

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Strategic development plan of the "ARQA" Independent agency for recognition and quality assurance in education for 2018 - 2022	QMSON PI 01-06-001-2018 Date 08/28/2018 With.1out of 17
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"APPROVED":
Director of ARQA
_____ **Kassymkhanov A.M.**

" ____ " _____ **2018**

QUALITY MANAGEMENT SYSTEM
(Machine translation)
STRATEGIC DEVELOPMENT PLAN OF THE "ARQA" INDEPENDENT
AGENCY FOR RECOGNITION AND QUALITY ASSURANCE IN
EDUCATION FOR 2018 - 2022
QMS ON PI 01-06-001-2018

Ex. № _____
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Astana-2018

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FOREWORD

1 DESIGNED BY Administration of the "ARQA" Independent agency for recognition and quality assurance in education
(name of the structural unit that developed the document)

2 APPROVED AND INTRODUCED by Decree of the Director of "ARQA"
(official approving the document)
dated September 11, 2018
(name, date and number of the approving organizational and administrative document)

3 DEVELOPERS:
(position, academic degree, academic title, full name)

(position, academic degree, academic title, full name)

4 DEADLINE FOR FIRST INSPECTION 2021
CHECK FREQUENCY 3 years

5 FIRST EDITION

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1 Normative references

This Regulation uses references to the following legislative and regulatory documents:

1. Law of the Republic of Kazakhstan "On technical regulation" dated November 9, 2004 No. 603-II ZRK;
2. Law of the Republic of Kazakhstan "On Education" dated July 27, 2007 No. 319-III;
3. Decree of the President of the Republic of Kazakhstan dated February 1, 2010 No. 922 "On the Strategic Plan for the Development of the Republic of Kazakhstan until 2020";
4. The Standards and Guidelines for Quality Assurance in the EHEA (ESG) approved by the Ministerial Conference in Yerevan, May 14-15, 2015
5. MS ISO 9000:2015 "Quality management system. Basic provisions and vocabulary";
6. MS ISO 9001:2015 "Quality management system. Requirements";
7. ST RK ISO 9001:2016 "Quality management system. Requirements".

2 Definitions

The following terms and their definitions are used in this Plan:

- Accreditation educational organizations** **of** the procedure for recognizing by the accreditation body the compliance of educational services with the established standards (regulations) of accreditation in order to provide objective information about their quality and confirm the existence of effective mechanisms for improving it.
- Accreditation bodies** legal entities that develop standards (regulations) and carry out accreditation of educational organizations based on the standards (regulations) developed by them.
- Accreditation Council** a permanent consultative and advisory body of ARQA, created for collegial consideration and decision-making on accreditation or refusal of accreditation, as well as on the terms and conditions for accreditation of educational organizations and educational programs implemented by educational organizations, based on the current ARQA Accreditation Standards.
- External assessment (visit)** visit of an expert group to an educational

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organization to assess compliance with the Standards for specialized accreditation of TVE organizations.

Institutional accreditation the process of assessing the quality of an educational organization by an accreditation body for compliance with the declared status and established standards of the accreditation body.

Post-accreditation monitoring the procedure carried out by the agency during the period of accreditation of the educational organization / educational programs.

Post-accreditation monitoring report a document containing an examination based on the results of an assessment of the activities of educational organizations / educational programs during the period of accreditation of an educational organization / educational programs.

Quality Assurance procedures aimed at ensuring that the results of education and training and related services meet the stated requirements of the consumer.

Educational program a single complex of the main characteristics of education, including the goals, results and content of education, the organization of the educational process, the ways and methods of their implementation, the criteria for assessing learning outcomes.

Reaccreditation process re-accreditation by an educational organization.

Standards (regulations) of accreditation documents of the accreditation body establishing the requirements for the accreditation procedure.

Programme accreditation the process of assessing the quality of the educational program of an educational institution by the accreditation body for compliance with the declared status and established standards of the accreditation body.

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3 Designations and abbreviations

The following abbreviations apply in this Plan:

ARQA	Independent agency for accreditation and examination of the quality of education "ARQA"
EHEA	European Higher Education Area
ESG	The Standards and Guidelines for Quality Assurance in the EHEA
AC	Accreditation Council
TVE	Technical and Vocational Education
EO	Organization of education
EP	Educational program

4 Scope

This Plan presents the characteristics of the strategic development plan of the Independent Agency for Accreditation and Expertise of the Quality of Education "ARQA" for 2018-2022 and the activities for its implementation.

