

**REGULATIONS ON THE STRUCTURAL UNIT** 

MANAGEMENT AND QUALITY SYSTEM

 **Approved by**

Head of the Board Apparatus

 \_\_\_\_\_\_\_N. Sakhanov

 \_\_\_\_\_\_\_, 2023

**REGULATIONS ON THE OFFICE OF STRATEGY AND QUALITY MANAGEMENT SYSTEM**

**Non-profit Joint Stock Company "Toraighyrov University"**

**Pavlodar**

**2023**

**Foreword**

﻿**﻿1 DEVELOPED** by the Working Group.

﻿﻿**2 DEVELOPERS.**

2.1 Working Group Leader: T. K. Manyalova - RWCT trainer, professor at ToU

2.2 Zhakisheva A. E. - Director of HR Service.

2. Ospanova B. B. - doctoral student of the Department of "Pedagogy and Psychology".

﻿﻿**3 INTRODUCED** by HR-service.

﻿﻿**4 APPROVED** by the Order from October 02, 2023 №9-26/41

 **5 INTRODUCED** from October 02, 2023

﻿﻿**6 INTRODUCED FOR THE FIRST TIME**

﻿**﻿7 EXPERT GROUP**

7.1 Head of the Expert Group: R.A. Sabitova - Acting Head of the Department of Legal Support and Public Procurement.

7.2 Matenova Zh. N. - Compliance Officer-Head of Compliance Service

7.3 Standardizer: Bayakhmetova G. S. - Quality Engineer of the Accreditation and Quality Management System Office

**8 PERIODICITY OF EVALUATION** of the regulations on the structural unit once in 3 years.

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**1 General Provisions**

1.1 The Office of Strategy and Quality Management System (hereinafter - OS&QMS) is a structural subdivision of Non-profit Joint Stock Company "Toraighyrov University" and is directly accountable to the Head of the Management Board of the Non-profit Joint Stock Company "Toraighyrov University".

Management Office of the Non-profit Joint Stock Company (hereinafter - NJSC)

"Toraighyrov University" (hereinafter - the Company).

1.2 OS&SMC

is created and reorganized by the order of the Chairman of the Board-Rector of "Toraighyrov University" (hereinafter - the Company).

Board-Rector of "Toraighyrov University".

1.3 The structure and staff of OSiSMC shall be approved by the Chief of Staff of "Toraighyrov University".

of the Board of "Toraighyrov University".

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

1.5 OS&SMK is headed by the head, who is appointed is dismissed from his position by the order of the Chairman of the Board-Rector.

1.6 In its activity OS&SMK shall be guided by:

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

﻿﻿- Civil Code of the RK 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 Republic of Kazakhstan "On Combating Corruption" dated January 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 09, 2004;

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- Concept of development of higher education and science in the Republic of

Kazakhstan for 2023 - 2029. Resolution of the Government of the Republic of Kazakhstan dated March 28, 2023 № 248.

- Qualification requirements for educational activities and the list of documents confirming compliance with them, approved by the order of the Minister of Education and Science of the Republic of Kazakhstan dated June 17, 2015 № 391;

- Qualification directory of positions of managers,

specialists and other employees, approved by the order of the Minister of Labor and Social Protection of the Republic of Kazakhstan dated December 30, 2020 № 553;

﻿﻿- Charter of NJSC "Toraighyrov University";

- other normative legal acts of the Republic of Kazakhstan;

﻿﻿- instructional letters and orders of the Ministry of Education and Science of the Republic of Kazakhstan;

- Code of Honor of teachers and staff of "Toraighyrov University"

(rules of service ethics);

- Internal Regulations of the Company;﻿

- The Company's labor regulations;

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

- Collective agreement between the collective of employees

the employer NJSC "Toraighyrov University";

- Mission, Policy and Goals of NJSC "Toraighyrov University";

- Development Program of NJSC "Toraighyrov University" for 2023-2029

years;

- Organizational and administrative documents of the Company;

- OS&SMC objectives;

- international standards in the field of quality management system;

- documents ensuring the functioning of

quality management system of the Company;

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

﻿﻿the state system of technical regulation;

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- advanced domestic and foreign experience in the field of accreditation and quality management systems;

- rules and norms of labor safety, fire safety, industrial sanitation and fire protection;

- these Regulations.

