

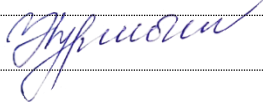
Коммерциялық емес мекеме
«Білім беруді және
денсаулық сақтауды сапамен
қамту бойынша Еуразиялық
орталығы»



Некоммерческое Учреждение
«Евразийский Центр
Аккредитации и обеспечения
качества образования и
здравоохранения»

**Non-governmental non-profit organization " Eurasian Centre for Accreditation and
Quality Assurance in Higher Education and Healthcare "**

**REGULATION
ON THE ACCREDITATION AND MONITORING DEPARTMENT**

<i>Position</i>	<i>Signature</i>	<i>FULL NAME.</i>
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1. GENERAL PROVISIONS

- 1.1. The Accreditation and Monitoring Department, hereinafter referred to as the “Department”, is an independent structural subdivision of the non-governmental non-profit organization “Eurasian Centre for Accreditation and Quality Assurance in Higher Education and HealthCare”, hereinafter referred to as the “ECAQA”.
- 1.2. The department was created by order of the Director General (Minutes No. 7 dated September 7, 2017) and operates on the basis of the Charter of the ECAQA and these Regulations. The department forms part of the ECAQA’s organisational structure, as approved on 23 December 2025 (Order No. 36).
- 1.3. The liquidation of the Department is carried out in accordance with the order of the Director General with the distribution of his individual functions between other structural divisions of the ECAQA and the implementation of the appropriate procedures for transferring employees of the division to another job or reducing the staff in accordance with the current labour legislation.
- 1.4. The department is not a legal entity.
- 1.5. The department can have its own symbols and stamps.
- 1.6. In carrying out their activities, the employees of the Department are guided by:
 - The Charter of the ECAQA;
 - Labour agreement of the Director General of the ECAQA;
 - Internal Labour Regulations of the ECAQA;
 - legislative and other regulatory legal acts of the Republic of Kazakhstan, applicable standards, international norms, regulatory documents and methodological materials on issues related to the field of activity of the ECAQA;
 - Order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated September 29, 2017 No. 263 “On Approval of the List of Standard Documents Formed in the Activities of State and Non-State Organizations, with Indication of Retention Period”;
 - approved internal regulatory documents of the ECAQA (regulations, instructions, rules, standards, and others);
 - decisions of the Accreditation Board of the ECAQA;
 - orders of the Director General of the ECAQA;
 - by this Regulation.

2. STRUCTURE OF THE DEPARTMENT

- 2.1. The department is a structural subdivision of the ECAQA;
- 2.2. The department does not have its own structure.
- 2.3. The department has a staff approved by the order of the Director General of the ECAQA.
- 2.4. The change in the staff and size of the Department is made by order of the Director General of the ECAQA, depending on the volume of production activities of the ECAQA, if necessary, the appropriate procedures for staffing, changing or reducing the staff in accordance with the current labour legislation, and making appropriate changes to this Regulation.
- 2.5. The staff of the Department annually at the beginning of the calendar year is coordinated and approved by the order of the Director General of the ECAQA.
- 2.6. The department includes: the head of the department, managers and the methodologist. The composition may vary depending on the volume of work performed by the department and is approved in the staffing table.
- 2.7. Appointment, qualifications, job duties, rights and responsibilities of the head of the Department and each job category that is part of the Department, are determined by the relevant job descriptions.

3. GOVERNANCE, ACCOUNTABILITY AND INTERACTION

- 3.1. The direct management of the department is carried out by an employee whose position is defined as the "head of the department", who is appointed and dismissed by order of the Director General or other authorized official of the ECAQA in the manner prescribed by the current labour legislation and internal regulations of the ECAQA.
- 3.2. The direct head of the Department is the Director General of the ECAQA.
- 3.3. The department in its work is accountable to:

- The Director General - on all issues related to the activities of the Department;
- Scientific Consultant - on issues related to the accreditation process, and on other issues within the competence of the Scientific Consultant.

3.4. In carrying out its activities, the department is in cooperation with:

- Head of the International Cooperation Department and public relations - on the issues of attracting foreign experts to the external expert commissions for accreditation, stakeholder and community outreach;
- The head of the planning and administration department - on the implementation of the strategic and operational plan, management and financing of activities included in the tasks of the Department, fulfilment of obligations under agreements for accreditation and agreements for the provision of paid services by accreditation experts;
- Head of IT and Public Relations Department - for information support of the Department's activities and activities for accreditation and monitoring;
- Scientific consultant - on external expert evaluation of educational organizations and educational programmes within the framework of accreditation and on methodological support of the accreditation and monitoring procedure;
- Expert Board - on the issues of expert evaluation of the quality of the accreditation procedure and methodological materials for the accreditation;
- By the Accreditation Board - on organizing a meeting of the Accreditation Board and keeping protocol;
- By the Appeal Commission - on the issues of external expert assessment within the framework of accreditation, compliance with the code of ethics by experts and conflicts of interest of experts;
- Complaints Commission - on complaints that have arisen in the process of external expert evaluation within the framework of accreditation or in relation to employees of the Department.

3.5. The instructions and orders of the superior manager, issued by him within his competence, are binding on the employees of the Department.

3.6. The Director General is the first head of the ECAQA, who carries out general management of the ECAQA and coordinates the activities of all its structural divisions.

3.7. Orders and instructions of the Director General take precedence over orders and instructions of any other officials of the ECAQA and are binding on all structural divisions and employees of the ECAQA.

3.8. Internal reporting forms and formats for providing information (data), the procedure and frequency of their submission are approved by the Director General and are mandatory for all structural divisions and employees of the ECAQA.

