



Co-funded by the  
Erasmus+ Programme  
of the European Union



KAZAKH ABLAI KHAN UNIVERSITY  
OF INTERNATIONAL RELATIONS AND  
WORLD LANGUAGES

# QUALITY MANAGEMENT SYSTEM IN KAZAKHSTAN

EDUQAS kick-off meeting

University of Craiova, February 26-28, 2018



# QUALITY ASSURANCE

- the process of creating **conditions** conducive to the quality of education (providing learning resources, infrastructure, curricula and study programmes).
- **The result** is to objectively and reasonably evaluate the results of education and thereby guarantee its qualitative level.
- quality of teaching, training and research, which means the quality of the relevant personnel and programs, and the quality of learning as a result of teaching and research. (UNESCO program document "Reform and development of higher education")



## How to ensure the quality of education? in compliance with conditions or focusing on results?

### Conditions

- Quantitative parameters (book availability, grade, degree, ...)
- Excessive regulation of the educational process
- Mass approach to students
- The averaged approach in the study programs design

### Result

- Orientation to the formation and assessment of the professional competencies of graduates
- Monitoring of individual student progress
- Compliance with professional standards

*It is easier for an authorized body to monitor conditions*



## Measures to modernize higher education in order to improve its quality and ensure compliance with market requirements

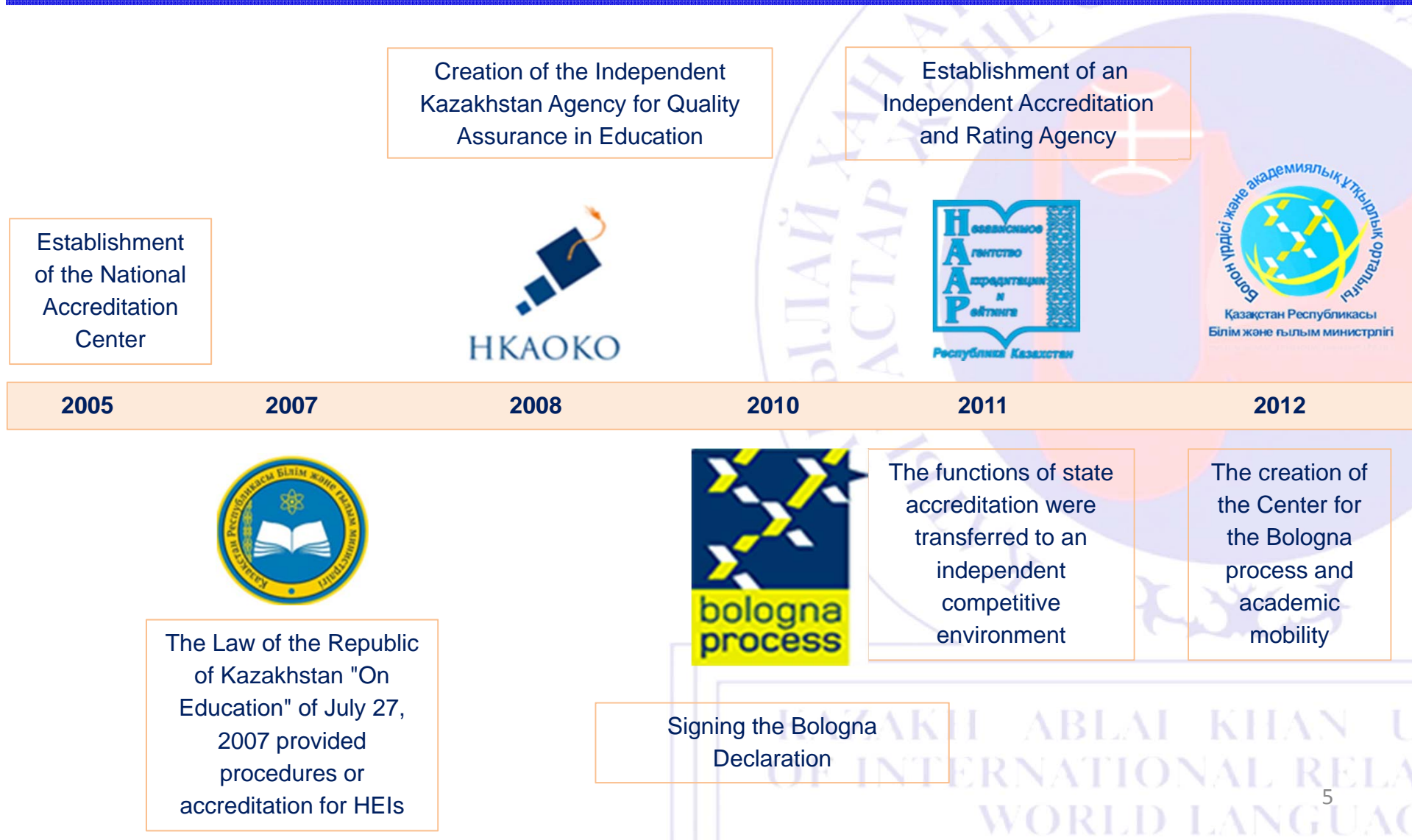
### **Activities at the state level:**

- The implementation of reforms (the signing of the Bologna Declaration, etc.)
- Financing of Education ("Bolashak", "The best teacher of the year", grant projects, mobility expenses, etc.)
- Internationalization, etc.

### **A legal framework has been created:**

- National program of state support of education;
- The concept of state policy in the field of education: the State Standard of Higher Education;
- Law on Licensing;