This Plan can also be used to develop mechanisms for internal quality assurance of educational organizations and relevant internal regulatory documentation.

5 Responsibility and authority

5.1. This Plan is approved by the Director of ARQA

5.2. Responsibility for the development and compliance of the provisions of this Plan with the requirements of ST RK ISO 9001-2016 lies with the Quality Service (hereinafter referred to as QS).

5.3. Responsibility for bringing the approved Plan to the attention of employees of structural subdivisions lies with the head of the subdivision;

5.4. A record of familiarization must be made in the "Familiarization Sheet" (Appendix B).

6 General provisions

Today, the professional community, through the mechanism of accreditation of educational programs, participates in assessing the quality of education. The professional community brings together highly qualified specialists who understand the trends in the development of relevant industries, have practical experience, and are interested in raising the prestige of professions. Most European HEIs have already established quality assurance systems and mechanisms and associated accreditation procedures. The European Network for Quality Assurance in Higher Education was established in 2000. Now all European countries have structures (agencies) for quality control of higher education. There is a huge variety of forms and methods of work of these agencies. The national systems of Europe have eight different types of evaluation. However, in general, program evaluation, program accreditation and institutional validation. The most used type of external evaluation of higher education is accreditation.

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The work of national accreditation structures is based on the following principles:

- independence from the state and universities and the involvement of external experts;
- the primary assessment is carried out by the universities themselves;
- external assessment includes a visit to the university and a joint examination;
- publication of reports.

Quality control at the international level is carried out by both national and international agencies.

7 Description

7.1. Achievements of the Republic of Kazakhstan in the Bologna process

For eight years (2010-2018), Kazakhstan has achieved the following results on the mandatory parameters of the Bologna process:

1. A three-level system of degrees has been introduced (bachelor's, master's, PhD). In the Republic of Kazakhstan, this system was fixed in 2007).

2. The National Credit Technology of Education has been developed in accordance with the European credit transfer system ECTS through university mechanisms for comparing curricula and programs with the national qualifications structure. The European Diploma Supplement is used - a single official document on education, recognized by all countries participating in the Bologna process.

3. The National Quality Assurance System was developed taking into account the European Standards and Principles of Quality Assurance (ESG). The procedure for independent accreditation of universities and educational programs is being carried out.

For reference: There are 8 accreditation agencies in the Republic of Kazakhstan: 5 Kazakhstani (IQAA, IAAR, KAZSEE, ARQA, ECA) and 3 foreign from Europe (ASIIN, FIBAA, MusiQuE). In 2017, IAAR and IQAA are included in the European Quality Assurance Register (EQAR). 104 universities have passed institutional accreditation. Specialized accreditation - 92 universities for 3177 educational programs.

4. The National Qualifications System has been developed, which includes: the National Qualifications Framework (NQF), sectoral frameworks and professional standards. The Kazakh NQF is comparable to the European Qualifications Framework (EQF). Work is underway to carry out the NQF self-certification procedure with the involvement of foreign experts.

For reference: The National Qualifications Framework was created in 2012 and updated in 2016. On the basis of the NQF, more than 20 sectoral qualifications frameworks and 345 professional standards have been developed and approved.

Further work is to be done to improve the NQF: creation of a responsible structure for the implementation of the NQF in Kazakhstan; updating the NQF in line with European experience; methodological support for the implementation of the NQF; supporting a platform for stakeholder interaction.

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5. The academic and managerial independence of universities has been expanded through the creation of corporate governance bodies in all state universities with the participation of akimats, business, the Ministry of Education and Science and the public.

For reference: 64 universities have boards of trustees, 28 have supervisory boards

6. Creation of a single European research area. Work is underway to develop the integration of education and science, scientists and researchers are collaborating within the framework of European programs (ERASMUS +, Horizon 2020, Newton-al-Farabi, etc.)

7.2. The current situation on the positioning of accreditation agencies of the Republic of Kazakhstan

In 2012, Kazakhstan became a government member of EQAR in order to continue developing the national quality assurance system and open up access to the international market for national accreditation agencies.

In 2017, the national accreditation agencies IAAR and IQAA harmonized their accreditation standards with European ones and became full members of EQAR.

