

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System <b>Rules for developing a report on the results of external assessment of the activities of educational organizations / delivery of educational programmes under institutional/programme accreditation</b>	QMSON Pr 01-06-006-2018  Date 08/28/2018 With. 1 out of 13
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**"APPROVED":**  
Director of ARQA  
\_\_\_\_\_ **Kassymkhanov A.M.**

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

**QUALITY MANAGEMENT SYSTEM**  
**(Machine translation)**  
**RULES FOR DEVELOPING A REPORT ON THE RESULTS OF**  
**EXTERNAL ASSESSMENT OF THE ACTIVITIES OF EDUCATIONAL**  
**ORGANIZATIONS / DELIVERY OF EDUCATIONAL PROGRAMMES**  
**UNDER INSTITUTIONAL/PROGRAMME ACCREDITATION**  
**QMS NA Pr 01-06-006-2018**

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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 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**

These Rules cannot be fully or partially reproduced, replicated and distributed without the written consent of the "ARQA" Independent Agency for Recognition and Quality Assurance in Education.

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## 1 Normative references

These Rules use references to the following legislative and regulatory documents:

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

Law of the Republic of Kazakhstan "On Education" dated July 27, 2007 No. 319-III;

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";

The Standards and Guidelines for Quality Assurance in the EHEA (ESG) approved by the Ministerial Conference in Yerevan, May 14-15, 2015

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".

## 2 Definitions

The following terms and their definitions are used in these Rules:

**Accreditation of 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 implemented by educational organizations, based on the current ARQA Accreditation Standards.

**External assessment (visit)** 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** 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.

**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.

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**Educational program self-assessment procedure**

a preliminary stage of the external evaluation of the educational program in the process of specialized accreditation carried out by ARQA.

**Expert opinion**

a document containing an examination of the report on the results of self-assessment of the activities of educational organizations / implementation of the educational program within the framework of institutional / specialized accreditation

**3 Designations and abbreviations**

The following abbreviations apply in these Rules:

<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>EO</b>	Organization of education
<b>EP</b>	Educational program

**4 Scope**

These Rules present the structure and requirements for the report on the results of an external evaluation of the activities of educational organizations / implementation of educational programs within the framework of institutional / specialized accreditation.

These Rules 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. These Rules are 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 Rules 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**

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6.1. These Rules for developing a report on the results of an external evaluation of the activities of educational organizations / implementation of educational programs within the framework of institutional / specialized accreditation (hereinafter referred to as the Rules) are developed in accordance with the ARQA Standards for institutional / specialized accreditation of educational organizations (hereinafter referred to as the ARQA Standards) and regulate the issues of writing and drawing up a report on the results of an external evaluation of the activities of educational organizations / implementation of educational programs within the framework of institutional / specialized accreditation (hereinafter referred to as the Report).

## **7 Description**

7.1. In accordance with procedures for conducting institutional/specialized accreditation ARQA Standards, a report on the results of an external evaluation of the activities of educational organizations / implementation of educational programs within the framework of institutional / specialized accreditation is developed by the ARQA expert group to determine whether the content of the report complies with the criteria of the ARQA Standards. The development of the report includes a comprehensive analysis of the final version of the Report with the formation of recommendations and comments differentiated for each standard.

7.2. The terms for preparation correspond to the terms of the external evaluation (visit) of the agency's expert group ARQA.

7.3. Notes for experts:

1) when describing external evaluation (visit) should indicate not only the quantity, but also the quality of the facilities of the material and technical base; characterize the bases of practice from the point of view of equipping them with advanced equipment and using the latest technologies; give examples of statements (possible with surnames and initials) of students, teachers, employers, graduates; give generalized data on the processed questionnaires; as well as any information that meets the accreditation standards, but is not reflected in the self-assessment report;

2) description the external assessment (visit) should not contain fragments or paraphrased text from the self-assessment report or expert opinion;

3) if there is a remark, the number of the criterion (subcriterion) is indicated and the content of this criterion (subcriterion) is given;

4) "Best Practice"-this is something that other organizations / educational programs do not have.If there is no best practice for any standard, then the heading "Best Practice" should not be included;

5) remarks should be made based on facts found during interviews, site visits, site visits, and other activities during the visit.

