

**REGULATIONS ON THE STRUCTURAL UNIT**

QUALITY MANAGEMENT SYSTEM

**Approved by**

Head of the Board Apparatus

\_\_\_\_\_\_\_\_\_\_\_\_\_\_ N. Sakhanov

 02 08 2023

**REGULATIONS ON THE REGISTRAR'S OFFICE**

Non-profit joint-stock company “Toraighyrov University”

Pavlodar

2023

**Preface**

**1 DEVELOPED** by the Working Group.

2 **DEVELOPERS**

2.1 Head of the working group: P. O. Bykov - Member of the Board for Academic Affairs - Vice-Rector;

2.2 S.S. Mustafina - Director of the Registrar's Office.

**3 ENTERED** by HR service.

**4** **APPROVED** by Order dated 02 08 2023 y. № 9-26/34

5 **ENTERED INTO EFFECTIVE** from 02 08 2023 y.

**6 INTRODUCED TO REPLACE** ПСП СМК 2.2-04/08

**7 EXPERT GROUP**

7.1 Head of the expert group: R. A. Sabitova – A.H. of the Department of Legal Support and Public Procurement.

7.2 A. E. Zhakisheva - Director of HR services.

7.3 Standard control: G. S. Bayakhmetova - Quality Engineer of the Strategy Office and Quality Management System.

**8 INSPECTION FREQUENCY** of the regulations on the structural unit once every 3 years.

**1 General provisions**

1.1 The Office of the Registrar (hereinafter - OR) is a structural unit of the Non-profit Joint-stock Company "Toraighyrov University" and is directly accountable to the Member of the Board for Academic Affairs – to the vice-rector (hereinafter - AA) of the Non-profit Joint-stock Company (hereinafter – NPJSC) "Toraighyrov University" (hereinafter - Company).

1.2 The OR is created and reorganized by order of the Chairman of the Board-Rector of NPJSC "Toraighyrov University".

1.3 The structure and staff of the OR is approved by the Chairman of the Board-Rector of Toraighyrov University.

1.4 The scheme of administrative and functional subordination is given in Appendix A.

1.5 The OR is headed by a director, who is appointed and dismissed from his position by order of the Chairman of the Board-Rector.

1.6 In its activities, the OR must be guided by:

- The Constitution of the Republic of Kazakhstan (hereinafter - the RK), adopted in a republican referendum on August 30, 1995;

- Civil Code of the Republic of Kazakhstan dated December 27, 1994;

- Labor Code of the RK dated November 23, 2015;

- Law of the RK “On Education” dated July 27, 2007;

- Law of the RK “On Science” dated February 18, 2011;

- Law of the RK “On Combating Corruption” dated November 18, 2015;

- Law of the RK “On languages in the Republic of Kazakhstan” dated July 11, 1997;

- Law of the RK “On Technical Regulation” dated November 9, 2004;

- Concept for the development of higher education and science in the Republic of Kazakhstan for 2023-2029;

- Qualification requirements for educational activities and a list of documents confirming compliance with them, approved by order of the Minister of Education and Science of the Republic of Kazakhstan dated June 17, 2015 № 391, as amended according to the order of the Minister of Science and Higher Education of the RK dated November 24, 2022;

- Qualification reference book for positions of managers, specialists and other employees, approved by order of the Minister of Labor and Social Protection of the Population of the RK dated May 21, 2012 № 201;

- State compulsory standard of higher education, approved by order of the Minister of Science and Higher Education of the RK dated July 20, 2022 № 2 (as amended by order of the Minister of Science and Higher Education of the RK dated February 20, 2023 № 66);

- Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 13, 2018 № 569 “On approval of the Classifier of areas of training for personnel with higher and postgraduate education”, as amended according to the orders of the Minister of Education and Science of the RK dated January 25, 2019 № 35 and June 5, 2020 № 234;

- Model rules for the activities of educational organizations implementing educational programs of higher and (or) postgraduate education, approved by order of the Minister of Education and Science of the RK dated October 30, 2018 № 595;

- Standard rules for admission to training in educational organizations implementing educational programs of higher and postgraduate education, approved by order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 № 600 (with amendments and additions to the order of the MSHE of the RK dated December 15, 2022 № 189);

- Standard qualification characteristics of positions of teaching staff and persons equivalent to them, approved by order of the Minister of Education and Science of the RK dated July 13, 2009 № 338 (as amended on October 31, 2018 № 602);

- Rules for organizing the educational process on credit technology of education, approved by order of the Minister of Education and Science of the RK dated October 12, 2018 № 563;

- Rules for organizing the educational process on distance educational technologies, approved by order of the Minister of Education and Science of the RK dated March 20, 2015 № 137;

