

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Regulation on experts	QMSON P 01-06-007-2018 Date 08/28/2018 With. 1 out of 14
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"APPROVED":
Director of ARQA
_____ **Kassymkhanov A.M.**

" ____ " _____ **2018**

QUALITY MANAGEMENT SYSTEM
(Machine translation)
REGULATION ON EXPERTS
QMS NA P 01-06-007-2018

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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 Regulation:

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 evaluation (visit)	visit of an expert group to an educational organization to assess compliance with the Standards

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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– QA)	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.
Specialized 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 Regulation:

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 Regulation presents the requirements for ARQA experts.

This Regulation 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 Regulation is approved by the Director of ARQA

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

5.3. Responsibility for bringing to the attention of the employees of the structural divisions of the approved Regulation lies with the head of the division;

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

6 General provisions

6.1. Experts are involved for an independent evaluation of the activities of EOs and / or their educational programs.

6.2. The expert is guided in his activities by the Charter of the Institution, the standards of institutional and specialized accreditation of educational organizations implementing educational programs of technical and vocational education, higher and postgraduate education, these Regulations.

6.3. The expert performs his work on the basis of contracts concluded with the director.

7 Description

7.1. Main tasks and functions of an expert

7.1.1. Main tasks of an expert

-conducting an examination based on the results of self-assessment of the activities of educational organizations / educational programs within the framework of

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institutional / specialized accreditation in order to bring the self-assessment report to the requirements of ARQA;

- ensuring a high-quality assessment of the organization of education and / or educational program (s) according to the standards and criteria of ARQA as a result of an external assessment.

7.1.2. Expert functions

- develop conclusions on reports based on the results of self-assessment of the activities of educational organizations / educational programs within the framework of institutional / specialized accreditation;

- develop conclusions based on the results of an external evaluation of the activities of educational organizations / implementation of educational programs within the framework of institutional / specialized accreditation;

- develop conclusions on post-accreditation monitoring reports;

- participate in the preparation and consideration of proposals for improving the procedures for institutional and specialized accreditation of educational organizations.

7.2. Rights and obligations of an expert

7.2.1. The rights and obligations of the expert are determined in the contract for the provision of services

7.3. Requirements for experts

7.3.1 General requirements

7.3.1.1 The composition of experts is formed from representatives of the academic community, stakeholders and students.

7.3.1.2 Criteria for involvement in expert work

- Criteria for representatives of the academic community: at least 5 years of experience in an EO, active participation in the work of an EO to improve the quality of education, including additionally: a) for leaders of expert groups - managerial experience; b) for experts - teaching according to an accredited educational program or according to a program from the corresponding group of educational programs;

- criteria for stakeholders: experience of practical work in enterprises and organizations for at least 5 years, experience in assisting in improving the quality of education;

- criteria for students: high academic achievements, active participation in the work of student organizations, experience in helping to improve the quality of education in EO.

7.3.2 Professionalism of the expert

An expert may be an individual who has special knowledge in the field of education, who is included in the decision-making process for external evaluation and has a sufficient level of competence in teaching, professional and expert activities and who has undergone special training.

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The expert must be a specialist in the relevant subject area and conscientiously perform his official duties within the prescribed time. Each expert is responsible for the validity of their conclusions on the external evaluation, in order to prevent the possibility of cancellation or revision of the decisions made.

The expert must constantly improve the level of professional competence for the effective performance of his duties. The expert must know the rules of interaction with representatives of educational organizations, in respect of which an external evaluation is carried out, and other experts on the basis of mutual respect, be restrained and patient, respect the decision of colleagues.

7.3.3. Personal qualities

The expert must have such personal qualities that allow him to follow the moral principles of honesty, trust, respect and responsibility when conducting an external evaluation of educational organizations and / or educational programs.

The expert must be decent, open, observant, versatile, diplomatic, persistent, goal-oriented, able to make timely decisions based on logical considerations and analysis, have the ability to clearly and freely express his thoughts in writing and orally, sufficiently substantiate his conclusions and conclusions.

7.3.4. The expert must comply with the code of ethics (Annex 1)

7.4. Organization of work on the selection of experts, control over the timely submission of expert opinions

7.4.1. The procedure for engaging in expert work

- the expert candidacy is selected by the director of the department or the coordinator of the department, based on the study of the resumes available on the websites of the PA or on the recommendation of previously involved experts;

- the director of the department or the coordinator of the department collects feedback on the proposed expert from the heads of the EO (vice-rectors, deans, heads of departments, etc.);

- the director of the department or the coordinator of the department receives the prior consent of the expert to perform the relevant work;

- selected candidates for experts are submitted to the director of the agency for approval;

- if approved by the director, a contract for the performance of work is concluded.

