

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Regulation on Accreditation Council	QMSON P 01-06-009-2018 Date 08/28/2018 With.1out of 13
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"APPROVED":
Director of ARQA
_____ **Kassymkhanov A.M.**

" ____ " _____ **2018**

QUALITY MANAGEMENT SYSTEM
(Machine translation)
REGULATION ON ACCREDITATION COUNCIL
QMS NA P 01-06-009-2018

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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 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

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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:

Accreditation educational organizations	of the procedure for recognizing by the accreditation body the compliance of educational services with the established standards (regulations) of accreditation in order to provide objective information about their quality and confirm the existence of effective mechanisms for improving it.
Accreditation bodies	legal entities that develop standards (regulations) and carry out accreditation of educational organizations based on the standards (regulations) developed by them.
Accreditation Council	a permanent consultative and advisory body of ARQA, created for collegial consideration and decision-making on accreditation or refusal of accreditation, as well as on the terms and conditions for accreditation of educational organizations and educational programs

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<p>Appeal Commission</p>	<p>implemented by educational organizations, based on the current ARQA Accreditation Standards. non-permanent ARQA body, created for peer review of appeals</p>
<p>External evaluation (visit)</p>	<p>visit of an expert group to an educational organization to assess compliance with the Standards for specialized accreditation of TVE organizations.</p>
<p>Institutional accreditation</p>	<p>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.</p>
<p>Post-accreditation monitoring</p>	<p>the procedure carried out by the agency during the period of accreditation of the educational organization / educational programs.</p>
<p>Post-accreditation monitoring report</p>	<p>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.</p>
<p>Quality Assurance– QA)</p>	<p>procedures aimed at ensuring that the results of education and training and related services meet the stated requirements of the consumer.</p>
<p>Educational program</p>	<p>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.</p>
<p>Reaccreditation</p>	<p>process re-accreditation by an educational organization.</p>

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

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.

3 Designations and abbreviations

The following abbreviations apply in this Regulation:

ARQA	Independent agency for accreditation and examination of the quality of education "ARQA"
EHEA	European Higher Education Area
ESG	The Standards and Guidelines for Quality Assurance in the EHEA
AC	Accreditation Council
TVE	Technical and Vocational Education
EO	Organization of education
EP	Educational program

4 Scope

This Regulation presents the goals and objectives of the ARQA Accreditation Council.

This Regulation can also be used to develop the 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. The Accreditation Council is created to consider and make a decision on accreditation/denial of accreditation of the PA/EP, a decision based on the results of post-accreditation monitoring.

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6.2. The Accreditation Council is guided in its activities by the Charter of the Institution, the standards of institutional and specialized accreditation of educational organizations, this Regulation.

6.3. The structure and number of AS are approved by the director.

7 Description

7.1. The main tasks of the AC

- consideration and decision-making on accreditation/denial of accreditation of OO/EP;
- consideration and decision-making based on the results of post-accreditation monitoring.

7.2. AC functions

- hear reports on the results of an external evaluation (visit) of the activities of the PA / implementation of the EP;
- make decisions on accreditation/refusal of accreditation of OO/EP;
- prove the validity of the decision on accreditation/denial of accreditation of the PA/EP or on the results of post-accreditation monitoring at the ARQA Appeal Commission in the event that the educational organization files a statement of disagreement with the decision of the AC;
- make decisions based on the results of post-accreditation monitoring;
- develop proposals for improving the procedures for institutional and specialized accreditation of educational organizations;
- approve documents on the analysis and generalization of the Agency's experience.

7.3. Rights and obligations of AC members:

7.3.1. Rights of AC members:

- participate in the discussion of reports on the results of an external evaluation (visit) of the activities of the PA / implementation of the EP and vote;
- to express a dissenting opinion on issues considered at the AC meeting;
- prepare proposals for improving the procedures for institutional and specialized accreditation of educational organizations, analysis and generalization of the Agency's experience;

7.3.2. Responsibilities of AC members:

- analyze the recommendations of the expert groups based on the results of the external evaluation (visit);
- attend AC meetings and make decisions based on the results of an external evaluation (visit);
- sign and comply with the code of ethics of the AC member (Appendix 1).

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7.4. AC structure

7.4.1. The AC consists of a chairman, vice-chairman, secretary and members of the AC. The term of office of the AC is established by the director in agreement with the Founder.

7.4.2. The composition of the AC

The composition of the AC is formed from representatives of the academic community, stakeholders and students on the proposal of state bodies, educational organizations, the National Chamber of Enterprises "Atameken", associations of employers, industrial enterprises, etc., as well as student organizations. Candidates to the AC are approved by order of the director of the agency if the candidates meet the following criteria:

- Criteria for representatives of the academic community: at least 5 years of experience in an EO in leadership positions, active participation in the work of an EO to improve the quality of education;
- criteria for stakeholders: experience of practical work in enterprises and organizations for at least 5 years, experience in assisting in improving the quality of education;
- Criteria for students: active participation in the work of student organizations, experience in helping to improve the quality of education in OOs.

The composition of the AC is subject to rotation of at least ¼ of the composition for at least 3 years.

The change in the composition of the AS is made by the director in the manner determined for the formation of the composition of the AS.

The director of the agency is a member of the AC ex officio.

A foreign member of the AC is appointed by the director of the agency on the recommendation of the members of the AC.

The AC Secretary is appointed by the director of the agency from among the employees of the agency and does not have the right to vote on decisions made.

7.4.3. The chairman and his deputy should not be employees of the same organization.

The Chairman of the AC and the Deputy Chairman of the AC are elected by the members of the AC from among the members of the AC, with the exception of the director of the agency and the foreign member of the AC, by open voting by a majority of the AC members present at the meeting of the AC. The criteria for selection are personal qualities and work experience in leadership positions in educational organizations.