- Rules for organizing the educational process on credit technology of education, approved by order of the Minister of Education and Science of the RK dated April 20, 2011 № 152 (as amended on July 25, 2023);

- Rules for the appointment, payment and amount of state scholarships for students studying in educational organizations, approved by Decree of the Government of the RK dated February 7, 2008 № 116 (as amended in accordance with Decree of the Government of the RK dated October 10, 2022 № 799);

- Rules for the organization and implementation of educational, methodological and scientific-methodological work, approved by order of the Minister of Education and Science of the RK dated November 29, 2007 № 583 (as amended on June 8, 2023);

- Requirements for educational and methodological complexes of the educational program and discipline SO QMS 8.107-23;

- Compliance table of the Classifier of areas of training for personnel with higher and postgraduate education, approved by order of the Minister of Education and Science of the RK dated October 13, 2018 № 569;

- Charter of NPJSC “Toraighyrov University”;

- Academic policy of NPJSC “Toraighyrov University”;

- other regulatory legal acts of the RK;

- instructions and orders from the MES of the RK;

- Code of honor for teachers and staff of “Toraighyrov University” (rules of official ethics);

- Internal regulations of the Company;

- Labor regulations of the Company;

- Regulations on responsibility for the functioning of the quality management system in structural divisions;

- Regulations on accreditation;

- Collective agreement between the collective of workers and the employer NPJSC “Toraighyrov University”;

- Mission, Policy and Goals of the Company;

- Strategic development plan of the Company;

- organizational and administrative documents of the Company;

- goals of OAQMS;

- international standards in the field of quality management system;

- documents ensuring the functioning of the Company’s quality management system;

- hierarchy of the structure and areas of activity of the Company;

- state system of technical regulation;

- rules and standards of occupational safety and health, fire safety, industrial sanitation and fire protection;

- these Regulations.

1.7 The OR plans its activities for the academic year on the basis of the Strategic Development Plan of the Company and the Company’s Work Plan for the academic year, the work plan of the OR, decisions of collegial governing bodies, by order of the Member of the Board for Academic Affairs - vice-rector of Toraighyrov University. The work plan of the OR is approved by the director of the OR.

1.8 At the end of the academic year, the OR submits a report on the work done for the academic year to the vice-rector, Member of the Board for Academic Affairs.

1.9 The OR maintains documentation in the state and Russian languages ​​in accordance with the nomenclature of cases and the procedure for office work established at NPJSC “Toraighyrov University”.

1.10 The requirements of this provision are mandatory for all employees of the OR.

**2 Main objectives of the Registrar's Office**

The main objectives of the OR are:

- registration of students for academic disciplines;

- formation of academic groups and streams;

- registration in accordance with the established procedure of individual educational plans of students;

- organizing and conducting intermediate and final certification of students;

- calculation of the academic rating of students;

- accounting of credits earned by students during the entire period of study and for the entire period of study;

- writing out students’ transcripts, including for those traveling for internal and external academic mobility;

- issuing the European Diploma Supplement upon request;

- coordination and implementation of activities in the field of technical regulation;

- maintaining documentation and preparing reports on the areas of activity of the OR;

- ensuring the confidentiality of official information;

- compliance with established deadlines when executing tasks and instructions;

- ensuring the principle of interchangeability of employees (illness, vacation, business trip);

- timely preparation and coordination with the HR service of employee vacation schedules;

- development and timely updating (according to established deadlines) of regulations and job descriptions of the structural unit;

- timely completion of fluorographic examination of employees and obtaining permission to work;

- high-quality documentation according to the nomenclature of cases;

- prevention of corruption risks in the activities of the entrusted structural unit;

- compliance with safety regulations by employees of the structural unit;

- compliance with timely updating of information published on the educational portal of the University;

- compliance with the quality management system in the activities of the structural unit;

- compliance with the requirements of internal regulatory documentation of “Toraighyrov University” and the current legislation of the RK.

**3 Functions of the Registrar's Office**

3.1 Organization and registration of students in disciplines and teachers:

- approval of the list of academic stream advisers;

- registration of students in academic disciplines and teachers;

- control over the registration of individual educational plans of students in the prescribed manner;

- formation of academic streams and groups;

- analysis and processing of information based on the results of registration and preparation of a report for the management of the university, the Academic Council and the administration.

- organization of mastering the prerequisites necessary for mastering the relevant professional training program for master’s and doctoral studies.