As noted above, currently Register 1 includes 8 accreditation agencies: 5 Kazakhstani and 3 foreign agencies from Europe. Two national accreditation agencies of Kazakhstan - the Independent Kazakhstan Agency for Quality Assurance in Education (IQAA) and the Independent Agency for Accreditation and Rating (IAAR) are included in the European Register of Quality Assurance Agencies in Higher Education (EQAR) and are members of the European Association for Quality Assurance in Higher Education (ENQA).).

The entry of Kazakhstani agencies into EQAR along with membership in ENQA testifies to the full compliance of their activities with the Standards and Guidelines for Quality Assurance in Higher Education in the EHEA (ESG) and recognition of their activities at the international level.

The independent agency for accreditation and examination of the quality of education ARQA is a non-profit non-governmental organization established in 2015 with the aim of improving the quality of education and the competitiveness of Kazakhstani educational institutions and providing information to interested parties in Kazakhstan and abroad about conscientiously working educational organizations.

ARQA carries out:

- procedures for institutional and specialized accreditation;
- independent assessment of the level of qualification of specialists;
- training of external experts;
- other functions to create an effective system for assessing higher and postgraduate education, as well as technical and vocational education.

The ARQA Agency has developed Standards and procedures for accreditation of educational organizations that comply with the current legislation in the field of education of the Republic of Kazakhstan, the main principles of the Bologna and Turin

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processes, as well as harmonized with Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG-2015). The ARQA Agency Standards received copyright certificates registered with the Ministry of Justice of the Republic of Kazakhstan.

7.3. Mission

ARQA, as an external partner, supports educational institutions of the Republic of Kazakhstan in their efforts to develop an internal quality assurance system through accreditation. By engaging with stakeholders, ARQA promotes a culture of quality in the educational environment and helps build confidence in the Kazakh education system. ARQA, through its activities, supports and implements the best international practices for quality assurance, taking into account the legislation of the Republic of Kazakhstan.

7.4. National Recognition

According to the Law of the Republic of Kazakhstan "On Education", the recognition of a national and foreign accreditation body is a procedure for officially confirming the authority of a legal entity to conduct institutional accreditation of educational organizations and (or) specialized accreditation of educational programs.

Register of recognized accreditation bodies (hereinafter - Register 1) - a list of accreditation bodies that are full members of international European networks for ensuring the quality of education, recognized in the territory of the Republic of Kazakhstan as an authorized body for institutional and (or) specialized accreditation.

The ARQA Agency by the decision of the Republican Accreditation Council is included in the Register of 1 recognized accreditation bodies for a period of five years. Based on the decision of the Republican Accreditation Council, an order of the Minister of Education and Science of the Republic of Kazakhstan dated September 27, 2017 No. 482 was issued on the recognition of the accreditation body and its inclusion in Register 1 for a period of five years.

7.5. Vision

Through its activities, ARQA strives to become a recognized agency for quality assurance in education at the national and international levels.

7.6. International recognition

International Network of Quality Assurance Agencies in Higher Education – [The International Network for Quality Assurance Agencies in Higher Education](#), - was founded in 1991 and today includes more than 270 members. The INQAAHE network is the first, largest and most recognized organization dealing with the theory and practice in the field of quality assessment of higher education in the world.

INQAAHE carries out

- assistance to quality assurance agencies in the exchange of information and experience;
- development of theoretical and practical foundations of professions;
- developing and promoting standards of professional practice in quality assurance;

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- encouraging and assisting the continuous improvement of the activities of INQAAHE member agencies, including professional development and capacity building for the benefit of universities, students and society.

The independent agency for accreditation and examination of the quality of education "ARQA" has acquired [full member of INQAAHE](#) status on May 24, 2017. The INQAAHE website has a complete list of network members, which also lists ARQA.

Membership Benefits:

- access to a database of best practices;
- access to a quick response service;
- access to the search for consultants in the database of consultants;
- the opportunity to apply for a review under the INQAAHE Best Practice Guidelines.

7.7. Quality policy

ARQA undertakes to contribute to improving the quality of higher and postgraduate, as well as technical and vocational education through external evaluation of educational organizations and educational programs, providing information within the competence of the agency and performing other functions in accordance with the legislation of the Republic of Kazakhstan.