- Resolution of the Republic of Kazakhstan "On the ratification of the Convention, on the recognition of qualifications relating to higher education";
- New edition of the State Standard;
- Classifier of specialties of higher education, considering 342 specialties;
- Law on Education (1999) and later amendments and additions to it;
- Concept of the development of higher education in the Republic of Kazakhstan in 1999;
- Resolution "On approval of the state educational order for the training of specialists with higher education";
- The concept of state universities privatization:
- The Law "On Amendments and Additions to Certain Legislative Acts of the Republic of Kazakhstan on Education";
- The State Program for the Development of Education of the Republic of Kazakhstan for 2011-2020.

# National Quality Management System





## STANDARDS AND GUIDELINES FOR QUALITY ASSURANCE IN THE EUROPEAN HIGHER EDUCATION AREA (ESG)

### Standards and recommendations for internal quality assurance

- Quality Assurance Policy
- Development and approval of programs
- Student-centered learning and assessment of progress
- Admission, academic achievement, recognition and certification
- Teaching Staff
- Educational resources and student support system
- Information management
- Public awareness
- Continuous monitoring and periodic evaluation of programs
- Periodic procedures for external quality assurance

### Standards and guidelines for external quality assurance in higher education

- Accounting for internal quality assurance procedures
- Development of expedient procedures for external quality assurance
- Processes
- Experts
- Criteria for making formal decisions
- Report
- Complaints and appeals

### Standards and guidelines for external quality assurance agencies

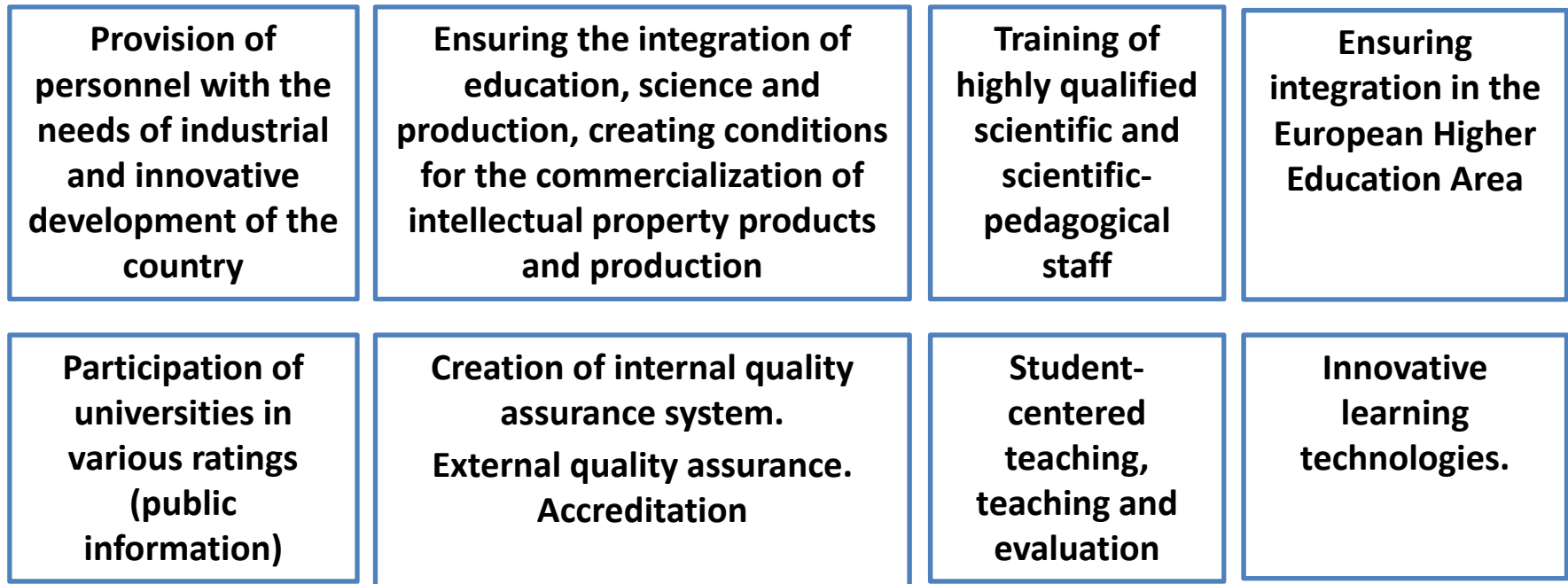
- Activities, policies and processes for quality assurance
- Official status
- Independence
- Thematic analysis
- Resources
- Internal quality assurance and professional behavior
- Periodic external evaluation of agencies



