



Regulation

On the academic quality committees of the higher schools

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1. General Provisions

1 This Regulation on the Academic Quality Committees of the Higher Schools (hereinafter referred to as the Committee) has been developed in accordance with the legislation of the Republic of Kazakhstan, the charter, internal regulatory documents, and the Academic Policy of JSC "M.S. Narikbayev KAZGUU University" (hereinafter referred to as the University).

1.2 The Regulation is an internal regulatory document and define the legal status of the Committee, the goals and objectives of its activities, the procedure for forming its composition, the organization of its work, the procedure for holding meetings, and the adoption, formalization and implementation of the Committee's decisions.

1.3 The Committee is a permanent collegial and consultative body that carries out activities in the field of academic and educational-methodological work of the relevant Higher School.

1.4 The Committee operates on the principles of independence, collegiality, objectivity, academic integrity and horizontal management. Voting members of the Committee vote and participate in its work in person and are not entitled to transfer their powers to other members of the Committee or other third parties.

1.5 The Committee's activities are aimed at improving the organization and coordination of teaching and learning process, enhancing the quality of educational activities, monitoring academic quality, and preparing recommendations for management decisions in the field of academic quality.

1.6 In its activities, the Committee is guided by the legislation of the Republic of Kazakhstan in the field of education, the University's charter, internal regulatory documents, and this Regulation. The Committee has the right to develop and apply in its activities the rules of procedure of the Committee, which must not contradict this Regulation.

1.7 The Committee does not replace the functions of the bodies, officials, and structural units of the University and is not entitled to make decisions on issues that fall within the competence of other persons (bodies) determined by the current legislation of the Republic of Kazakhstan.

1.8 In addition to semester evaluations of their activities and individual KPIs, Committee members may be rewarded for conscientious performance of their duties and contribution to ensuring academic quality.

At the end of the academic year, the Chairperson of the Committee has the right to submit a reasoned proposal to the Provost regarding the commendation of a member (or members) of the Committee.

Forms of reward may include: a letter of appreciation, nomination for University awards, other forms of non-material and/or material rewards in accordance with the University's internal regulations.

1.9 Interference with or obstruction of the activities of the Committee and its members is not permitted in any form. All such situations or risks of their occurrence shall be brought to the attention of the Provost and the Director (Dean) of the Higher School.

2. Scope Of Activities Of The Committee

The Committee's activities are carried out in the following main areas:

2.1 Academic quality and academic programmes

2.1.1 Monitoring and evaluation of teaching quality, including, but not limited to:

2.1.1.1 reviewing student complaints regarding the quality of educational services and the organization of the educational process;

2.1.1.2 analyzing the causes and conditions of violations of established requirements in the assessment of academic achievements based on materials (reports) received by the Committee from officials of the Higher School (or) University;

2.1.1.3 determining the procedure for assessing the quality of teaching by the teaching staff of the Higher School;

2.1.1.4 assessment of the quality of teaching and methodological materials, including those implemented in blended and online formats.

2.1.2 Reviewing and developing recommendations for the development, implementation and adjustment of internal regulatory documents in the field of academic quality and academic programmes.

2.1.3 Reviewing and developing recommendations on the content and structure of academic programmes, curricula, programme descriptions, and also on bringing them in line with state, institutional and international standards.

2.1.4 Review, analysis and approval of the Higher School's course catalogue.

2.1.5 Review and approval (reapproval) of course syllabi.

2.1.6 Analysis and evaluation of learning outcomes for academic programmes and individual disciplines.

2.1.7 Analysis of forms of course assessment, results of ongoing and final assessment, examination sessions.

2.2 Educational process and individual learning pathways

2.2.1 Review of issues related to students' individual study plans, including their adjustment, in cases provided for by the University's Academic Policy.

2.2.2 Making decisions on the transfer of credits and disciplines based on acquired competencies, except in cases where such decisions fall within the competence of other bodies or officials of the Higher School or University.

2.2.3 Reviewing cases of violations by officials or faculty members that have resulted in the restriction or impossibility of exercising the academic rights of students, and taking the necessary measures to restore them.

2.2.4 Coordination and/or approval of programmes, forms (formats) and procedures for final assessment, final examinations in disciplines, interim assessed assignments, coordination and/or approval of the composition of state examination commissions.

2.2.5 Consideration of individual appeals from students regarding registration for courses, cancellation of registration, failure to register for subjects ("0" credits), registration for fewer or more credits than provided for in the curriculum, in cases provided for by the University's Academic Policy.

2.2.6 Review and approval of proposals for the approval of a list of students who have not registered (refused to register) for courses, who have registered for fewer or more credits than provided for in the curriculum, and for the expulsion of students who have not registered for courses within the established deadlines.

2.2.7 Consideration of student requests to postpone the dates of their internships in cases established by the University's Academic Policy.

2.2.8 Consideration of issues related to the application of the Inclusive Education Policy.

2.2.9 Consideration of issues related to providing support to students within the educational process (tutoring).

2.2.10 Coordination (approval and/or adoption) of rules for students of the Higher School to complete professional internships.

