

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Regulation on post-accreditation monitoring	QMSON P 01-06-018-2020 Version 2 Date 04/28/2020 With.1out of 12
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"APPROVED":
Director of ARQA
_____ **Kassymkhanov A.M.**

" ____ " _____ **2020**

QUALITY MANAGEMENT SYSTEM
(Machine translation)
REGULATION ON POST-ACCREDITATION MONITORING
QMS NA P 01-06-018-2020

Ex. № _____
Copy No. _____

Nur-Sultan-2020

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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 January 11, 2020

(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

2023

CHECK FREQUENCY

3 years

5. REPLACED QMS AT P 01-06-002-2018 "REGULATION ON POST-ACCREDITATION MONITORING"

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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 Development Plan 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 of educational organizations	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 programme accreditation of HE 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 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 goals, means, procedure for post-accreditation monitoring of the activities of educational organizations / delivery of educational programs accredited within the framework of institutional / programme accreditation

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 employees of structural divisions of the approved Regulations 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. Post-accreditation monitoring is carried out in order to control the implementation of the AC recommendations based on the results of institutional / programme accreditation of the educational organization in accordance with the adopted plan and to assist in further improving the quality of education in the educational organization.

6.2. The regulation was developed in accordance with ESG-15, with the procedure for conducting institutional/programme accreditation, with the ARQA Standards for institutional/programme accreditation of activities/implementation of educational programs of EOs, and regulates the procedure for conducting post-accreditation monitoring based on the results of institutional/programme accreditation of PAs.

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7 Description

7.1. Order of conduct post-accreditation monitoring

7.1.1. ARQA conducts post-accreditation monitoring during the entire period of validity of the status of an accredited PA.

7.1.2. After assigning the status of an accredited educational organization, the PA develops a plan for continuous improvement and quality assurance of education and publishes it on its official website.

7.1.3. An accredited PA must periodically submit to ARQA a post-accreditation monitoring report on achievements and changes to maintain the quality of education.

7.2. Main tasks and procedure

7.2.1. Main tasks of post-accreditation monitoring

- monitoring the implementation of AC recommendations based on the results of institutional/programme accreditation of EOs;
- rendering assistance in further improving the quality of education in the OO.

7.2.2. Post-accreditation monitoring procedure

- The Agency sends to the PA the decision of the AC on the accreditation of the organization and the terms of accreditation (1 year, 3 years or 5 years);

- If the AC decides positively, the accredited organization within up to 1 month develops a detailed plan for the implementation of the recommendations or sends an appeal filed against the recommendations of experts (if any) with the signature of the first head and the seal (the recommended form of the plan is given in Appendix 1);

- The Agency attaches the plan to the accreditation file and, if necessary, can make comments. In case of agreement with the Agency's comments, the organization adjusts the plan (within 1 month);

- After the adoption of the plan in the final version, activities are carried out, interim reports on the progress of the plan are submitted to the Agency: if the organization is accredited for 3 years - after two years, if the organization is accredited for 5 years - every two years;

- Information about the implementation of the plan must be supported by evidence (orders, regulations, reports, etc.). If interim reports are not submitted or the report does not comply with the approved plan, the Agency has the right to decide to suspend the certificate;

- After studying the report and the attached documents, the Agency decides to send an expert group and agrees with the organization on the timing of the visit (usually 2 days) and the composition of the experts;

- Experts draw up a report on post-accreditation monitoring to decide on the compliance of the activities carried out with the approved plan and formulate recommendations for further improving the quality of education (if necessary).

- The report on post-accreditation monitoring with the submitted interim reports is submitted to the AC to decide on the compliance of the activities carried out with the approved plan.

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Attachment 1.

Action plan for the organization of education for implementation of expert recommendations

No.	AC recommendation	Measures to implement the recommendations	Deadline	Responsible person

Head of the organization _____
Signature
Stamp

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 .	Notificat ion No.	Number of sheets (pages)				Tot al shee ts	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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3. Decree of the President of the Republic of Kazakhstan dated February 1, 2010 No. 922 "On the Strategic Development Plan of the Republic of Kazakhstan until 2020";
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