

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Regulation on the procedure for conducting institutional/programme accreditation	QMSON P 01-06-011-2018 Date 08/28/2018 With.1out of 13
--	--	--

"APPROVED":

Director of ARQA

_____ **Kassymkhanov A.M.**

" _____ " _____ **2018**

QUALITY MANAGEMENT SYSTEM
(Machine translation)
REGULATION ON THE PROCEDURE FOR CONDUCTING
INSTITUTIONAL/PROGRAMME ACCREDITATION
QMS NA P 01-06-011-2018

Ex. № _____
Copy No. _____

Astana-2018

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Regulation on the procedure for conducting institutional/programme accreditation	QMSON P 01-06-011-2018 Date 08/28/2018 With.2out of 13
--	--	--

Content

Foreword	3
1 Normative references	4
2 Definitions	4
3 Designations and abbreviations	6
4 Scope	6
5 Responsibility and authority	6
6 General provisions	6
7 Description	7
8 Storage and distribution	9
9 How to make changes	9
Appendix A. Approval sheet	11
Appendix B. Acquaintance sheet	11
Appendix C. Change Registration Sheet	12
Appendix D. Record sheet of periodic inspections	12
Appendix E. Bibliography	13

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Regulation on the procedure for conducting institutional/programme accreditation	QMSON P 01-06-011-2018 Date 08/28/2018 With.3out of 13
--	--	--

FOREWORD

1 DESIGNED BY Administration of the "ARQA" Independent agency for recognition and quality assurance in education
(name of the structural unit that developed the document)

2 APPROVED AND INTRODUCED by Decree of the Director of "ARQA"
(official approving the document)
dated September 11, 2018
(name, date and number of the approving organizational and administrative document)

3 DEVELOPERS:
(position, academic degree, academic title, full name)

(position, academic degree, academic title, full name)

4 DEADLINE FOR FIRST INSPECTION 2021
CHECK FREQUENCY 3 years

5 FIRST EDITION

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Regulation on the procedure for conducting institutional/programme accreditation	QMSON P 01-06-011-2018 Date 08/28/2018 With.4out of 13
--	--	--

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

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Regulation on the procedure for conducting institutional/programme accreditation	QMSO P 01-06-011-2018 Date 08/28/2018 With.5out of 13
--	--	---

Appeal Commission	implemented by educational organizations, based on the current ARQA Accreditation Standards. non-permanent body ARQA, created for peer review of appeals
External assessment (visit)	visit of an expert group to an educational 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	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.
Reaccreditation	process re-accreditation by an educational organization.

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Regulation on the procedure for conducting institutional/programme accreditation	QMSON P 01-06-011-2018 Date 08/28/2018 With.6out of 13
--	--	--

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 sets out the procedure for conducting institutional/programme accreditation by the ARQA agency.

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 these Rules with the requirements of ST RK ISO 9001-2016 lies with the Quality Service (hereinafter referred to as QS).

5.3. Responsibility for bringing the approved Regulation to the attention of the employees of structural divisions 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. This Regulation has been developed to regulate the procedure for conducting institutional/specialized accreditation by the agency

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Regulation on the procedure for conducting institutional/programme accreditation	QMSON P 01-06-011-2018 Date 08/28/2018 With.7out of 13
--	--	--

6.2. This Regulation complies with all the requirements for the procedure for conducting institutional / specialized accreditation, set out in the regulatory documents of the Ministry of Education and Science of the Republic of Kazakhstan. The thoroughness of the procedure carried out by the PA and the ARQA agency will make it possible to avoid conflicts of interest on both sides.

7 Description

I. Preparatory stage

1. Submission of an application by the PA for institutional/specialized accreditation. Copies of the state license for the right to conduct educational activities, annexes to the state license and a brief description of the educational organization or the educational program declared for accreditation are attached to the application. The application form must be downloaded from the official website of the agency www.arqa.kz or send a request for an application form by e-mail: office@arqa.kz.

2. ARQA review of the TOE application.

3. Conclusion of a bilateral agreement between ARQA and PAs on institutional/specialized accreditation, indicating the timing, cost and conditions of the institutional/specialized accreditation procedure.

II. Self-assessment

4. Organization and holding of training seminars for internal stakeholders of the PA to explain the procedure, methodology and technology for the institutional/specialized accreditation of the PA.

5. Carrying out OO self-assessment in accordance with the requirements established by ARQA.

6. Preparation and submission of the first version of the report on the results of self-assessment (in the state or Russian language) to ARQA in electronic form.

7. Examination of the report based on the results of self-assessment by independent ARQA experts to determine whether the content of the report complies with the criteria for institutional/specialized accreditation of PAs. Preparation of an expert analysis includes a comprehensive analysis of the report on the results of self-assessment differentiated for each standard, recommendations, comments on the content of the report on the results of self-assessment. Based on expert analysis, one of the following decisions is made:

a) about the need to finalize the report;

b) on conducting an external evaluation (visit);

c) on refusal to organize and conduct an external (assessment) in case of non-compliance of the educational organization with the standards of institutional / programme accreditation.

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Regulation on the procedure for conducting institutional/programme accreditation	QMSON P 01-06-011-2018 Date 08/28/2018 With.8out of 13
--	--	--

8. Sending the final version of the self-assessment report (in the state and Russian languages - for TVE organizations, in the state, Russian and English languages - for universities) to ARQA in electronic form and on paper, one copy in each of the languages (at least 1 month prior to the proposed external evaluation (visit) of the organization being accredited by the PA).