2.2.11 Consideration of issues related to the recognition of non-formal education outcomes.

2.2.12 Consideration of issues related to the recognition of circumstances as exceptional in accordance with the Regulation on the consideration of exceptional circumstances of students in the application of policies.

2.3 Academic mobility

2.3.1 Review and decision-making on the transfer of credits for courses completed by students as part of academic mobility programmes.

2.3.2 Consideration of issues related to the study of subjects within the framework of academic mobility programmes.

2.4 Ensuring and monitoring academic quality

2.4.1 Planning and coordination of activities to ensure and control academic quality at the Higher School.

2.4.2 Preparation of analytical materials and recommendations for improving the quality of educational activities.

2.4.3 Preparation of a summary report on the activities of the Committee at the end of the semester and academic year, and its submission to the management of the Higher School, as well as to the Academic and Research Council of the University.

2.4.4 Consideration of issues related to the reopening of completed courses in Canvas LMS.

2.4.5 Identifying violations and determining consequences (developing recommendations for their elimination) in relation to the faculty of the Higher School within the competence of the Committee.

2.4.6 Organization of mentoring for the teaching staff of the Higher School.

2.5 Evaluation of the performance of the teaching staff of the Higher School

2.5.1 Conducting an assessment of the activities of the teaching staff of the Higher School in accordance with Appendix 1 to this Regulation.

2.6 Issues not within the competence of the Committee

2.6.1 The Committee shall not be vested with powers and responsibilities to consider issues not specified in this Regulation, the University's Academic Policy or other internal regulatory documents.

2.6.2 In case of doubt regarding the Committee's competence, including the existence or scope of its powers, the Committee shall independently determine whether the relevant appeal (issue) may be considered before proceeding to consider it on the merits.

2.6.3 Notwithstanding the provisions of this clause 2.6, the Committee shall have the right, at its discretion, to consider other academic issues that fall outside the competence of other bodies or structural units of the Higher School, affect academic quality and require a collegial decision.

3. Committee members

3.1 The composition of the Committee, including the number of its members shall be approved by the Provost on the basis of a proposal from the Director (Dean) of the Higher School.

3.2. The composition of the Committee shall be approved for a term of one academic year.

In the case provided for in clause 5.7 of this Regulation, as well as the appointment of a new member of the Committee during the current academic year, newly elected members of the Committee shall carry out its activities until the new composition is approved in accordance with the procedure provided for in this Section 3. During the period of absence of the approved list of members of the Committee (including during the summer holidays), the powers of the Committee shall be exercised by the Director (Dean) of the Higher School, unless otherwise determined by the decision of the Provost.

3.2 Students shall be included in the Committee on a competitive basis by order of the Director (Dean) of the Higher School.

3.3 The personal composition of the Committee is formed as follows:

3.3.1 No later than three weeks before the start of the autumn semester, the Director (Dean) of the Higher School announces to the teaching staff the start of the annual formation of the Committee and the quota for the number of Committee members who may join the Committee by independently nominating themselves.

The quota for persons who have independently nominated themselves as members of the Committee may not be less than half of the members of the Committee (excluding students);

3.3.2 Any member of the teaching staff of the Higher School may nominate themselves as a candidate for membership of the Committee by sending the relevant application to the Deputy Director (Dean) of the Higher School responsible for collecting applications no later than 15 calendar days before the start of the autumn semester;

3.3.3 Within the same period, the Director (Dean) of the Higher School shall compile a list of candidates and submit it to the Deputy Director (Dean) of the Higher School, who shall notify the candidate of the consideration of their candidacy.

3.3.4 Within two (2) working days after the deadline for accepting applications, the Deputy Director (Dean) shall compile a final list of candidates for membership of the Committee, verify their compliance with the requirements set forth in these Regulations, and submit it to the Director (Dean) of the Higher School for consideration.

3.3.5 Within 2 (two) working days of receiving the list of candidates, the Director (Dean) of the Higher School shall verify that the number of candidates complies with the established quota. If the quota is exceeded, the candidates whose applications were received earlier than others (by date and time of registration/receipt) shall be accepted for consideration. Candidates whose applications were received later shall not be considered due to the quota being exhausted. If the number of persons who have independently nominated themselves as candidates for membership of the Committee is less than the established quota, the Director (Dean) of the Higher School shall fill the remaining vacancies.

The Director (Dean) of the Higher School, before sending the list of candidates to the Provost, has the right to refuse to consider a candidate for membership of the Committee only if he or she does not meet the requirements established by these Regulations. If an application is rejected, the Director (Dean) of the Higher School shall justify their decision, indicating the

specific reason for rejecting the candidate's application, and shall immediately send this decision to the candidate.

A candidate for membership of the Committee whose application has been rejected has the right to appeal within two (2) working days of receiving the decision with a reasoned complaint to the Provost, whose decision is final.

3.3.6 The Director (Dean) of the Higher School shall draw up a final list of candidates for membership of the Committee and send it to the Provost no later than three working days before the start of the autumn semester.

