

REGULATION ON ADVISOR'S WORK

QUALITY MANAGEMENT SYSTEM

**Approved by**

Member of the Board

for Academic Affairs

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ P. Bykov

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_2022

**REGULATION ON ADVISOR'S WORK**

Non-profit Joint Stock Company "Toraighyrov University"

Pavlodar

2022

**Preface**

1. **DEVELOPED** by the Working Group.
2. **DEVELOPERS**

2.1 Head of the Working Group: Mustafina S.S. — Director of the Registrar's Office.

2.2 Tusupbekova M.Zh. — Deputy Dean for Academic Affairs, Faculty of Engineering.

2.3 Karipzhanova A.O. — Deputy Dean for Academic Affairs, Faculty of Humanities and Social Sciences.

1. **REVIEWED** by the HR Department.
2. **APPROVED** by Order No. \_\_\_ dated \_\_\_\_\_\_\_ 2023.
3. **IMPLEMENTED** from \_\_\_\_\_\_\_ 2023.
4. **REPLACES** - Regulation on Advisers at S. Toraighyrov Pavlodar State University
5. **EXPERT GROUP**

7.1 **Head** of the Expert Group: А.Zh. Kassenov – Director of the Department of Academic Affairs.

**Regulation Controller**: G. S. Bayakhmetova — Quality Engineer of the Office of Strategy and Quality Management System.

1. **REVIEW FREQUENCY**: once every 3 years.
   1. **Main Provisions**
   2. This Regulation defines the organization and the requirements for independent student work and independent student work under the guidance of a teacher, as well as its role in the educational process.
   3. 1.2 The work of an advisor is one of the key performance indicators of a university teacher and is considered in the faculty rating.
   4. **Normative References**

This regulation refers to the following normative documents:

IS ISO 9000:2015 Quality Management Systems. Fundamentals and Vocabulary.

IS ISO 9001:2015 Quality Management Systems. Requirements.

Order of the Minister of Science and Higher Education of the Republic of Kazakhstan dated July 20, 2022, No. 2 "On Approval of State Compulsory Standards for Higher and Postgraduate Education."

Order of the Minister of Science and Higher Education of the Republic of Kazakhstan dated September 23, 2022, No. 79 "On Amendments to the Order of the Minister of Education and Science of the Republic of Kazakhstan dated April 20, 2011, No. 152 'On Approval of the Rules for Organizing the Educational Process Based on the Credit System of Learning'."

Order of the Minister of Education and Science of the Republic of Kazakhstan dated March 20, 2015, No. 137 (with amendments as of October 6, 2022, No. 97) "On Approval of Requirements for Educational Institutions for Providing Distance Learning and Rules for Organizing the Educational Process via Distance Learning and Online Learning in Higher and/or Postgraduate Education Programs."

Academic Policy of Toraighyrov University, approved on August 27, 2021.

Code of Academic Integrity, approved on August 27, 2021.

DP QMS 7.5-01/02 Documented Information Management.

CS QMS 4.01.5-20 General Requirements for Structuring, Presentation, and Formatting of Quality Management System Documentation. Terms and Definitions.

CS QMS 9.01.6-22 Control and Evaluation of Students' Academic Achievements.

CS QMS 6.03.01-22 Anti-Corruption Standard.

CS QMS 5.03.01-22 Anti-Corruption Policy.

MI QMS 7.03.1-22: Anti-Corruption Guidelines.

MI QMS 4.03.2-22: Guidelines for Checking Written Works for Plagiarism.

**3. Terms and Definitions**

The following terms and definitions are used in this document in accordance with ISO 9000 and CS QMS 4.01.5.

In addition to these, the organization’s standard establishes the following terms and their definitions:

1. **Academic Freedom** – a set of powers granted to the participants of the educational process, enabling them to independently determine the content of education for elective courses, additional types of training, and the organization of educational activities, with the aim of fostering conditions for the creative development of students and faculty and the application of innovative teaching technologies and methods.
2. **Academic Period (Term)** – a period of theoretical training determined independently by the educational institution, which may take one of three forms: semester, trimester, or quarter.
3. **Academic Credit** – a standardized unit for measuring the volume of scientific and/or educational work (workload) of a student and/or instructor.
4. **Academic Calendar** – a calendar outlining academic and assessment events, professional internships, and vacation periods (holidays and breaks) throughout the academic year.
5. **Academic Mobility** – the movement of students or faculty members to study or conduct research for a defined academic period (semester or academic year), either domestically or abroad, with mandatory credit transfer for completed academic programs and courses in the form of academic credits.
6. **Active Handouts (APM)** – visual materials distributed during classes to motivate students toward creative and successful understanding of the subject matter (lecture notes, references, slides, examples, glossaries, and assignments for independent work).
7. **Academic Integrity** – a set of values and principles that express a student’s honesty in academic work, including the completion of written assignments (essays, term papers, theses, dissertations), exam responses, research, expression of personal views, interaction with academic staff and fellow students, and in the assessment process.
8. **Academic Rating of a Student (Rating)** – a quantitative indicator of the level of mastery of the educational program by a student, including courses, modules, and other types of academic activities, compiled based on the results of interim assessments;
9. **Learning Achievements of Students** – the knowledge, skills, abilities, and competencies acquired by students during the learning process, reflecting the achieved level of personal development;
10. **Final Attestation of Students (Qualification Examination)** – a procedure conducted to determine the extent to which students have mastered the curriculum, modules, and other types of academic activities stipulated by the educational program in accordance with the state compulsory standard of the respective education level.  
    The final attestation of students accounts for no less than 12 academic credits within the total volume of the higher education program.
11. **Independent Work of a Student (hereafter referred to as IWS)** – work on a specified list of topics designated for independent study, provided with educational and methodological literature and recommendations. Depending on the category of students, it is classified as Independent Work of a Student (IWS), Independent Work of a Master's Student (IWM), and Independent Work of a Doctoral Student (IWD). The entire volume of IWS is confirmed by assignments requiring daily independent work from the student;
12. **Double-Degree Education** – the opportunity to study two educational programs and curricula in order to obtain two equivalent diplomas or one primary and a second additional diploma;
13. **European Credit Transfer and Accumulation System (ECTS)** – a method for transferring credits earned by a student abroad into credits that are recognized for obtaining a degree upon return to their educational institution, as well as for accumulating credits within educational programs;
14. **Individual Educational Plan** – an educational plan formed by the student for each academic year with the assistance of an advisor, based on the educational program and the catalog of elective courses and/or modules;
15. **Credit Mobility** – the temporary relocation of students abroad for a limited period of study or internship as part of their ongoing education, with the goal of accumulating academic credits;
16. **Supplementary Educational Program (Minor)** — a set of courses and/or modules and other types of academic work chosen by the student for the purpose of acquiring additional competencies.
17. **Core Educational Program (Major)** — an educational program chosen by the student for the purpose of acquiring key competencies.
18. **Credit-Grade Letter System for Academic Achievement Assessment** — a system for assessing the level of academic achievements in points, corresponding to the internationally accepted letter grading system with a numerical equivalent, allowing for the ranking of students.
19. **Course Enrollment** — the procedure of registering students for academic courses.
20. **Independent Work of the Student under Teacher’s Supervision (CPS)** — academic work conducted by the student under the guidance of a teacher, according to a separate schedule. Depending on the category of students, it is subdivided into: Independent Work of Undergraduate Students under Teacher's Supervision (CPS), Independent Work of Master's Students under Teacher's Supervision (CMP), and Independent Work of Doctoral Students under Teacher's Supervision (CDP).
21. **Credit-Based Learning Technology** — learning based on the student's choice and independent planning of the sequence of courses and/or modules, with the accumulation of academic credits.
22. **Postrequisites** — courses and/or modules and other types of academic work that require the knowledge, skills, abilities, and competencies acquired upon the completion of a particular course or module.
23. **Prerequisites** — courses and/or modules and other types of academic work that contain the knowledge, skills, abilities, and competencies necessary for mastering the course or module being studied.
24. **Transcript** — a document containing a list of completed courses and/or modules and other types of academic work for a specified period of study, indicating the credits and grades.
25. **Tutor** — a teacher who acts as an academic advisor for a student in mastering a specific course and/or module.
26. **Grade Point Average (GPA)** — a weighted average of a student’s academic performance over a specified period according to the chosen program (the ratio of the sum of products of credits and the numerical equivalent of grades for all types of academic work to the total number of credits for those types of work during the given study period);
27. **Advisor** — a faculty member who acts as an academic mentor for students in the relevant educational program, assisting in choosing the learning trajectory (forming an individual study plan) and mastering the educational program during the study period;
