

NLC "Karaganda Technical University"	Documented procedure Management of educational activity processes	KTU DP IV-01-2021 Version 02 Date 2021.09.20 Pages 1 out of 11
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APPROVED by
Quality management representative
G.S. Zhetessova
«08» 10 2021.



DOCUMENTED PROCEDURE

MANAGEMENT OF EDUCATIONAL ACTIVITY PROCESSES

KTU DP IV-01-2021

**Developed by: Head of the MOEP
Borovkova E.V**

Karaganda

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NLC "Karaganda Technical University"	Documented procedure Management of educational activity processes	KTU DP IV-01-2021 Version 02 Date 2021.09.20 Pages 2 out of 11
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Table of content

1	Scope	3
2	Regulatory references	3
3	Terms, definitions and abbreviations	3
4	Responsibility and authority	4
5	Requirements for the management of educational activities	5
6	Making changes to documents	7
7	Coordination and implementation	7
8	Replication and distribution of the document	7
9	Storage	7
	Appendix A The process of providing educational services	8
	Appendix B Coordination sheet	9
	Appendix C Familiarization sheet	10
	Bibliography	11

NLC "Karaganda Technical University"	Documented procedure Management of educational activity processes	KTU DP IV-01-2021 Version 02 Date 2021.09.20 Pages 3 out of 11
--------------------------------------	--	---

Effective date 2021.10.04
(year, month, day)

1 Scope

1.1 This Documented procedure establishes the procedure for managing the processes of educational activities in the NLC "Karaganda Technical University" (KTU), as well as the responsibility of the performers of these works.

1.2 This standard is a regulatory document and is mandatory for execution by the management and heads of departments of the KTU.

1.3 This standard is part of the documents of the quality management system.

2 Regulatory references

This Documented procedure (DP) uses references to the following regulatory documents:

ST RK ISO 9001-2016 (ISO 9001:2015) "Quality management systems. Requirements".

ST RK ISO 9000:2017 (ISO 9000:2015) Quality management systems. Basic provisions and vocabulary.

The state mandatory standard of education of all levels of education, approved by Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 No. 604.

Standard rules of activity of educational organizations implementing educational programs of higher and (or) postgraduate education, approved by Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 30, 2018 No. 595.

3 Terms, definitions and abbreviations

In this DP, the terms and definitions are used in accordance with the ST RK ISO 9000:2017 (ISO 9000:2015), SMSE of the Republic of Kazakhstan No. 604 dated 31.10.2018.

KTU – NLC "Karaganda Technical University";

DP - documented procedure;

QMR – quality management representative;

DAW - Department of Administrative Work;

DAA – Department of Academic Affairs;

SIW - students independent work;

SIWT - students independent work under the guidance of a teacher;

AC - attestation commission;

CQM&A – center of quality management and accreditation;

NLC "Karaganda Technical University"	Documented procedure Management of educational activity processes	KTU DP IV-01-2021 Version 02 Date 2021.09.20 Pages 4 out of 11
--------------------------------------	--	---

WC - working curriculum;
TSS - teaching support staff;
Faculty - teaching staff;
AMP - administrative and management personnel.

4 Responsibility and authority

The present DP is approved by the Academic Council of KTU.

A quality management representative (QMR) is responsible for the implementation and management of this DP.

Responsibility for the development of the requirements of this DP, their compliance with the requirements of the KTU DP II-01 is carried by the developer.

The quality management representative is responsible for planning and monitoring the execution of work on the management of learning activities.

The Director of the Department of Academic Affairs (DAA) conducts: corrective and preventive actions; work to identify the causes of nonconformity; preparation of proposals for a plan of correction and prevention of actions, in accordance with KTU DP II-04.

In order to take measures by the top management of the University to improve the educational process, in accordance with KTU DP II-03, the director of the Department should analyze the data provided by the faculties on the educational process and prepare operational action plans based on these data, proposed to the management.

