

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Quality objectives ARQA	QMS ON TsK-01-02-001-2018 Version 1 Date 06.08.2018 With. 1 out of 8
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"APPROVED":
Director of ARQA
_____ **Kassymkhanov A.M.**

" ____ " _____ **2018**

QUALITY MANAGEMENT SYSTEM
(Machine translation)
QUALITY OBJECTIVES
ARQA
QMS ON RK-01-02-001-2018

Ex. _____
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Astana-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
CHECK FREQUENCY

2021
3 years

5 FIRST EDITION

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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 market needs educational services in the field ensuring the quality of education at the institutional, national and international levels;
2. Training, retraining and advanced training of experts and specialists ARQA;
3. Analysis of the labor market to expand the geography of services, increasing their quantity and quality;
4. Organization of cooperation with bodies providing services in areas ensuring the quality 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;

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- provide a good working environment and provide the necessary resources to achieve the objectives of the quality policy;
- provide the public with information about its activities and the implementation of goals;
- improve the internal quality management system;
- ensure that the quality policy is reviewed and evaluated annually to ensure its effectiveness.

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Annex E
(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".