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"APPROVED":
Director of ARQA
_____ **Kassymkhanov A.M.**

" ____ " _____ **2018**

QUALITY MANAGEMENT SYSTEM
(Machine translation)
QUALITY MANUAL
ARQA
QMS ON RK-01-03-001-2018

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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 "____" _____ 20____, No. _____.
(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
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5 FIRST EDITION

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Introduction

Independent agency for accreditation and examination of the quality of education "ARQA" (hereinafter ARQA) **established in accordance with the Civil Code of the Republic of Kazakhstan, the Constitution of the Republic of Kazakhstan, the Laws of the Republic of Kazakhstan "On non-profit organizations", "On education" and other legal acts of the Republic of Kazakhstan.**

The main task of ARQA is the implementation of procedures for institutional and specialized accreditation, rating of educational organizations and independent assessment of the level of qualifications of specialists and other functions to create an effective quality assurance system for secondary, technical and vocational education (TVE), higher and postgraduate education.

The application of a quality management system is a strategic decision for ARQA that can help improve its performance and provide a solid foundation for sustainable development initiatives.

The potential benefits to ARQA from applying a quality management system based on this International Standard are:

- the ability to consistently provide products and services that meet customer requirements and applicable statutory and regulatory requirements;
- creating opportunities to improve customer satisfaction;
- focusing on the risks and opportunities associated with the organization's environment and objectives;
- the ability to demonstrate compliance with the established requirements of the quality management system.

This guide can be used by internal and external parties. The requirements for quality management systems specified in this International Standard are additional requirements for products and services.

This guide uses a process approach that incorporates the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking.

The process approach allows an organization to plan its processes and their interactions.

The implementation of the PDCA cycle allows you to provide the ARQA processes with the necessary resources, manage them, identify and implement opportunities for improvement.

Risk-based thinking allows ARQA to identify factors that can lead to deviations from the planned results of processes and the quality management system, as well as use preventive controls to minimize negative consequences and maximize the opportunities that arise.

This manual is based on the principles of quality management described in the international standard ISO 9000:

- leadership;
- involvement of personnel;

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- process approach;
- improvement;
- making decisions based on evidence;
- relationship management.

1 Application scope

1.1. This quality manual is a general document of its quality management system, developed in accordance with MS ISO 9001-2015, ST RK ISO 9001-2016.

The ARQA Quality Manual is intended to be a reference for its managers and staff.

This quality manual establishes the requirements of the QMS in cases where ARQA:

- needs to demonstrate its ability to provide educational services for the accreditation of educational organizations and / or educational programs;
- aims to increase customer satisfaction through the effective application of the system, including continuous improvement processes.

1.2. The scope of the QMS extends to the implementation of procedures for institutional and specialized accreditation, rating of educational organizations and independent assessment of the qualifications of specialists and other functions to create an effective quality assurance system for secondary, technical and vocational education, higher and postgraduate education.

1.3. The ARQA Quality Manual does not include requirements for aspects of other management systems (eg financial management) but may be used in integrating compatible requirements.

1.4. The ARQA Quality Manual is the main document of the information and reference model of the ARQA quality management system.

This Quality Manual describes the quality management system (QMS) at ARQA, which is documented, implemented and maintained in working order.

It is a set of processes, rules and resources necessary to achieve the goals of ARQA in the field of quality. The activities of "ARQA" within the framework of the QMS are formed and described mainly in the form of processes and are regulated by the QMS documents.

1.5. This quality manual applies to all employees of departments involved in the quality management system at ARQA.

QMS applies to the following levels of management:

- "ARQA" in general;
- structural subdivisions (departments, services, departments, sectors).

1.6. To ensure the effectiveness of the QMS processes at ARQA, the criteria and methods described in subsection 9.1 of this QM are defined.

1.7. ARQA provides the resources and information necessary to support these processes and their monitoring, which is reflected in subsection 7.1 of this SC.

1.8. The ARQA QMS is subject to regular internal review and performance

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evaluation with further adjustments. Continuous improvement is carried out on the basis of a systematic check of the quality of the service provided, periodic monitoring and analysis of the functioning of the QMS and feedback from stakeholders (sections 9 and 10 of this Guide).

Updating the quality manual is carried out by the Representative of the quality manual as necessary within the framework of the requirements of the international standard ISO 9001 family.

2 Normative references

This Quality Manual uses references to the following normative documents:

MS ISO 9000:2015 “Quality management system. Basic provisions and vocabulary”;

MS ISO 9001:2015 “Quality management system. Requirements”;

ST RK ISO 9001-2016 “Quality management system. Requirements”;

QMS NA S 01-12-001-2018 "General requirements for the construction, presentation and execution of QMS documentation”;

QMS NA C 01-12-002-2018 "Development of goals and plans in the field of quality”;

QMS NA S 01-12-003-2018 "Procedure for the development, execution, approval and entry into force of regulations on subdivisions”;

QMS NA S 01-12-004-2017 "Procedure for the development, approval and approval of the job description”;

QMS ON S 01-12-005-2018 "Design and development”;

QMS NA C 01-12-006-2018 "Analysis of the quality management system by the management”;

QMS ON DP 01-17-007-2018 "Documentation Management”;

QMS ON DP 01-17-008-2018 "Records management”;

QMS ON DP 01-17-009-2018 "Internal audit”;

QMS ON DP 01-17-010-2018 "Management of nonconforming products”;

QMS ON DP 01-17-011-2018 "Corrective and preventive actions”;

QMS ON DP 01-17-012-2018 "Planning a quality management system”.

3 Terms and definitions

3.1. The terms and definitions used in this Quality Manual comply with the requirements of MS ISO 9000:2015 and ST RK ISO 9001:2016.

3.2. The following abbreviations are used in the Quality Manual:

"ARQA" - Independent agency for accreditation and examination of the quality of education "ARQA”;

WG - Working Group;

PKK - Quality management representative;

QMS - Quality Management System;

QM - Quality Manual;

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GOST - State Standard;
 ST RK - Standard of the Republic of Kazakhstan;
 GOSO - State obligatory standard of education;
 CI - Job descriptions;
 PI - Plan;
 DP - Documented procedure;
 C - Standard;
 MES RK - Ministry of Education and Science of the Republic of Kazakhstan;
 VO - Higher education;
 PO - Postgraduate education;
 TVE - Technical and Vocational Education;
 SK - quality service;
 KP - Process Map;
 ZhCP - Process life cycle.