7.4.4 The Chairman of the AC manages the work of the AC.

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7.5. Organization of work on the preparation of AC meetings, control over the timely consideration of recommendations

7.5.1. AC meetings are held under the leadership of the Chairman of the AC, and in his absence - the Deputy Chairman of the AC, who is entrusted with such duties by the Director.

7.5.2. Decisions of the AC are taken by open vote by a majority of at least two-thirds of the members of the council present at the meeting. If necessary, or at the suggestion of one of the members of the AC, a secret ballot is held.

7.5.3. Based on the results of consideration of the materials of the external evaluation (visit), the Accreditation Council may take the following decisions:

- full accreditation;
- conditional accreditation;
- postponement of accreditation;
- denial of accreditation.

Full accreditation: the educational organization has no fundamental shortcomings and meets the criteria of the Standards for Institutional/Specialized Accreditation of Educational Institutions. If the AC makes this decision, the educational organization is assigned the status of an accredited educational organization and a certificate is issued for a period of five years.

Conditional accreditation: an educational organization is accredited with the imposition of obligations, i.e. subject to revision, since it has substantive and (or) structural deficiencies that must be eliminated during the term of conditional accreditation. In the event that the AC decides on conditional accreditation, the period of validity of accreditation is reduced and limited, the educational organization is assigned the status of an accredited organization and a certificate is issued for a period of one or three years.

The decision on conditional accreditation for a period of 1 year is made in case of complete non-compliance with one criterion of any standard. The decision on conditional accreditation for a period of 3 years is made in case of incomplete compliance with one criterion (all sub-criteria, if the criterion has sub-criteria) of any standard.

Postponement of accreditation: the decision is made on the basis of an application from the PA, indicating the reasons and the period during which the PA has the opportunity to apply for the renewal of the procedure.

Refusal of accreditation: the decision is made in the presence of significant deficiencies of a substantive and (or) structural nature and non-compliance with the criteria of the Accreditation Standards.

7.5.4 The decision of the AC can be reviewed if the educational organization detects technical or factual inaccuracies in the results of an external evaluation (visit).

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7.5.5. Members of the CA who are employees of the organization, the issue of accreditation of which is being considered at the meeting, cannot take part in the discussion of the conclusion and voting.

7.5.6. Decisions of the AC are signed by the chairman of the meeting, the secretary of the AC and no later than three days after the meeting are transferred to the director or a person authorized by him.

7.5.7. Reports on the results of the external evaluation (visit) at AC meetings are carried out by directors / coordinators of departments.

Attachment 1

AC Member Code of Ethics

1. General provision

The Code of Ethics establishes the basic rules of conduct for each member of the AC ARQA in the performance of their functions.

2. Requirements for a member of the AC

2.1. Professionalism

Each member of the AC is responsible for the validity of its decision in order to prevent the possibility of cancellation or revision of the decision. He must constantly improve the level of professional competence for the effective performance of his duties.

2.2. Personal qualities

A member of the AC must have such personal qualities that allow him to follow the moral principles of honesty, trust, respect and responsibility in making decisions. It must be independent from the educational institutions in respect of which the decision is made. The independence of a member of the AC is based on the absence of commercial and financial interests or other influence that may influence the decisions taken by him.

3. Privacy

The CA member must maintain the confidentiality of information obtained during the accreditation procedure for educational institutions / educational programs, and not use or disclose such information without COOTBETCTB appropriate authority.

Confidentiality does not apply only to the disclosure of information during the accreditation procedure. It also implies that an CA member receiving information during the accreditation process will never use or give the appearance of using such information for personal gain or for the benefit of a third party and after the release of the CA member.

4. Resolution of conflicts of interest

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The CA member must inform the director of the agency prior to the meeting on the results of the accreditation of the educational organization / educational program about any existing or previous relations between them and the accredited educational organization, which may affect its independence and objectivity.

5. When establishing the facts of violation by the CA member of the provisions of this Code, ARQA has the right to apply the following sanctions:

1. Remark;
2. Warning about the inadmissibility of violation by a member of the AC of the requirements of the Code;
3. Decision on exclusion from AC ARQA.

(signature)

8 Storage and distribution

8.1. The responsibility for the transfer of the approved Regulations (original) for storage in the UK lies with the developer.

8.2. Distribution of accounting copies of this Regulation is carried out by the IC.

8.3. The IC is responsible for keeping a copy of the Regulations.

9 How to make changes

9.1. Changes and (or) additions are made to the current Regulations in order to improve it.

9.2. Appeals of educational institutions, stakeholders for changes and (or) additions (hereinafter referred to as the appeal) are drawn up in an arbitrary form with justification for the need for such changes and (or) additions.

9.3. Appeals are sent to ARQA by e-mail: office@arqa.kz.

9.4. ARQA conducts an examination of applications for their validity and expediency.

9.5. Amendments and (or) additions to the Regulations are carried out by ARQA.

9.6. Changes and (or) additions to the current Regulations after the examination are approved by order of the ARQA director, which are issued in a new edition and posted on the website www.arqa.kz

9.7. Changes to the Regulations are made by an employee of the IC with a mandatory mark in the "Change Registration Sheet" (Appendix B).

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Annex C
(mandatory)

Change Registration Sheet

re v. no .	Notifica tion No.	Number of sheets (pages)				Tot al she ets	Cha nge date	Full name, implem ent ation of changes	Chang er's signat ure
		me as- us	replac ement nyh	ne w	annul 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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