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«AL-FARABI KAZAKH NATIONAL UNIVERSITY»

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QUALITY ASSURANCE POLICY

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Approval sheet

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1. GENERAL PROVISIONS

1.1 This Quality Assurance Policy (*hereinafter referred to as the Policy*) establishes the principles, obligations, procedures, and mechanisms of the internal quality assurance system for teaching and learning at Al-Farabi Kazakh National University (*hereinafter referred to as the University*).

1.2 The Policy is developed in accordance with the legislation of the Republic of Kazakhstan, international standards in the field of education (ESG), as well as internal policies and regulations of the University (*a list of acts is provided in Appendix 1*).

1.3 The University's quality assurance system operates on the principle of continuous improvement of educational activities, including regular analysis of learning outcomes, identification of areas for development, and implementation of corrective and preventive measures.

1.4 The requirements of this Policy apply to students, professors and academic staff, managers, and employees of the University's administrative units, as well as to external stakeholders in matters affecting the quality of educational programs.

2. KEY TERMS

2.1 Academic freedom – a set of rights granted to participants of the educational process to independently determine the content of education in elective courses, additional types of learning, and the organization of educational activities, in order to create conditions for the creative development of students and teachers, and for the use of innovative technologies and teaching methods.

2.2 Academic integrity – a set of principles and norms of ethical conduct in educational, research, and administrative activities, including the prevention of plagiarism, fabrication, falsification, collusion, and other forms of academic misconduct.

2.3 Academic Committee on the Quality of Teaching and Learning – a collegial advisory body of the University faculty that coordinates methodological support for ensuring and improving the quality of teaching and learning at the faculty, including analysis and monitoring of compliance with the internal quality assurance system based on international standards, as well as improving the effectiveness and efficiency of academic activities.

2.4 Academic Committee in the Areas of Personnel Training – a collegial advisory body of the faculty that coordinates the development, updating, evaluation, and monitoring of educational programs for their compliance with labor market requirements and professional standards, as well as develops recommendations on priority areas for educational program development and the identification of necessary resources for their implementation. The Academic Committee includes representatives of academic staff, employers, and students.

2.5 Internal quality assurance system – a set of organizational structures, processes, procedures, and resources aimed at ensuring and continuously improving the quality of the University's educational activities.

2.6 External quality assurance system – a set of procedures for the external assessment of education quality, including institutional and specialized accreditation, as well as other forms of independent evaluation of educational activities.

2.7 State Compulsory Standards of Higher and Postgraduate Education of the Republic of Kazakhstan (SCS RK) – state-mandated standards that define requirements for the content of education with a focus on learning outcomes, maximum student workload, level of student preparation, and duration of study in higher and postgraduate educational institutions, including military and specialized institutions, regardless of ownership or departmental subordination.

2.8 Additional Educational Program (minor) – a set of disciplines, modules, and other types of academic work selected by the student designed to develop additional competencies.

2.9 Information System Univer (IS Univer) – an information and software complex Univer.kaznu.kz, which represents a comprehensive system for the administration and management of the University's educational activities, covering the full cycle of the learning process.

2.10 Quality of education – a comprehensive characteristic of the effectiveness of educational activities and the extent to which student training meets the requirements of SCS RK, as well as the needs of the individual, society, and the state.

2.11 Quality culture – a set of values, principles, and practices aimed at the continuous improvement of educational activities and the development of responsibility among all participants in the educational process for education quality.

2.12 Quality assurance mechanisms – a set of processes, procedures, tools, and organizational structures that ensure the management of the quality of educational activities.

2.13 Microqualification – a defined set of knowledge, skills, and competencies sufficient to perform a single professional function according to a professional function in accordance with a professional standard (or within a corresponding profession), acquired through short-term training.

2.14 Quality assurance – a set of processes, procedures, and measures aimed at ensuring and continuously improving the quality of educational activities.

2.15 Educational Program (EP) – a comprehensive set of basic characteristics of education, including its goals, outcomes, content, organization, methods of implementation, and criteria for evaluating learning outcomes.