3.2 Organization and conduct of ongoing monitoring, intermediate and final certification of students:

- control over the timely completion of the electronic journal of students’ current progress;

- monthly monitoring of students’ educational achievements;

- planning for intermediate and final certification of students;

- approval of forms for conducting examinations in disciplines;

- approval of the composition of appeal commissions for disciplines;

- conducting intermediate and final certification of students;

- control over the implementation of intermediate and final certification of students;

- generation of electronic examination sheets for intermediate and final certification;

- organization of calculation of the academic rating of students;

- organization of accounting of credits earned by students during the entire period of study and for the entire period of study;

- organizing the formation and issuance of transcripts for students, including those leaving for academic mobility.

- drawing up a progress report based on the results of each semester;

- assignment of scholarships to students based on the results of each semester;

- analysis and processing of information based on the results of the interim and final certification and preparation of a report for the university management, the Academic Council and the rector’s office;

- organization of work to eliminate academic debt of students (registration of students to re-study disciplines, formation of academic streams for disciplines), together with the department for academic activities;

- formation of an order to transfer students from course to course, a list of advisers, the composition of certification commissions, the composition of appeal commissions;

- ensuring the organization of additional development of pedagogical programs by masters who have completed a specialized master's program.

- holding seminars and providing advisory support to the heads of structural divisions of the university and teaching staff on issues of ongoing monitoring, intermediate and final certification of students.

3.3 Maintaining documentation and preparing reports:

- reception, registration and execution of incoming department documents;

- preparation, registration and distribution of outgoing documents in agreement with the director of the OR;

- preparation of materials on the areas of activity of the department for consideration at meetings of the Academic Council, rector’s office and other collegial governing bodies in agreement with the director of the OR;

- preparation of information on behalf of the university management in agreement with the director of the OR;

- preparation of current and annual reports on the results of work in the department’s areas of activity.

3.4 Compliance with the requirements of the Company’s internal regulatory documents and the current legislation of the RK.

**4 Relationships Registrar's Office**

4.1 OR interacts directly with the Member of the Board for Academic Affairs - the vice-rector.

4.2 Interaction with structural divisions is carried out in agreement with the director of the OR and with the participation of the heads of the relevant divisions.

**5 Responsibilities of the Registrar's Office**

5.1 The director of the OR is responsible for the proper implementation of the tasks and functions assigned to the department by these regulations, including for:

- organization of the work of the department, timely and high-quality implementation of orders, instructions, instructions of the rector of the university, in accordance with the current regulations of the RK;

- rational and effective use of material and human resources entrusted to the department;

- the state of labor and performance discipline in the department, the performance by its employees of their official duties;

- compliance by department employees with internal regulations, sanitary and anti-epidemic regime, fire safety and safety precautions;

- maintaining documentation provided for by current regulatory documents, documentation of management systems;

- provision in the prescribed manner of reliable statistical and other information about the activities of the department;

- provision of reliable and high-quality information at the request of management;

- timely execution of applications for the formation of a plan for public procurement of goods and services;

- creation of a favorable moral and psychological climate in the team;

- material liability.

5.2 Department employees are personally responsible for:

- for failure to perform or improper performance of their official duties as provided for in the job description;

- violation of labor discipline;

- offenses committed in the course of carrying out their activities;

- causing material damage to the Company.

5.3 The degree of responsibility of department employees is established by their job descriptions.

5.4 For causing material damage to the Company, employees of the department bear responsibility as provided for by the current legislation of the RK.

**Appendix A**

(reference)

**The scheme of administrative and functional subordination**

**of the Registrar's Office**

Member of the Board for Academic Affairs - Vice-Rector

Registrar's Office

**Appendix B**

(mandatory)

Ф СО СМК 4.01.6/01

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| **APPROVAL SHEET** |
| Position, full name | Date of approval | Signature |
| Director of HR service A. E. Zhakisheva |  02 08 2023 y. |  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(signature) |
| A.H. of the DLSPPR. A. Sabitova  |  02 08 2023 y. | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(signature) |
| Standard control:Quality Engineer of the Accreditation and Quality Management System OfficeG. S. Bayakhmetova | 02 08 2023 y. |  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(signature) |

**Appendix C**

(mandatory)

Ф СО СМК 4.01.6/02

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| **REFERENCE LIST** |
| Full name, person who has read the document | Date of acquaintance with the document | Signature |
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**Appendix D**

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Ф СО СМК 4.01.6/03

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| **PERIODIC INSPECTION SHEET** |
| Order number and date | Inspection results | Date of entry | Full name, person who made the entry | Signature of the person making the entry |
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**Appendix E**

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Ф СО СМК 4.01.6/04

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| **REGISTRATION SHEET OF CHANGES AND ADDITIONS** |
| The sequence number of the change | The basis (№, date of order) | Date of introduction of the change | Date of the change | Full name, person who made the change | Signature of the person who made the change |
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