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| NLC "Karaganda Technical University" | <b>Methodological guidelines<br/>Design and development of educational services</b> | KTU MG IV-04-2021<br>Version 02<br>Date 2021.09.20<br>Pages 1 out of 10 |
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APPROVED by  
Quality management representative  
G.S. Zhetessova  
« 09 » 10. 2021.



## METHODOLOGICAL GUIDELINES

### DESIGN AND DEVELOPMENT OF EDUCATIONAL SERVICES

KTU MG IV-04-2021

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

**Karaganda**

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**Effective date** 2021.10.04.  
(year, month, day)

## 1 Scope

1.1 This Methodological guidelines (MG) establishes the procedure for managing the process of designing educational services in the NLC "Karaganda Technical University" (KTU), as well as the responsibility of the performers of these works.

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

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

## 2 Regulatory references

This MG 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.

Classifier of training areas with higher and postgraduate education, approved by the Order of the Minister of Education of the Republic of Kazakhstan dated October 13, 2018 No. 569.

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

The state mandatory standard of postgraduate education, approved by the 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.

Rules for the organization of the educational process on credit technology of education, approved by the Order of the Minister of Education and Science of the Republic of Kazakhstan dated April 20, 2011 No. 152.

## 3 Terms, definitions and abbreviations

This MG applies terms, definitions and abbreviations in accordance with the ST RK ISO 9000:2017 (ISO 9000:2015) Quality Management System. Basic provisions and vocabulary:

KTU – NLC "Karaganda Technical University";

DP – documented procedure;

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QMR – quality management representative;  
DAA – Department of Academic Affairs;  
CQM&A – center of quality management and accreditation.

#### **4 Responsibility and authority**

Responsibility and authority for the design of educational services, their coordination, approval, deadlines are distributed as follows:

The Rector is responsible for:

- the approval of this methodological instruction and changes to it;
- allocating the necessary material, financial and other resources.

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

The Vice-Rector for Academic Affairs is responsible for:

- planning and monitoring the execution of work in preparation for the design and development of educational services.

The Director of the Department of Academic Affairs (DAA) is responsible for:

- the completeness of the initial design data sent to the departments for the development of documents;
- meeting the design deadlines;
- the decisions taken and their compliance with the requirements of the customer;
- the completeness and timeliness of the issuance of the design assignment;
- timely sending the materials of the educational services project for consideration and approval to interested and inspecting organizations.

Heads of departments are responsible for:

- meeting the deadlines for the implementation of the project of educational services;
- the exact compliance with the requirements of customers, inspecting organizations to the document being developed;
- the accuracy of the information provided for the design of educational services.

#### **5 Requirements for the design and development of educational services**

5.1 In KTU, planning of the design of educational services is carried out, including the distribution of work among co-executors. At the same time, coordination of tasks, compatibility of the educational services project, analysis and coordination of changes are ensured.

5.2 The input data for the design of educational services are the state mandatory standard of higher education and the state mandatory standard of postgraduate education training areas, legislative and regulatory requirements, requirements of the educational services market.

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5.3 The output data of the design is a license for the right to conduct educational activities.

5.4 The Rector makes a decision on the design of educational services, in accordance with the Law of the Republic of Kazakhstan "On Education" [1].

The QMR informs the Director of the DAA about the design of educational services, who analyzes the deadlines and design stages at which inspections, analysis and evaluation of the development should be carried out.

5.5 The director of the DAA together with a specialist in this field (from among the leading professors and associate professors of departments, as well as employees of the DAA) choose a division (department) for the development of the project.

5.6 The head of the department analyzes the input data for the design, checks the received materials and documents for completeness of their compliance with the requirements of the Law of the Republic of Kazakhstan "On Education" [1], the Rules for the provision of public services "Issuance of a license to engage in educational activities", approved by the order of the Minister of Education and Science of the Republic of Kazakhstan dated August 17, 2020 No. 351 [2].

5.7 The head of the department, together with the leading specialists of the department, prepares documents for licensing the specialty in accordance with the requirements of the Standard of Public Service [2].

5.8 DAA is considering a package of documents for licensing. Comments and additions are made to the documents, if any.

5.9 The rector approves the package of documents, then the staff of the department and the specialists of the DAA post the data in the electronic database of the Committee for Control in the Field of Education and Science of the Ministry of Education and Science through the web portal "E-licensing".

5.10 Employees of the Department for the Development of the Digital University provide technical support in the implementation of this work.

5.11 The process of designing educational services is presented in Appendix A.

## **6 Making changes to documents**

The development, registration, coordination and approval of the "Notices of Changes" of this MG, as well as the introduction of changes to it, must be carried out in accordance with KTU DP II-01.

## **7 Coordination and implementation**

7.1 The coordination of the draft of this MG is carried out with the head of the CQM&A, the legal department, department of Postgraduate Education, the director of the DAA and is made out in the "Coordination sheet" (Appendix B).