2.16 Main Educational Program (major) – a set of disciplines, modules, and other types of academic work defined for students to study and develop key competencies.

2.17 Academic Analytics and Quality Assessment Office – a structural unit of the Department of Academic Affairs of the University responsible for educational analytics, monitoring, and evaluation of educational process indicators to support decision-making and improve education quality.

2.18 Educational Program Design Office – a structural unit of the Department of Academic Affairs providing methodological and organizational support for the development of the University's educational programs, microqualification programs based on the National Qualifications System, SCS RK, and professional standards of the Republic of Kazakhstan.

2.19 Office of the Registrar – an academic service that records the history of students' academic achievements, organizes all types of knowledge control, calculates their academic rating, and monitors and analyzes the results of the interim assessment.

2.20 Stakeholder - a person (or group of persons) interested in the results of the University's activities. Internal stakeholders include students at all levels of educational programs, academic staff, and administrative staff. External stakeholders include alumni, employers, legislative and authorized bodies, and partners.

3. CONCEPT OF QUALITY

3.1 The main goal of the University, within the framework of this Policy, is to ensure high-quality teaching and learning.

3.2 The Concept of Quality is based on an integrated approach to ensuring the quality of educational activities and aims to achieve sustainable learning outcomes and to prepare competitive graduates.

3.3 The University fosters a culture of quality based on the responsibility of all participants in the educational process for maintaining and continuously improving the quality of education, academic partnership, and openness to change.

3.4 The Concept of Quality provides for:

– Compliance of EPs with regulatory requirements and stakeholder expectations.

– Orientation of the educational process toward the achievement of learning outcomes.

– Implementation of academic freedom of academic staff, including the freedom to choose teaching methods, forms of organizing training, and areas of research within the framework of the EP.

– Student-centered learning and the formation of individual educational trajectories.

– Adherence to the principles of the University's Academic Integrity Policy and transparency of educational procedures.

– Protection of the rights and legitimate interests of students and ensuring equal access to educational resources.

– The introduction of digital technologies into the educational process aims to improve the quality of education and personalize students' educational trajectories.

– The use of digital learning formats, educational platforms and services, corporate information systems, digital educational resources, learning analytics, and artificial intelligence technologies.

– Systematic collection, storage, analysis, and use of accurate and up-to-date information on the University's activities.

4. QUALITY ASSURANCE POLICY, ACADEMIC FREEDOM AND PROGRAM DEVELOPMENT

4.1 The University Policy defines the organizational and managerial mechanisms for ensuring the quality of educational activities, teaching, and learning, and is aimed at ensuring compliance of EPs with established requirements and stakeholders' expectations.

4.2 The Policy is implemented at the University on the basis of:

– The functioning of an internal quality assurance system.

– Systematic monitoring of EPs.

– Analysis of learning outcomes.

– Provision of educational resources and conditions necessary for achieving learning outcomes.

– The use of digital educational environments, educational platforms and services, as well as educational analytics tools.

– Implementation of corrective measures.

4.3 The implementation of the Policy is ensured through the functioning of the internal quality assurance system, which includes monitoring and periodic review of EPs. Comprehensive monitoring of EPs is carried out after each graduation cycle. Periodic review of EPs is conducted on a systematic basis in accordance with the Regulation on the Development and Updating of Educational Programs at Al-Farabi Kazakh National University.

4.4 The University promotes the internationalization of EPs and the development of international academic cooperation.

4.5 Quality Assessment

4.5.1 At the University, the following are analyzed during the quality assessment of education:

– Processes of educational activities.

– Procedures for managing EPs.

– Learning outcomes.

– Availability and effectiveness of educational resources, and the necessary conditions for students.

4.5.2 The main indicator of the quality of EPs is the achievement of learning outcomes, reflected in the competencies acquired by graduates.

4.5.3 Quality assessment is carried out on the basis of:

– Students' academic achievements.

