

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Rules for developing an expert conclusion report on the report on the results of self-assessment of the activities of educational organizations / delivery of educational programs under institutional / programme accreditation	QMSON Pr 01-06-005-2018 Date 08/28/2018 With.1out of 13
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"APPROVED":

Director of ARQA

_____ **Kassymkhanov A.M.**

" _____ " _____ **2018**

QUALITY MANAGEMENT SYSTEM

(Machine translation)

**RULES FOR DEVELOPING AN EXPERT CONCLUSION REPORT ON THE
REPORT ON THE RESULTS OF SELF-ASSESSMENT OF THE
ACTIVITIES OF EDUCATIONAL ORGANIZATIONS / DELIVERY OF
EDUCATIONAL PROGRAMS UNDER INSTITUTIONAL / PROGRAMME
ACCREDITATION**

QMS NA Pr 01-06-005-2018

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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

These Rules cannot be fully or partially reproduced, replicated and distributed without the written consent of the "ARQA" Independent Agency for Recognition and Quality Assurance in Education.

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1 Normative references

These Rules use 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 these Rules:

- 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.

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External assessment (visit)	visit of an expert group to an educational 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.
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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Educational program self-assessment procedure

a preliminary stage of the external evaluation of the educational program in the process of specialized accreditation carried out by ARQA.

Expert conclusion report

a document containing an examination of the report on the results of self-assessment of the activities of educational organizations / implementation of the educational program within the framework of institutional / specialized accreditation

3 Designations and abbreviations

The following abbreviations apply in these Rules:

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

These Rules present the structure and requirements for an expert opinion on the report on the results of self-assessment of the activities of educational organizations / release of educational programs within the framework of institutional / specialized accreditation.

These Rules 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. These Rules are approved by the Director of ARQA

5.2. Responsibility for the development and compliance of the provisions of these Rules 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 Rules to the attention of the employees of structural divisions lies with the head of the division;

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

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6 General provisions

6.1. These rules for developing an expert opinion on a report based on the results of self-assessment of the activities of educational organizations / implementation of an educational program within the framework of institutional / specialized accreditation (hereinafter referred to as the Rules) are developed in accordance with the ARQA Standards for institutional / specialized accreditation of activities / implementation of educational programs of an educational organization (hereinafter referred to as the Standards ARQA) and regulate the issues of writing and formatting an expert opinion on a report based on the results of a self-assessment of the activities of educational organizations / implementation of an educational program within the framework of institutional / specialized accreditation (hereinafter referred to as the Report).

7 Description

7.1. In accordance with the procedures for conducting ARQA institutional/specialized accreditation, the conclusion on the first edition of the report on the results of self-assessment of the activities of educational institutions/implementation of an educational program within the framework of institutional/specialized accreditation is developed by an ARQA expert to determine whether the content of the report complies with the criteria of the ARQA Standards and the provisions of the Guidelines for self-assessment for institutional/specialized accreditation.

Preparation of an expert opinion includes a comprehensive analysis of the report on the results of self-assessment differentiated for each standard, recommendations, comments on the content of the report on the results of self-assessment. Based on expert analysis, one of the following decisions is made:

- about the need to finalize the report;
- on conducting an external evaluation (visit);
- on refusal to organize and conduct an external (assessment) in case of non-compliance of the educational organization with the standards of institutional / specialized accreditation.

The examination of the report is made in the form of an ARQA expert opinion.

7.2. The terms for preparing the expert opinion are from 5 to 7 days from the moment the expert receives the materials for examination from the ARQA agency.

7.3. The structure of the expert opinion

The expert opinion consists of the following sections:

- title page
- information about the expert
- main part
- conclusions (reasoned decision of the expert).

Title page is issued according to the model given in the structure template (the required type of accreditation is indicated).

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Main part should contain

1. List of initial data provided by the ARQA agency for examination, description of data on sections of the Report indicating the number of pages, etc.;
2. Analysis of the report on the results of self-assessment differentiated for each standard, recommendations, comments on the content of the report on the results of self-assessment. Compliance of the text of the Report with the provisions of the Guidelines for conducting self-assessment for institutional/specialized accreditation, completeness and information content of supporting documents, and their compliance with ARQA Standards are assessed.

Notes:

1. Comments should be made on the content of the report (noting structure, criticality, completeness and informativeness, design, style, etc.), but not commenting on weaknesses, qualifications of teachers, lack of material resources, etc.;
2. It is not allowed to make remarks like “fuzzy ...”, “not enough ...”, “not fully”, etc.
3. Recommendations should be made for each comment: what exactly to add to the report, what extra information is contained in the report, etc.

Conclusions must end with a reasoned decision by the expert.

The conclusions should reflect the assessment of the data obtained and draw the appropriate conclusions, which should be logical and justified. Based on expert analysis, one of the following decisions is made:

- on readiness for an external evaluation (visit);
- on the need to update the Report;
- on refusal to organize and conduct an external evaluation (visit).

The decision on readiness for an external assessment (visit) is made if the text of the Report complies with the provisions of the Guidelines for self-assessment for institutional/specialized accreditation, does not have significant comments on the completeness and information content of supporting documents and their compliance with ARQA Standards.

The decision on the need to refine the Report is made if the text of the Report does not fully comply with the provisions of the Guidelines for conducting self-assessment for institutional / specialized accreditation, has comments on the completeness and information content of supporting documents and their compliance with ARQA Standards.

The decision to refuse to organize and conduct an external (assessment) is made in case of non-compliance of the Report with the ARQA Standards.

7.4. Requirements for the formatting of the text of the expert opinion

The document must be in Microsoft Word format. A4 page format; page margins: left - 3 cm, right - 1.5 cm, top and bottom - 2 cm each. Font - Times New Roman; size - 12; line spacing - 1, paragraph spacing before and after headings - no

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more than 6 pt. Page alignment, left indent - 1. Pages should be numbered. The recommended number of pages of the expert conclusion report is from 8 to 15.

8 Storage and distribution

8.1. The developer is responsible for the transfer of the approved Rules (original) to the SC for storage.

8.2. Distribution of accounting copies of these Rules is carried out by the SC.

8.3. The SC is responsible for keeping a copy of the Rules.

9 How to make changes

9.1. Changes and (or) additions are made to the current Rules 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 Rules are carried out by ARQA.

9.6. Changes and (or) additions to the current Rules 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 Rules 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

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