

"ARQA" Independent agency for recognition and quality assurance in education	Quality Management System Quality policy ARQA	QMS ON PK-01-02-002-2018 Version 1 Date 06.08.2018 With. 1 out of 7
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"APPROVED":
Director of ARQA
_____ **Kassymkhanov A.M.**

" ____ " _____ **2018**

QUALITY MANAGEMENT SYSTEM
(Machine translation)
QUALITY POLICY
ARQA
QMS ON RK-01-02-002-2018

Ex. _____
Copy No. _____

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 2021
CHECK FREQUENCY 3 years

5 FIRST EDITION

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Independent agency for accreditation and examination of the quality of education "ARQA" (hereinafter ARQA) has developed this Internal Quality Assurance Policy (hereinafter the Policy) in accordance with the Standards and Guidelines for External Quality Assurance Agencies. The policy reflects the general approaches, key principles and implementation mechanism established by ARQA for quality assurance and the development of a culture of continuous quality improvement.

General approaches based on Standards and Guidelines for Quality Assurance in Higher Education in the European Higher Education Area (ESG), endorsed by the Ministerial Conference in Yerevan, May 14-15, 2015

Quality assurance principles are:

- ensuring that all persons involved in the activities of the agency are competent, act professionally and ethically;
- inclusion of internal and external feedback mechanisms leading to continuous improvement of ARQA activities;
- protection against any kind of intolerance or discrimination;
- establishing the necessary communication with the relevant authorities under whose jurisdiction ARQA operates (Department of Higher and Postgraduate Education of the Ministry of Education and Science of the Republic of Kazakhstan (MES RK), Quality Assurance Committee of the MES RK, Ministry of Justice of the Republic of Kazakhstan);
- assurance that any activities and materials provided by subcontractors comply with European standards and guidelines (in the case where some or all elements of quality assurance activities are entrusted to subcontractors);
- the ability of ARQA to establish the status and recognition of educational institutions in which external quality assurance procedures have been carried out;
- developing a culture of continuous quality improvement;
- The responsibility for quality assurance is the shared responsibility of ARQA management and staff.

Implementation mechanism. The policies are set out in the Standards, Regulations and Rules, Job Descriptions and other ARQA regulations.

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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".