– Monitoring results.
– Student feedback.
– Results of internal quality assurance procedures.
– Analysis of the use of educational resources and necessary conditions.

4.6 Scope of the Quality Policy

The Quality Assurance Policy covers:
– The quality of the organization of the educational process.
– The quality of teaching.
– The quality of learning.
– Learning outcomes.
– The educational environment, including access to educational resources and necessary conditions.

4.7 Responsibilities of Participants

4.7.1 All participants in the educational process shall comply with the requirements of this Policy within the scope of their responsibilities.

4.7.2 University Management:

– Ensures the functioning of the internal quality assurance system.
– Defines strategic priorities for the development of the quality of educational activities.
– Makes managerial decisions on issues of the quality of educational activities within its competence.
– Creates conditions for the implementation of EPs.

4.7.3 Academic Staff (Faculty):

– Organize and implement the educational process and ensure the quality of teaching and compliance with established requirements for the assessment of learning outcomes.
– Ensure the objectivity and transparency of the assessment of learning outcomes.
– Comply with the University's Academic Integrity Policy.
– Participate in the implementation and development of EPs in accordance with Section 8 of this Policy.
– Use educational resources and create conditions for students to achieve learning outcomes.

4.7.4 Students:

– Actively participate in the educational process.
– Fulfill the requirements of the EP.
– Comply with the University's Academic Integrity Policy.
– Provide feedback.
– Participate in the procedures of the internal quality assurance system.
– Use the provided educational resources to achieve learning outcomes.

4.7.5 Employers and University Partners:

– May participate in the development, review, updating, and evaluation of EPs in accordance with the University's internal policies and regulations.

– Provide recommendations for the development of graduates' competencies.

4.7.6 Administrative Staff:

– Ensure the implementation of internal quality assurance procedures.

– Ensure the processing and storage of reliable information.

– Support the availability of educational resources and the necessary conditions for students.

4.8 Academic Freedom

4.8.1 The University ensures the implementation of academic freedom within the limits of the requirements of EPs and internal policies and regulations.

4.8.2 Academic freedom includes:

– Freedom of teaching.

– Freedom of research.

– Freedom to choose teaching methods, educational technologies, forms of organizing classes, and assessment tools.

4.8.3 The implementation of academic freedom is carried out in compliance with:

– The requirements of EPs.

– The principles of objective assessment.

– The requirements of the University's Academic Integrity Policy.

– The conditions for the use of educational resources and opportunities for student learning.

4.9 Development and Updating of EPs

4.9.1 The development, review, approval, and updating of EPs are carried out in accordance with the legislation of the Republic of Kazakhstan and the University's internal procedures.

4.9.2 Approaches to EP development include:

– Expert review of EPs by Academic Committees on the Quality of Teaching and Learning, by fields of training, and by the EP Design Office.

– Consideration of academic freedom of academic staff in selecting teaching methods, course content, and assessment formats.

– Analysis of students' learning outcomes, monitoring results, and feedback.

– Consideration of employers' recommendations and professional standards requirements.

– Consideration of recommendations based on the analysis of EPs conducted by the Office of Academic Analytics and Quality Assurance.

– Continuous improvement of the content and structure of EPs.

4.9.3 The development and updating of the EP are carried out in compliance with the principles of academic integrity, transparency, objectivity, responsibility, and continuous improvement of the quality of education.

5. STUDENT-CENTERED LEARNING, INDIVIDUAL EDUCATIONAL TRAJECTORIES AND ASSESSMENT

5.1 The educational process at the University is implemented based on the principles of student-centered learning, which provides for an active role of the student in the educational process, the formation of an individual educational trajectory, and responsibility for learning outcomes.

5.2 The student-centered approach includes:

– Recognizing the student as an active participant in the educational process.

– Taking into account students' individual educational needs, academic interests, and professional goals.

– Developing independence, critical thinking, and decision-making skills.

– Creating conditions for individualized learning.

