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APPROVED:

Rector of EETI named after
 academician K. I. Satpayev

D. M. Sivaraksha

«31» August 2022




QUALITY MANAGEMENT SYSTEM

DOCUMENTED PROCEDURE

QUALITY POLICY

QMS-DP-8.5-02-2022

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Introduction

1 DEVELOPED BY the Quality Management System, Standardization and Norm Control Management Service

2 INTRODUCED by the Quality Management System, Standardization and Norm Control Management Service

3 DEVELOPER:


T. V. Diba -Head of the Department of Quality Management System, Standardization and Norm Control

4 APPROVED and PUT into EFFECT by the Rector on the basis of the decision of the Academic Council of the Institute dated August 31rycta , 2022, No. 1

5 EXPERTS:

- 1) D. K. Imangazinova-Vice-rector for Academic Affairs;
- 2) Asylova K. B.-Dean of the Faculty of Engineering and Economics;
- 3) Kadyrbekova K. K.-Head of the department "Educational part".


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1 Scope of application

1.1 This documented procedure establishes a unified procedure for carrying out activities aimed at continuous improvement of the quality of educational services, increasing its effectiveness, efficiency, increasing customer satisfaction and other interested parties in the Institution "Ekibastuz Engineering and Technical Institute named after academician K. Satpayev" (hereinafter referred to as the Institute).

2 Normative references

This documented procedure uses references to the following regulatory documents:

- Law of the Republic of Kazakhstan dated July 27, 2007 No. 319-III "On Education";
- State General Education Standard of higher Education, approved by Order No. 604 of the Ministry of Education and Science of the Republic of Kazakhstan dated July 20, 2022;
- Order of the Minister of Education and Science of the Republic of Kazakhstan No. 595 dated October 30, 2018 "On approval of standard rules for the activities of relevant types of educational organizations";
- ESG ENQA-2015 "Standards and recommendations for quality assurance of higher education in the European area";
- Rules of organization of the educational process on distance learning technologies, approved by the Order of the Minister of Education and Science of the Republic of Kazakhstan No. 137 dated March 20, 2015;
- Rules of organization of the educational process on credit technology of training, approved by the Order of the Minister of Education and Science of the Republic of Kazakhstan No. 152 dated April 20, 2011.


3 Terms. Definitions

Continuous improvement – a repetitive activity to increase the ability to meet requirements.

Quality policy – the general intentions and direction of the organization's activities in the field of quality, officially formulated by senior management.

Quality improvement is a part of quality management that aims to increase the ability to meet quality requirements.

Quality goals – what is achieved or aspired to in the field of quality.

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Efficiency – the relationship between the achieved result and the resources used.

4 Abbreviations

OR-the registrar's office.

Teaching staff – faculty members.

QMS – quality management system.

OP – an educational program.

5 General provisions

5.1 The Institute, with its state-of-the-art materialьной и ,laboratoryand methodological base, ddeveloping highly qualified specialists, is guided by the needfor comprehensiveего развития personal development of students and teachers, has all the opportunities and и *strives to be a leader* to provide a complex of educationalых services in the field of engineering and technologyиin the educational space of eibas oftheTuz fueland energyчregionandthe Republic ofKazakhstan with subsequent access to the world market.


5.2 Policyof the Instituteа ориентирThe IAOD's guidelineа на *is to provide* consumers with educational services on a continuous basis at the level determined by legislative and regulatory requirements, market conditions, and long-term relationships with the employer.

5.3 The Institute directs its efforts to continuously improve the quality of educational services based on the integration of education, science, and modern information technologies, which responds to the current and projected requirements of consumers of educational services.

5.4 The Institute's management *strives for unity of goals*, directions and methods *of continuous improvement* of the education system, creates favorable conditions for professional growth of employees, provides appropriate resources, delegates authority to staff within the framework of responsibility, and makes its decisions based on an objective analysis of actual data using reliable and proven methods.

5.5 Teachers of the Institute, being competent and full-fledged participants in the process of the Institute's activities in the field of quality of educational services, proactively and responsibly plan and carry out their activities, effectively *improving the level of knowledge* based on innovative technologies.