The staff of the DAA carries out the implementation of the plan of correction and prevention, with the aim of continuous improvement of the educational process. These events are led by the heads of the departments of DAA.

The Director of DAA is responsible for:

- preparation and control of the schedule of the educational process;
- compliance with the deadlines for the current, boundary and final control, final certification of students;
- completeness and timeliness of the schedule of the educational process.

5 Requirements for the management of educational activities

In KTU, in accordance with the Standard Rules of Activity of Educational Organizations implementing educational programs of higher and (or) postgraduate education, approved by Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 30, 2018 No. 595 [1], educational activity processes are managed, including conducting current, boundary and final control, final certification of University students.

The process of providing educational services is presented in Appendix A.

NLC "Karaganda Technical University"	Documented procedure Management of educational activity processes	KTU DP IV-01-2021 Version 02 Date 2021.09.20 Pages 5 out of 11
--------------------------------------	--	---

5.1 To improve the quality of education, taking into account the needs and capabilities of the individual, education at the University is conducted in the following forms: full-time, correspondence (continuing education) using elements of distance learning technologies.

5.2 The duration of the academic year in all courses, except for graduation, is 30 weeks. The duration of the examination sessions is at least 4 weeks in one academic year. The academic year begins on September 1 and ends according to the working curriculum.

For full-time students, at least twice a year, vacations with a total duration of at least 7 weeks are established.

5.3 The following main types of training sessions are established at the University: lectures, seminars, practical classes, laboratory work, control work, colloquiums, SIW, SIWT, practice, course project (course work), diploma project (thesis).

5.4 The procedure for conducting the current, milestone, final control and final certification of students is established in accordance with the working curriculum and schedule of the educational process (KTU R-IV-01).

5.5 A student who has fulfilled all the requirements of the state mandatory standard of education is admitted to the final certification, according to the results of which the issue of granting him a diploma of higher education "bachelor" is decided. The list of studied disciplines with their duration and grades is given in the transcript (appendix to the diploma).

5.6 To persons who have not completed their education, the University issues an academic certificate of the established sample in accordance with KTU DP II- 04.

5.7 Discipline at the University is maintained on the basis of mutual respect for the human dignity of students and teachers. The use of methods of physical, moral and psychological violence against students is not allowed.

5.8 All types of training sessions are conducted on the basis of a schedule in accordance with the WC of specialties.

5.9 Monitoring of student attendance is carried out by teachers leading the discipline with a mark of attendance in an electronic journal, the dean of the faculty, the staff of the Faculty, members of the Council of Elders, members of the trade union "Zhas-Orda".

5.10 Monitoring of compliance with the working discipline of teachers is carried out by DAW, DAA, Vice-rector for Academic Affairs. According to the results of the audit, certificates, official and explanatory notes are compiled.

5.11 In accordance with the work plan of the departments, mutual visits of classes by teachers are carried out with a mandatory entry in the journal of mutual visits and discussion of the compliance of the quality of classes with curricula and plans at the meetings of the departments.

5.12 The results of inspections of student attendance and the working discipline of teachers are discussed at the meetings of the Rector's office. Based on the results

NLC "Karaganda Technical University"	Documented procedure Management of educational activity processes	KTU DP IV-01-2021 Version 02 Date 2021.09.20 Pages 6 out of 11
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of these meetings, decisions are made that are mandatory for deans of faculties, heads of departments and teachers.

5.13 At the beginning of each academic year, the readiness of departments to work with the preparation of a certificate is checked. The results of the inspection are discussed at the meetings of the rector's office, by the deans of faculties in the departments.

5.14 Control over the course of the educational process is carried out in accordance with the orders of the MES of the Republic of Kazakhstan and the orders of the University for conducting examination sessions [1, 2].

5.15 In accordance with the working curriculum of the specialties, two sessions are organized in each academic year – autumn and spring transfer from course to course.

5.16 The exam schedule is compiled by the DAA dispatch service and approved by the Vice-Rector for Academic Affairs. The number of exams in the academic year is determined by the WC of specialties.