5.3 The formation of individual educational trajectories of students is ensured through:

– development and implementation of individual curricula by selecting courses/course modules;

– completion of microqualification programs and other professional certification programs;

– participation in academic mobility programs;

– academic counseling and support for students.

5.4 The student's individual educational trajectory is jointly developed with the advisor, based on the EP and the catalogue of elective disciplines, in accordance with the University's Academic Policy.

5.5 The student's individual educational plan, generated by the Office of the Registrar in electronic form, is stored in the IS Univer until the end of the term of study.

5.6 In accordance with the Academic Policy and the Rules for Conducting Final Assessment, the University ensures:

– development and application by the teacher of unified, transparent, and justified approaches to assessing learning outcomes in the discipline;

– mandatory informing of students about the policy for assessing LO in a discipline by means of the teacher posting information about the educational and methodological complex of the discipline in the IS Univer and explaining the assessment policy for the learning outcomes in the first week of the semester;

– the possibility of appealing the results of the learning outcomes assessment;

– regular analysis of assessment procedures by the Department of Academic Affairs and the Academic Committees on the quality of teaching and learning in faculties, with the aim of improving the mechanisms and increasing the objectivity of assessment of the learning outcomes.

5.7 Students shall comply with established procedures of ongoing, midterm, and final assessment, follow their individual study plan, and adhere to the University's

Academic Integrity Policy.

6. EDUCATIONAL PATH OF THE STUDENT: ADMISSION, ACADEMIC PROGRESSION, RECOGNITION OF LEARNING OUTCOMES, CERTIFICATION AND GRADUATION

6.1 The educational path of a student includes the following stages: admission to study, transfer, reinstatement, academic advancement, recognition of learning outcomes, certification and graduation.

6.2 Management of the specified stages is based on the principles of transparency, fairness, objectivity, and equal access, and is aimed at ensuring compliance with the State Educational Standards of the Republic of Kazakhstan and the University's internal policies and regulations.

6.3 Admission procedures are based on the principles of openness and academic integrity. According to the Admission Rules for the Al-Farabi Kazakh National University, the University ensures:

– Transparency of admission rules and criteria.
– Equal conditions for all categories of applicants.
– Authenticity and verification of submitted documents.
– Objectivity in assessing applicants' achievements.
– Documentation of admission procedures and the possibility of their public oversight.

6.4 Transfer of students between EPs, modes of study, and academic years, as well as reinstatement of previously dismissed students, is carried out in accordance with established procedures established by the Academic Policy of the University, ensuring compliance with academic requirements and principles of equal conditions.

6.5 A student's academic advancement through the stages of the educational path is subject to the achievement of established learning outcomes and the successful completion of the individual curriculum.

6.6 The basis for transfer to the next year in accordance with the Academic Policy of the University is the student's mastery of the required volume of credits of the curriculum of the EP of this course and the achievement of the established level of the passing GPA score.

6.7 Achievement of the learning outcomes is assessed during current, midterm, and final assessment, as well as final certification with the results saved in the certification reports of the Univer IS.

6.8 Recognition of LO obtained by students in other educational institutions—within academic mobility, formal, non-formal, and, where legally applicable, informal education—is carried out in accordance with the University's established procedures. Recognition of the results of professional education obtained by students in other educational organizations is carried out in accordance with the procedures established by the University's Academic Policy and the "Regulation on the Procedure for

Recognizing the Results of Formal and Non-formal Education, Professional Qualifications."

6.9 Recognition includes:

– Credit transfer of previously completed courses and credits.

– Recognition of academic mobility results.

– Recognition of micro-credentials and professional certificates.

– Ensuring comparability of qualifications with national and international standards.

6.10 Certification confirms the learning outcomes of students of individual educational modules, disciplines, microqualification programs, or other forms of training.

6.11 In case of full mastery of the EP and successful completion of the final assessment, the student is awarded the corresponding degree and/or qualification in accordance with the established procedure and the State Educational Standard of Higher and Postgraduate Education of the Republic of Kazakhstan and the State Educational Standard for levels of education in the field of healthcare of the Republic of Kazakhstan.