28. **Bachelor's Degree** — an undergraduate level of higher education aimed at preparing graduates with the awarding of the degree "Bachelor" in the relevant educational program, requiring the completion of at least 240 academic credits;
29. **Master's Degree** — a postgraduate level of education aimed at preparing graduates with the awarding of the degree "Master" in the relevant educational program, requiring the completion of at least 60-120 academic credits;
30. **Doctoral Studies** — a postgraduate level of education, where the educational programs are aimed at preparing individuals for scientific, pedagogical, and/or professional activities, with the awarding of the degree of Doctor of Philosophy (PhD) (Doctor in the field) requiring the completion of at least 180 academic credits;
31. **Student (including undergraduates, master’s students, doctoral students)** — individuals receiving educational services;
32. **Ongoing Assessment** — systematic evaluation of students' knowledge, skills, and competencies on specific topics, sections, or modules according to the course syllabus, conducted by the instructor during scheduled class and extracurricular activities throughout the academic period;
33. **Module Examination** — assessment of students' academic achievements upon the completion of a major section (module) of a course;
34. **Intermediate Certification** — a procedure for evaluating the level of students' academic achievements (knowledge, skills, and competencies) according to the course syllabus after the completion of the course;
35. **Registrar’s Office** — an academic service responsible for recording the history of students' academic achievements, including credits earned, organizing intermediate and final assessments, and calculating academic rankings;
36. **Examination Session** — a period of intermediate assessment for students at higher education institutions.
37. **Final assessment** — the evaluation of students' academic achievements to assess the quality of their grasp of the curriculum, conducted during the period of interim certification in the form of an exam. If the course spans several academic periods, the final assessment may cover only the portion of the course studied during the current academic period.
38. **Academic achievements of students** — the knowledge, skills, abilities, and competencies acquired by students during their studies, reflecting the level of personal development achieved.
39. **Competencies** — the ability of students to practically apply the knowledge, skills, and abilities acquired during their studies in professional activities.
40. **Assessment of academic achievements of students** — the evaluation of students' knowledge through various forms of assessment (current, milestone, and final) and certification, determined independently by the higher education institution.
41. **Thesis** — a final work that represents a synthesis of the results from a student's independent study of a relevant problem corresponding to the profile of the educational program.
42. **Diploma project** — a student's final work representing an independent solution to practical problems related to the profile of the educational program, carried out using project approaches and/or in the form of business projects, models, creative projects, and other types of projects.
43. **Master’s thesis** — the final work of a graduate student in a scientific-pedagogical master’s program, consisting of an independent scientific study that includes theoretical and/or practical developments of a relevant problem in the chosen educational program, based on contemporary theoretical, methodological, and technological advances in science and technology.
44. **Master’s project** — the final work of a graduate student in a specialized master’s program, consisting of an independent study that includes theoretical and/or experimental results, aimed at solving practical problems related to the chosen educational program.
45. **Doctoral Dissertation** — A scientific work of a doctoral candidate, representing an independent research study in which theoretical propositions are developed, the sum of which can be qualified as a new scientific achievement, or a scientific problem is solved, or scientifically justified technical, economic, or technological solutions are presented.
46. **Descriptors** — Descriptions of the level and scope of knowledge, skills, abilities, and competencies acquired by students upon completing a higher education program of the corresponding level (stage) of higher and postgraduate education, based on learning outcomes, developed competencies, and academic credits.
47. **Current Academic Rating** — A score indicating the current academic performance of a student, calculated as the arithmetic mean of all grades received during the study of a major section (module) of a single academic discipline.
48. **Plagiarism** — The verbatim reproduction of another author’s (or collective, organization, or community's) work without acknowledging the authorship (i.e., presenting it as one’s own), whether intentional or unintentional.
49. **Distance Learning** — Education conducted through interaction between educators and students at a distance, including the use of information and communication technologies and telecommunications.
50. **Massive Open Online Course (MOOC)** — An educational course with widespread interactive participation, utilizing e-learning technologies and open access via the Internet.
51. **Educational Portal** — An information system designed to provide participants in the educational process access to informational resources and educational services through an information and telecommunications network.
52. **Online Course** — An educational program that allows obtaining knowledge, skills, and competencies via the Internet in real-time, including the use of previously recorded video lectures.
53. **Online Learning** — A form of education for specific training directions in which the student receives higher and/or postgraduate education through information and communication technologies and the Internet, enabling interaction between the educator and the student regardless of spatial and temporal distance.
54. **Online Proctoring** — A system for verifying identity and confirming the results of online exams, which ensures the recording of sessions, recognition and identification of the person, analysis of head and body movements, monitoring noise levels, multi-face recognition, room recording requests in 360 degrees, and logging suspicious events.
55. Learning Management System (LMS) — a platform for administering educational courses, including a set of instructional materials and tools that support remote and online learning for the interaction of participants in the educational process.
56. Digital footprint of a learner — a set of verified data on the outcomes of educational activities, recorded on the LMS (Learning Management System) and/or other platforms or information systems.

