1.4 To invite representatives of other university entities to meetings of the Committee in agreement with the Committee.

7.2 Responsibilities of AQAC members:

7.2.1 To comply with this Regulation and to carry out qualitatively the decisions of the Committee taken within the envisaged limits provided by this Regulation;

7.2.2 Fulfill the obligations, following the decisions of the Committee;

7.2.3 Actively participate in the work of the Committee, timely and accurately consider the materials submitted to the meeting of the Committee, provide written recommendations and suggestions in a timely manner;

7.2.4 To inform the Chairman or Secretary of the Committee of the inability to participate in the scheduled meeting of the Committee in a timely manner, or of the impossibility of fulfilling instructions on time. In the absence of a member of the Committee at the meeting, the member is responsible for familiarizing himself with the decisions of the Committee and their implementation;

7.2.5 To carry out a quality assessment of the academic activities of the SLA teaching staff in accordance with the established criteria;

7.2.6 To participate in the approval of syllabuses, forms of final assessments and assessment criteria.

7.3 Expulsion from AQAC members may occur in cases of:

7.3.1 Committing by a AQAC member of actions grossly violating this Regulation;

7.3.2 Non-compliance with decisions of the Committee;

7.3.3 Non-attendance of more than 50% of physical meetings of the Committee;

7.3.4 Written notice of decision to resign from the Committee;

7.3.5 In case of dismissal from KAZGUU or liquidation of the Committee

8. Assessment of the academic activities of the SLA teaching staff

8.1 Assessment of the academic activity of the SLA teaching staff is carried out once a semester by members of the Committee.

8.2 Members of the Committee can attend any class during the semester with the exception of open lessons and assessment activities.

8.3 The schedule of attendance by the Committee members is approved by the Committee Chairman on the 3rd academic week.

8.4 The Committee member is obliged to provide a detailed commentary regarding the class attended and to rate it in accordance with the established criteria no later than 3 business days from the date of the visit. The assessment form (Appendix 1) is signed by the member of the Committee, as well as the instructor who conducted the class.

8.5 If the instructor receives a score of 3 or lower, the Committee member must undertake a follow-up visit to this instructor, with a grade being given in accordance with Appendix A, with the permissibility of changing the form according to the decision of AQAC. In the final rating report, in this case, the weighted average score for two visits should be taken into account.

9. The procedure for approving syllabuses, examinations and assessment criteria

9.1 Syllabuses are provided to the Chairman of the Committee by the coordinators of the departments and are approved by the Committee no later than 10 days before the start of the academic period.

9.2 Syllabus shall contain:

9.2.1 course description;

9.2.2 goals and objectives of the course;

9.2.3 course policy (in accordance with the Academic Policy of M. Narikbayev KAZGUU University and the Handbook on Ensuring Academic Integrity);

9.2.4 system and criteria for evaluating all tasks performed within the framework of the course, including final ones;

9.1.1 course program;

9.1.2 form of the final assessment;

9.1.1 list of compulsory and recommended literature.

9.2 When building the grading system, it should be noted that the Bell Curve grading scale is applied in accordance with Academic Policy;

9.3 Evaluation criteria should be prescribed for each type of assignment (written, oral, etc.) with an accurate description of the level of achievement for each criterion.

9.4 The final assessment in all disciplines of SLA, with the exception of the Contemporary History of Kazakhstan, is carried out on the 14-15 academic

week. The form of the final assessment, indicated in the syllabus, should contain a description of the sections of tasks with an indication of the weight coefficient of each section.

9.1 In the event that the content of the syllabus does not comply with regulatory documents or the absence of one of the above items, the Committee has the right to send the syllabus for revision. The syllabus with the comments taken into account must be sent by the coordinators of the departments for a reconsideration of the Committee no later than 3 days from the moment of consideration.

10. Examination papers requirements

10.1 When compiling examination papers, the following must be considered:

10.1.1 The content of the tasks used to conduct the final assessment must be different from the tasks performed in the classroom. In this case, the form of the task can be kept;

10.1.2. Information regarding the content of the final assessment must not be disclosed. Responsibility for non-disclosure of the content of the examination material lies with the developer of the examination paper.

10.2 During the exam, the attendant instructor must be familiarized with the rules of the exam in advance. The attendant instructor must read the rules of conduct on the exam for students, as well as clearly follow the instructions.

11. Confidential information

11.1 Information classified as confidential in accordance with the legislation of the Republic of Kazakhstan and the KAZGUU internal documents is recognized as confidential information.

11.2 Any information of a confidential nature which is considered by AQAC members should be kept confidential.

11.1 AQAC members with access to confidential information should not disclose it to colleagues who do not have access to such information, as well as to any third parties. Such restrictions also apply for the time established by the internal documents of the university, after the dismissal of the Employee.

11.2 During the working day and at the end of it, when the Employee leaves his workplace, he must make sure that documents containing confidential information are not left on his desktop or in another easily accessible place. All such documents must be locked in cabinets or drawers, and the computer must be turned off or locked.