4 Organization environment

4.1. Understanding the organization and its environment

The management of ARQA monitors and analyzes external and internal factors related to the intentions and strategic direction and affecting the ability to achieve the intended results of the quality management system.

The factors or conditions under consideration can be positive or negative.

Understanding the external environment can be facilitated by considering factors related to the legal, technological, competitive, market, cultural, social and economic environment at the international, national, regional or local level, as well as considering factors related to the values, culture, knowledge and performance of the organization.

4.2. Understanding the needs and expectations of stakeholders

Considering the impact that stakeholders have or may have on ARQA's ability to consistently deliver products and services that meet customer requirements and applicable legal and regulatory requirements, ARQA monitors and analyzes information about these stakeholders and their respective requirements.

4.3. Determining the scope of the quality management system

ARQA defines the boundaries of the quality management system and the activities it covers in order to establish its scope.

In determining the scope, ARQA should consider:

- 1) external and internal factors (see 4.1);
- 2) the requirements of relevant interested parties (see 4.2);
- 3) products and services of the organization.

The scope of the ARQA quality management system shall be available, developed and applied as documented information.

4.4. Quality management system and its processes

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4.4.1. ARQA develops, implements, maintains and continuously improves the quality management system, including its required processes and their interactions, in accordance with the requirements of this standard.

ARQA defines the processes required for a quality management system and their application, as well as:

- 1) defines the required inputs and expected outputs of these processes;
- 2) determines the sequence and interaction of these processes;
- 3) determines and applies the criteria and methods (including monitoring, measurement and related performance indicators) necessary to ensure the effective functioning and management of these processes;
- 4) determine the resources required for these processes and ensure their availability;
- 5) allocates duties, responsibilities and authorities in relation to these processes;
- 6) takes into account risks and opportunities in accordance with the requirements of subsection 6.1;
- 7) evaluates these processes and makes any changes necessary to ensure that the processes achieve their intended results;
- 8) improve processes and quality management system.

4.4.2. "ARQA" in the required volume:

- 1) develops, updates and applies documented information to ensure the functioning of processes;
- 2) records and maintains documented information to ensure that these processes are carried out as planned.

Internal documents of the QMS at ARQA are divided into three levels.

The first level is the Quality Manual, Quality Policy, Quality Objectives, which comply with the requirements of MS ISO 9001:2015 and ST RK ISO 9001:2016.

The second level is documented information that meets the requirements of ISO 9001:2015 and ST RK ISO 9001:2016, ARQA standards (QMS NA S), Regulations on subdivisions of ARQA (QMS NA PP).

The third level - plans of services and departments (QMS NA PI), job descriptions (QMS NA DI), process maps (QMS NA KP).

The list of ARQA QMS documents is given in Appendix A of this manual.

External documents include:

- Decrees of the President of the Republic of Kazakhstan, laws of the Republic of Kazakhstan, resolutions of the Government of the Republic of Kazakhstan;
- state and international standards (ST RK, GOST, GOSO RK, etc.);
- technical regulations (SanPiN, SNiP, etc.);
- organizational and administrative documents of higher organizations (orders, model curricula, model curricula, etc.).

In the quality management system at ARQA, in accordance with the requirements of MS ISO 9001:2015, six documented information has been developed, documented, implemented and maintained in working order:

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QMS ON DP 01-17-007 -2018 "Documentation Management";
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QMS ON DP 01-17-009-2018 "Internal audit";
QMS ON DP 01-17-010-2018 "Management of nonconforming products";
QMS ON DP 01-17-011-2018 "Corrective and preventive actions";
QMS ON DP 01-17-012-2018 "Planning a quality management system".

Documentation management is carried out in accordance with the documented information of the QMS AT DP 01-17-007-2018.

5 Leadership

5.1. Leadership and Commitment

5.1.1. General provisions

ARQA leadership demonstrates its leadership and commitment through:

- 1) taking responsibility for the effectiveness of the quality management system;
- 2) ensuring that quality policies and objectives are developed that are consistent with the organization's environment and strategic direction;
- 3) ensure that the requirements of the quality management system are integrated into the business processes of the organization;
- 4) promoting the application of the process approach and risk-based thinking;
- 5) ensuring the availability of resources needed for the quality management system;
- 6) dissemination in ARQA of an understanding of the importance of effective quality management and compliance with the requirements of the quality management system;
- 7) ensuring that the quality management system achieves its intended results;
- 8) engaging, guiding and supporting the participation of employees in ensuring the effectiveness of the quality management system;
- 9) Improvement support.

5.1.2. Consumer Orientation

ARQA's senior management ensures leadership and commitment to customer orientation by ensuring that:

- 1) customer requirements, as well as applicable statutory and regulatory requirements, are identified, understood and consistently met;
- 2) risks and opportunities that may affect the conformity of products and services, as well as the ability to improve customer satisfaction, are identified and considered;
- 3) the focus is on increasing customer satisfaction.

Satisfying the requirements and expectations of the consumer is considered as the main purpose of the QMS at ARQA, assessing its effectiveness and determining areas for improvement.

The activities of "ARQA" are determined by the following consumers that influence it:

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- enterprises, organizations, institutions, firms, companies, private entrepreneurs (as employers of educational organizations);
- students of educational organizations and their parents (as internal consumers);
- state organizations (as controlling and inspection bodies).

The top management of ARQA is responsible for achieving the requirements of the State Educational Establishment of VET and TVET, consumers and ensuring their satisfaction. The top management of "ARQA" ensures that the needs and expectations of consumers are established, translated into requirements for the content of educational programs for specialties of secondary, technical and vocational, higher and postgraduate education.

5.2. Policies

5.2.1. Quality policy development

Top management at ARQA develops, implements and maintains up to date a quality policy that:

- 1) is consistent with the intentions and environment of ARQA itself, and also supports its strategic direction;
- 2) creates the basis for setting quality objectives;
- 3) includes a commitment to comply with applicable requirements;
- 4) includes a commitment to continually improve the quality management system.

The quality policy is adapted to the existing conditions and is periodically reviewed (once every three years) taking into account changing conditions.

The quality policy is open to consumers and is aimed at meeting their needs and other interested parties.

The successful implementation of the quality policy is confirmed by the results of ARQA's activities over the recent period, the introduction of new specialties, the use of innovative teaching methods, the performance of works and services, as well as the desire for further development.

5.2.2. Bringing the quality policy

The quality policy should be accessible, understandable, communicated to all personnel and relevant interested parties, and applied as documented information within ARQA.

The policy is brought to the attention of all personnel through discussion at meetings of the Accreditation Council, workshops, and when training employees in the field of QMS. The results of the discussion are documented in minutes.

