

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System <b>Regulation on personnel policy</b>	QMSON P 01-06-008-2018  Date 08/28/2018 With.1out of 12
--	--	--

**"APPROVED":**  
Director of ARQA  
\_\_\_\_\_ **Kassymkhanov A.M.**

" \_\_\_\_ " \_\_\_\_\_ **2018**

**QUALITY MANAGEMENT SYSTEM**  
**(Machine Translation)**  
**REGULATION ON PERSONNEL POLICY**  
**QMS NA P 01-06-008-2018**

**Ex. №** \_\_\_\_\_  
**Copy No.** \_\_\_\_\_

**Astana-2018**

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System <b>Regulation on personnel policy</b>	QMSO P 01-06-008-2018 Date 08/28/2018 With.2out of 12
--	--	---

## Content

Foreword	3
1 Normative references	4
2 Definitions	4
3 Designations and abbreviations	5
4 Scope	5
5 Responsibility and authority	5
6 General provisions	5
7 Description	5
8 Storage and distribution	8
9 How to make changes	8
Appendix A. Approval sheet	10
Appendix B. Acquaintance sheet	10
Appendix C. Change Registration Sheet	11
Appendix D. Record sheet of periodic inspections	11
Appendix E. Bibliography	12

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System <b>Regulation on personnel policy</b>	QMSO P 01-06-008-2018  Date 08/28/2018 With.3out of 12
--	--	---

## 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**

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System <b>Regulation on personnel policy</b>	QMSON P 01-06-008-2018  Date 08/28/2018 With.4out of 12
--	--	--

## 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:

<b>Personnel policy</b>	determines what kind of production team the organization needs and how work with it should be organized so that the organization can successfully achieve its strategic goals
<b>HR strategy</b>	defines the methods by which the organization can obtain the necessary personnel
<b>HR planning</b>	the process of developing a set of measures with the help of which personnel policy can be implemented, using the methods defined in the personnel strategy.
<b>Recruitment</b>	creation of a reserve of potential candidates for vacant positions
<b>Placement</b>	appointment of personnel to appropriate positions

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System <b>Regulation on personnel policy</b>	QMSON P 01-06-008-2018  Date 08/28/2018 With.5out of 12
--	--	--

### 3 Designations and abbreviations

The following abbreviations apply in this Regulation:

<b>ARQA</b>	Independent agency for accreditation and examination of the quality of education "ARQA"
<b>PS</b>	Personnel service

### 4 Scope

This Regulation presents the basics of the personnel policy of ARQA.

This Regulation may also be used to develop mechanisms for the Agency's internal quality assurance 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. At present, the function of personnel management (personnel service) at enterprises and organizations is beginning to move to an independent, ordered system that contributes to the achievement of long-term goals of the enterprise / organization. Important components of this system are such elements as: personnel policy, personnel strategy and personnel planning.

### 7 Description

#### 7.1 General provisions

HR policy, even in the form of unwritten rules, allows employees to satisfy their need for predictability and security. In this case, each employee knows what actions he can expect from the management and can predict his activities in the organization.

The development of personnel policy should take into account the principles on which it should be built.

#### 7.2 Principles of personnel policy

The Agency adheres to the following principles of personnel policy:

1) Strategic focus

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System <b>Regulation on personnel policy</b>	QMSON P 01-06-008-2018  Date 08/28/2018 With.6out of 12
--	--	--

Personnel policy should take into account not only short-term effects, but also the consequences that this or that will lead to and decisions made on its basis in the long term

2) Complexity

Personnel policy should be combined with other strategies of the enterprise so that their interaction contributes to the achievement of the required result of economic activity.

3) Consistency

Changing any element of the personnel management system requires changes in all other elements of human resource management.

4) Sequence

The principles and methods of working with the human resource of the organization should not contradict each other; they must be strictly followed in practice; it is necessary to follow a certain sequence of their application, providing the expected result.

5) Economic feasibility

An effective production process requires a balance between the quality of the labor resource and its cost.

7.2 Sources of staffing for the organization

ARQA uses internal and external sources of staffing for the organization.

Internal sources are the people working in the organization. Recruitment methods from an internal source:

1. Internal competition - a competition based on informing all employees about open vacancies;
2. Combination of professions - combination of positions by the employees of the organization themselves (if the contractor is required for a short time, to perform a small amount of work);
3. Rotation is the movement of employees from one position to another.

External sources of recruitment include people who are able to work in the organization, but do not currently work in it. External sources of recruitment are most often used when there is no suitable candidate within the organization, or retraining it requires significant funds and time, or when the organization has chosen a strategy for constantly replenishing the organization with fresh forces and ideas from outside.

7.3 Order of recruitment and placement of personnel

When recruiting and placing staff, ARQA adheres to the following sequence:

- 1) View the applicant's resume;
- 2) From other sources (recommendations from acquaintances, characteristics of the applicant by colleagues, etc.), expand information about the applicant;
- 3) Conduct an interview (in the case of the management team, the interview is conducted by the director, in other cases, the director of the relevant department participates in the interview);

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System <b>Regulation on personnel policy</b>	QMSON P 01-06-008-2018  Date 08/28/2018 With.7out of 12
--	--	--

4) Make a decision about hiring or assignment to another position within the agency.

7.4 Criteria for making a decision on recruitment or assignment to another position within the agency

When making a decision on hiring or assigning to another position within the agency, the following criteria are established:

1) Compliance of the applicant with the qualification requirements established in the job description;

2) The presence of personal qualities (sociability, responsibility, ability to work in a team, discipline).

7.5 HR management

HR policy is managed by the HR department

7.5.1 Task and functions of the PS

The task of the PS is to form an integral system for managing the agency's personnel.

PS functions:

1) development and implementation of a personnel management strategy;

2) analysis and planning of the need for personnel;

3) formation of the personnel of the state body and organization of competitive selection;

4) conducting personnel records management.

5) obtaining from other structural divisions of the agency documents and information necessary to perform the tasks and functions assigned to it by this regulation;

6) interaction with enterprises and organizations on PS issues;

7) fulfillment of the instructions of the director on PS issues.

7.5.2 The place of the PS in the agency management system

The PS is organizationally independent from other structural subdivisions and is directly subordinated to the director of ARQA.

## **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.

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System <b>Regulation on personnel policy</b>	QMSO P 01-06-008-2018 Date 08/28/2018 With.8out of 12
--	--	---

9.3. Appeals are sent to ARQA by e-mail:[office@arqa.kz](mailto: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](http://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).



"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System <b>Regulation on personnel policy</b>	QMSON P 01-06-008-2018  Date 08/28/2018 With.10out of 12
--	--	---

**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

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System <b>Regulation on personnel policy</b>	QMSO P 01-06-008-2018  Date 08/28/2018 With.11 out of 12
--	--	---

**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";
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".