# National system of quality assessment

- "The totality of institutional structures, procedures, forms and methods of establishing the compliance of the quality of education with state compulsory educational standards, the needs of the individual, society and the state (Law of the Republic of Kazakhstan" On Education “).

# Academic Policy and QUALITY Framework



**2020 year**

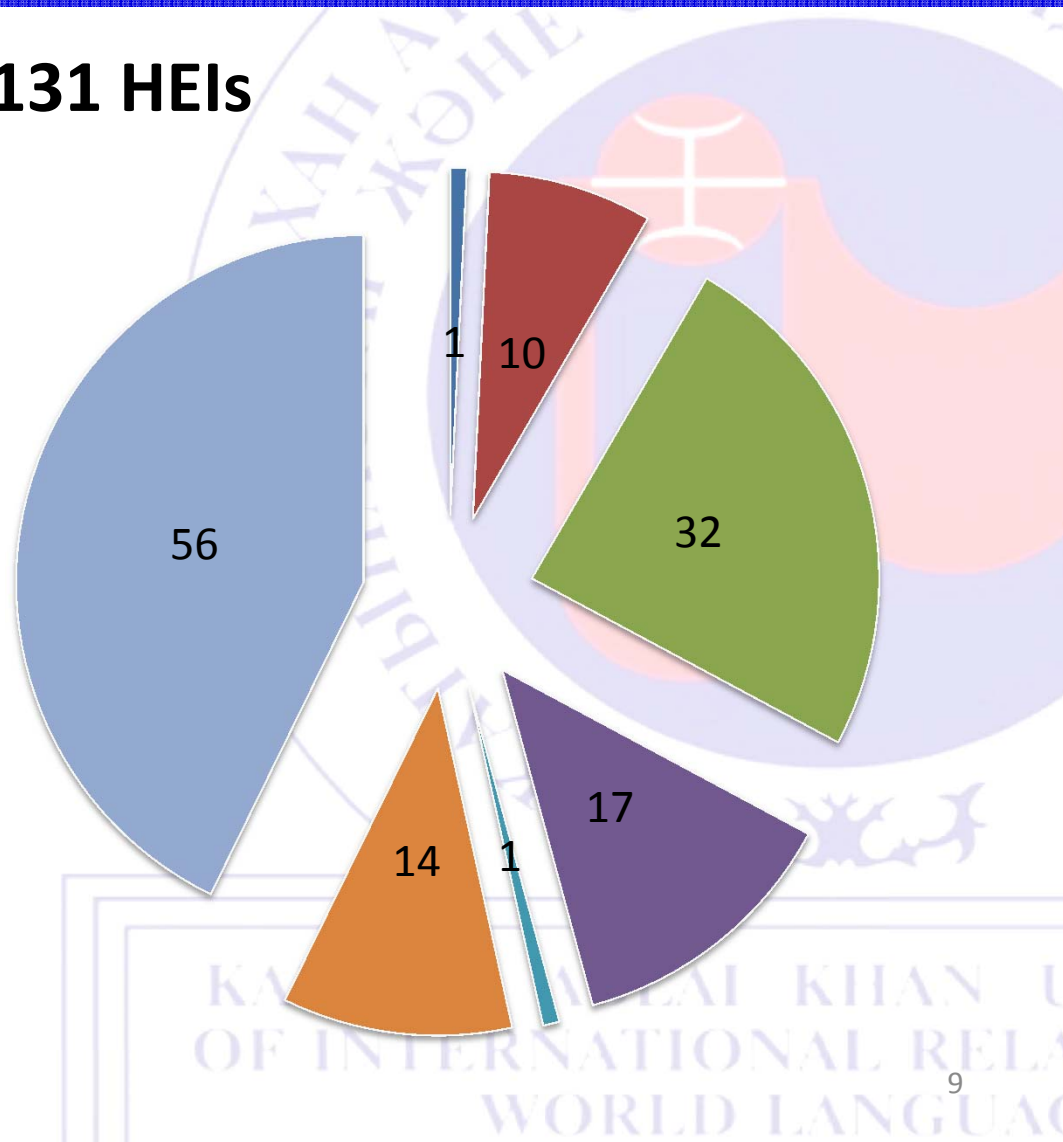
**Achievement of high quality level of higher education, satisfying the needs of the labor market, the individual and corresponding to the best world practices**