5.6 The Institute, realizing the priority of continuous professional activity and a program-oriented approach to improving the quality of educational services in order to achieve *strategic goals of conquering the market* of relevant educational services with minimal costs, creates a constantly improving system as an integral part of the integrated management of the institute.


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5.7 The Institute bases its activities on the basis of studying, analyzing and forecasting the requirements of all parties interested in the quality of education (students, employers, employees, society as a whole), takes into account the need to constantly improve the organization of the educational process based on the use of new management technologies, analysis of methodological, material and technical, information support and development of programs as well as stimulating actual research of teaching staff and students.

6 Purpose and objectives of the quality policy

6.1 In order to fulfill its mission and strategic goal, the Institute declares a policy and goals in the field of quality of education, embodied in comprehensive and targeted improvement and development programs aimed at providing its customers with services at the level dictated by modern requirements, and having the following goals:

- ✓ Strengthening the Institute's position in the market of educational and scientific and technical services in the field of its activities in the context of a multi-level multi-stage system of training specialists based on state mandatory educational standards of a new generation and taking into account the requirements of the labor market;
- ✓ Establishing mutually beneficial partnerships with all parties interested in educational and scientific (research) activities, studying and forecasting their needs, and implementing these needs in the educational process;
- ✓ Formation of personal responsibility and internal motivation of each employee for the quality of education within their competence, ensuring a clear understanding of each employee's tasks, responsibilities, powers and responsibilities;
- ✓ Active involvement of research and teaching staff, employees and students in activities aimed at improving the quality of education through continuous improvement of their competence, motivation, support for creative initiatives, development of corporate culture, and creation of a creative atmosphere;
- ✓ Continuous improvement of educational activities, taking into account the opinion of students and the needs of the labor market, based on the introduction of new educational and information technologies, the results of research activities;
- ✓ Development and improvement of the effectiveness of the system of training and advanced training of scientific and pedagogical personnel in accordance with the needs of their professional activities;
- ✓ Continuous development and improvement of educational, methodological, material and technical support for educational activities, working and learning conditions for staff and students;
- ✓ Improvement of educational activities and the educational process in order to form a socially active and creative personality of the student, who has

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professional responsibility, independence, civic consciousness, and high moral values;

- ✓ Ensuring academic reputation and freedom without allowing academic deception;
- ✓ Prevention of any form of intolerance and discrimination against students or employees;
- ✓ Participation of representatives of external stakeholders in quality assurance.


7 Structure and content of the quality policy

In accordance with paragraph 36 of Order No. 595 of the Minister of Education and Science of the Republic of Kazakhstan dated October 30, 2018 "On Approval of Standard Rules for the activities of relevant Types of Educational Organizations", the university creates an internal quality assurance system based on international standards and guidelines for ensuring the quality of higher and postgraduate education in the European Higher Education Area (ESG-ISI.), which includes:


No	Direction	Content
1	Policy in the Quality assurance policy	This document
2	Development and approval of programs	<p>The main regulatory documents for the development of educational programs are:</p> <ul style="list-style-type: none"> - Law "On Education" of July 27, 2007 No. 319-III; - State General Education Standard of Higher Education, approved by Order of the Ministry of Education and Science of the Republic of Kazakhstan dated 20 July 20, 2022 No. 604; - Order of the Ministry of Education and Science of the Republic of Kazakhstan dated October 30, 2018 No. 595 "On Approval of Standard Rules for the activities of educational organizations of appropriate types"; - Order of the Ministry of Education and Science of the Republic of Kazakhstan No. 152 "On approval of the rules for organizing the educational process on credit technology of training" dated April 20, 2011. <p>The Institute has developed Rules for planning the content of education, the method of organizing and conducting the educational process using credit technology of training, which determine compliance with the content and the order of organizing the educational process. Normative documents define the methodology for developing a modular educational program of the specialty.</p>
3	3 Student-centered learning, teaching, and evaluation	<p>Implemented with student-centered learning, teaching, and evaluation and implemented through the following tools:</p> <ul style="list-style-type: none"> - subjectivity and assessment of students' knowledge by a point-