In the submission, the Director (Dean) of the Higher School shall indicate the proposed composition of the Committee, the Chair and Secretary of the Committee, as well as information on all rejected candidates, stating the reasons for their rejection.

3.3.7 Within three working days of receiving the recommendation, the Provost shall approve the composition of the Committee if there are no comments.

If there are comments, the Provost shall return the submission to the Director (Dean) of the Higher School for revision, indicating the reasons for the return.

In any case, the composition of the Committee must be approved no later than the end of the first week of the autumn semester;

3.3.8 The newly approved composition of the Committee independently selects Committee members from among the students of the Higher School.

The student selection procedure includes:

1) publishing an announcement among students of all levels of education about the selection of candidates for Committee membership and the collection of documents.

Students shall submit:

- CV/resume;
- a cover letter stating the reasons and/or motivation for participating in the selection process, GPA, awards received, incentives, information about disciplinary measures taken by Higher School Committees, and whether they are on academic probation;
- current transcript;

- consent to the collection and processing of personal data.

Documents may be collected online using electronic forms that identify the person who submitted the documents and ensure the security of personal data during transmission (storage).

2) verification of the documents submitted by candidates for compliance with the requirements established by the Regulation on the Committee.

3) conducting interviews with candidates who have passed the preliminary selection based on the analysis of documents;

4) Announcement of the selection results.

The results of the selection of students for the Committee shall be formalized in accordance with the procedure established by this Regulation and immediately sent to the Director (Dean) of the Higher School.

The list of students included in the Committee shall be approved by the Director (Dean) of the Higher School no later than the third week of the autumn semester.

3.4 Persons who are on unpaid leave for more than one (1) month, on academic leave, or who have been found to have violated academic integrity or ethics, have outstanding disciplinary penalties, or have committed actions that have previously had a significant and negative impact on the activities of the teaching staff, students, bodies of the Higher School and (or) structural units of the University, and (or) systematically violate the requirements of the University's policies.

In addition to the above requirements, Committee members who are students must have a GPA of at least 3.0 for the previous semester and at least 2.8 for the entire period of study, and must not be on academic probation. The Committee has the right to consider candidates with a lower GPA (not lower than 2.6 for the entire period of study) if the student is actively involved in student life or otherwise contributes to the development of the Higher School and/or the University.

Voting members of the Committee are not allowed to be members of other bodies of the Higher School, with the exception of heads of educational programmes.

The same person may not hold the position of Committee Chair for more than four consecutive years.

3.5 The Committee shall consist of both voting and non-voting members.

Permanent members of the Committee without voting rights (non-voting members of the Committee) are the Director (Dean) of the Higher School, the Deputy Directors (Deans) of the Higher School for higher and postgraduate education, and the Head of the Higher School's Advisers' Office. Heads of educational programmes may be appointed as permanent non-voting members of the Committee by decision of the Committee.

3.6 Committee members shall exercise their powers throughout the academic year for which they were appointed. If the composition of the Committee for the next academic year has not been approved, the members of the Committee shall continue to perform their duties until the new composition is approved, unless otherwise provided for in these Regulations.

3.7 In the event of the expulsion or termination of the powers of a Committee member during the academic year, the Director (Dean) of the Higher School, after discussions with the Chair of the Committee, shall have the right to submit a proposal to the Provost for the approval of a new candidate.

The recommendation shall be submitted within one week of the date of the Provost's decision to expel or terminate the powers of a Committee member.

3.8 The Committee shall be chaired by the Chairperson, whose candidacy shall be determined at the stage of submitting the recommendation to the Provost in accordance with this Section 3.

3.9 Ad hoc commissions (working groups) may be formed from among the members of the Committee for the purposes determined by the Chair of the Committee.

Ad hoc commissions (working groups), upon consideration of a specific matter, shall issue conclusions which shall be subject to review at a meeting of the Committee.

The Committee shall have the authority either to approve or to reject the conclusions of an ad hoc commission (working group).

3.10 Persons who are not members of the Committee (instructors and other employees of the University, external experts) may be invited to join temporary commissions (working groups) for the objective and comprehensive consideration of issues within its competence.

Such persons may participate only after signing a non-disclosure agreement.

3.11 The Secretary of the Committee shall be appointed at the stage of submitting the proposal to the Provost in accordance with this Section 3.

3.12 The Secretary shall organize the preparation of Committee meetings, liaise with interested parties to ensure the timely implementation of decisions on behalf of the Chairperson of the Committee, liaise with applicants, provide summary information on the activities of the Committee, maintain records and ensure the safekeeping of documentation, and carry out the instructions of the Chairperson of the Committee.

4. Rights And Obligations Of Committee Members

4.1 Committee members have the right to:

4.1.1 interact with the bodies and structural units of Higher Schools and the University to carry out the tasks of the Committee on behalf of the Chairperson of the Committee;

4.1.2 express a dissenting opinion on a decision of the Committee;

4.1.3 make proposals within their competence, freely express their position on issues submitted for discussion by the Committee;

4.1.4 be heard when considering the issue of suspension, termination of his powers, or exclusion from the Committee;

4.1.5 raise the issue of whether the decision of the Chairperson of the Committee on the application of temporary measures complies with the requirements of this Regulation.

