

JSC "Kazakh Ablai Khan University of International Relations and World Languages "	Date: 12/30/2019	Version 01
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APPROVED
 By Chairman of the Board -
 Rector of JSC "KAUIR&WL"
 S.S. Kunanbayeva
 « » 2019

QUALITY MANAGEMENT SYSTEM

REGULATIONS OF THE OFFICE FOR QUALITY ASSURANCE

PP 14-2019

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1. General Provisions

- 1.1. 1.1. This regulation determines the procedure for the activities of the Quality Assurance Office (hereinafter referred to as QAO), which is a structural subdivision of the Strategy and Monitoring Department of KAUIR&WL "(hereinafter - SMD). This provision regulates the organization of the Office's activities, defines the main goals, tasks, functionality, rights and responsibilities of the unit and the procedure for interaction with other structures
- 1.2. QAO in its activities is guided by the legislation of the Republic of Kazakhstan in the field of education, state and international standards in the field of quality, decrees and orders of the Ministry of Education and Science of the Republic of Kazakhstan, the Charter of the University, decisions of the Board, the Academic Council, decrees and orders of the Rector of the University, internal regulations of the University.
- 1.3. QAO is created, reorganized and liquidated by the order of the Rector of the University in the prescribed manner.
- 1.4. The management and control over the activities of the QAO is carried out by the vice-rector for scientific and innovative activities.
- 1.5. The structure and staff of the Office are approved by the rector, based on the conditions and characteristics of the established tasks, as well as the volume of work assigned to the unit.
- 1.6. QAO employees are hired on the terms of an employment contract, as advised by the supervising vice-rector. Activities, qualification requirements, rights, obligations and responsibility for misconduct of employees of the QAO are determined by the terms of the employment contract, job descriptions, labor legislation of the Republic of Kazakhstan, internal regulations of the University.

2. Main goals

- 2.1. Development, implementation, maintenance and improvement of an effective intra-university education quality system, taking into account the provisions of the documents of the Bologna process.
- 2.2. Management and implementation of the university's quality policy.
- 2.3. Maintenance and development of university's education quality.

3. Main objectives

- 3.1. Development of basic documents in the field of quality.
- 3.2. Promoting the use in practice of the experience and recommendations of international and national quality management organizations.
- 3.3. Development of cooperation with quality services of other universities, involving the exchange of work experience.

2.1. Management in the process of activity solves the following tasks:

- 2.1.1 Organization and coordination of work on the development of strategic plans for the development of the University;

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2.1.2 Organization and coordination of work on risk management of the University in the course of activities;

2.1.3 Registration of strategic plans for the development of the University and their approval in accordance with internal regulatory documents;

2.1.4 Bringing them to the attention of all university staff in paper and electronic media;

2.1.5 Control and monitoring of the implementation of strategic development plans;

2.1.6 Development and implementation of education quality management systems at the University, balanced scorecard (BSC) and key performance indicators (KPI);

2.1.7 Organization of training in accordance with the competence of the university staff.

3 Rights and obligations

3.1 QAO has the following responsibilities: Quality Assurance Office

3.1.1 participates in the development and implementation of the University Development Strategy;

3.1.2 participates in the strategic and current planning of the university;

3.1.3 provides assistance to structural divisions in accreditation, participation in ratings and rating assessment of activities;

3.1.4 elaborates the annual tactical plan of the unit;

3.1.5 draws up and distributes strategic development plan, tactical plan (after agreement with the rector) in the departments of the University in the prescribed manner;

3.1.6 analyzes the possibility, type and extent, risk assessment of the University and organizes risk management work;

3.1.7 carries out the collection, systematization of information, prepares other information materials corresponding to the profile of the activity of the QAO (including their publication);

3.1.8 draws up reports, recommendations, methods for making decisions and performing actions to implement the stages of the plan;

3.1.9 develops, implements and improves the systems of balanced scorecards (BSC) and performance ratios, data collection and analysis of the performance of indicators within the framework of the Systems;

3.1.10 organization and holding of intra-university ranking of faculties to maintain the competitiveness of human resources and activities aimed at achieving the strategic goals of the University;

3.1.11 organizes and coordinates work on ensuring the quality of education, organizing activities among students and teaching staff, prepares a report for consideration by the university administration;

3.1.12 provides organizational and methodological guidance for maintaining the management system and ensuring the quality of education in working order;

3.1.13 analyzes the education quality management system through regular internal audits and informs the rector about violations at the University based on the results of internal audits of the QMS;