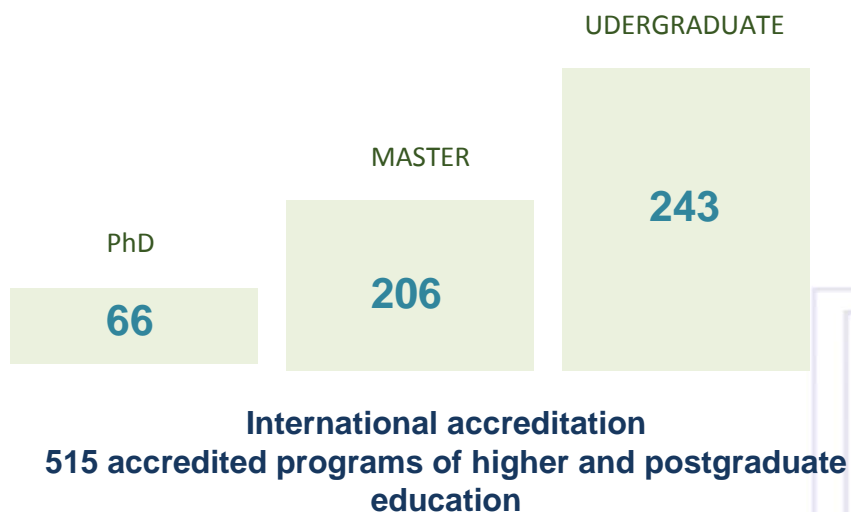
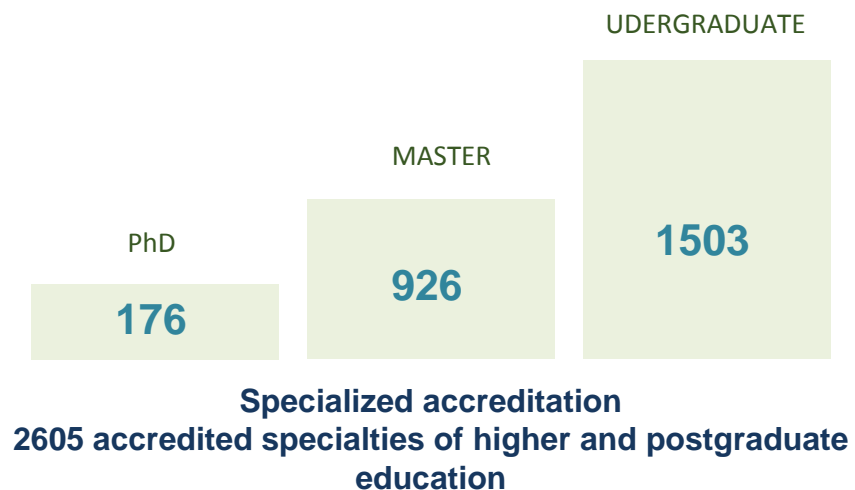
# HEIs of Kazakhstan

**131 HEIs**

- Autonomous Organization of Education
- National Universities
- State Universities
- Joint-Stock Company
- International Universities
- Non-civil Universities
- Private Universities