4.2 A member of the Committee shall be obliged to:

4.2.1 comply with this Regulation and other documents governing the activities of the Committee;

4.2.2 fulfil their obligations properly and in accordance with the Committee's decisions;

4.2.3 actively and personally participate in the work of the Committee, vote in a timely manner and thoroughly review the materials submitted for consideration at meetings, and provide written recommendations and proposals within the established deadlines;

4.2.4 inform the Chairperson or Secretary of the Committee in a timely manner of their inability to attend a meeting or fulfill their duties within the established deadlines. In case of absence from a meeting, a member of the Committee is responsible for familiarizing themselves with the decisions of the Committee and their implementation;

4.2.5 evaluate the quality of teaching and academic programmes in accordance with established criteria;

4.2.6 maintain confidentiality of information that has become known to them in the course of their activities as a member of the Committee, not to disclose, copy, transfer to third parties information and (or) documents, as well as not to perform other actions contributing to the disclosure of confidential information, except in cases provided for by the laws of the Republic of Kazakhstan;

4.2.7 sign a non-disclosure agreement immediately after being appointed as a member of the Committee;

4.2.8 carry out the instructions of the Chairperson of the Committee properly and within the established time limits;

4.2.9 in the event of a conflict of interest during the consideration of an appeal, immediately report this, recuse themselves and refrain from making any comments or voting, unless the consent of the Chairperson of the Committee has been obtained;

4.2.10 avoid actions (inaction) that could negatively affect trust in them or the Committee, or their authority. Abuse of trust is not permitted;

4.2.11 refrain from commenting on situations under consideration by the Committee, unless the consent of the Chair of the Committee has been obtained.

4.3 In addition to the rights and obligations provided for in this Section 4, the Chairperson of the Committee shall also:

4.3.1 ensure the organization of the Committee's work in order to implement these Regulations;

- 4.3.2 request and receive from structural units the materials necessary for the consideration of Committee issues within the time limits set by the Committee;
- 4.3.3 represent the interests of the Committee in its interactions with officials, structural units (bodies) of the University and the Higher School;
- 4.3.4 participates in the Higher School evaluation commission as part of the assessment of the activities of the Higher School's teaching staff;
- 4.3.5 evaluates the activities of Committee members;
- 4.3.6 invites interested parties to Committee meetings;
- 4.3.7 determines the dates of regular (extraordinary) meetings of the Committee;
- 4.3.8 monitors the implementation of decisions and recommendations adopted at Committee meetings;
- 4.3.9 prepares reporting documentation on the work of the Committee;
- 4.3.10 has the right to submit proposals to the Provost on rewarding Committee members for conscientious performance of their duties and contribution to ensuring academic quality;
- 4.3.11 removes a Committee member from participation in the discussion and voting on an agenda item if a conflict of interest is detected.

5. Suspension, Termination Of Powers And Removal From Membership Of The Committee

5.1 The powers of a Committee member shall be suspended in the following cases:

5.1.1 temporary incapacity of the person for more than 1 (one) month;

5.1.2 an official investigation is conducted by the authorized structural divisions of the University in relation to a Committee member regarding their compliance with academic standards and/or ethical norms and labor discipline;

5.1.3 leave of absence from 2 (two) weeks to 1 (one) month;

5.1.4 temporary inability to perform duties for other valid reasons (including, but not limited to, the following circumstances: family circumstances, long-term business trip).

5.2 The powers of a Committee member shall terminate in the following cases:

5.2.1 expiry of the term of office established by this Regulation;

5.2.2 resignation from the Committee on the basis of a statement submitted on their own initiative;

5.2.3 termination of employment with the University or transfer to a body or structural unit not related to the activities of the Higher School;

5.2.4 a decision by the management of the University or the Higher School to reorganize or liquidate the Committee, or to change its composition or structure;

5.2.5 death of a member of the Committee or recognition as legally incompetent (limited legal capacity);

5.2.6 taking leave for more than one (1) month;

5.3 A member of the Committee may be expelled in the following cases:

5.3.1 committing actions that grossly violate this Regulation or are directed against the interests of the Committee and/or the University and/or the Higher School;

5.3.2 repeated and unjustified failure to comply with the decisions of the Committee;

5.3.3 failure to participate in the discussion and voting on more than 50% of the issues submitted for consideration by the Committee, based on the results of the semester.

5.4 Issues concerning the suspension, termination of powers, or removal from the Committee are considered at a Committee meeting and formalized by a decision.

The Provost is entitled to independently decide on the suspension, termination of powers, or exclusion from the Committee only after receiving opinions from the Director (Dean) of the Higher School and the Chairperson of the Committee, and in compliance with the procedure provided for in clause 5.5 of this Section 5.

5.5 The person in respect of whom the issue of suspension, termination of powers, or removal from the Committee is being considered must be given the right to be heard, unless this contradicts the essence of the norm on the basis of which the procedure was initiated.