6.12 Graduation from the University is carried out after fulfilling all EP requirements and successfully passing the final attestation.

6.13 Graduation is accompanied by the issuance of officially recognized educational documents, as well as other documents confirming recognized learning outcomes and completed micro-credentials (if applicable).

6.14 The University ensures transparency, objectivity, and timeliness of procedures related to final attestation, certification, and the issuance of documents.

7. ACADEMIC STAFF (FACULTY)

7.1 Academic staff (hereinafter referred to as faculty) are a key factor in ensuring the quality of teaching and the objectivity of the assessment of learning outcomes.

7.2 The University establishes transparent and objective criteria for recruitment, hiring, appointment, promotion, and termination of employment of faculty in accordance with the current legislation of the Republic of Kazakhstan, internal regulatory documents of the University, and the principles of ESG (Standards and Guidelines for Quality Assurance in the European Higher Education Area).

7.3 The qualifications and professional profile of faculty must correspond to the content and level of the implemented EPs, as well as to established qualification requirements.

7.4 The University creates conditions for the exercise of academic freedom by faculty in choosing teaching methods, educational technologies, and areas of research within the framework of EPs.

7.5 Academic staff participate in:

– Development, monitoring, and improvement of EPs.

– Formulation of learning outcomes and assessment criteria.
– Development of teaching and methodological materials.
– Implementation of innovative educational technologies.

7.6 The implementation of EPs is ensured by faculty actively engaged in research activities, which contributes to the integration of teaching and research and the updating of course content.

7.7 The University ensures:
– Recruitment of qualified faculty.
– Familiarization of newly hired teachers with the internal regulatory documents of the University.
– Systematic professional development.
– Enhancement of teaching skills.
– Methodological and organizational support of faculty professional activities.

7.8 The University maintains a teaching portfolio that reflects professional achievements, teaching activities, research outputs, and professional development. The portfolio is used for staff appraisal, personnel decision-making, and planning of professional development.

7.9 Pedagogical competence requires teachers to master modern educational technologies, including digital educational tools, online learning platforms, blended and distance learning technologies, as well as teaching methods and objective assessment of students' academic achievements using artificial intelligence technologies.

7.10 Faculty are required to systematically improve their qualifications at least once every five years to ensure continuous growth of professional competencies.

7.11 The University creates conditions for continuous professional development and career advancement of faculty.

7.12 Evaluation of faculty professional performance is carried out based on established criteria and includes analysis of teaching, research, and methodological activities.

7.13 The quality of teaching is assessed through:
– Student surveys.
– Analysis of learning outcomes.
– Internal monitoring of the educational process.
– Appraisal procedures.

7.14 The results of evaluation are used to improve the educational process, develop pedagogical competencies, and support informed personnel decisions.

7.15 Procedures for recruitment, appraisal, and evaluation of faculty are transparent, documented, and aimed at maintaining a high level of teaching quality and objectivity of assessment.

8. MONITORING, PERIODIC REVIEW, AND IMPROVEMENT OF EPs

8.1 The training of specialists at the University is carried out according to traditional higher (bachelor's, specialist's) and postgraduate (master's, doctoral) EP (information is posted in the "Applicants" tab on the Farabi University website).

8.2 The University also implements double-degree EP (DDEP) and joint educational programs (JEP) (see the “International Cooperation” tab on the Farabi University website).

8.3 The DDEP and JEP are developed in partnership with universities included in the top 300 international/republican/subject rankings and that are members of the network universities of the Shanghai Cooperation Organization (SCO) and the Commonwealth of Independent States (CIS).

8.4 Also, in order to develop professional competencies in students and other categories of listeners, aimed at performing specific work functions stipulated by professional standards and labor market requirements at the University, microqualification programs (MQP) are being developed and implemented.