9. Termination of the contract due to the impossibility of conducting a specialized accreditation procedure.

III. External assessment (visit)

10. Coordination with the PA of the timing of the external evaluation (visit).

11. Formation of the ARQA expert group, coordination of the composition of the expert group with the Supreme Expert Council of ARQA.

12. Drafting and approval of the external evaluation program (visit) and work plan of the expert group.

13. Carrying out the external evaluation procedure (visit) - visiting the PA by an expert group (2-3 days).

14. Formation of recommendations and comments based on the results of an external evaluation (visit).

15. Preparation of a report on the results of an external evaluation (visit).

16. Sending a report on the results of an external evaluation (visit) to the PA. If technical or factual inaccuracies are found, within one week after receiving the report on the results of the external evaluation (visit), the PA may send its comments to ARQA.

IV. Decision

17. Based on the analysis of the report on the results of the self-assessment, the report on the results of the external assessment (visit), ARQA prepares materials for making a decision on accreditation (or denial of accreditation) at a meeting of the Accreditation Council.

18. Based on the results of consideration of the materials of external evaluations (visits), the Accreditation Council may take the following decisions:

- full accreditation;
- conditional accreditation;
- accreditation deferral;
- accreditation rejection.

19. Full accreditation: The NGO/educational program has no fundamental flaws and meets the criteria of the Institutional/Specialized Accreditation Standards. If the AC makes this decision, the PA/educational program is assigned the status of an accredited educational program and a certificate is issued for a period of five years.

20. Conditional accreditation: The NGO/educational program is accredited with the imposition of obligations, i.e. subject to revision, since it reveals

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Regulation on the procedure for conducting institutional/programme accreditation	QMSON P 01-06-011-2018 Date 08/28/2018 With.9out of 13
--	--	--

deficiencies of a substantive and (or) structural nature, which must be eliminated during the term of conditional accreditation. In the event that the CA decides on conditional accreditation, the term of institutional/specialized accreditation is shortened and limited, the PA/educational program is assigned the status of an accredited PA/educational program and a certificate is issued for a period of three years. Upon the expiration of the conditional accreditation period, ARQA conducts an external evaluation of the PA/educational program in accordance with the requirements of the Standards. After the fulfillment of the imposed obligations, the term is extended to the full one. Expenses for additional external assessment (visit) of the PA are borne by the PA.

21. Accreditation deferral: 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. When the procedure is resumed, if necessary, decisions can be made to repeat the stages of the accreditation procedure.

22. Accreditation rejection: 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 Standards for Institutional/Specialized Accreditation.

23. The PA has the right to file a statement of disagreement with the decision of the Accreditation Council, as well as the terms and conditions of accreditation to the ARQA Appeal Commission.

V. Informing

24. The order on the Decision of the Accreditation Council is sent to the educational organization.

25. When making a positive decision, ARQA sends a certificate of institutional/specialized accreditation to the PA.

26. ARQA, no later than thirty working days from the date of the decision on accreditation of the PA / educational program, submits to the MES RK information (certificate of accreditation) for entering the accredited PA / accredited educational program into the Register of accredited PA / educational programs of the MES RK (Registers 2 and 3).

27. The decision on accreditation and the report of the external evaluation (visit) are posted on the official website of ARQA www.arqa.kz.

VI. Follow-up procedures. Post-accreditation monitoring

28. ARQA conducts post-accreditation monitoring throughout the entire period of validity of the status of an accredited educational institution.

29. After assigning the status of an accredited educational organization, the PA develops a plan for continuous improvement and quality assurance of education and publishes it on its official website.

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Regulation on the procedure for conducting institutional/programme accreditation	QMSON P 01-06-011-2018 Date 08/28/2018 With.10out of 13
--	--	---

30. An accredited PA must submit a post-accreditation monitoring report to ARQA every two years on achievements and changes to maintain the quality of education.

31. The procedure for post-accreditation monitoring is regulated by the Regulation “On Post-Accreditation Monitoring”.

32. In case of failure to submit a report as part of the post-accreditation monitoring of the PA to ARQA, the status of institutional / specialized accreditation may be temporarily suspended by the decision of the ARQA Accreditation Council by deleting information about accreditation from the ARQA website and exclusion from the Register of Accredited Educational Programs (Registers 2 and 3).

VII. Reaccreditation

Re-accreditation of educational programs is carried out after the expiration of the current accreditation. The PA must apply for re-accreditation within 6..12 months before the expiration of the current accreditation.

The re-accreditation procedure is carried out in accordance with the requirements of the Standards for institutional/specialized accreditation, taking into account the results and monitoring within the framework of post-accreditation procedures.

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

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Regulation on the procedure for conducting institutional/programme accreditation	QMSON P 01-06-011-2018 Date 08/28/2018 With.11out of 13
--	--	---

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

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Regulation on the procedure for conducting institutional/programme accreditation	QMSON P 01-06-011-2018 Date 08/28/2018 With.13out of 13
--	--	---

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

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Regulation on the procedure for conducting institutional/programme accreditation	QMSON P 01-06-011-2018 Date 08/28/2018 With.14out of 13
--	--	---

Annex E
(reference)

Bibliography

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