# National Quality Management System



## NATIONAL REGISTER 1 (list of accreditation agencies)

**4 Kazakhstani agencies**

**3 foreign agencies**

IKAQAE  
IAAR  
KAZSEE  
ARQA

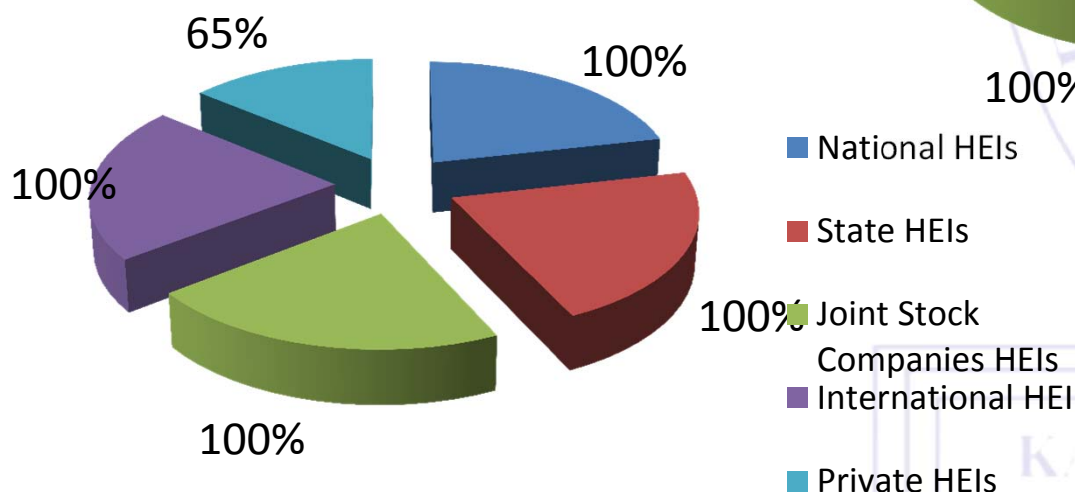
ASIIN  
FIBAA  
MusiQuE

KAZAKH ABLAI KHAN U  
OF INTERNATIONAL RELA  
WORLD LANGUAG

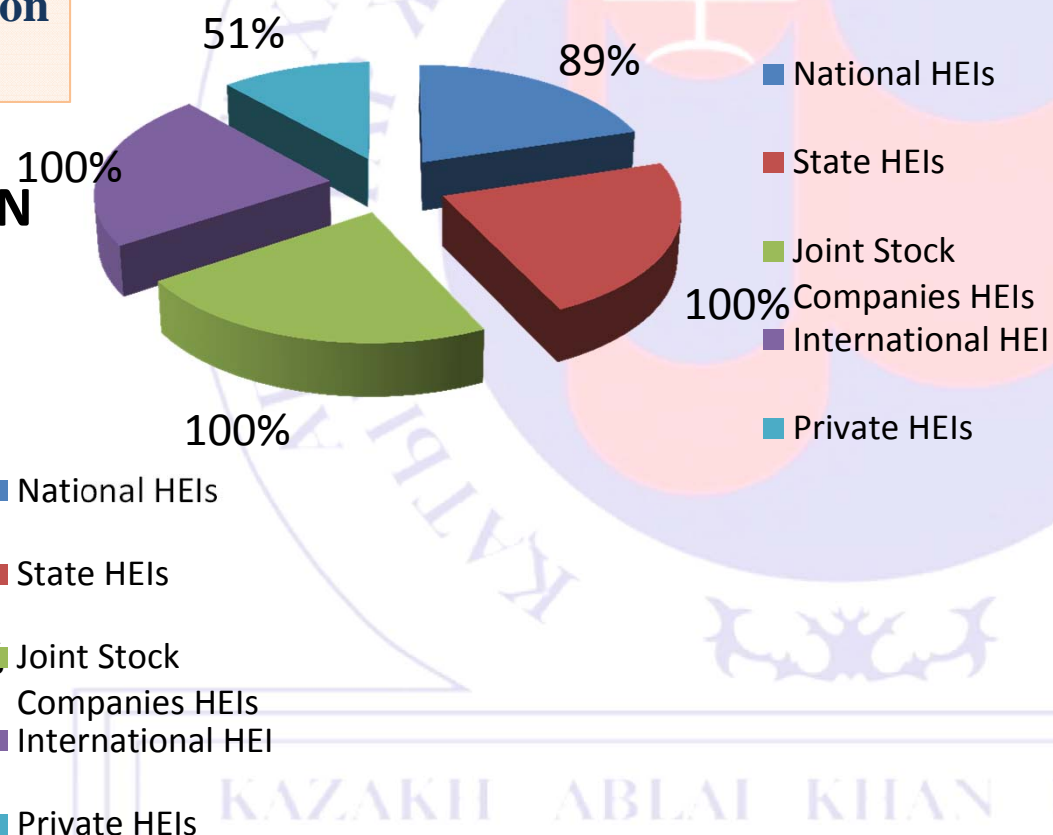
# National Quality Management System

**Institutional accreditation - 94 HEIs**  
**Specialized accreditation - 90 HEIs**  
**International Specialized Accreditation**  
**– 29 HEIs**