Accounted copies of the Quality Policy are posted at ARQA stands, in the offices of service heads and divisions, i.e. in accessible places to ensure that all employees are familiar with the Policy (Appendix B).

5.3. Functions, responsibilities and authorities in the organization

The top management of ARQA ensures the definition, bringing to the attention of the staff an understanding of duties, responsibilities and authorities to perform the relevant functions.

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The ARQA management distributes duties, responsibilities and authorities in order to:

- 1) ensuring that the intended results of the process are obtained;
- 2) supporting consumer orientation throughout ARQA;
- 3) ensuring that the quality management system in ARQA conforms to the requirements of this International Standard, the results of its operation and opportunities for improvement (10.1), as well as maintaining the integrity of the quality management system when planning and implementing changes to the quality management system.

The distribution of duties and responsibilities of the management and executors, the procedure for interaction between departments and services in the performance of functions and solving problems on the issues of ensuring the quality of the educational service is determined and described by the documented information of the QMS.

Responsibility of personnel for activities within the framework of the QMS is established by the Director of "ARQA".

The Accreditation Council and structural subdivisions of ARQA carry out their work in accordance with the Policy and Objectives in the field of quality, the requirements of this Quality Manual, the Charter of ARQA and other organizational, legal and regulatory documents of ARQA". They are responsible for the achievement of quality objectives, effective planning, management, quality assurance and quality improvement within their functional responsibilities.

Each ARQA employee is responsible for the implementation of the Quality Policy and Objectives and the fulfillment of the QMS requirements within the framework of their job responsibilities.

Duties, rights, responsibilities and interaction of personnel are defined and established in the Charter and orders of "ARQA", Regulations on structural divisions, collective and individual agreements, job descriptions of employees. Managers and employees sign a familiarization sheet with the relevant documents indicating the date of familiarization.

6 Planning

6.1. Actions on Risks and Opportunities

6.1.1. In order to achieve quality goals, the top management of ARQA organizes and provides planning for the continuous development and improvement of the QMS. Quality planning is carried out in accordance with the requirements of the documented information of the QMS AT DP 01-17-012-2018.

When planning in the quality management system, ARQA takes into account the factors (see.4.1) and requirements (see4.2), identifies the risks and opportunities to be considered for:

- 1) providing confidence that the quality management system can achieve its intended results,
- 2) increase their desired influence, prevent or reduce their undesirable influence;

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3) achieving improvement.

6.1.2. ARQA plans actions to address these risks and opportunities in a way that integrates and implements these actions into the quality management system processes (see 4.4) and evaluate the effectiveness of these actions. Measures taken in relation to risks and opportunities should be proportionate to their possible impact on the conformity of products and services.

Options for responding to risks may include avoiding the risk, accepting the risk to trace opportunities, removing the source of the risk, changing the likelihood or consequences, sharing the risk, or containing the risk through informed decision making.

Opportunities can lead to the adoption of new practices, the emergence of new customers, building partnerships, the use of new technologies and real opportunities to meet their needs or customers.

6.2. Quality objectives and planning for their achievement

6.2.1. ARQA establishes quality objectives for the relevant functions, levels, and processes required for a quality management system.

Quality objectives of ARQA (Appendix D) are established on the basis of the Quality Policy, documented and approved by the Director of ARQA.

Quality objectives are measurable and are achieved through the implementation of the action plan. Analysis of the achievement of goals is an integral part of the overall analysis of the QMS at ARQA by the management (QMS at S 01-12-006-2018).

Quality objectives should:

- 1) be consistent with the quality policy;
- 2) be measurable;
- 3) take into account applicable requirements;
- 4) be associated with ensuring the conformity of products and services and improving customer satisfaction;
- 5) be subject to monitoring;
- 6) be communicated to the staff;
- 7) be updated as needed.

ARQA shall develop and apply documented information on quality objectives.

6.2.2. When planning actions to achieve quality goals, ARQA determines:

- 1) what needs to be done;
- 2) what resources will be required;
- 3) who will be responsible;
- 4) when these activities will be completed;
- 5) how the results will be evaluated.

6.3. Planning for change

Where ARQA determines the need for changes to the quality management system, these changes should be implemented on a planned basis (see para. 4.4). In this case, ARQA should consider:

- the purpose of the change and the possible consequences of its introduction;

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- integrity of the quality management system;
- availability of resources;
- distribution or redistribution of duties, responsibilities and authorities.

7 Support

7.1. Resources

7.1.1. General provisions

ARQA determines and ensures the availability of resources necessary for the development, implementation, maintenance and continuous improvement of the quality management system.

ARQA should consider the opportunities and limitations associated with existing internal resources and what needs to be obtained from external providers.

ARQA uses the following types of resources:

- human (human);
- infrastructure (educational buildings, communications, transport);
- work environment.

The provision of the required resources is carried out in accordance with the goals set in the ARQA development plans.

7.1.2. Human resources

ARQA shall determine and ensure that the officers necessary for the effective functioning of the quality management system and the control of its processes are in place.

The selection of personnel performing work that affects the quality of services provided by the Agency is carried out taking into account the requirements for its competence on the basis of appropriate education, training, skills and experience.

The purpose of the personnel management process is the recruitment and accounting of personnel, the establishment of their competence. The result of the process is to provide the educational process with competent, knowledgeable and trained staff.

Responsible for the process of personnel management is the director of "ARQA", heads of departments, which in their work interact with the structural divisions of ARQA.

Heads of departments are responsible for the direction and motivation of employees subordinate to him. In this regard, they should require personnel to perform all necessary activities specified in their job descriptions.

Each employee must:

- be aware of the relevance, importance of its activities and contribution to the achievement of the quality goal.
- understand the mission of ARQA, the adopted policy in the field of quality, know what its role is in the quality management system.
- be aware of their responsibility for the potential consequences of deviations from established procedures and standards.

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7.1.3. Infrastructure

ARQA must define, create and maintain the infrastructure necessary for the operation of its processes in order to achieve the conformity of products and services.

Infrastructure may include:

- 1) buildings and associated engineering networks and systems;
- 2) equipment, including hardware and software;
- 3) transport resources;
- 4) communication systems and information systems.

ARQA has the appropriate material and technical base: educational buildings, equipment, tools, software, transport and communication facilities necessary to ensure production processes.

The suitability of the infrastructure for the QMS is ensured through the preparation of applications and proposals from the heads of departments for its improvement based on the results of the analysis of the functioning of this system.