8.5 A uniform procedure for development, execution, coordination, approval, and review procedures has been established for all EP at the University. For DDEP, JEP and MQP, there are development and implementation specifics set forth in the "Regulations on the Development and Updating of Educational Programs at Al-Farabi KazNU."

8.6 The University systematically monitors EPs to maintain their quality, relevance, and compliance with the requirements of the legislation of the Republic of Kazakhstan, SCS RK, internal policies and regulations, applicable international standards, and stakeholder expectations.

8.7 EP monitoring is based on the analysis of data on the achievement of learning outcomes, feedback from participants in the educational process, and results of internal and external quality assurance procedures. Monitoring is carried out based on the principles of cyclic improvement (planning – implementation – analysis – improvement).

8.8 Key criteria for assessing the quality of EP include, but are not limited to:

− **Demand for the EP** – alignment of learning outcomes and graduates’ competencies with the current and projected labor market needs and the professional environment.

− **Resource provision** – sufficiency of human, educational, methodological, informational, scientific, and material-technical resources to achieve the stated learning outcomes.

− **Achievement of learning outcomes** – correspondence of actual learning outcomes to the declared outcomes and professional standards.

− **Teaching and assessment methods** – compliance of the teaching methods with the learning objectives and outcomes, and the assessment procedures and tools with the University’s internal policies and regulations and ESG standards.

– **Relevance of EPs** – compliance with the labor market needs, employer expectations, and current trends in the development of economic and social sectors.

– **Innovativeness and relevance of EPs** – implementation of modern educational technologies and alignment with emerging areas of professional activity and scientific and technological development.

– **Educational technologies** – the use of modern teaching methods, digital tools, online platforms, blended and distance learning technologies, as well as tools for objective assessment of students' academic achievements.

– **Integration of educational and research activities** – alignment of the educational process with research activities, projects, and contemporary scientific developments.

8.9 The EP monitoring procedure includes an internal analysis of the EP by the Academic Committees in the Areas of Personnel Training, which includes:

– assessing the compliance of the learning outcomes and graduates' competencies with labor market requirements, professional standards, and current development trends in the relevant industry;

– analyzing the structure and content of the EP for compliance with the requirements of the State Educational Standard of the Republic of Kazakhstan, the National Qualifications Framework, industry-specific qualifications frameworks, and professional standards;

– analyzing the logic of the EP structure, the continuity of disciplines and the achievements of the EP, and the compliance of the discipline content with modern scientific advances and labor market requirements;

– organizing and analyzing the results of professional internships;

– interacting with employers, students, graduates, and other stakeholders on updating and implementing the EP;

– identifying ways to improve the content of the EP and the conditions for its implementation;

– harmonizing the educational program with similar programs at domestic and international higher and postgraduate education institutions to enhance their comparability, academic mobility, and quality;

– preparing recommendations for updating the educational program and improving the quality of the educational process.

8.10 Academic Committees for the Quality of Teaching and Learning, as part of monitoring the EP, conduct an internal analysis of:

– the effectiveness of teaching methods and learning outcomes assessment;

– the educational and methodological support of the educational process;

– provision of the EP with human, information, and digital resources;

– the use of innovative educational technologies and digital learning tools;

– student feedback on teaching quality and the organization of the educational process;

– academic integrity on the part of students and faculty.

8.11 The annual review of the EP is carried out by the Academic Committees in the Areas of Personnel Training based on the results of internal monitoring and taking into account the results of external assessment, including accreditation and other forms of external examination.

8.12 Academic Committees in the Areas of Personnel Training and Academic Committees for the Quality of Teaching and Learning take corrective and preventive measures based on the results of monitoring and review of the EP, which ensures continuous improvement of the educational process.

8.13 Results of EP monitoring and review are used for management decisions regarding:

– Adjustment of EP curricula and educational infrastructure.
– Improvement of teaching and assessment methods.
– Planning the professional development of teaching staff.
– Ensuring compliance of EPs with regulatory requirements, international standards, and stakeholders' expectations.
– Supporting decisions regarding student admission, grant allocation, and other support measures.
– Planning the development of EPs, resource allocation, improvement of educational infrastructure, and other management decisions in the area of quality assurance.