**4. General Provisions**

4.1 The advisor represents the academic interests of students and participates in the preparation of all necessary informational materials for organizing the educational process. They provide support to the student and assist in the development and adjustment of the individual study plan.

4.2 The advisor is appointed from the teaching staff. The list of advisors is approved by the dean of the faculty.

4.3 The advisor must possess the necessary academic knowledge in the specialized disciplines included in the student's individual study plan (ISP), maintain relationships with the teaching staff and students, follow corporate and professional ethics, and take a creative approach to their work.

4.4 The advisor conducts organizational, methodological, and advisory work throughout the student's entire period of study.

4.5 The advisor assists students in forming an individual learning trajectory and mastering the educational program.

4.6 The advisor helps the student not only in choosing their educational path but also in determining their personal development trajectory. They assist the student in identifying their extracurricular interests, selecting a form of community involvement, and informing the student about the available opportunities at the university for realizing their creative potential.

4.7 The advisor may also assist the student in resolving future career-related questions, determining the direction of research, selecting a thesis supervisor, choosing a thesis topic, and determining the location for professional internships.

4.8 The student must be not only professionally competent but also a well-rounded specialist. In this regard, the advisor's activities should aim to develop the student's worldview and civic foundations based on moral values and the historical experience of Kazakhstan.

4.9 An advisor supervises students throughout the entire study period.

4.10 It is possible for one individual to serve both as an advisor and a curator.

**5. Procedure for Selecting the Educational Pathway of Students**

**5.1** A student independently forms an individual educational trajectory based on the main (standard) curriculum of the educational program and the Catalogue of Disciplines (Modules). The student selects the required number of compulsory and elective disciplines (modules), which are reflected in the Individual Study Plan (ISP). After this, in accordance with the main (standard) curriculum of the educational program and the individual study plans of the students, a working curriculum for the educational program is formed for the academic year.

**5.2** Individual study planning is done for each semester by the student under the guidance of an advisor.

**5.3** Departments are required to provide advisors in advance with complete information about the number of elective disciplines and their brief descriptions to be shared with the students.

**5.4** Students' ISPs are created in electronic form on the university portal and can be viewed electronically in their personal account.

**5.5** The student is responsible for the composition of the ISP and for fully mastering the course of study in accordance with the requirements of the working curriculum of the educational program.

**5.6** For shortened educational programs (based on prior higher or secondary vocational education), a comparative transfer statement of credits is formed in advance and approved by the Registrar's Office.

**5.7** If there are no objections, the advisor reviews the ISP in electronic form in the personal account, and it is approved by the dean of the faculty.

**5.8** Departments are required to provide students, through advisors, with complete information about the number and content of elective disciplines, along with presentations of the disciplines on the university portal in advance.

**5.9** Classes for each discipline and the formation of the schedule are carried out based on the students' registration for the disciplines.

**5.10** Student registration for academic disciplines is conducted in their personal account with the methodological and consultative assistance of advisors. The registration periods are specified in the Academic Calendar.

**5.11** Students register for courses after thoroughly discussing their individual learning trajectory with an academic advisor, who provides clarification on course selection in accordance with the approved curricula and the course catalog.

**5.12** For students utilizing distance learning technologies, a tutor is assigned to help them create an individual study plan.

**5.13** The maximum number of credits included in a student’s individual study plan must correspond to the number of credits established by the standard curriculum for the current semester and academic year.