Maintenance of infrastructure elements in good condition is provided under contracts with other organizations.

The main strategy for maintaining infrastructure elements is to prevent their failure through the use of preventive maintenance and repair.

7.1.4. Environment for the functioning of processes

ARQA must define, create and maintain the environment necessary for the operation of its processes and the achievement of product and service requirements.

A suitable environment can be a combination of human and physical factors, such as social (non-discrimination, calmness, conflict-free), psychological (stress reduction, burnout prevention, emotional protection) and physical (temperature, heat flow, humidity, lighting, air movement), hygiene, noise).

These factors can vary significantly depending on the products and services provided.

Work environment.

The work environment in ARQA is defined by physical parameters that provide for the educational process, chores, safe working conditions and a favorable working environment.

7.1.5. Resources for monitoring and measurement

7.1.5.1. General requirements

ARQA determines and provides the resources necessary to provide valid and reliable results when monitoring or measurement is used to confirm the conformity of products and services to requirements.

ARQA must ensure that the resources provided are suitable for the particular type of monitoring and measurement activity being undertaken and maintained in order to remain fit for the intended purpose.

ARQA shall record and maintain appropriate documented information as evidence of the suitability of resources for monitoring and measurement.

7.1.5.2. Measurement traceability

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Where measurement traceability is a requirement, or is considered by the Agency as an important element to ensure the validity of measurement results, the measuring equipment must be:

1) calibrated and (or) verified at established intervals or before its use against standards that convey the dimensions of units in comparison with international or national standards. In the absence of such standards, the basis used for calibration or verification should be recorded and kept as documented information;

2) identified in order to establish their status;

3) protected from damage and deterioration that would invalidate the calibration status and subsequent measurement results.

ARQA shall determine the validity of previous measurement results in cases where measuring equipment is found to be unsuitable for its intended use and take appropriate action, if necessary.

7.1.6. Organization Knowledge

ARQA defines the knowledge necessary for the operation of its processes and to achieve the conformity of products and services. Knowledge must be maintained and made available to the extent necessary.

In considering changing needs and trends, ARQA evaluates the current level of knowledge and determines how to obtain or provide access to additional knowledge and its necessary updates.

An organization's knowledge base can be internal sources (intellectual property; knowledge gained from experience; lessons learned from unsuccessful or successful projects; collection and exchange of undocumented knowledge and experience; results of process, product and service improvements) and external sources (standards, academia). conferences, seminars, knowledge gained from customers and external providers).

7.2. Competence

ARQA must:

1) determine the necessary competence of persons doing work under its control that affects the performance and effectiveness of the quality management system;

2) to ensure the competence of these persons on the basis of appropriate education, training and / or experience;

3) where applicable, take actions to achieve the required competence and evaluate the effectiveness of the actions taken. Applicable actions may include, for example, training, mentoring or redistribution of duties among existing staff, or hiring individuals with the required level of competence.

4) record and maintain appropriate documented information demonstrating competence.

7.3. Awareness

ARQA ensures that relevant persons doing work under its control are aware of:

1) on the policy in the field of quality;

2) relevant quality objectives;

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3) their contribution to the effectiveness of the quality management system, including the benefits of improved performance;

4) on the consequences of non-compliance with the requirements of the quality management system.

7.4. Information exchange

ARQA defines the procedure for internal and external exchange of information related to the quality management system, including:

- 1) what information will be transmitted;
- 2) when the information will be transmitted;
- 3) to whom the information will be shared;
- 4) how it will be transmitted;
- 5) who will transmit the information.

Informing on the functioning of the QMS and its effectiveness is carried out through regular meetings of the Accreditation Council, meetings, meetings of structural divisions, instructions and direct contacts of the heads of interested divisions and employees, transfer of information using corporate mail, computer network, telephone, bulletin boards.

Top management ensures the exchange of information on the effectiveness of the QMS on:

- meetings of the Accreditation Council, including the annual final meeting;
- production meetings;
- meetings of structural divisions;
- training seminars in the field of quality management;
- meetings with persons authorized for quality of structural divisions.

Responsibility for this type of information exchange rests with the director, heads of services and departments.

7.5. Documented Information

7.5.1. General provisions

The quality management system at ARQA should include:

- 1) documented information required by the standard;
- 2) documented information determined to be necessary to ensure the effectiveness of the quality management system.

7.5.2. Creation and updating

When creating or updating documented information, ARQA should ensure that:

- 1) identification and description (title, date, author, reference number);
- 2) format (language, software version, graphics) and media (paper or electronic);
- 3) analysis and formal approval in terms of adequacy and suitability.

7.5.3. Documented information management

7.5.3.1. Documented information required by the quality management system shall be controlled to ensure its availability and suitability (where and when it is needed) and to ensure that it is adequately protected (for example, from loss of confidentiality, misuse or loss of integrity).

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7.5.3.2. To manage documented information, it is necessary to provide:

- 1) distribution, ensuring its availability and search, as well as use;
- 2) storage and protection, including the preservation of legibility;
- 3) change management (versioning);
- 4) compliance with the terms of storage and the order of destruction.

Documented information of external origin determined by the Agency as necessary for the planning and operation of the quality management system shall be appropriately identified and controlled.

Documented information recorded and retained as evidence of conformity shall be protected from inadvertent changes.

Access implies only permission to view the documented information or permission to view with the authority to make changes to the documented information.

8 Activities at the stages of the life cycle of products and services

8.1. Planning and managing activities at the stages of the life cycle of products and services

ARQA plans and implements processes (4.4) necessary to fulfill the requirements for the supply of products, the provision of services and to perform the actions defined in section 6 to manage these processes through:

- 1) determination of requirements for products and services;
- 2) establishing criteria for processes and acceptance of products and services;
- 3) determining the resources needed to achieve conformity with product and service requirements;
- 4) managing processes in accordance with established criteria;
- 5) determining, developing, updating and applying, and recording and maintaining documented information, to the extent necessary to provide confidence that the processes were carried out as planned, and to demonstrate the conformity of products and services to requirements.

The results of such planning should be suitable for the activities of ARQA.

When implementing services, the planning of the life cycle processes of educational services in "ARQA" is carried out taking into account the established measurable goals in the field of quality (section 6.2), quality planning measures, as well as the requirements for the activities performed.

The results of the life cycle of an educational service are presented in the form of work plans for departments for each calendar year, which are developed at all levels of management, the work of group leaders, corrective and preventive measures, audits, and process improvement programs.

The procedures for performing the main processes of the life cycle of educational services of the QMS at "ARQA" are described in the process maps.