9 EDUCATIONAL RESOURCES, PARTICIPATION, SUPPORT, AND PROTECTION OF STUDENTS

9.1 The University creates conditions for student participation in ensuring the quality of education within the internal quality assurance system and considers students as active participants in the educational process.

9.2 Students participate in the development, monitoring, and improvement of EPs based on principles of partnership and shared responsibility for educational quality.

9.3 Student participation in quality assurance is implemented through:

– Work in collegial and advisory bodies, including in Academic Committees in areas of personnel training at faculties.
– Meetings with University management and structural units.
– Submitting proposals and initiatives for improving the educational process.

9.4 The results of student participation are analyzed and taken into account in management decisions aimed at improving EP, teaching methods, and organization of the educational process.

9.5 The University provides students with access to educational resources, including learning management systems (LMS), online platforms and services, as well as learning analytics tools to personalize learning, track individual progress, and identify knowledge gaps.

9.6 The University ensures students access to educational resources and support

mechanisms, including academic, informational, social, and psychological assistance.

9.7 Protection of students' rights and lawful interests is based on principles of:

- Equality.
- Non-discrimination.
- Inclusivity.
- Confidentiality.
- Fairness.

9.8 The University guarantees equal access to educational resources and support services regardless of gender, nationality, language, religion, social status, health condition, or other circumstances.

9.9 The University operates student support services that provide academic, informational, social, and psychological support and adaptation.

9.10 Students are provided consultations on academic issues, academic mobility, course transfers and credits, as well as on using educational resources and forming individual educational trajectories.

9.11 Student requests are considered in accordance with established procedures, ensuring transparency, objectivity, and timeliness, and information on the outcomes is communicated to the students concerned.

9.12 To protect students' interests, the University ensures continuity of the educational process, including the possibility to continue studies in case of changes in EP implementation conditions.

9.13 The University ensures the development of an inclusive educational environment aimed at creating equal learning opportunities for all students, including those with special educational needs. Measures are taken to eliminate barriers in the educational process, ensure accessibility of educational resources, and provide support according to individual student needs.

10 INFORMATION MANAGEMENT AND PUBLIC COMMUNICATION

10.1 The University ensures systematic collection, storage, analysis, and use of reliable and up-to-date information about its activities, the educational process, and the implementation of EP for effective management of EP and the internal quality assurance system.

10.2 Managerial decisions in the field of quality assurance are made based on the analysis of reliable data, the results of monitoring EP, and feedback from students, faculty members, employers, and other stakeholders.

10.3 The University ensures the implementation of digital data management tools and data mining technologies, including artificial intelligence technologies, in order to improve the efficiency of management decision-making and develop an internal quality assurance system.

10.4 The information is used for:

– Evaluating the effectiveness of the implemented EP and the educational process.

– Planning the professional development of academic staff.

– Determining directions for improving the educational environment.

– Informing stakeholders about the results of the University's activities and changes in EP.

– Informational and analytical support of management processes and internal monitoring procedures provided for in Section 8 of this Policy.

10.5 Procedures for collecting, analyzing, and processing information include:

– The use of quantitative and qualitative methods (questionnaires, monitoring, statistical analysis, internal and external evaluations).

– Involvement of students, faculty members, employers, and University partners.

– Systematic storage and updating of data.

10.6 The content of the information collected is determined by the University's mission and areas of personnel training and includes:

– Information about the student body.

– Academic performance indicators, student achievements, and dropout rates.

– Student satisfaction with EP.

– Availability of educational resources and support services.

– Key performance indicators of the University and its structural units.

– Data generated within the framework of EP monitoring and review procedures.

10.7 The University ensures the publication of objective, up-to-date, and accessible information for applicants, students, graduates, employers, partners, and other stakeholders.