Comments should be only on the content of the criterion, they should be substantiated and contain, if necessary, specific figures. Thus, it is impossible to make a comment on points that are not indicated in the criteria. But if the expert has a comment that does not meet the accreditation standards, but can help improve the

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activities of the educational organization/implementation of the educational program, he can reflect this in the form of an “area for improvement” and place it after formulating the conclusion on the standard. PItem "Areas for improvement" in case of their absence is not indicated;

When formulating a comment, it is recommended to avoid general phrases, such as “weak work on ...”, without confirming this fact.

6) the expert must consider each criterion of the Standard. If there is a comment on any criterion, he must indicate the essence of the criterion and formulate a comment.

7) if an expert makes a remark, then it is necessary to formulate a recommendation, which must correspond to the content of the remark. It is not allowed to make a recommendation without comment.

8) in the absence of remarks/recommendations, the word “absent” must be used:

Comment: absent

Recommendation: none

#### 7.4. Report structure

The report consists of the following sections:

- title page
- introductory part;
- general characteristics of the accredited educational organization / educational program;
- analytical part
- conclusion

**Title page** is issued according to the model given in the structure template (the required type of accreditation is indicated).

**Introduction** should contain information about the composition of the expert group, a description of the external evaluation (visit), including information about the visual inspection, the number of interviewees, visits to practice bases, etc.

**General characteristics** of the accredited educational organization/educational program must contain a brief history of the educational organization/educational program, brief information about the achievements of the educational organization/educational program, international cooperation, etc.

**Analytical part** includes 2 sections:

Section 1. Analysis of the final version of the Report indicating unrealized recommendations of the expert.

Section 2. Analysis of the compliance of the activities of the educational organization / implementation of the educational program with the ARQA Standards, including SWOT analysis, "Best Practice", comments and recommendations on the criteria of the Standards.

**Conclusion** is issued in the form of a recommendation for the ARQA Accreditation Council to make one of the following decisions:

- full accreditation;
- conditional accreditation;



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- accreditation deferral;
- accreditation rejection.

#### 7.5. Requirements for the design of the text of the report

The document must be in Microsoft Word format. A4 page format; page margins: left - 3 cm, right - 1.5 cm, top and bottom - 2 cm each. Font - Times New Roman; size - 12; line spacing - 1, paragraph spacing before and after headings - no more than 6 pt. Page alignment, left indent-one. Pages should be numbered.

### **8 Storage and distribution**

- 8.1. The developer is responsible for the transfer of the approved Rules (original) to the PS for storage.
- 8.2. Distribution of accounting copies of these Rules is carried out by the PS.
- 8.3. The PS is responsible for keeping a copy of the Rules.

### **9 How to make changes**

- 9.1. Changes and (or) additions are made to the current Rules 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 Rules are carried out by ARQA.
- 9.6. Changes and (or) additions to the current Rules 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 Rules are made by an employee of the IC with a mandatory mark in the "Change Registration Sheet" (Appendix B).

**Annex A**  
(mandatory)

**Approval sheet**

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<b>Job title</b>	<b>FULL NAME.</b>	<b>the date</b>	<b>Signature</b>

**Annex B**  
(mandatory)

**Reference list**

<b>Job title</b>	<b>FULL NAME.</b>	<b>the date</b>	<b>Signature</b>

**Annex C**  
(mandatory)

**Change Registration Sheet**

		<b>Number of sheets (pages)</b>				
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**Annex D**  
(mandatory)

**Periodic Inspection Record Sheet**

Check date	FULL NAME. the person who performed the check	Checker's signature	Wording of comments

**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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