5.17 The Registrar's office monitors the course of the examination session by analyzing the results of the exams.

5.18 The results of the sessions are discussed at: meetings of the Rector's Office; meetings of the Academic Council; Committees of faculties; Academic Council of the University with the adoption of appropriate decisions.

5.19 Educational and professional practices of students are conducted in accordance with the working curriculum and practice schedule.

According to the results of the practices, the departments provide reports. The results of the practices are discussed at the Academic Council of the University.

5.20 Examinations (including state ones) are conducted in the following forms: orally, in writing, in the form of testing (including complex testing) in the scope of disciplines of the curricula.

The University independently develops and approves: the working program of the state examination in the specialty; test tasks and their types (open, closed, combined tests); testing technology.

5.21 Graduation students are certified in accordance with the schedule of the educational process. Consultation schedules are developed for all specialties and a Graduate Day is appointed.

The process of diploma design is discussed at: meetings of departments; meetings in deaneries of faculties; meetings of the rector's office.

5.22 According to the results of the meetings of the AC, the issuing departments form reports, which are submitted to the DAA together with the reports of the chairmen of the AC. Reports of the Chairmen of the Academy of Sciences are submitted for approval by the Academic Council of the University.

NLC "Karaganda Technical University"	Documented procedure Management of educational activity processes	KTU DP IV-01-2021 Version 02 Date 2021.09.20 Pages 7 out of 11
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6 Making changes to documents

Changes must be made in accordance with KTU DP II-01.

7 Coordination and implementation

The approval of the draft of this DP is carried out with the chief accountant, the head of the legal department, the director of the DAA is issued in the "Coordination sheet" (Appendix B).

8 Replication and distribution of the document

8.1 The mailing of the draft of this DP for review is carried out by the developer.

8.2 The registered working copies are sent to the following addresses: QMR, vice-rectors, deans of faculties, heads of departments. The issuance of registered working copies must be registered in accordance with KTU DP II-01.

