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**Machine translation**

**"APPROVED":**

Director of ARQA

\_\_\_\_\_ **Kassymkhanov A.M.**

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

**QUALITY MANAGEMENT SYSTEM**  
**REGULATION ON THE SELECTION AND FURTHER TRAINING OF**  
**EXPERTS**

**QMS NA P 01-06-040-2018**

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

**Astana-2018**

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## FOREWORD

**1 DESIGNED BY:** Administration of the Independent agency for accreditation and examination of the quality of education "ARQA".

(name of the structural unit that developed the document)

**2 APPROVED AND INTRODUCED** Director of ARQA

(official approving the document)

"11" September 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 INTRODUCED FOR THE FIRST TIME**

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## 1 Normative references

This Regulation uses references to the following legislative and regulatory documents:

1. Law of the Republic of Kazakhstan "On technical regulation" dated November 9, 2004 No. 603-II ZRK;
2. Law of the Republic of Kazakhstan "On Education" dated July 27, 2007 No. 319-III;
3. Decree of the President of the Republic of Kazakhstan dated February 1, 2010 No. 922 "On the Strategic Plan for the Development of the Republic of Kazakhstan until 2020";
4. The Standards and Guidelines for Quality Assurance in the EHEA (ESG) approved by the Ministerial Conference in Yerevan, May 14-15, 2015
5. MS ISO 9000:2015 "Quality management system. Basic provisions and vocabulary";
6. MS ISO 9001:2015 "Quality management system. Requirements";
7. ST RK ISO 9001:2016 "Quality management system. Requirements".

## 2 Definitions

The following terms and their definitions are used in this Regulation:

<b>Accreditation educational organizations</b>	<b>of</b> 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 its improvement.
<b>Accreditation bodies</b>	legal entities that develop standards (regulations) and carry out accreditation of educational organizations based on the standards (regulations) developed by them.
<b>Accreditation Council</b>	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.
<b>External evaluation (visit)</b>	visit of an expert group to an educational

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organization to assess compliance with the Standards for specialized accreditation of TVE organizations.

**Institutional accreditation** the process of assessing the quality of an educational organization by an accreditation body for compliance with the declared status and established standards of the accreditation body.

**Post-accreditation monitoring** the procedure carried out by the agency during the period of accreditation of the educational organization / educational programs.

**Post-accreditation monitoring report** a document containing an examination based on the results of an assessment of the activities of educational organizations / educational programs during the period of accreditation of an educational organization / educational programs.

**Quality Assurance– QA)** procedures aimed at ensuring that the results of education and training and related services meet the stated requirements of the consumer.

**Educational program** a single complex of the main characteristics of education, including the goals, results and content of education, the organization of the educational process, the ways and methods of their implementation, the criteria for assessing learning outcomes.

**Selection of experts** the process of attracting experts to carry out expert work in accordance with the requirements of the Institution

**Training** one of the types of professional training for specialists, which is carried out in order to increase the level of theoretical knowledge, improve practical skills and abilities.

**Reaccreditation** process re-accreditation by an educational organization.

**Standards (regulations) of accreditation** documents of the accreditation body establishing the requirements for the accreditation procedure.

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**Specialized accreditation** the process of assessing the quality of the educational program of an educational institution by the accreditation body for compliance with the declared status and established standards of the accreditation body.

**Expert** (from lat. expertus - experienced) - a person invited or hired to issue a qualified opinion or judgment on an issue considered or decided by other people who are less competent in this field.

**Expert Council** a body established to carry out an examination of the compliance of the recommendations of the expert groups with the requirements established by the Accreditation Council

### 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>EHEA</b>	European Higher Education Area
<b>ESG</b>	The Standards and Guidelines for Quality Assurance in the EHEA
<b>AC</b>	Accreditation Council
<b>TVE</b>	Technical and Vocational Education
<b>OO</b>	Organization of education
<b>OP</b>	Educational program

### 4 Scope

This Regulation presents the goals and objectives of the Expert Councils of ARQA.

This Regulation can also be used to develop mechanisms for internal quality assurance of educational organizations and relevant internal regulatory documentation.

### 5 Responsibility and authority

5.1. This Regulation is approved by the Director of ARQA

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

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

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

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## **6 General provisions**

6.1. Experts are involved for an independent assessment of the activities of NGOs and / or their educational programs and for the development of recommendations for the development or improvement of the internal documents of the Institution.

6.2. The expert is divided into areas:

- experts in external evaluation of the activities of NGOs and / or their educational programs;
- experts in developing recommendations for the development or improvement of internal documents of the Institution.

6.3. An expert can be involved in work in both directions

6.4 Experts in developing recommendations for the development or improvement of internal documents of the Institution can be involved in advanced training of experts in external evaluation of the activities of PAs and/or their educational programs.

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

## **7 Description**

7.1. Main tasks and functions of an expert

7.1.1. Main tasks and functions of an expert for external evaluation of the activities of NGOs and / or their educational programs are given in the Regulations on Experts (QMS NA P 01-06-007-2018);

7.1.2. Main tasks and functions of an expert on the development of recommendations for the development or improvement of internal documents of the Institution

- develop conclusions on the internal documents of the Institution;
- participate in activities for external evaluation of the activities of educational organizations / implementation of educational programs within the framework of institutional / specialized accreditation (if necessary);
- participate in the preparation and consideration of proposals for improving the procedures for institutional and specialized accreditation of educational organizations.

7.2. Rights and obligations of an expert

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

7.3. Requirements for experts

7.3.1 General requirements

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

7.3.1.2 Selection criteria for involvement in expert work on external evaluation of the activities of PAs and/or their educational programs are given in the Regulations on Experts (QMS NA P 01-06-007-2018);

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7.3.1.2 In order to be involved in expert work on the development of recommendations for the development or improvement of internal documents of the Institution, additional requirements are established:

- participation in the expert community in the field of education;
- availability of a scientific degree and scientific articles on the problems of ensuring the quality of education.

#### 7.4. Organization of work on the selection of experts

##### 7.4.1. The order of involvement in expert work:

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

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

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

- selected candidates for experts are presented to the EC;

- in case of a positive decision of the ES, the director concludes a contract for the performance of work.

#### 7.5. Organization of work to improve the qualifications of experts

7.5.1. The primary advanced training of experts takes place through a training seminar conducted by the staff of the Institution. Successful completion of the seminar enables the expert to obtain the appropriate certificate;

7.5.2. The expert gains practical experience and additional competencies in the course of work on external evaluation of the activities of NGOs and/or their educational programs;

7.5.2. The level of the acquired qualification is assessed by the Expert Council;

7.5.3. With a positive decision of the Expert Council, the expert is included in the Register of Experts ARQA and he is issued an expert certificate for a period of 5 years.

#### 7.6. Conditions for exclusion from the Register of ARQA Experts:

- establishing the facts of violation by the expert of these Regulations or ethical code of the expert;
- refusal of the expert to cooperate within the framework of this Regulation;
- expiration expert certificate.

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## **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](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).



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**Annex C**  
(mandatory)

**Change Registration Sheet**

re v. no .	Notifica tion No.	Number of sheets (pages)				Tot al she ets	Chan ge date	Full name, implem entation 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**

1. Law of the Republic of Kazakhstan "On technical regulation" dated November 9, 2004 No. 603-II ZRK;
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