8.2. Requirements for products and services

8.2.1. Communication with consumers

Communication with consumers should include:

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- 1) providing information about products and services;
- 2) processing requests, contracts or orders, including their modifications;
- 3) receiving feedback on products and services from consumers, including consumer complaints;
- 4) circulation or management of consumer property;
- 5) establishment of special requirements for actions taken in unforeseen circumstances, where appropriate.

"ARQA" interacts with its consumers by telephone, electronic messages, letters, holding meetings with students and their parents, organizing open days. Complaints and claims of consumers are studied in order to take specific measures to eliminate the identified shortcomings.

8.2.2. Determination of requirements related to products and services

In determining the requirements for products and services to be offered to consumers, ARQA must ensure that those requirements for products and services are defined, including applicable statutory and regulatory requirements and requirements deemed necessary by the Agency itself. In addition, ARQA can satisfy claims for the products and services it offers.

The main consumers of educational services provided by "ARQA" are students, organizations (enterprises).

"ARQA" takes into account the requirements of stakeholders: the Ministry of Education and Science of the Republic of Kazakhstan.

8.2.3. Analysis of requirements for products and services

8.2.3.1. ARQA must ensure that it has the ability to meet the requirements for the products and services it offers to consumers and conduct analysis before committing to supply products or services to consumers in order to take into account:

- 1) requirements specified by the customer, including requirements for delivery and post-delivery activities;
- 2) requirements not stated by the consumer, but necessary for a specific or intended use, when known;
- 3) requirements established by the Agency;
- 4) legal and regulatory requirements applicable to products and services;
- 5) requirements of the contract or order that differ from those previously formulated.

ARQA shall ensure that decisions are made on contract or order requirements that differ from those previously established and record and retain documented information, as applicable, regarding the results of the analysis and any new requirements for products and services.

An analysis of the requirements for the services provided by the Agency is carried out before concluding an agreement with the consumer of the service. This review includes consideration of the service requirements by all ARQA stakeholders. The economic feasibility of performing the service is preliminarily analyzed by the relevant executing unit.

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Standard contracts for ARQA (contracts with educational organizations, individual labor contracts, etc.) are analyzed and approved by the top management of ARQA.

8.2.4. Changes in requirements for products and services

If requirements for products and services change, ARQA must ensure that relevant documented information is amended and relevant personnel are made aware of the changed requirements.

8.3. Design and development of products and services

8.3.1. General provisions

ARQA develops, implements and maintains a design and development process suitable for the further production of a product or service.

8.3.2. Design and development planning

In determining the stages and controls for design and development, ARQA should consider:

- 1) the nature, duration and complexity of the design and development work;
- 2) required process steps, including requirements for conducting applicable design and development reviews;
- 3) required activities for design and development verification and validation;
- 4) duties, responsibilities and authorities in the field of design and development;
- 5) internal and external resources required for the design and development of products and services;
- 6) the need to manage interactions between individuals involved in the design and development process;
- 7) the need to involve consumers and users in the design and development process;
- 8) requirements for the subsequent production of products and services;
- 9) the level of control of the design and development process expected by customers and other relevant interested parties;
- 10) documented information necessary to demonstrate that the design and development requirements have been met.

The design and development process is initiated by:

- changes in the Recognition Rules;
- changes in the requirements of GOSO;
- making suggestions to improve the provision of services.

The heads of structural divisions are responsible for the design and development process.

The design and development process is managed in accordance with QMS NA C 01-12-005-2018.

8.3.3. Input for design and development

ARQA defines the requirements that are important for a specific type of products and services being designed and developed.

ARQA should consider:

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- 1) functional and operational requirements;
- 2) information derived from previous similar design and development activities;
- 3) legislative and regulatory legal requirements;
- 4) standards or codes of practice that it has committed to apply;
- 5) possible consequences of failure related to the nature of products and services.

The input data must be adequate to the design and development objectives, as well as be complete and consistent. Input controversy **design and development data must be allowed.**

The input data for design and development are:

- legal requirements;
- general requirements set out in the State Standard of Education;
- requirements of the Ministry of Education and Science of the Republic of Kazakhstan;
- information from employers about the requirements for specialists;
- satisfaction of graduates with educational services;
- requests from community groups (parents or civic groups) and others;
- learning technologies;
- material and technical base;
- staffing and others;

ARQA shall record and maintain documented information on design and development inputs.

8.3.4. Design and development controls

ARQA applies design and development process controls to ensure that:

- 1) the results to be achieved are defined;
- 2) analyzes are carried out to evaluate the ability of the design and development results to meet the requirements;
- 3) verification activities are carried out to ensure that the design and development outputs conform to the design and development input requirements;
- 4) validation activities have been carried out to ensure that the finished product and service conforms to the requirements for the specified use or intended use;
- 5) the necessary actions are taken on the identified problems during the analysis or verification and validation;
- 6) documented information about these activities is recorded and stored.

Project reviews are carried out according to the plan at key stages of design and development. The participants in the analysis of projects include representatives of structural units related to the analyzed stage of design and development.

The results of the project review are recorded in the records.

Verification is carried out by the Director of ARQA at the end of the design process.

Validation is carried out to confirm the ability of the developed service to meet the specified requirements. Validation of services at ARQA is carried out by:

- post-monitoring procedures;

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- collecting feedback from stakeholders and employees of educational organizations;

- formation of expert groups from among leading specialists and managers.

Analysis, verification and validation of design and development have different purposes. They may be performed individually or together as applicable to the organization's products and services.

8.3.5. Design and development output

ARQA ensures that design and development outputs

- 1) met the entry requirements;
- 2) are adequate for subsequent processes for the production of products and the provision of services;
- 3) contain requirements for monitoring and measurement, in accordance with the requirements of the quality management system, as well as acceptance criteria or reference to them;
- 4) determine the characteristics of products and services that are important for their intended purpose, safe and proper provision.

The output for design and development is:

- recognition of the Ministry of Education and Science of the Republic of Kazakhstan as an accreditation agency with the right to conduct activities in the field of higher, postgraduate, technical and vocational education, secondary;
- institutional/specialized accreditation standards.

Documents containing output data on the design and development of services are approved by the director of ARQA prior to their release and use.

ARQA shall record and maintain documented information on design and development outputs.

8.3.6. Design and development changes

ARQA shall identify, review and manage changes made during or after the design and development of products and services to the extent necessary to ensure that there is no adverse effect on compliance.