5.6 A decision of the Committee on suspension, termination of powers, or removal from the Committee may be appealed to the Provost within 5 (five) working days from the date of its receipt. Upon receipt of a complaint against the Committee's decision, the Provost forms an ad hoc commission consisting of at least 7 (seven) persons not affiliated with the Higher School of which the applicant was a member. The decision of the ad hoc commission is final.

5.7 The Provost is entitled, after consultation with the Director (Dean) of the Higher School and the Chairperson of the Committee, to decide on the dissolution of the Committee due to the impossibility of continuing its work in the current composition because of an irreconcilable conflict of interest.

6. Regulations For Consideration Of Appeals And Holding Committee Meetings

6.1 Appeals submitted in due form and falling within the competence of the Committee, as well as other matters, are considered and resolved in the manner established by this Regulation. In addition, the provisions of a separate regulation adopted by the Committee, which do not contradict this Regulation, may be applied. Issues clearly outside the competence of the Committee may be immediately left without consideration or redirected according to jurisdiction by the Chairperson without submitting them to the Committee, with notification to the applicant of the decision to leave the appeal without consideration or to redirect it.

6.2 Anonymous appeals, appeals that do not contain justification or documents confirming the circumstances referred to by the applicant, or any specific request, are not considered by the Committee and are left without consideration.

6.3 Appeals are generally considered within the time limits established by the University's internal regulatory documents. In all other cases, the matter must be considered and resolved within 7 (seven) working days.

Matters of a systemic or prolonged nature, as well as complex academic issues, are considered within 15 (fifteen) working days by decision of the Chairperson of the Committee.

The established period may be extended with mandatory notification to the applicant.

In any case, the consideration of an appeal (matter) may not exceed the time limits established by the laws of the Republic of Kazakhstan.

6.4 Appeals to the Committee must be submitted within the time limits established by the University's internal regulatory documents. Unless otherwise specified, appeals must be submitted no later than 5 (five) working days after the occurrence of the event that serves as the basis for the appeal.

Applications regarding the quality of teaching may be submitted no later than two weeks after the completion of the discipline.

6.5 Missing the deadline for submitting an appeal may serve as an independent ground for refusing to satisfy it. The reasons for missing the deadline and a request for its reinstatement must be stated in the appeal.

6.6 Committee meetings are held as necessary, either in person or online. A meeting in person is mandatory upon the initiative of the Chairperson of the Committee or one-third of the Committee members with voting rights.

6.7 The Chairperson of the Committee draws up the agenda, sends the agenda and materials for review to all Committee members no later than two calendar days before the meeting, unless a different deadline is justified by the urgency of the matter under consideration.

This clause does not apply in cases where the discussion and voting on an agenda item are carried out by means of exchanging messages via corporate email.

6.8 The agenda shall include a list of issues to be considered, and, where necessary, indication of the responsible persons (rapporteurs), the establishment of temporary commissions (working groups), and the list of invited persons to the Committee meeting.

6.9 The following persons may be invited to Committee meetings: faculty members, students, employees of the University and its structural subdivisions, as well as other persons, in order to clarify the circumstances related to the items on the agenda. Invited persons provide explanations and answer questions but do not participate in the discussion, voting, or decision-making of the Committee.

6.10 The Committee shall consider appeals (issues) with the mandatory invitation of the applicant to the Committee meeting. If the appeal (issue) affects the rights and interests of

other persons, such persons shall also be invited and heard at the Committee meeting on a mandatory basis.

The Committee may consider an appeal (issue) without the participation and hearing of the applicant and other persons in the following cases:

1. in the event of their failure to appear, provided they were duly notified of the time and place of the meeting and the Committee finds the reasons for their non-appearance to be unjustified;
2. upon submission by the person of a request for the appeal (issue) to be considered in their absence.

6.11 A Committee meeting shall be considered quorate if more than half of its members with voting rights are present (quorum). A Committee member's participation in the meeting via remote format shall be equivalent to in-person attendance.

In the event that a Committee member has a conflict of interest regarding a specific agenda item, they are obliged to declare a recusal and shall not participate in the discussion or voting on that issue. When determining the quorum for such an item, the member who has declared a recusal or has been excluded from participation in the discussion and/or voting shall not be counted.

6.12 For the joint consideration of issues with other bodies of the Higher School, the Chairperson of the Committee shall forward the materials to their heads and agree with them on the date and format of the joint meeting.

6.13 Decisions of the Committee shall be taken by open voting. Online voting that allows the recording of the full name of the Committee member and the date of voting shall have the same legal force as voting at an in-person meeting.

Committee members who have a conflict of interest, as well as those whose powers have been suspended, shall not participate in voting. Such members shall not be counted when determining the number of votes required for a decision to be adopted.

6.14 Online meetings shall be conducted via corporate email and/or videoconferencing. Voting shall be carried out individually by each Committee member; the final wording of the decision shall be developed by the Committee collectively.

6.15 A decision shall be considered adopted if more than half of the Committee members with voting rights who are present at the meeting vote in favor, provided a quorum is ensured.

In the case of online voting, a decision shall be considered adopted if more than half of the Committee members with voting rights vote in favor.