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- 3.1.14 prepares recommendations for improving the education quality management system; develops internal regulatory documents within its competence;
- 3.1.15 organizes and conducts, if necessary and within the competence, events of educational, competitive and informational and educational purposes, including permanent seminars, club meetings;
- 3.1.16 conducts an examination of internal regulatory documents for compliance with the internal standards of the University;
- 3.2 To fulfill its obligations, the QAO has the following rights:
- 3.2.1 to request and receive from the University departments in the prescribed manner the information, materials, service documentation necessary for work;
- 3.2.2 participate in meetings of the collegial bodies of the University when considering issues related to the functionality of the QAO;
- 3.2.3 get acquainted with the draft decisions of the administration of the University and departments on issues related to the activities of the QAO;
- 3.2.4 establish business contacts with the services of other universities on the quality of scientific and educational activities within the competence of the QAO;
- 3.2.5 organize and carry out (after agreement with the rector) planned and unscheduled events on the implementation of plans and organization of processes aimed at identifying the quality of activities in the University departments; give conclusions, recommendations on the results of the activities;
- 3.2.6 involve, if necessary (after agreement with the rector), teachers and employees of the University in solving problems within the competence of the QAO, including the creation of working, initiative and expert groups;
- 3.2.7 form applications for the purchase of special literature, receipt of periodicals for the stocking of the library and quality information;
- 3.2.8 initiate university-wide events in priority areas of the QAO;
- 3.2.9 carries out representation in the prescribed manner on issues related to the competence of management, in relations with third-party organizations and institutions.

4 Responsibility

- 4.1 The degree of responsibility of the staff of the QAO is established by the job description.
- 4.2 QAO staff are responsible for:
- 4.2.1 failure to fulfill or untimely fulfillment of duties;
- 4.2.2 Violation of labor regulations, technical and fire safety rules;
- 4.2.3 for the disclosure of secrets protected by law (official, commercial, economic, disclosure of personal data of employees) in accordance with the legislation of the Republic of Kazakhstan.
- 4.3 The head of the QAO is responsible for:
- 4.3.1 the quality and timeliness of the fulfillment of the tasks and functions assigned by these Regulations
- 4.3.2 drawing up this Regulation and communicating its norms to the staff of the QAO;
- 4.3.3 organization of maintenance of these Regulations and job descriptions;
- 4.3.4 safety of documents and prevention of leakage of service information.

5 Cooperation with other departments

5.1 To achieve the set goals and fulfill its tasks, Information and Communication Infrastructure Department (ICID), within its competence, cooperates with all structural divisions of the University and third-party organizations.

6 Amendments

6.1 QAO is organized, reorganized and liquidated by the order of the Rector of the University on the proposal of the supervising Vice-Rector.

6.2 Amendments to this Regulation should be made in accordance with STU 02 "Procedure for the development, coordination and approval of regulations on divisions and job descriptions".

6.3 The term of the Regulations is until canceled or replaced with a new one. The text of the Regulations and its annexes may be amended in the order established at the University for documents of this type. Amendments in the Regulations are approved by the Rector of the University.

7 Coordination, storage and distribution

7.1 These regulations are approved by the Rector of the University. The development and updating of this Regulation is carried out by the head of the Department in agreement with the supervising Vice-Rector.

7.2 Coordination of this Regulation is carried out jointly with:

- Vice-rector for scientific and innovative activities;
- Legal advisor and is drawn up in the Consent Sheet.

7.3 These Regulations are brought to the notice of all employees of the Department against signature. The original of this Regulation with signatures is kept in the administrative department (AD).

7.4 The electronic version is stored in the automated base of the University.

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APPROVED
 By Chairman of the Board -
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 « » 2019

JOB DESCRIPTIONS OF
QUALITY ASSURANCE LEADING SPECIALIST
OF THE QUALITY ASSURANCE OFFICE

JD 14-2-2019

ALMATY

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1. General Provisions

1.1. This job description defines and establishes requirements for the activities of the Leading Specialist of the Quality Assurance Office (hereinafter - Lead Specialist of QA) of JSC "Kazakh Ablai Khan University of International Relations and World Languages" (hereinafter - University).

1.2. These instructions may not be reproduced in full or in part, copied, duplicated and disseminated without the permission of the Rector of the University.

1.3. The Lead Specialist of QO is an administrative and managerial person.

1.4. The Leading Specialist of the QO shall be appointed and dismissed by the Rector of the University on the proposal of the Vice Rector for Education and Science.

1.5. The Lead Specialist of the QO reports directly to the Head of the Development Strategy and Monitoring Directorate (DSMD) and the Vice Rector for Research and Innovation.

1.6. During the absence for admissible excuses (holiday, illness, business trip, etc.) of the leading specialist of QO, his/her duties shall be performed by a person appointed in accordance with the labour legislation of the Republic of Kazakhstan.

1.7. The leading specialist of QO shall be guided in her/his work by:

- the current legislative acts of the Republic of Kazakhstan;
- The Charter, the Internal Labour Rules and other regulations of the university;
- orders and instructions issued by management;
- Regulations on the QO;
- the present job descriptions.

2. Qualification requirements

2.1. A person with higher professional education in the speciality and additional training in the speciality, with at least one year of work experience in the field of economics and management, can be appointed as a leading specialist of the QO.

2.2. The leading specialist of QO must know:

- the main technological and design features, characteristics and consumer properties of the goods sold;
- methods for studying market conditions and developing forecasts of demand for traded goods;
- methods for studying the motivation of consumers' attitudes towards products;
- basics of management and budgeting;
- legislative acts, methodological materials on the organisation of marketing, assessment of financial and economic situation and market capacity;
- the procedure for dealing with complaints and responses to complaints;
- methods of working with the media;
- pricing and price policy;
- methods for studying consumers' motivation and attitudes towards products;
- conditions of supply, storage and transport of products;
- computer technologies;
- the ethics of business communication.