To ensure the continuous improvement of the quality of the Agency's services, the management undertakes to:

- adhere to the principles of legality, objectivity, transparency, timeliness and other principles when conducting external evaluation procedures for educational organizations, educational programs and making decisions based on data and information analysis;
- provide detailed, timely and reliable information and advice on issues related to the quality of the activities of universities and TVE organizations, educational programs;
- seek mutually beneficial cooperation with applicants, partners and stakeholders during the assessment process;
- take an active part in the activities of foreign institutions and organizations that implement a quality policy in the field of education;
- implement international experience in their activities;
- provide opportunities for employees to acquire high professional qualifications and competencies;
- increase staff satisfaction with their work and encourage them to participate in improving the quality management system and agency activities;
- provide a good working environment and provide the necessary resources to achieve the objectives of the quality policy;
- provide the public with information about and its activities and the implementation of goals;
- improve the internal quality management system;

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o ensure that the quality policy is reviewed and evaluated annually to ensure its effectiveness.

7.8. Goals

- ✓ Improving the quality of the activities of Kazakhstani educational institutions through institutional and specialized accreditation;
- ✓ Development of a national system for ensuring the quality of education in Kazakhstan using international experience;
- ✓ Establishing cooperations and partnerships with international quality assurance networks.

7.9. Tasks

To achieve its goals, ARQA sets the following tasks:

- Conducting institutional and specialized accreditation technical and vocational education, post-secondary education, higher and postgraduate education;
- Improving the mechanisms of institutional and specialized assessment of the quality of education;
- Providing reliable information to the public about the standards for ensuring the quality of education, about the results of assessing the quality of educational programs and the activities of educational organizations;
- Establishing close links with other organizations in the field of education that have similar goals.

7.10. Measures for the implementation of the Strategic Development Plan of the Independent Agency for Accreditation and Expertise of the Quality of Education "ARQA" for 2018 - 2022

No	Event	Implementation timeline	Implementation indicators
Target: Improving the quality of the activities of Kazakhstani educational institutions through institutional and specialized accreditation.			
1	Improving the standards of institutional and specialized accreditation of educational organizations and educational programs	Constantly	Improved standards for institutional and specialized accreditation of educational organizations and educational programs
Target: Development of a national system for ensuring the quality of education in Kazakhstan using international experience.			
2	Raising the qualifications of national experts (representatives of educational	2018	40 people, 4 seminars

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	organizations, employers and students) of the Agency through training seminars		
3	Expansion of the pool of experts by attracting experts European and international quality assurance agencies	2020 - 2022	2020 - 5 experts 2022 - 5 experts
4	Raising the qualifications of the Agency's employees, including through internships at ARQA partner agencies	2018, 2019	2018 - 2 people 2019 - 2 people
Target: Achieving cooperation and partnerships with international quality assurance networks.			
5	Conducting an analysis of the activities of the quality assurance agency, taking into account domestic and foreign experience	Constantly	Recommendations for improving the activities of the agency
6	Participation in symposiums, conferences for the exchange of experience	Constantly	

8 Storage and distribution

- 8.1. The developer is responsible for the transfer of the approved Plan (original) to the SC for storage.
- 8.2. Distribution of accounting copies of this Plan is carried out by the SC.
- 8.3. The SC is responsible for keeping a copy of the Plan.

9 How to make changes

- 9.1. Changes and (or) additions are made to the current Plan in order to improve it.
- 9.2. Amendments and (or) additions to the Plan are carried out by ARQA.
- 9.3. Changes and (or) additions to the current Plan after the examination are approved by order of the ARQA director, which are published in a new edition and posted on the website www.arqa.kz
- 9.4. Changes to the Plan are made by an employee of the IC with a mandatory mark in the "Change Registration Sheet" (Appendix B).

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Annex A
(mandatory)

Approval sheet

Job title	FULL NAME.	the date	Signature

Annex B
(mandatory)

Reference list

Job title	FULL NAME.	the date	Signature

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Annex C
(mandatory)

Change Registration Sheet

rev. no.	Notification No.	Number of sheets (pages)				Total sheets	Change date	Full name, implementation of changes	Changer's signature
		meas-us	replacement	new	annulled				

Annex D
(mandatory)

Periodic Inspection Record Sheet

Check date	FULL NAME. the person who performed the check	Checker's signature	Wording of comments

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Annex E (reference)

Bibliography

1. Law of the Republic of Kazakhstan "On technical regulation" dated November 9, 2004 No. 603-II ZRK;
2. Law of the Republic of Kazakhstan "On Education" dated July 27, 2007 No. 319-III;
3. Decree of the President of the Republic of Kazakhstan dated February 1, 2010 No. 922 "On the Strategic Plan for the Development of the Republic of Kazakhstan until 2020";
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5. MS ISO 9000:2015 "Quality management system. Basic provisions and vocabulary";
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