**5.14** Information about the courses, including their brief descriptions, is available in the course catalog (modules), which is communicated to students by the departments and advisors, and is also published in the university's "Elearning CDT" system.

**5.15** The selection of courses (modules) must take into account the sequence in which courses are studied. A student cannot be registered for a course if they have not completed the prerequisites for that course in the previous semester.

**5.16** Department heads and advisors are responsible for timely informing students with academic debts about opportunities to make up for them during subsequent periods of theoretical study in order to comply with the prerequisite principle.

**5.17** A student has the right to modify their individual study plan within the framework of the approved curriculum before the start of theoretical classes during the registration period specified in the Academic Calendar.

**5.18** Students, master’s, and doctoral students studying at foreign universities based on international exchange programs or partnership programs within the framework of academic mobility may have the credits they earned abroad in courses corresponding to the approved curriculum of the university’s educational program recognized.

**6 Rights and Responsibilities of the Advisor**

The responsibilities of the advisor include:

**6.1** Developing a work plan that includes group and individual meetings with assigned students on matters specified by this Regulation and existing normative-instructional documents.

**6.2** Assisting the student in selecting academic plan subjects during course registration and in creating an individual study plan (ISP).

**6.3** Assisting in making changes to the student's individual study plans if necessary. The advisor is responsible for ensuring that the students fulfill their approved ISPs.

**6.4** Monitoring the academic performance of assigned students and maintaining communication with the Registrar’s Office of their faculty.

**6.5** Conducting educational work with assigned students on improving their academic performance, discipline, and attendance, as well as encouraging participation in the University's community life.

**6.6** Submitting an annual report on their work at department meetings.

**6.7** Regularly visiting students residing in dormitories and assisting them in resolving domestic and social issues.

**6.8** Maintaining contact with students' parents or relatives and gathering and providing necessary social information about the students.

**6.9** Involving students in the social activities of the department, faculty, and university.

**6.10** Timely informing the head of the department, faculty administration, and students' parents (or relatives) on issues related to students' academic and extracurricular activities.

**Advisory Activities of the Advisor Include:**

* Introducing students to the rules for organizing the educational process;
* Identifying students' priorities, inclinations, and capabilities;
* Familiarizing them with standard and working academic plans and the catalog of elective courses, requirements for forming a list of compulsory and elective components, prerequisites, and post-requisites for courses;
* Explaining the basics of the credit system of education, defining credits as a standardized measure of workload, and the ways to master them;
* Clarifying the main provisions of the internal regulations in academic buildings and dormitories, as well as the consequences of their violation;
* Informing students about available opportunities for creative self-expression at the university, and encouraging participation in student associations, academic clubs, interest groups, amateur artistic circles, sports sections, and more.

**The Advisor Has the Right to:**

* Verify compliance with the rules for conducting ongoing, midterm, and final assessments in all subjects;
* Participate in the work of commissions (councils) dealing with academic performance and the academic status of students;
* Monitor the academic performance of assigned students;
* Track the accuracy of information entered into the portal for each assigned student, at least once per semester;
* Request timely and complete information from the department about the number of elective courses and their descriptions for students;
* Participate in discussions of all issues related to the students they supervise;
* Propose improvements to academic and extracurricular activities.

**Appendix A**

(mandatory)

F CS QMS 4.01.6/01

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| **APPROVAL SHEET** | | |
| Position, full name. | Date of approval | Signature |
| Director of DAA  Kassenov A.Zh. | \_\_\_\_20\_\_ |  |
| Standard control:  Quality engineer  OSQMS  Bayakhmetova G. | \_\_\_\_20\_\_ |  |

**Appendix B**

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F CS QMS 4.01.6/02

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| **REFERENCE LIST** | | |
| Full name of the person who has read the document | Date of familiarization with the document | Signature |
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**Appendix C**

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F CS QMS 4.01.6/03

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| **PERIODIC INSPECTION RECORD SHEET** | | | | |
| Order number and date | 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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**Appendix D**

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F CS QMS 4.01.6/04

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| **REGISTRATION SHEET FOR CHANGES AND ADDITIONS** | | | | | |
| Change sequence number | Reason (No., date of order) | Date of introduction of the change | Date of change | Full name of the person who introduced the change | Signature of the person who introduced the change |
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