1.7 OS&SMC plans its activities for the academic year on the basis of the Development Program and Development Plan for 2023-2029 for the academic year, OS&SMC work plan, decisions of collegial management bodies, by the order of the Chairman of the Board-Rector. The OS&SMC work plan is approved by the Head of OS&SMC.

1.8 At the end of the academic year, the OS&SMC shall submit a report on the work done during the academic year to the Head of the Company's Management Board.

1.9 OS&SMC maintains documentation in the state and Russian languages in accordance with the nomenclature of cases and the order of office work established in NJSC "Toraighyrov University".

1.10 The requirements of this Regulation are mandatory for all employees of OS&SMK

**2 Main tasks of the Office of Strategy and Quality Management System**

The main tasks of the OS&QMS are:

- development, implementation, improvement and maintenance of the integrity of the quality management system of "Toraighyrov University" in accordance with international standards;

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

- maintaining documentation and preparing reports on areas of

office activities;

- ensuring confidentiality of official information;

- observance of established deadlines in the execution of tasks and assignments;

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

- timely preparation and coordination with HR-service of the vacation schedule of employees;

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

- timely fluorographic examination of employees and obtaining admission to work;

- qualitative maintenance of documentation in accordance with the nomenclature of cases;

- avoidance of corruption risks in the activities of the entrusted structural subdivision;

- Compliance with safety regulations by the employees of the structural subdivision

compliance with safety regulations by the employees of the structural subdivision;

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

- Compliance with the quality management system in the activities of the structural subdivision;

- compliance with the requirements of internal regulatory documentation

"Toraighyrov University" and the current legislation of the Republic of Kazakhstan;

- coordination of work on collection and processing of information necessary for

participation in national and international ratings;

- conducting internal university monitoring "Degree of satisfaction of students and faculty with the quality of educational services and ecosystem";

- Questionnaire survey of students "Student Satisfaction with teaching

teaching"; - student survey "Student satisfaction with teaching";

- student survey "Teacher in the eyes of the student" for the

Best University Teacher" contest.

- conducting questionnaires for employers/grantors and experts of educational programs;

- analyzing the system of bonuses for deans of faculties and heads of departments.

departments;

- development of recommendations for the improvement of the university's activity.

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**3 Functions of the office Strategy and quality management system**

3.1 Developing, implementing, improving and maintaining the integrity of the quality management system of "Toraighyrov University" in accordance with international standards:

- Participation in the formation and implementation of the principles of the university's activities in the field of quality management system in accordance with international standards ISO series 9000;

- participation in determining the composition of the main documents that ensure the functioning of the quality management system of the university;

- development, participation in the development and/or methodical support of the development of fundamental documents of the quality management system (documented procedures, organization standards, methodical instructions);

- information and methodological support

management of the university quality management system documentation at all stages of its life cycle (development, examination, coordination, approval, registration, replication, accounting, distribution, storage of documents, placement of documents on the educational portal of the university, verification, making proposals for revision, amendment or cancellation of documents);

- management of the fundamental documentation of the quality management system, maintenance of original files;

- ensuring the implementation of the requirements of the university quality management system in the practice of work of the university's structural units;

- Communicating the Company's Mission, Policies and Goals to

heads of structural subdivisions;

- informing the faculty, staff and students of "Toraighyrov University" of the fundamental documents of the quality management system through the educational portal;

- keeping up-to-date the information placed on the page "Quality Management System" of the educational portal;

- organization and control of management of records management on the quality management system in the structural units of the university;

- organizational and methodological guidance, coordination and control of the activities of all structural units of the university on the issues of quality management system;

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- informational and consulting support of the activities of

of structural subdivisions on the functioning of the quality management system;

- training of employees of structural subdivisions in the field of quality management system;

- control over compliance with the requirements of the quality management system;

- organizing and conducting internal audits and other checks

activities of structural subdivisions within the competence of the office;

- information and consulting support for internal auditors;

- organization of certification and inspection audits

of the quality management system by the certification organization;

- collecting and providing reliable data on the performance of the university quality management system processes required for self-assessment and analysis by the university management;

- ensuring the development and control over the implementation of corrective actions necessary to eliminate inconsistencies in the organization of processes and the quality of educational services provided;

- development of plans to improve the quality management system;

- examination of regulations and job descriptions of structural

subdivisions of the university;

- ensuring external relations of the university with legal and

individuals, whose professional activities are directly related to the organization of the quality management system functioning in accordance with international standards;

- realization within its competence of other functions in accordance with the goals and objectives of the Company.