10.8 Published information includes:

– Implemented EPs.

– Expected learning outcomes of EPs.

– Awarded qualifications.

– Assessment procedures and criteria.

– Admission requirements and passing scores.

– Educational resources and student support conditions.

– Key changes and results of EP monitoring and review.

10.9 Information is posted on the University's official website, published in the mass media, and regularly updated in accordance with the actual state of educational and organizational activities to ensure transparency of the University's activities.

11 EXTERNAL QUALITY ASSURANCE AND ANALYSIS OF EXTERNAL ASSESSMENT RESULTS

11.1 The University participates in external quality assurance procedures, including institutional and specialized accreditation, as well as rankings and other forms of external evaluation provided for by the legislation of the Republic of Kazakhstan and international higher education quality assurance practices.

11.2 External evaluation procedures aim to confirm the compliance of EP and University activities with established requirements, quality standards, and stakeholder expectations.

11.3 The results of external evaluation are used for:

– Conducting internal monitoring and review of EP in the manner established in Section 8 of this Policy.

– Developing the internal quality assurance system.

– Adjusting monitoring and EP review procedures.

– Planning the professional development of teaching staff.

– Making managerial decisions aimed at improving the efficiency of the educational process.

11.4 The University ensures systematic analysis of external evaluation results when planning changes and improving the EP and the internal quality assurance system.

11.5 Information on the results of the external evaluation of the University's activities is published in an accessible form for stakeholders, in compliance with confidentiality and transparency requirements.

12 FINAL PROVISIONS

12.1 This Policy is reviewed and approved by the University Academic Council and is effective for 3 (three) years. Upon expiration of the specified period, the document is subject to review.

12.2 Updating of the Policy may be carried out prior to the established term in the event of changes in the legislation of the Republic of Kazakhstan, international standards for quality assurance in education, or internal policies and regulations of the University.

12.3 Decisions on approval, amendment, addition, or cancellation of this Policy are made at a meeting of the University Academic Council.

12.4 Control over updating this Policy is entrusted to the Department of Academic Affairs.

12.5 This Policy comes into force from the date of its approval by the University Academic Council.

Appendix 1

List of documents on the basis of which the Quality Assurance Policy was developed

1. Law of the Republic of Kazakhstan «On Education» (No. 319-III of July 27, 2007).
2. State Compulsory Standards for Higher and Postgraduate Education (Order of the Minister of Science and Higher Education of the Republic of Kazakhstan dated July 20, 2022, No. 2).
3. Rules for Organizing the Educational Process Using Credit-Based Learning Technology in Higher and Postgraduate Education Institutions (Order of the Minister of Education and Science of the Republic of Kazakhstan dated April 20, 2011, No. 152).
4. Model Rules for the Activities of Higher and Postgraduate Education Institutions (Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 30, 2018, No. 595).
5. Rules for Maintaining the Register of Educational Programs Implemented by Higher and Postgraduate Education Institutions, as well as the Grounds for Inclusion in the Register of Educational Programs and Exclusion from It (Order of the Minister of Science and Higher Education of the Republic of Kazakhstan dated October 12, 2022, No. 106).
6. Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG).
7. Charter of JSC «Al-Farabi Kazakh National University» (Order of the Chairman of the Committee of State Property and Privatization of the Ministry of Finance of the Republic of Kazakhstan dated August 25, 2020, No. 512).
8. Academic Policy of JSC Al-Farabi Kazakh National University.
9. Academic Integrity Policy of JSC Al-Farabi Kazakh National University.
10. Policy for the Assessment of Learning Outcomes.
11. Rules for admission to study at the National Joint-Stock Company "Al-Farabi KazNU".
12. Rules for conducting final assessments at the University.
13. Regulation on the Use of Artificial Intelligence Technologies at Al-Farabi Kazakh National University (approved by the decision of the Academic Council, Minutes No. 6 dated September 6, 2024).
14. Regulation on the procedure for recognizing the results of formal and non-formal education, professional qualifications.