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3. Job Duties

The leading specialist of QO shall perform the following job duties:

- The formation of annual Plan-schedule and order for the internal audit of the educational process, notifying all structural units of the university of the internal audit.
- updating the QO documents in accordance with structural changes;
- updating the university's quality objectives and policies, the organisational structure of the university;
- organising training for AMP and internal auditors in accordance with new quality standards;
- updating the university's database of normative documentation;
- Assessing the results of the professional development of the teaching staff and university staff: measures to improve the qualifications of staff;
- questionnaire survey of teaching staff and students;
- conducting and assisting with activities aimed at engaging employees into the process of continuous improvement (enhancement) of the university's activities;
- providing consultation and assistance to the company's employees on quality issues; prompt and timely reporting of identified discrepancies, problems (bottlenecks) of business processes to the management, during the execution of work.

If necessary, the leading specialist of QO may be involved into the performance of his/her duties overtime, by the decision of the Rector of the University, in accordance with the labour legislation of the Republic of Kazakhstan. The mode of work of the leading specialist of QO shall be determined in accordance with the Rules of internal working order, established in the University. The leading specialist of QO may travel on official (local and regional) business trips due to production necessity.

4. Rights

4.1. The leading specialist of QO shall have the right:

- request from the heads of the University's structural units, specialists and other employees the information and documents necessary for the fulfilment of his/her official duties;
- represent the organisation in relations with other organisations, where necessary, in order to resolve operational issues within his/her competence in an expeditious manner;
- to interact with the heads of all structural units to resolve issues necessary for the fulfilment of his or her duties;
- make suggestions for the improvement of work related to the duties of the present job descriptions for consideration by the management;
- require the University administration to provide the organisational and technical conditions and the documentation required for the performance of his/her duties;
- make decisions for the proper management of quality monitoring, to ensure the day-to-day operation of the department - in all matters within its competence;
- prepare and submit to the line manager his/her own proposals for the improvement of document management, office activities (additional staffing, logistics);
- participate in the work of the collegiate governing bodies when dealing with matters relating to the activities of the QO.

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5. Responsibilities and authorities

- 5.1. The leading specialist of QO shall be responsible:
- for non-performance or improper performance of his/her job duties as set out in the present job descriptions - to the extent defined by the current labour legislation of the Republic of Kazakhstan;
 - for failure to comply with relevant instructions, orders and directives on the preservation of trade secrets and confidential information;
 - for violation of the internal work regulations, work discipline, occupational safety and fire safety rules;
 - for inadequate performance or non-performance of his/her job duties as set out in this job descriptions - to the extent set out in the current labour legislation of the Republic of Kazakhstan;
 - for offences committed during the performance of own activities - within the limits established by the current administrative, criminal and civil legislation of the Republic of Kazakhstan;
 - for causing material damage to the university - to the extent established by the current labour legislation of the Republic of Kazakhstan.

6. Amendments

- 6.1. The job descriptions shall remain in force until they are cancelled or replaced by new ones.
- 6.2. Amendments to the JD shall be made on the basis of:
- an order of the Rector of the University on the report of the Vice Rector for Research and Innovation;
 - if there is a need to reassign roles and responsibilities;
 - in the case of reorganisations or redundancies;
- 6.3. The procedure for approving changes to the JD shall be in accordance with QAOBC 01 "QMS Document Management".
- 6.4. When changes and amendments are made to the laws of the Republic of Kazakhstan, these job descriptions must be amended too.
- 6.5. Job description must be replaced and re-approved if the name of the organisation or organisational unit is changed or the job title is changed.

7. Approval, Archiving and Distribution

- The present job description shall be approved by the Chairman of the Board the Rector of the University.
 - The present job description is drawn up by the Vice-Rector for Research and Innovation;
- 7.1. The present job description shall be agreed with:
- the vice-rector for academic affairs;
 - the vice-rector for science and innovation;
 - the head of the administrative department;
 - by the legal adviser and is recorded on the Approval Sheet.

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7.2. The job description shall be delivered to the lead specialist of the QO for signature. The originals shall be handed over to the HR for safekeeping.

7.3. Storage of the originals and distribution of the working copies shall be made in accordance with QAOBC 01 "QMS Document Management".

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Appendix A
(compulsory)
F.2.01-01

Consent sheet

Position	Full name	Date	Signature
The Vice Rector for Academic Affairs	Chaklikova A.T.		
The Vice Rector for Science and Innovation	Uspanova M.U.		
Head of HR	Zhanbagysova Ж.ИИ.		
Legal advisor	Pavlikova A.A.		

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Appendix B
(compulsory)
F.2.01-02

Signposting sheet

Position	Full name	Date	Signature
Leading Specialist of the QO	Amangozhayeva E.B.		

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Appendix C
(compulsory)
F.2.01-03

Amendments sheet

Change serial number	Grounds (document number, date)	Date of amendment	Amendments have been made by	
			Second name, initials, department	Signature of the person who made the amendment, date of the amendment
1	2	3	4	5