## INSTITUTIONAL ACCREDITATION



## SPECIALIZED ACCREDITATION



## Quality assessment mechanisms

	External evaluation mechanisms	Internal evaluation mechanisms
Student	Unified national testing, State Attestation Commission	Intermediate certification, professional practice
Educational program	EEEA (external evaluation of educational achievements) State Attestation Specialized accreditation Rating of educational programs	Rating of educational programs in the university Self-assessment The quality of teaching
HEI	State certification Verification of compliance with legislation Institutional accreditation University Rating	Self-assessment
Professional area	Assignment of professional qualifications and professional certification	



- Licensing and state certification are carried out by state bodies,
- Since 2015, state certification has been replaced by accreditation of universities, and state control is carried out by state bodies in the form of licensing audit (according to the State Program for Education Development of Kazakhstan for 2011-2020)
- Accreditation and ranking is carried out by independent agencies.



# Certification v.v. accreditation

Certification process	Accreditation
Evaluates the current situation and retrospective	Assesses the situation with a perspective  Shows the dynamics of development
Compares with normative acts	Assesses strategic management
Implemented by the authorized body	Implemented by accreditation bodies
Attraction of Kazakhstan experts only	Attraction of both Kazakhstani and other independent experts: employers, foreign experts



## Internal (institutional) quality assurance system in higher education

- Quality Assurance policy of the University must be agreed with the University management strategy.
- University quality assurance regulations must comply with general European standards.
- Implement student-centered learning, teaching and evaluation, based on the transparency of all procedures.



# Quality assurance in Kazakhstan

- Growing autonomy of Universities, transparency and accountability.
- Quality Assurance policy at the each HEI, which is open and forms part of their strategic management.
- Internal stakeholders should develop and implement this policy through appropriate structures and processes.





# Quality assurance system in KZ

- The aim of the internal quality system of education is to achieve high quality of students training which corresponds to the requirements of state educational standards and the needs of individuals or legal entities.
- The internal system for assessing the quality of education is a holistic system of diagnostic and evaluation procedures, as well as a set of organizational structures and normative legal materials that ensure the management of the quality of education.
- The purpose of the external quality assurance evaluation is to acquire an official confirmation of the quality of the services provided to a certain standard, for example, the international standard of accreditation agency.
- A certain role in ensuring the internal quality plays a certified quality management system of education (QMS)



# National Qualifications Framework

- Approved in 2012
- comparable with the European Qualifications Framework
- Updated in 2016
- established within the framework of the National Qualifications Framework and developed with the participation of representatives of education, ministries and employers' associations

Preparations for self-certification: correlation of the National framework with the European one, to systematize the existing qualifications and recognize qualifications of Kazakhstan specialists abroad.

- studying international experience
- audit and analysis of documents on the national system of qualifications
- Determination of further steps for the self-certification of the National Qualifications Framework



## Problems and obstacles that affect the improvement of the quality of higher education

- lack of investments in quality;
- There is no interest on the part of HEIs in monitoring the quality of education;
- the need to align new training standards or structural changes with government departments;
- low wages and outflow of talented teachers;
- “low efficiency of the internal quality assurance system in HEIs, lack of quality monitoring and practice of non-transparency of quality assessment parameters”. (Ministry of Education of Kazakhstan);



# Solving the problem

- Development of Bologna regulations and state reforms on modernization of higher education;
- Joint efforts of government, private sector, professional community, the public and civil society;
- The balance of state, market and public control;
- Increase of transparency of HEIs: informing the society, creating mechanisms of public control, attracting students and employers to the control functions;
- To ensure high-quality implementation of state standards.

## Kazakh Ablai Khan University of International Relations

- QS World Ranking: 801-1000
- EECA: 147
- Passed Institutional accreditation by IAAR, international specialized accreditation (ACQUIN) of 50% study programmes and all programmes were accredited by IAAR;
- normative documents for staff assessment: the regulation of balanced indicators, the methodology for KPI calculating, and the provision on the rating system for assessing performance.
- KPI (Key Performance Indicators) system: to monitor the implementation of the development strategy, through KPI; increase the work motivation, quality and effectiveness; building a system of staff motivation.



**Thank you for your attention!**