A decision on the suspension, exclusion, or termination of the powers of a Committee member shall be considered adopted if at least two-thirds of the total number of Committee members with voting rights vote in favor.

6.16 Each issue put to a vote shall, if possible, at the time it is submitted for consideration by the Committee, be formulated as a specific, clear, and unambiguous proposal (draft decision).

6.17 After discussion of an agenda item, Committee members shall vote solely “for” or “against” granting the appeal or adopting the draft decision (if any). Abstention from voting is not permitted.

6.18 In the event of an equal number of “for” and “against” votes, the vote of the Chairperson of the Committee shall be decisive. The Chairperson shall not be entitled to vote first. The Chairperson may initiate additional discussion and/or call for a revote.

6.19 The results of the voting and the final decision shall be recorded in the minutes.

The minutes shall mandatorily record any dissenting opinions of Committee members if such opinions are expressed. Dissenting opinions may be published at the direction of the Chairperson of the Committee.

6.20 When considering complex academic or contentious issues, Committee members are obliged to provide justification for their position.

6.21 Voting on an agenda item shall be conducted within the time limits set by the Chairperson of the Committee.

6.22 The minutes shall be prepared within 2 (two) working days following the meeting. In the case of discussion and voting conducted by exchange of messages via corporate email (online voting), the minutes shall be prepared immediately after receipt of the number of votes required under these Regulations.

An extract from the minutes (containing the decisions) shall be sent to interested parties and applicants no later than 3 (three) working days from the date of adoption of the decisions, unless restrictions on disclosure of information apply.

6.23 Minutes of meetings and related materials are documents subject to permanent retention. The originals shall be kept by the Secretary of the Committee, who ensures their safekeeping. Reports and minutes of the Committee shall be transferred by the Secretary to the archive upon completion of the academic year.

7. Types Of Committee Decisions And Interim Measures

7.1 Following consideration of an appeal, the Committee is entitled to adopt one of the following decisions:

7.1.1 to grant the appeal in full or in part;

7.1.2 to refuse to grant the appeal;

7.1.3 to refer the appeal for consideration to another body, official of the Higher School or structural subdivision, or official of the University;

7.1.4 to leave the appeal without consideration.

For other matters under consideration, the Committee adopts a decision that corresponds to their nature and content.

The Committee may go beyond the scope of the appeal (matter) in the interests of maintaining an appropriate level of academic quality within the Higher School. If, during the consideration of an appeal (matter), the Committee identifies signs of violations falling within its competence, it is entitled to take the necessary measures to eliminate them or minimize their consequences.

Repeated consideration and resolution of an appeal submitted by the same person on the same subject and grounds on which the Committee has previously issued a decision to grant or refuse the appeal is not permitted. If such an appeal has already been accepted for consideration, it shall be left without consideration.

7.2 Every Committee decision must be reasoned and contain an operative part.

A Committee decision must not contain ambiguous or equivocal conclusions, nor decisions on matters outside its competence.

A Committee decision must indicate the specific persons to whom it is addressed, the deadlines for its execution (where necessary), and must be capable of being implemented.

7.3 In exceptional circumstances, the Chairperson of the Committee is entitled to adopt a “against all” position on an issue put to a vote if they consider that none of the proposed decision options (or the wording of the draft decision) can be adopted without violating the principles of the Committee’s activity, the rules for considering appeals, or other imperative norms established by the University’s internal regulations or the legislation of the Republic of Kazakhstan.

Exceptional circumstances include:

7.3.1 the proposed decision exceeding the Committee’s competence or contradicting mandatory internal acts of the University and/or the Higher School;

7.3.2 obvious legal or factual untenability of the proposed options (for example, absence of necessary data for a specific conclusion, impossibility of verifying the circumstances, irreconcilable internal contradictions in the examined materials);

7.3.3 the risk that adopting the decision would cause significant and difficult-to-remedy harm to the rights and legitimate interests of a student, employee, or the University in the absence of sufficient evidentiary basis;

7.3.4 the existence of an unresolved conflict of interest on the part of one or more Committee members that may cast doubt on the objectivity of the consideration and does not allow a decision to be taken without prior resolution of the conflict.

7.4 When the Chairperson of the Committee declares a “against all” position, they must provide reasons for such position.

7.5 In order to prevent difficult-to-remedy consequences and to ensure effective consideration of an appeal, the Chairperson of the Committee is entitled to adopt interim measures pending the Committee’s substantive resolution of the matter.

7.6 Interim measures may be applied only when all of the following conditions are met simultaneously:

7.6.1 presence of signs of urgency;

7.6.2 necessity to ensure the future enforceability of the Committee's decision;

7.6.3 the measure must not exceed what is necessary to prevent harm and must not prejudice the substantive resolution of the matter.

7.7 A decision on the application of interim measures shall be formalized in accordance with the procedure established by these Regulations.

7.8 No voting is conducted on a decision to apply interim measures; however, any Committee member is entitled to raise the question of whether such a decision complies with the requirements of these Regulations.