In accordance with the planned activities (clause 7.3.1), changes in projects and developments are carried out as a result of changes in the conditions of the educational process, the introduction of new methods, technologies and means of implementing the educational process, changes in the curriculum for some specialties.

All changes are managed in accordance with the documented QMS procedure for DP 01-17-007-2018.

Change analysis result records include:

- minutes of meetings of the Accreditation Council;
- minutes of production meetings;
- minutes of meetings of structural divisions;
- proposals for amendments and others.

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ARQA shall record and maintain documented information on design and development changes, the results of reviews, the authorization of changes, and actions taken to prevent adverse effects.

8.4. Management of processes, products and services supplied by external providers

8.4.1. General provisions

ARQA ensures that processes, products and services supplied by external providers comply with the requirements of the approved public procurement regulations applicable to processes, products and services supplied by external suppliers, in cases where products and services from external suppliers are intended to include them. in the composition of products and services offered by the Agency;

ARQA defines and applies criteria for evaluating, selecting external providers based on their ability to perform processes or deliver products and services in accordance with requirements.

8.4.2. Type and degree of control

ARQA ensures that the processes, products and services provided by external providers do not adversely affect ARQA's ability to consistently deliver appropriate products and services to its customers.

ARQA takes into account:

the possible impact of processes, products and services provided by external providers on ARQA's ability to continually meet customer and applicable statutory and regulatory requirements.

8.4.3. Information provided to external providers

ARQA ensures that requirements are sufficient before they are communicated to the external provider.

ARQA communicates to external providers its requirements relating to:

- 1) to the supplied processes, products and services;
- 2) for approval:
- 3) products and services;
- 4) methods, processes and equipment;
- 5) release of products and services;
- 6) to the competence of personnel, including any required qualification measures;
- 7) to the interaction of the external provider with the Agency;

8.5. Production of products and provision of services

8.5.1. Managing the production of products and the provision of services

ARQA manufactures products and provides services under controlled conditions.

Managed conditions include, as applicable:

- 1) the availability of documented information that determines:
 - characteristics of products produced, services provided or activities carried out;
- 2) results to be achieved:

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- availability and use of resources suitable for monitoring and measurement;
- application of the appropriate infrastructure and environment for the functioning of the processes;
- appointment of competent personnel, including any required qualifications;
- taking actions to prevent human error.

8.5.2. Identification and traceability

ARQA uses appropriate methods to identify outputs when necessary to ensure the conformity of products and services.

ARQA identifies the status of outputs in relation to requirements related to monitoring and measurement during the production of products and the provision of services.

8.5.3. Ownership of consumers or external providers

ARQA takes care of the property of consumers or external providers when it is under the control of the Agency or used by it.

ARQA preserves and protects the property of the consumer or external provider provided for use or incorporation into products and services.

In the event that the property of a consumer or an external provider has been lost, damaged or found unusable, ARQA will notify the consumer or external provider.

Note - The property of the customer or external provider may include materials, components, tools and equipment, real estate, intellectual property and personal data.

8.5.4. Preservation

ARQA retains outputs during the production of products and provision of services to the extent necessary to ensure compliance.

8.5.5. Activities after delivery

ARQA ensures that product and service performance requirements are met after they have been delivered.

In determining the scope of post-delivery activities required, ARQA considers statutory and regulatory requirements.

Post-delivery activities may include activities related to warranties, contractual obligations (such as maintenance) and additional services.

8.5.6. Change management

ARQA shall analyze and manage changes in product and service delivery to the extent necessary to ensure continued compliance.

ARQA shall record and maintain documented information describing the results of the change analysis, the personnel who authorized the change, and any necessary actions resulting from the analysis.

8.6. Release of products and services

ARQA shall implement planned activities at appropriate stages in order to verify that the requirements for products and services have been met.

The release of products and services to the consumer should not occur before the completion of the implementation of all planned activities with satisfactory results,

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except when authorized by the authorized body and / or person and, when applicable, by the consumer himself.

ARQA must record and maintain documented information about the release of products and services. Documented information should include evidence demonstrating compliance with the acceptance criteria and traceability to the official(s) who authorized the release of the products and services.

8.7. Management of nonconforming process results

8.7.1. ARQA ensures that the results of processes that do not meet requirements are identified and managed in order to prevent their unintended use or delivery.

ARQA shall address nonconforming process outputs with one or more of the following actions:

- 1) correction;
- 2) separation, restriction of distribution, return or suspension of the supply of products and services;
- 3) informing the consumer;

After correcting nonconforming process outputs, their compliance with the requirements should be verified.

8.7.2. ARQA must record and maintain documented information that:

- 1) describe the nonconformity;
- 2) describes the actions taken;
- 3) indicates the authorized body and / or person who made the decision to act on the non-compliance.

9 Performance evaluation

9.1. Monitoring, measurement, analysis and evaluation

9.1.1. General provisions

"ARQA" defines:

- 1) what should be monitored and measured;
- 2) monitoring, measurement, analysis and evaluation methods necessary to ensure reliable results;
- 3) when monitoring and measurements should be carried out;
- 4) when the results of monitoring and measurements should be analyzed and evaluated.

Methods for monitoring and measuring services are defined in regulatory documents (SCES RK, rules for organizing ARQA activities) that establish requirements for the service, as well as in ARQA quality management system documents related to processes, described in process maps for organizing and conducting services.

If monitoring methods are not defined, then the provision of services is not carried out until all planned activities have been carried out with satisfactory results, unless otherwise approved by the authorized person and, where possible, the consumer.

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ARQA shall evaluate the performance and effectiveness of the quality management system in order to confirm the compliance of the service with the established requirements, ensure compliance with the QMS and continuously improve its effectiveness, develop and implement measures for monitoring, measurement, analysis and improvement in ARQA.

The objects of measures are: services, QMS processes. Responsibility for the organization and results of this work are regulated by this Manual, job descriptions, documented QMS procedures and process maps.

ARQA shall record and retain appropriate documented information as evidence of the results obtained.

9.1.2. Consumer Satisfaction

ARQA shall monitor data relating to consumer perceptions of the extent to which their needs and expectations are being met, and determine methods for obtaining, monitoring and analyzing this information.

Examples of monitoring customer perceptions include customer surveys, customer feedback on delivered products and services, meetings with customers, market share analysis, acknowledgments, warranty claims, etc.

Customer satisfaction (both external and internal) are among the most significant criteria for the effectiveness of the functioning of the quality management system in ARQA.