3.2 Coordination and implementation of technical regulation activities

regulation:

- implementation of interaction with state bodies and

third-party organizations on issues of technical regulation;

- participation in conclusion of contracts in the field of provision of regulatory documentation;

﻿- ordering regulatory documentation at the request of structural subdivisions within the framework of concluded contracts;

- maintenance and updating of the Company's regulatory documentation fund;

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- provision of structural subdivisions with working copies of

regulatory documentation;

- standard control of quality management system documentation, educational and scientific literature, selective standard control of master's theses, diploma projects and works;

- information support and counseling of faculty, staff and students

faculty, staff and students on the issues of technical regulation and standard control.

3.3 Maintain records and prepare reports:

- Receiving, filing and executing incoming office documents;

- preparation, registration and distribution of outgoing documents in coordination with the Head of OS&SMC;

- preparation of materials on the activities of the department for consideration at the meetings of the Academic Council, Rectorate and other collegial management bodies in coordination with the head of OS&SMC;

- preparation of information on behalf of the University administration in coordination with the Head of OS&SMC;

- preparation of current and annual reports on the results of work in the areas of office activities.

3.4 Organization of HEI participation in academic ratings on assessment in the field of higher and postgraduate education, carried out by international (QS) and NPP Atameken:

- working with representatives of world and national rating agencies;

- submission of the main indicators of the university's activity to the rating agencies;

- performance of comparative analysis of participation of the university and other Kazakhstani universities in international and national ratings;

3.5 Monitor, analyze and collect strategic indicators of the university's goals and objectives.

3.6 Compliance with the requirements of the Company's internal regulatory documents and applicable laws of the Republic of Kazakhstan.

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**4 Relationship between the Strategy Office and the Quality Management System**

4.1 OS&QMS directly interacts with the Head of the Office of the

of the Company's Management Board.

4.2 Interaction with structural subdivisions is carried out in coordination with the Head of the OS&QMD and with the participation of the heads of the relevant subdivisions.

**5 Responsibility of the Strategy Office and Quality Management System**

5.1 Responsibility for the proper fulfillment of tasks and functions assigned to the office by this Regulation shall be borne by the head of the office, including for:

- The organization of the office work, timely and qualitative implementation of orders, instructions, instructions of the Chairman of the Board-Rector of the University, in accordance with the current regulatory legal acts

PK;

- rational and efficient use of material and human resources entrusted to the office

material and personnel resources entrusted to the office;

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

- Compliance of office employees with internal regulations, sanitary and epidemic regime, fire safety and safety equipment;

- Maintaining the documentation required by applicable regulatory and legal documents and management system documentation;

- provision of reliable statistical and other information on the activities of the office in accordance with the established procedure;

- Providing reliable and quality information as requested by management;

- timely execution of requests for the formation of the plan

timely execution of requests 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 responsibility.

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5.2 Office staff shall be personally liable for:

- for non-performance or improper performance of their job duties as stipulated in the job description;

- violation of labor discipline;

- offenses committed in the course of their activities;

- causing material damage to the Company.

5.3 The degree of responsibility of office employees shall be established by their job descriptions.

5.4 For causing material damage to the Company, the office staff shall bear responsibility provided for by the current legislation of the Republic of Kazakhstan.

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**Annex A (Reference)**

**Scheme of administrative and functional subordination of the Strategy office and the quality management system**

Office of Strategy and Quality Management System

Chief of Staff of the Management Board

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**Annex B (Mandatory)**

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| **APPROVAL SHEET** |
| Position, full name | Date of approval | Signature |
| Director of HR - service Zhakisheva A.E. | October 02, 2023 |  |
| Acting Head of DLSPP Sabitova R.A. | October 02, 2023 |  |
| Standard control: quality engineer of OS&SMKBayakhmetova G.S | October 02, 2023 |  |

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**Annex С (Mandatory)**

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| **FAMILIARIZATION SHEET** |
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**Annex D (Mandatory)**

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| **PERIODIC INSPECTION SHEET** |
| Number and date of the order | Inspection results | Date of entry | Full name of the person who made the entry | Signature of the person who made the entry |
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**Annex E (Mandatory)**

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| **CHANGE AND AMENDMENT REGISTRATION SHEET**  |
| Change sequence number | Reason (No., date of order) | Date of introduction of the change | Date of introduction of the change | Name of the person who made the change | Signature of the person who made the change |
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