11.3 Confidential information (in electronic, written or other form) must not be taken outside without the appropriate order or approval of the leadership of KAZGUU. Upon dismissal, the Employee is obliged to leave all documents, files, reports and records belonging to KAZGUU that contain information that is not intended for a wide range of persons, as well as all copies of documents containing this information.

12 Changes and amendments

12.1. This Regulation is valid until canceled or replaced with a new one.

12.2 Changes and amendments to the Regulation are approved by members of the Committee in agreement with the Vice-rector for KAZGUU Academic Affairs

12.3 The Chairman of AQAC is responsible for introducing changes and additions to the original and recorded working copies.

13 Coordination, storage and distribution

13.1 Coordination of this Regulation is carried out with the Vice-rector for KAZGUU Academic Affairs, the Dean of SLA, the head of the Department of Strategic Planning and Personnel Management, the head of the Office of Legal Support in the “Approval List” (Appendix B).

13.2 The original of this Regulation is stored in the Department of Strategic Planning and Human Resources.

13.3 Responsibility for the transfer of the approved provision (original) for storage to the Department of Strategic Planning and Personnel Management rests with the chairman of AQAC.

13.4 Responsibility for the storage of the recorded working copy of the regulation lies with the chairman of AQAC.

13.5 Responsibility for familiarizing the staff of AQAC with this Regulation is on the chairman of AQAC. Record of familiarization should be made out in the “familiarization sheet” (Appendix B).

APPENDIX A

Formal Lesson Observation Form

Observee	Observer
Date	Location
Department.....	Course
Topic	Time ...
No of learners of enrolled	No of learners in session ...



5= exceptional, 4= meets standard, 3=satisfactory level			
	5	4	3
Clear explanation of the topic/new material			
Presented topics in logical sequence (structure of the lesson is clear)			
Asked questions to monitor student understanding.			
Waited sufficient time for students to answer questions.			
Clear instructions			
Error-correction and Feedback			
Average:			

Summary Comments

What were the instructor's major strengths as demonstrated in the observation?

What suggestions do you have for improving the instructor's skills or methodology?

VERIFICATION OF THE FORMAL OBSERVATION RESULTS	
<i>By signing this form, you confirm that you have discussed the results of lesson observation in details.</i>	
The lesson was taught by _____ Signature	Date:
The lesson was observed by _____ Signature	Date:

Formal Lesson Observation Form

Observee	Observer
Date	Location
Department.....	Course
Topic	Time
No of learners of enrolled	No of learners in session ...



5= exceptional , 4= meets standard, 3=satisfactory level			
	5	4	3
Clear explanation of the topic/new material			
The use of resources			
Managed to engage students into the class			
Creative and interactive approaches			
Clear instructions			
Feedback			
Average:			

Summary Comments

What were the instructor's major strengths as demonstrated in the observation?

What suggestions do you have for improving the instructor's skills or methodology?

VERIFICATION OF THE FORMAL OBSERVATION RESULTS	
<i>By signing this form, you confirm that you have discussed the results of lesson observation in details.</i>	
The lesson was taught by _____ <div style="text-align: right; margin-right: 20px;">Signature</div>	Date:
The lesson was observed by _____ <div style="text-align: right; margin-right: 20px;">Signature</div>	Date:

Formal Lesson Observation Form

Observee
Date
Department.....
Topic
No of learners of enrolled

Observer
Location
Course
Time ...
No of learners in session ...



5= exceptional, 4= meets standard, 3=satisfactory level			
	5	4	3
Clear explanation of the topic/new material			
Connection of theory and practice (the use of cases from industry and hospitality)			
Managed to engage students into the class			
Creative and interactive approaches			
Visualisation of class materials			
Clear instructions			
Feedback			
Average:			

Summary Comments

What were the instructor's major strengths as demonstrated in the observation?

What suggestions do you have for improving the instructor's skills or methodology?

VERIFICATION OF THE FORMAL OBSERVATION RESULTS	
<i>By signing this form, you confirm that you have discussed the results of lesson observation in details.</i>	
The lesson was taught by _____ Signature	Date:
The lesson was observed by _____ Signature	Date:

Appendix B

APPROVAL LIST

Position	Full name	Signature	Date
1.	2.	3.	4.
Dean (Director) of SLA	Anar Ibrayeva		
Vice-dean (vice-director) for SLA Academic Affairs	Zhamilya Bopurova		

AGREEMENT LIST

Position	Full name	Signature	Date
1.	2.	3.	4.

Appendix C

CHANGE REGISTRATION SHEET

Change set number	Change Notification Number	Number of pages				Total number of pages (After Changes)	Date of entry	Name of the person making amendment	Signature of the person making amendment
		changed	replaced	new	cancelled				
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.

Appendix D
PERIODIC INSPECTION SHEET

Inspection date	Full name of the person performed check	Signature of the person performed check	Comments
1.	2.	3.	4.