7.4.2. Monitoring the timely submission of expert opinions

- control over the timely submission of expert opinions is carried out by the director of the department or the coordinator of the department;

- in case of unforeseen circumstances, with the permission of the director of the department, the deadline for submission can be changed;

- in case of failure to submit the results of work within the specified period, on the proposal of the director of the department, the contract for the performance of work must be terminated.

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Attachment 1

EXPERT CODE OF ETHICS

1. General provisions

The Code of Ethics establishes the basic rules of conduct for each ARQA expert during an external assessment (visit) within the framework of institutional and / or specialized accreditation of educational organizations of the Republic of Kazakhstan.

The activity of the expert is carried out in accordance with the NPA, the Guidelines for conducting self-assessment for institutional / specialized accreditation of educational organizations and in compliance with the principles of objectivity, honesty and integrity, regardless of the direction of activity.

The Code of Ethics is designed to help strengthen the authority of the accreditation body and experts participating in the external evaluation (visit) as part of expert groups, increase the confidence of educational organizations in the results of the activities of experts, ensure moral and legal regulation for coordinated and effective actions during the external evaluation (visit).

When conducting an external assessment (visit) of educational institutions and / or an educational program, the expert should not take actions that exceed his authority.

2. Independence of the expert

The expert must be independent from the educational institutions in respect of which his activities are carried out. The independence of the expert is based on the absence of commercial and financial interests or other influence that may influence his decisions.

3. Privacy

The expert must maintain the confidentiality of information obtained during the accreditation procedure for educational organizations and / or educational programs, and not use or disclose such information without COOTBETCTB appropriate authority.

Confidentiality does not apply only to the disclosure of information during the accreditation procedure. It also implies that an examiner receiving information during an accreditation procedure will never use or give the appearance of using such information for personal gain or for the benefit of a third party after the accreditation procedure has been completed.

4. Resolution of conflicts of interest

Conflict of interest - a situation in which the personal interest of an expert can influence the decision-making process and, thus, harm the interests of the educational organization or ARQA.

Circumstances hindering the participation of an expert in the assessment of an educational organization and/or an educational program may be present or previous employment in this educational organization, training in this educational organization, the presence of property, family, financial or other interests and relations with the accredited educational organization, as well as in the composition of the expert group should not include graduates of this educational organization (the last 5 years).

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Prior to the external evaluation of the educational organization and/or educational program, the members of the review team should inform the leader of any existing or previous relationship between them and the educational organization being audited, which may affect their independence and objectivity.

5. When establishing facts of violation by experts of the provisions of this Code, ARQA has the right to apply the following sanctions:

1. Remark;
2. Warning about the inadmissibility of violation by experts of the requirements of the Code;
3. The decision to exclude the expert from the ARQA Experts Register, which gives the right not to allow him/her to participate in the external evaluation procedure in the future.

8 Storage and distribution

8.1. The responsibility for the transfer of the approved Regulations (original) for storage in the UK lies with the developer.

8.2. Distribution of accounting copies of this Regulation is carried out by the IC.

8.3. The IC is responsible for keeping a copy of the Regulations.

9 How to make changes

9.1. Changes and (or) additions are made to the current Regulations in order to improve it.

9.2. Appeals of educational institutions, stakeholders for changes and (or) additions (hereinafter referred to as the appeal) are drawn up in an arbitrary form with justification for the need for such changes and (or) additions.

9.3. Appeals are sent to ARQA by e-mail: office@arqa.kz.

9.4. ARQA conducts an examination of applications for their validity and expediency.

9.5. Amendments and (or) additions to the Regulations are carried out by ARQA.

9.6. Changes and (or) additions to the current Regulations after the examination are approved by order of the ARQA director, which are issued in a new edition and posted on the website www.arqa.kz

9.7. Changes to the Regulations are made by an employee of the IC with a mandatory mark in the "Change Registration Sheet" (Appendix B).

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Annex C
(mandatory)

Change Registration Sheet

re v. no .	Notifica tion No.	Number of sheets (pages)				Tot al she ets	Chan ge date	Full name, implement ation of changes	Chang er's signatu re
		mea s- us	replac ement nyh	ne w	annull ed- nyh				

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

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