9.1.3. Analysis and evaluation

ARQA shall analyze and evaluate relevant data and information obtained through monitoring and measurement. The results of the analysis should be used to evaluate:

- 1) conformity of products and services;
- 2) the degree of customer satisfaction;
- 3) performance and effectiveness of the quality management system;
- 4) the success of planning;
- 5) the effectiveness of actions taken in relation to risks and opportunities;
- 6) performance of external providers;
- 7) needs for improvement of the quality management system.

Customer satisfaction is assessed during all checks of the QMS and works (during internal audits, when analyzing the QMS by management, when considering consumer claims) in accordance with the procedures in force at ARQA.

Information about the assessment of customer satisfaction is one of the key inputs for corrective actions and improvement of the QMS. The information obtained is used in the management review of the QMS (Section 9.3), ensuring that top management meets all established requirements (Sections 8.2 and 8.3), determining the resources required to improve customer satisfaction (Subsection 7.1), as well as to improve the performance of ARQA (Section 10).

Data analysis methods may include statistical methods.

9.2. Internal audit

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9.2.1. ARQA shall conduct internal audits at planned intervals to obtain information that the quality management system complies with the organization's own requirements for its quality management system and the requirements of this International Standard, and is effectively implemented and operating.

9.2.2. ARQA must:

- 1) plan, develop, implement and maintain an audit program, including the frequency and methods of conducting audits, as well as responsibilities, requirements planned for verification and reporting. Audit programs should be designed taking into account the importance of the processes being audited, changes affecting the organization and the results of previous audits;
- 2) define audit criteria and scope for each audit;
- 3) select auditors and conduct audits in a manner that ensures the objectivity and impartiality of the audit process;
- 4) ensure the transfer of information on the results of audits to the relevant managers;
- 5) take appropriate correction and corrective action without undue delay;
- 6) record and maintain documented information as evidence of the implementation of the audit program and the results of audits (ISO 19011 standard for guidance).

The organization and procedure for conducting internal audits are determined by the QMS at DP 01-17-009-2018.

The audit is carried out by internal auditors appointed by the order of the Director of "ARQA" and trained in specialized courses.

The frequency and main control points for internal quality audit are established taking into account the significance and functions related to services, the importance of processes and technologies. Audits are carried out according to the approved annual program.

The results of the audits are documented in the form of appropriate reports on the results of internal audits and presented to the representative of the quality management for generalization.

The results of internal audits serve as input for the analysis of the QMS by the management.

9.3. Management review

9.3.1. General provisions

The top management of ARQA analyzes at least once a year the quality management system provided for in the QMS of NA C 01-12-006-2017 in order to ensure its continued suitability, adequacy, effectiveness and consistency with the strategic direction of ARQA development.

Analysis by the top management is carried out at the meetings of the Accreditation Council of ARQA, where decisions are made on:

- changing the policy, quality goals;
- improving the effectiveness of the QMS, its processes;

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-improving the quality of educational services in relation to the requirements of consumers;

- needs and provision of resources.

The decisions taken are documented in the minutes of the meeting of the Accreditation Council, which is signed by the director of "ARQA".

The protocols serve as the basis for the development of plans, activities, further actions based on the results of the analysis in order to improve the quality of educational services.

9.3.2. Management review input

The management review should be planned and include consideration of:

- 1) status of actions based on previous management reviews;
- 2) changes in external and internal factors relating to the quality management system;
- 3) information about the performance and effectiveness of the quality management system, including trends related to:
 - customer satisfaction and feedback from relevant interested parties;
 - degree of achievement of the objectives in the field of quality;
 - process performance and conformity of products and services;
 - nonconformities and corrective actions;
 - results of monitoring and measurements;
 - results of audits;
 - performance of external providers;
- 4) sufficiency of resources;
- 5) the effectiveness of actions taken in relation to risks and opportunities (see6.1);
- 6) room for improvement.

9.3.3. Management review output

The output of the management review should include decisions and actions related to opportunities for improvement, any necessary changes to the quality management system, and resource requirements.

ARQA should consider the results of the review and evaluation, the output of the management review, to determine if there are needs or opportunities that need to be considered as continual improvement measures.

ARQA shall record and retain documented information as evidence of the results of management reviews.

10 Upgrade

10.1. General provisions

ARQA identifies and selects opportunities for improvement and takes the necessary actions to meet customer requirements and increase their satisfaction.

This should include:

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— improving products and services to meet requirements and to meet future needs and expectations;

- correction, prevention or reduction of the impact of undesirable impacts;
- improving the performance and effectiveness of the quality management system.

Examples of improvements may include: correction, corrective action, continuous improvement, breakthrough change, innovation, and reorganization.

10.2. Nonconformities and Corrective Actions

10.2.1. If a non-compliance is identified, including that related to claims, ARQA must:

- 1) respond to this nonconformity and, as applicable:
 - take actions to manage and correct the identified nonconformity;
 - take action to address the consequences of the nonconformity;
- 2) assess the need for action to eliminate the causes of this nonconformity in order to avoid its recurrence or occurrence in another place by:
 - nonconformity analysis;
 - determination of the causes that caused the appearance of the discrepancy;
 - determining if a similar nonconformity exists or if it can occur elsewhere;
- 3) perform all necessary actions;
- 4) review the effectiveness of each corrective action taken;
- 5) update, if necessary, the risks and opportunities identified in the course of planning;
- 6) make changes to the quality management system, if necessary.

Corrective actions are an obligatory part of the cycle of all QMS processes at ARQA.

Corrective actions should be appropriate to the consequences of identified nonconformities and should be aimed at elimination of causes of non-compliance in services, processes and QMS.

Corrective actions are carried out in accordance with the QMS NA DP 01-17-011-2018.

10.2.2. ARQA shall record and retain documented information as evidence of the nature of nonconformities identified and subsequent actions taken and the results of any corrective actions.

10.3. Continuous Improvement

ARQA shall continually improve the suitability, adequacy and effectiveness of the quality management system.

ARQA uses the process of continual improvement as a tool to improve the internal effectiveness and efficiency of the QMS, as well as the satisfaction of customers and other interested parties by making the most efficient use of the experience and knowledge of the personnel involved in the QMS.

Continual improvement covers:

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- educational services, including knowledge, experience, skills, skills of graduates;
- QMS processes;
- production environment.

Responsibility for the process of continuous improvement lies with the heads of structural divisions.