7.9 If the Committee subsequently adopts a substantive decision that contradicts the interim measures previously adopted by the Chairperson, such interim measures are automatically cancelled from the moment the Committee's decision is adopted and cease to have effect from that moment.

7.10 The adoption of interim measures does not limit the Committee's authority to adopt a final decision and does not predetermine the content of the substantive decision.

7.11 In cases where violations are identified on the part of persons who are not subject to performance evaluation under the University's internal regulations (internationally graded faculty, part-time instructors, etc.), the Committee shall transmit the relevant information to the Provost of the University and to the Director (Dean).

7.12 Failure to comply with a Committee decision entails the consequences established by the Committee or by the University's internal regulations. All instances of non-compliance with Committee decisions shall be reported to the leadership of the Higher School and to the Provost.

8. Legal force of committee decisions. Cancellation and review of committee decisions

8.1 Committee decisions enter into force on the date of their adoption.

8.2 Committee decisions are binding on all students, bodies and/or structural subdivisions, employees (staff) of the University to whom they pertain, and have the force of evidence when

the relevant decision is taken by bodies and/or structural subdivisions or officials of the University, except in the case specified in clause 8.3 of these Regulations.

8.3 Committee decisions concerning the determination of legal consequences in the form of expulsion of a student from the University, reduction of teaching load, suspension of an instructor from a discipline for the current academic period, or termination of an employment contract (civil-law contract) or application of a disciplinary measure in accordance with the concluded contract and/or labor legislation are of a recommendatory nature for the bodies and officials of the University.

8.4 A Committee decision may be cancelled following consideration of a complaint against the decision submitted to the Provost, or reviewed on the initiative of the Provost on the following grounds:

1. incorrect determination or establishment of the scope of circumstances material to the appeal (matter), including the discovery of new circumstances that were unknown to the applicant at the time the appeal (matter) was considered and resolved by the Committee and which significantly affect the content of the adopted decision;
2. lack of proof of the circumstances established by the Committee that are material to the appeal (matter);
3. inconsistency between the Committee's conclusions set forth in its decision and the circumstances stated in the appeal (matter) and confirmed during its consideration by the necessary documents;
4. violation or incorrect application of the University's internal regulations or the legislation of the Republic of Kazakhstan, if enforcement of the decision would cause irreparable or difficult-to-remedy harm;
5. if the decision was adopted in the presence of a conflict of interest that materially influenced the adoption of the final decision.

8.5 A complaint shall be filed within 10 (ten) working days from the date of receipt of the Committee's decision through the special mobile application (for students) or corporate email (for employees). The decision is deemed received on the next calendar day following the date of dispatch of the decision as recorded in the electronic document management system (for students) or corporate email (for employees).

Failure to meet the deadline for filing a complaint constitutes an independent ground for refusing to consider it, and the reasons for the missed deadline shall be examined by the ad hoc commission.

The right to file a complaint is held by persons whose rights and interests are affected by the decision, the Director (Dean) of the Higher School, the Chairperson of the Board and their deputies. The Provost may submit a motion.

For the purpose of reviewing the decision, the Provost establishes an ad hoc commission consisting of at least 7 (seven) persons who are not interested in the outcome of the case, with the mandatory inclusion of the Chairperson of the Committee whose decision is under review. The Chairperson of the Committee whose decision is under review participates without the right to vote. Participation in the ad hoc commission of other members of the Committee whose decision is under review is not permitted.

The ad hoc commission examines the validity of the Committee's decision only to the extent indicated by the complainant or the Provost. The ad hoc commission is entitled to take the necessary measures to ensure a full, comprehensive, and fair consideration of the application.

The ad hoc commission considers and resolves an application for cancellation of a Committee decision within one month from the date of its establishment.

Following consideration of the application, the ad hoc commission may adopt one of the following decisions:

1. leave the Committee's decision unchanged;
2. amend the Committee's decision;
3. cancel the Committee's decision in part or in full and adopt a new decision;
4. leave the application without consideration.

8.6 Committee decisions may be reviewed by the Committee itself on its own initiative or upon application by an interested person in the event of discovery of:

- falsification (forgery) of a document;
- the decision's lack of substantiation based on an official letter received from authorized organizations or officials;

- the submission by a person of knowingly false information (testimony);
- bad faith on the part of the person when applying to the Committee, confirmed by relevant materials (documents).

8.7 The Committee is entitled to correct clerical errors and obvious arithmetic mistakes contained in a decision. When correcting clerical errors and obvious arithmetic mistakes, the Committee may not change the conclusions and/or the substance of the adopted decision.

9. Final Provisions

9.1 These Regulations enter into force on the date of their approval.

9.2 From the date these Regulations enter into force, all provisions (or parts thereof) regulating the activities of Academic Quality Committees of the Higher Schools shall cease to have effect.

9.3 Within one week from the date these Regulations enter into force, the Provost shall form and approve new compositions of the Committees based on the submissions received from the Directors (Deans) of the Higher Schools.

9.4 Appeals received by the Committee for consideration prior to the entry into force of these Regulations shall be considered by the Committee in accordance with the established procedure, with a final decision being rendered.