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		<p>rating letter system;</p> <ul style="list-style-type: none"> - with the systems of monitoring and managing educational resources; - возможности providing visual dynamics of each student's academic performance/by institute/in terms of educational programs and courses; - the use of test technologies allows for high efficiency, a sufficient degree of objectivity, to obtain objective assessments of the level of preparation of examinees, eliminates the subjectivity of the teacher; - participation of students in scientific conferences and Olympiads; - participation of students in international and national sports competitions; - participation of students in research projects; - stable academic performance of students based on the results of passing sessions. <p>Also, students of all specialty courses, in order to master the educational program, form an individual curriculum that determines the individual educational trajectory of each student.</p> <p>Individual student curriculum It is formed for each academic year by the student independently with the help of an adviser based on the standard curriculum of the educational program and the catalog of elective subjects. The number of elective subjects provided by the department allows you to choose between a sufficient number of alternative disciplines.</p>
4	Admission of students, academic performance, recognition and certification	<ol style="list-style-type: none"> 1) The procedures and criteria for admission of students are reflected in the Admission Files for studying at EETI named after academician K. Satpayev. 2) The criteria for assessing students' academic performance are regulated in the Terms of conducting current monitoring of academic performance, intermediate and final certification of students. 3) Recognition and certification procedures are based on: <ol style="list-style-type: none"> 1. Institutional and specialized practice of recognition in accordance with the requirements of the Independent Agency for Quality Assurance of Education, which is included in the National Register of Accreditation Bodies of the Ministry of Education and Science of the Republic of Kazakhstan (Order of the Ministry of Education and Science of the Republic of Kazakhstan No. 304 dated 24.06.2012) in educational programs and training areas.
5	Teaching staff	<ul style="list-style-type: none"> ✓ HR policy is an integral part of the HR management strategy. ✓ The Institute's teaching staff is hired based on the results of competitive selection to fill positions of the teaching staff; ✓ With the status, the professional and personal qualities, duties, rights and measures of encouragement and disciplinary action of the teaching staff are determined by the qualification requirements for the corresponding positions and the Regulations on the Teaching Staff. ✓ The teaching staff of the Institute is constantly engaged in

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		<p>improving the professional level in the profile of the subjects taught in accordance with the Regulations on advanced Training of teaching staff;</p> <p>✓ One of the conditions for ensuring the quality of teaching at the Institute is the amount of teacher workload. Planning the teaching load of teaching staff is carried out in accordance with the Regulation on calculating the average annual teaching load;</p>
6	Training resources and the student support system	<p>of the Student Support Service provide planning, organization, monitoring and quality control of the educational process. The Institute has established and operates an Adviser Service and an Office of the Registrar of the Tora Register.</p> <p>The PR keeps records of student movement (academic vacations, transfers, deductions, and reinstatements), organizes students' enrollment for studying disciplines, calculates the student performance rating, and issues transcripts to students upon their request. PR staff and advisors conduct organizational, methodological and consulting work.</p> <p>The adviser introduces the student to the features of the academic life of the university, the content of the State Standard of Education, the working curriculum, the catalog of elective subjects, the technology of the credit education system, the requirements for obtaining a diploma, the possibilities of the chosen educational program, directs the completion of individual curricula.</p> <p>✓ The Institute provides an opportunity for students to participate in academic mobility programs.</p>
7	Information Management	<p>The Institute has its own official website (https://eiti.edu.kz/).</p> <ul style="list-style-type: none"> - provides all participants in the educational process with access to background information about the Institute and its electronic resources; - allows you to organize various forms of communication between students, teachers, parents, etc. through the forum; - the portal has an electronic journal of academic performance, access to which is provided to students, teachers and parents. <p>The Institute uses the following information resources::</p> <p>✓ Automated information system "Platonus", which allows you to fully automate the processes of the credit system and distance learning technology. The system has a centralized database that reflects all real events and processes of the university.</p> <p>✓ Файловый сервер The FILESERVER file server, designed for performing file I / O operations and storing files of any type, has a large amount of disk space to ensure smooth operation and increased speed of writing and reading data.</p> <p>✓ The distance learning portal uses the "Online Education System" system for organizing distance and face-to-face training for educational institutions with support for proctoring and webinars from OES LLP (https://oes.kz Technical characteristics: 2000 Gbt of space, webinar for up to 1000 people (100 MBT/s guaranteed channel width), hosted in a data center, backups, chats, file sharing,</p>