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

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## **8 Replication and distribution of the document**

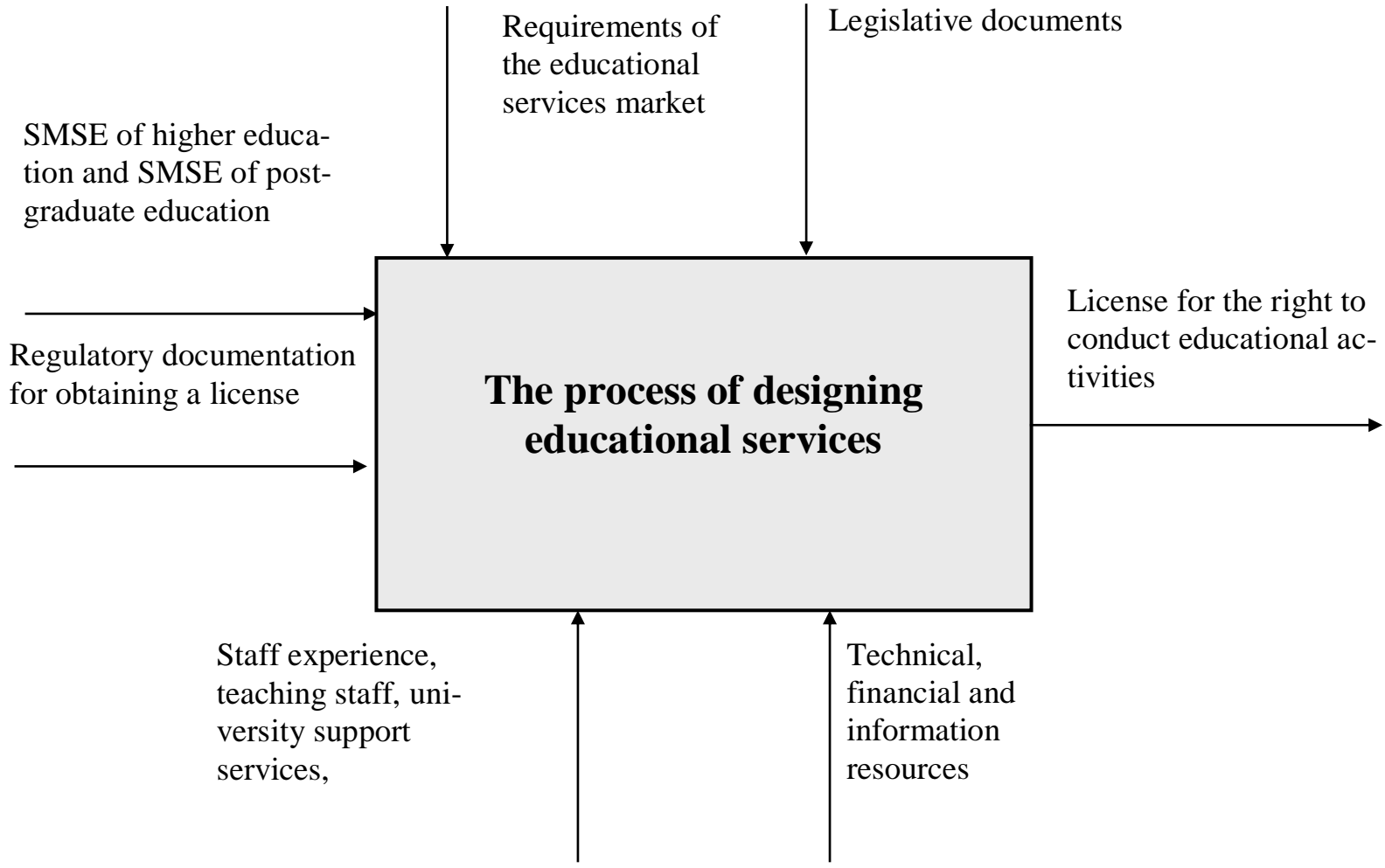
8.1 The mailing of the draft of this MG for review is carried out by the developer.

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

## **9 Storage**

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

Appendix A  
The process of designing educational service  
(informative)



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Appendix B  
(mandatory)

F.04-2020

Coordination sheet

| Position            | Name             | Date      | Signature |
|---------------------|------------------|-----------|-----------|
| Director of the DAA | Udartseva S.M.   | 01.10.21  |           |
| Head of the SPT     | Sultanova L.M.   | 27.09.21  |           |
| Head of the LD      | Ayazbayeva G.S.  | 24.09.21  |           |
| Head of the CQM&A   | Zhunussova G.Ye. | 22.09.21. |           |
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Appendix C  
(mandatory)

F. 05-2020

Familiarization sheet

| Position | Name | Date | Signature |
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## **Bibliography**

- [1] Zakon Respubliki Kazakhstan «Ob obrazovanii» ot 27 iyulya 2007 goda № 319- III ZRK.
- [2] Pravila okazaniya gosudarstvennoy uslugi «Vydacha litsenzii na zanyatiye obrazovatel'noy deyatelnostyu», utverzhdennyye prikazom Ministra ob-razovaniya i nauki Respubliki Kazakhstan ot 17 avgusta 2020 goda № 351.