9.5 Provisions of other internal regulatory documents that determine the procedure for the Committee's activities shall not apply until they are incorporated into these Regulations.

9.6 Amendments to these Regulations may be made only after preliminary discussion among all Chairpersons of the Committees and upon approval by at least 50 (fifty) percent of all Chairpersons of the Committees, which shall be recorded in a joint decision.

9.7 All procedural matters arising in the activities of the Committee and not regulated by the provisions of these Regulations or other internal regulatory documents shall be resolved by the Chairperson of the Committee taking into account the opinion of its members.

to the Regulations on Academic Quality Committees of the Higher Schools of Narikbayev KAZGUU University

EVALUATION OF THE PERFORMANCE OF THE FACULTY (PROFESSORIAL-TEACHING STAFF) OF THE HIGHER SCHOOL

1. In accordance with the procedure and within the time limits established by the University's internal regulatory documents governing the performance evaluation of faculty members and their individual KPIs, the Committee shall provide to the Higher School's Commission responsible for conducting the ranking evaluation of the faculty, or to the Director (Dean) of the Higher School and the Provost (in the case of individual KPI evaluation), information broken down by each faculty member concerning the following:

TYPE OF INFORMATION		WEIGHT
TEACHING QUALITY (TQ)		
1	Teaching quality	50%
PERFORMANCE DISCIPLINE (PD)		
2	<p>Quality of work in the University's information systems used in teaching activities (20%):</p> <ul style="list-style-type: none"> • work in Canvas LMS • completion of the electronic attendance register • evaluation of uploaded/developed course content (including recording of video lectures where possible) 	

3	<p>Compliance with University policies and execution of Committee decisions (15%):</p> <ul style="list-style-type: none"> • adherence to established deadlines (including, but not limited to, late submission of syllabi, course management forms, late or non-execution of Committee decisions/requests, and other cases not covered by other items) • adherence to the grade distribution curve (except in cases provided for by the University's Academic Policy) • compliance with University policies related to the competence of the Committee and heads of educational programmes in the course of teaching activities (including, but not limited to, unjustified course return/refusal) • compliance with syllabus requirements (deadlines for control measures, adherence to assessment criteria) • timely submission of literature requests 	35%
STUDENT EVALUATION (SE)		
4	Comments provided by students following the end-of-course satisfaction survey	15%

2. The information specified in item 1 shall be presented in summarized form, with specification of the parts that influenced the formation of the final evaluation.

The compilation and submission of information to the Higher School's Commission is carried out by the Committee, while the collection and analysis of the information, as well as the formation of the final evaluation, are performed by the Committee jointly with the heads of the educational programmes of the Higher School.

3. The final evaluation from the Committee and the heads of the educational programmes is established as a percentage (from 0% to 100%), which may be expressed as a numerical value for the purpose of conducting the faculty performance evaluation.

For the purpose of forming the final evaluation, each faculty member is assigned 100% at the beginning of the reporting academic period. This percentage is subject to adjustment at the end of the academic period based on identified deficiencies and student evaluations.

When forming the final evaluation, violations for which disciplinary or other response measures have already been applied to the faculty member shall not be taken into account, unless such violations are (or were) systematic or multiple in nature and have a material impact on the quality of the educational process.

4. The final score expressed in numerical form shall be determined according to the following formula: $E = A \times ((TQ + PD + SE) / 100\%)$, where: E – the final score expressed in numerical form; A – the maximum possible numerical score established by internal regulatory documents governing the procedure for the evaluation of faculty performance and individual KPIs; TQ, PD, SE – the scores assigned for each component expressed as percentages.

5. The score for the components 'Teaching Quality' and 'Performance Discipline' shall be determined in accordance with the procedures established by resolutions of the Committee.

The score for the component 'Student Evaluation' shall be determined by calculating the average of all student scores assigned to a particular faculty member under the criterion 'Teaching Skills' based on the results of the course satisfaction survey.

6. In order to ensure the objectivity of the evaluation of faculty performance, the Committee shall develop and approve internal documents regulating the procedure for determining scores for 'Teaching Quality' and 'Performance Discipline' within the framework of the Regulation on the Rating Evaluation of Performance and Individual KPIs (monthly and semi-annual) of the faculty of JSC 'M.S. Narikbayev KAZGUU University'.

Internal documents adopted by the Committees of the Higher Schools governing the procedure for determining scores for 'Teaching Quality' and 'Performance Discipline' shall ensure consistency and objectivity in evaluation. Minor deviations shall be permitted to account for the specific characteristics of the educational process within a particular Higher School.

7. In cases established by a decision of the Committee, additional points may be added to the final score as an incentive measure for a faculty member's contribution to maintaining a high level of academic quality within the Higher School; however, such additional points shall not exceed 20% of the final score.

The decision to award additional points shall be adopted by the Higher School Commission responsible for conducting the faculty rating evaluation based on the recommendation of the Committee.

8. Information regarding faculty members who do not undergo performance evaluation shall be submitted to the Director (Dean) of the Higher School in accordance with the procedure established by this Appendix 1.