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		<p>assignments, testing, exams with proctoring function, mailing lists, 100% mobile platform support.</p> <p>✓ All buildings of the Institute and the computer are connected to the local network using a Proxy server. All available computing and information resources of the Institute are integrated into a network with regulated access to information to the equipment on which network software for automating educational processes and software tools are deployed and operate.</p> <p>✓ Electronic library of the Institute (https://eiti.edu.kz/) . The Institute is a member of the Republican Interuniversity Electronic Library (RSEB) (http://rmebrk.kz/, http://kazneb.kz, http://kazrena.kz/), created for the purpose of combining electronic educational resources of higher education institutions of the republic into a single information system.</p>
8	Informing the public	<p>✓ Сайт The Institute's website https://eiti.edu.kz/. provides official presentation of information about the institute on the Internet in order to expand the market of educational services of the Institute, quickly familiarize students, employees, applicants, business partners and other interested users with various aspects of the institute's activities, and increase the effectiveness of interaction between the institute and the target audience.</p> <p>✓ The website of the Institute contains a description of all its structural divisions, provides information about the heads, dean and heads of departments. To contact the dean, students, their parents, employers, and any other user can use the contact information provided on the site. Also, similar information is contained in the "First-year Student's Guide to EITI named after Academician K. Satpayev". As a rule, the dean provides feedback to the applying subjects via E-mail or mobile communication.</p> <p>✓ In addition, feedback can be provided through the blog of the Rector of the Institute available on the site, through the "Question-answer" system.</p> <p>✓ In order to increase the availability of information about the Institute's educational programs, and any interesting information about its activities, as well as about its social and public life, the Institute has official pages in social networks:</p> <ul style="list-style-type: none"> - Facebook EITI named after Academician K. Satpayeva (https://www.facebook.com/eitiekb://www.facebook.com/eitiekb/); - VKontakte EITI named after Academician K. Satpayeva (https://vk.com/eiti_ekb); - Instagram EITI named after Academician K. Satpayeva (https://www.instagram.com/eiti_ekb://www.instagram.com/eiti_ekb/) <p>Moderators of social networks generate questions, send them to competent departments, which write answers to questions of interest, and the administrator sends answers to interested parties.</p>
9	Continuous monitoring and periodic evaluation of programs	<p>On the basis of the Strategic Development Plan of the Institute, the implementation of the goals of the OP and their results is evaluated. basisOptimization is carried out on an ongoing basis,я contents and</p>

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		<p>forms of training activities within the framework of the OP. The assessment is carried out by collecting and statistically processing the following data:</p> <ul style="list-style-type: none"> – personnel potential within the framework of the EP; – work on educational and methodological support of the educational process and updating of educational and scientific literature on this EP; – close interaction with representatives of production who are potential employers, most of whom are members of the Supervisory Board of the Institute; – involvement of students in research in within the framework of state-funded research projects (grant funding); – international cooperation with related departments of institutes of near and far abroad; – conducting intensive career guidance work to increase the number of students; – monitoring the employment of bachelor's degree graduates. <p>All educational programs reflect the workload of students and teachers in credits, in accordance with the State Educational Standard, as well as standard curricula.</p> <p>The functions of management, control and coordination of the Academic Quality Assurance Commission, which makes decisions on the content and conditions of implementation of educational programs, assessment policy and other academic issues of the faculty (school), organizes questionnaires of students for compliance with the quality of educational programs and (or) disciplines/modules, for the presence of facts of violation of academic integrity are assigned to department of internal quality assurance.</p> <p>The Quality Assurance Commission is established at the Institute as necessary, taking into account the functional direction of its activities. The Quality Assurance Commission consists of teachers, students, and other academic staff of the Institute. The meeting of the Quality Assurance Commission is attended by representatives of the Institute's administrative and managerial staff.</p>
10	Periodic external quality assurance	<p>The Institute regularly goes through the procedure of International institutional and program accreditation, preventive verification to meet the qualification requirements of COXON of the Ministry of Education and Science of the Republic of Kazakhstan.</p>

LIST for registering changes, additions, and revisions to a document

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№ Change Но- нения	. Date of amendment, addition and conducting events revision	Sheet numbers	Document on the basis of which the changes were made, the audit	was carried out Summary of the change	Signature of the person who made the change
1	2	3	4	5	6