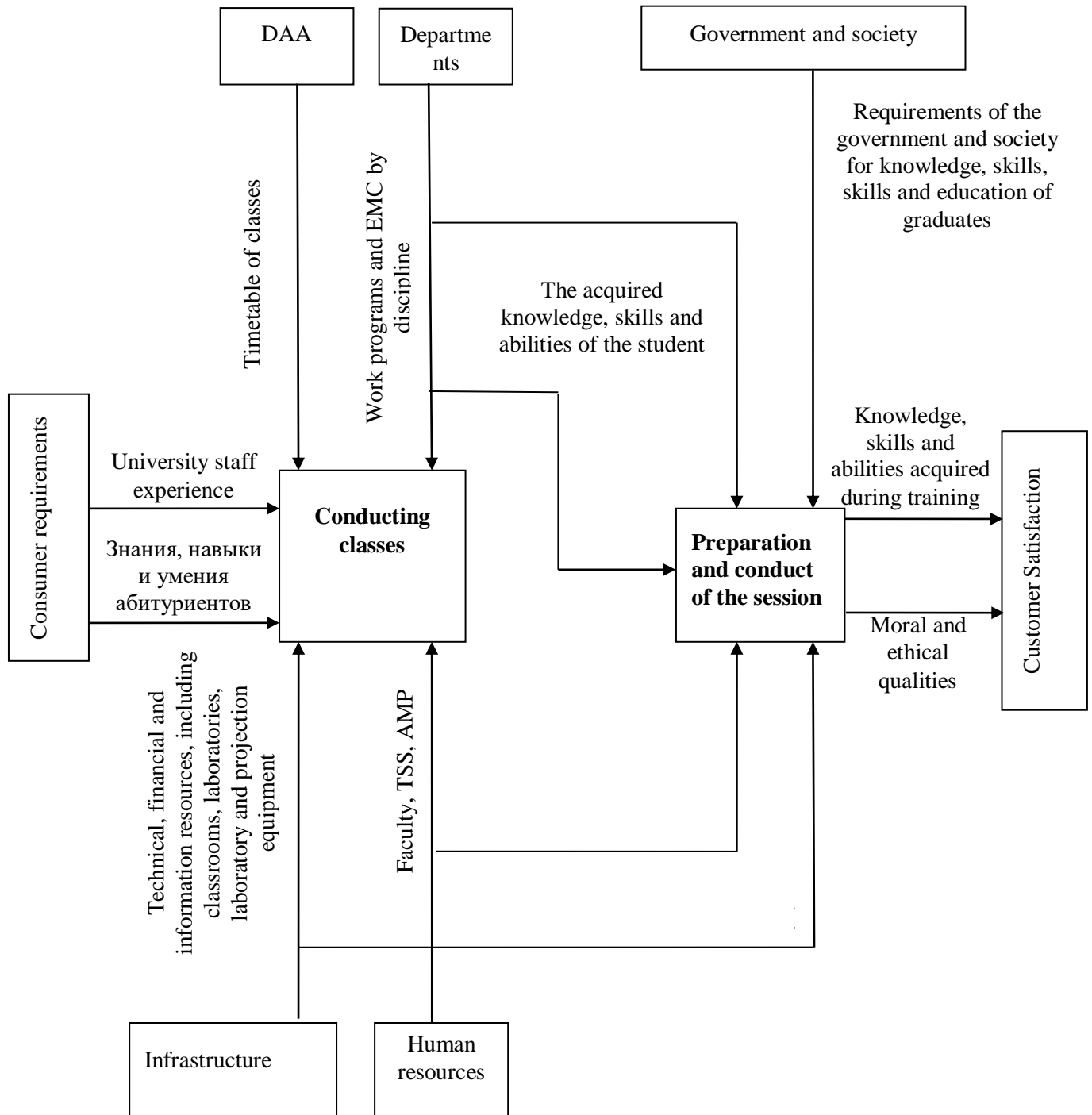
9 Storage

9.1 The developer is responsible for the transfer of the original for storage in the CQM&A.

9.2 Responsibility for the storage of the original, replication and distribution of registered working copies to subscribers is assigned to the CQM&A.

Appendix A
(informative)

Identification of inputs and outputs of the educational process






NLC "Karaganda Technical University"	Documented procedure Management of educational activity processes	KTU DP IV-01-2021 Version 02 Date 2021.09.20 Pages 9 out of 11
--------------------------------------	--	---

Appendix B
(mandatory)

F.04-2020

Coordination sheet

Position	Name	Date	Signature
Director of the DAA	Udartseva S.M.	01.10.2021	
Ch. accountant	Abiltussupova A.Kh.	27.09.2021	
Head of the LD	Ayazbayeva G.S.	24.09.2021	

NLC "Karaganda Technical University"	Documented procedure Management of educational activity processes	KTU DP IV-01-2021 Version 02 Date 2021.09.20 Pages 10 out of 11
--------------------------------------	--	--

Appendix C
(mandatory)

F.05-2020

Familiarization sheet

Position	Name	Date	Signature

NLC "Karaganda Technical University"	Documented procedure Management of educational activity processes	KTU DP IV-01-2021 Version 02 Date 2021.09.20 Pages 11 out of 11
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Bibliography

[1] Tipovyye pravila deyatel'nosti organizatsiy obrazovaniya, realizuyushchikh obrazovatelnyye programmy vysshego i (ili) poslevuzovskogo obrazovaniya, utverzhdennyi prikazom Ministra obrazovaniya i nauki Respubliki Kazakhstan ot 30 oktyabrya 2018 goda № 595.

[2] Pravila organizatsii uchebnogo protsessa po kreditnoy tekhnologii obucheniya, utverzhdennyi prikazom Ministra obrazovaniya i nauki Respubliki Kazakhstan ot 20 aprelya 2011 goda № 152.