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Annex A
(reference)

List of QMS documents at ARQA

No. p / p	Title of the document	An identification number
one	2	3
Quality guide		
one.	Quality guide	QMS ONRK
Policy and Quality Objectives		
one.	Quality policy at ARQA	QMS ON PC
2.	Objectives in the field of quality at "ARQA"	QMS AT CC
Standards		
one.	General requirements for the construction, presentation and execution of QMS documentation	QMS ON C 01-12-001-2018
2.	Development of quality objectives and planning for QMS improvement	QMS ON From 01-12-002-2018
3.	The procedure for the development, execution, approval and commissioning of the PP	QMS ON C 01-12-003-2018
four.	The procedure for the development, approval and approval of DI	QMS ON C 01-12-004-2018
5.	Service design and development	QMS ON C 01-12-005-2018
6.	QMS analysis by management	QMS ON C 01-12-006-2018
Documented Procedures		
one.	Documentation management	QMS ON DP 01-17-007-2018
2.	Records management	QMS ON DP 01-17-008-2018
3.	Internal audit	QMS ON DP 01-17-009-2018
four.	Management of nonconforming products	QMS ON DP 01-17-010-2018
5.	Corrective and preventive actions	QMS ON DP 01-17-011-2018
Regulations on divisions		
one.	Regulations on the Department of Accreditation of Higher Educational Institutions	QMS AT PP 01-04-001-2018

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2.	Regulations on the Department of Accreditation of Organizations of Technical and Vocational Education	QMS AT PP 01-04-002-2018
3.		
four.		
5.		
6.		
7.		
ARQA standards		
	Standard for Institutional Accreditation of Higher Education Institutions	QMS ONFrom 01-05-001-2018
	Standard for specialized accreditation of higher education institutions	QMS ONFrom 01-05-002-2018
	Standard for specialized accreditation of postgraduate education programs	QMS ONFrom 01-05-003-2018
	Standards for specialized accreditation of technical and vocational education organizations	QMS ONFrom 01-05-004-2018
	Standards for institutional accreditation of technical and vocational education organizations	QMS ONFrom 01-05-005-2018
	Standards for specialized accreditation of a medical education organization	QMS ONFrom 01-05-006-2018
	Standards for specialized accreditation of organizations of additional education	QMS ONFrom 01-05-007-2018
ProceduresARQA		
	Strategic development planIndependent agency for accreditation and examination of the quality of education "ARQA" for 2018 - 2022	QMS ON PI 01-06-001-2018
	Regulation on post-accreditation monitoring	QMS NA P 01-06-002-2018

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	Regulations on the Supreme Expert Council	QMS NA P 01-06-003-2018
	Regulations on expert councils	QMS NA P 01-06-004-2018
	Rules for the development of an expert opinion on the report on the results of self-assessment of the activities of educational organizations / educational programs within the framework of institutional / specialized accreditation	QMS NA Pr 01-06-005-2018
	Rules for developing a report 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	QMS NA Pr 01-06-006-2018
	Self-assessment guide for university accreditation	QMS NA R 01-06-007-2018
	Self-Assessment Guide for College Accreditation	QMS NA R 01-06-008-2018
Job Descriptions		
	Job description of the coordinator Department of Accreditation of Universities	QMS ON DI 01-12-001-2018
	Job description of the coordinator Accreditation Department organization technical and professional education	QMS ON DI 01-12-002-2018
	Director job description Accreditation Department organization technical and professional education	QMS ON DI 01-12-003-2018
	Director job description Department of Accreditation of Universities	QMS ON DI 01-12-004-2018

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Annex B (reference)

Quality policy at ARQA

Independent agency for accreditation and examination of the quality of education "ARQA" (hereinafter ARQA) has developed this Internal Quality Assurance Policy (hereinafter the Policy) in accordance with the Standards and Guidelines for External Quality Assurance Agencies. The policy reflects the general approaches, key principles and implementation mechanism established by ARQA for quality assurance and the development of a culture of continuous quality improvement.

General approaches based on Standards and Guidelines for Quality Assurance in Higher Education in the European Higher Education Area (ESG), endorsed by the Ministerial Conference in Yerevan, May 14-15, 2015

Quality assurance principles are:

- ensuring that all persons involved in the activities of the agency are competent, act professionally and ethically;
- inclusion of internal and external feedback mechanisms leading to continuous improvement of ARQA activities;
- protection against any kind of intolerance or discrimination;
- establishing the necessary communication with the relevant authorities under whose jurisdiction ARQA operates (Department of Higher and Postgraduate Education of the Ministry of Education and Science of the Republic of Kazakhstan (MES RK), Quality Assurance Committee of the MES RK, Ministry of Justice of the Republic of Kazakhstan);
- assurance that any activities and materials provided by subcontractors comply with European standards and guidelines (in the case where some or all elements of quality assurance activities are entrusted to subcontractors);
- the ability of ARQA to establish the status and recognition of educational institutions in which external quality assurance procedures have been carried out;
- developing a culture of continuous quality improvement;
- The responsibility for quality assurance is the shared responsibility of ARQA management and staff.

Implementation mechanism. The policies are set out in the Standards, Regulations and Rules, Job Descriptions and other ARQA regulations.

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Annex C (reference)

Goals and objectives in the field of quality

The Quality Assurance Policy of the Independent Agency for Accreditation and Expertise of Educational Quality "ARQA" (hereinafter referred to as ARQA) has the following objectives:

1. Ensuring the competitiveness of ARQA services by taking into account the needs of the educational services market in the field of ensuring the quality of education at the institutional, national and international levels;
2. Training, retraining and advanced training of ARQA experts and specialists;
3. Analysis of the labor market to expand the geography of services, increase their quantity and quality;
4. Organization of cooperation with bodies providing services in the field of quality assurance of education, both domestic and foreign, exchange of work experience.

Tasks in the field of quality

ARQA undertakes to contribute to improving the quality of higher and postgraduate, technical and vocational, secondary 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. In this regard, the following tasks are set:

- adhere to the principles of legality, objectivity, transparency, timeliness and other principles when conducting procedures for external evaluation of educational organizations, educational programs and decision-making based on the analysis of data and information;
- provide detailed, timely and reliable information and advice on issues related to the quality of activities of organizations of higher and postgraduate, technical and vocational, secondary education, the implementation of 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;

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Annex H
(reference)

Bibliography

1. Law of the Republic of Kazakhstan "On Education" dated July 27, 2007 No. 319-III ZRK (as amended and supplemented as of August 11, 2018).
2. Charter of ARQA dated May 30, 2017.
3. MS ISO 9000:2015 "Quality management system. Basic provisions and vocabulary";
4. MS ISO 9001:2015 "Quality management system. Requirements";
5. ST RK ISO 9001-2016 "Quality management system. Requirements".