4. GOALS AND OBJECTIVES OF THE DEPARTMENT

4.1. The main goal of the Department is the practical, organizational and methodological support of the accreditation process and post-accreditation monitoring of educational organizations and educational programmes.

4.2. The main tasks of the Department are:

- Organization of methodological support for the accreditation process and post-accreditation monitoring of educational organizations and educational programmes;
- Interaction with potential and existing Customers of the ECAQA and documenting this process;
- Coordination of the process of accreditation of educational organizations and educational programmes;
- Organization and coordination of the work of external expert commissions for accreditation;
- Formation and ensuring security of a database of accreditation experts;
- Information support of the results of external expert evaluation and accreditation of educational organizations and educational programmes;
- Coordination of the process of post-accreditation monitoring of educational organizations and educational programmes;
- Organization of training events on quality assurance and accreditation.

5. DEPARTMENT FUNCTIONS

5.1. As part of the implementation of the goals and objectives, the Department implements the following main functions and activities:

- Coordination of the development, implementation and updating of Accreditation Standards and Guidelines for the External Evaluation of Educational Organisations and Educational Programmes;
- Negotiating with potential Customers of the ECAQA;
- Preparation of information letters to potential Customers of the ECAQA;
- Drafting, signing, registration and monitoring of Accreditation Agreements;
- Formation of the composition of external expert commissions for accreditation, including correspondence with experts, execution of contracts with experts, execution of acts of services performed by experts, provision of logistics for members of external expert commissions;
- Coordination of the work of external expert commissions (providing experts with methodological materials, self-assessment reports, requesting reviews of reports from experts);
- Coordination of work with accredited educational organizations on self-assessment and preparation for an external visit of experts from the ECAQA;
- Quality control of the preparation and timely submission by the chairman of the external expert commission of the final report and presentation following the results of the external visit to the educational organization;
- Preparation of information letters based on the results of external expert evaluation and accreditation of educational organizations and educational programmes;
- Organization of sending information letters to accredited organizations and departmental ECAQAs (Ministry of Education and Science of the Republic of Kazakhstan, Ministry of Health of the Republic of Kazakhstan);
- Preparation of certificates of accreditation and their distribution to educational organizations;
- Participation in the organization of training seminars for the preparation of accreditation experts;
- Organization of training seminars to prepare educational organizations for the procedure of external expert evaluation within the framework of accreditation;
- Control of the timely provision by accredited educational organizations of self-assessment reports, attachments to reports and other documentation required for accreditation;
- Coordination of the process of post-accreditation monitoring of educational organizations and educational programmes;
- Quality control of the preparation and timely submission of action plans by accredited educational organizations to improve activities within the framework of post-accreditation monitoring;
- Collecting and storing reports of reports on the implementation of action plans to improve the activities of educational organizations or educational programmes within the framework of post-accreditation monitoring for 5 years;
- Coordination of the work of accreditation experts involved in the external assessment within the framework of accreditation of educational organizations and educational programmes;
- Formation, maintenance and storage of accreditation experts' database (paper and electronic) on a permanent basis;
- Preparation of documents on the results of the work of the EEC (reports) for the meeting of the Accreditation Board of the ECAQA;
- Providing information on the results of accreditation of educational organizations and decisions of the Accreditation Council on the ECAQA's website, in the EHEA register of the Ministry of Higher Education and Science of the Republic of Kazakhstan, to the management of accredited ECAQAs, to the authorized bodies;
- Organization of meetings of the Accreditation Council;
- Informing members of the Accreditation Board about the date and place of the next meeting;
- Maintaining documentation (agenda, protocol) of meetings of the Accreditation Council of the ECAQA and ensuring their storage for at least 5 years;
- Ensuring safe storage of reports on self-evaluation of educational ECAQAs, reports of external expert commissions and other materials on accreditation procedures for a period of not less than 5 years;

- Preparation of information on the Department's activities for the year to form the ECAQA's annual report;
 - Preparation of a report on the activities of the Department;
 - Participation in the preparation of comprehensive programmes, in the preparation of strategic and annual plans for the activities of the ECAQA;
 - Participation in the activities of the ECAQA.
- 5.2. The Department also implements other functions determined by the current legislation, internal regulations and organizational and administrative acts of the Administration of the ECAQA, directly related to the implementation of the goals and objectives set for the Department.
- 5.3. The department implements its functions through the administration of the Department.
- 5.4. The order of interaction of the Department with other structural divisions of the ECAQA is determined by internal regulatory documents and organizational and administrative acts of the administration of the ECAQA.

6. INFORMATION SUPPLY OF THE DEPARTMENT

- 6.1. The Department uses the following documentation:
- 1) orders and orders of the Director General of the ECAQA;
 - 2) Accreditation standards (by level of education and specialties);
 - 3) Self-assessment guides (by level of education and specialty);
 - 4) Profiles and criteria for assessing quality (by levels of education and specialties);
 - 5) agreements on accreditation with educational organizations;
 - 6) acts of services performed to agreements on accreditation with educational organizations;
 - 7) paid services contracts with experts;
 - 8) Acts of services performed to contracts for the provision of services for a fee with experts
 - 9) agreements / memorandums of cooperation with republican partners (professional associations, educational organizations, medical organizations, etc.);
 - 10) copies of certificates of accreditation (electronic database);
 - 11) copies of expert certificates (electronic database)
 - 12) protocol of the meeting of the Accreditation Board;
 - 13) protocol of the meeting of the Expert Board
 - 14) advertising materials about the ECAQA;
 - 15) correspondence with organizations;
 - 16) database of accreditation experts;
 - 17) self-assessment reports of educational organizations;
 - 18) Final reports of external expert committees;
 - 19) Action plans to improve the activities of educational organizations or educational programmes within the framework of post-accreditation monitoring;
 - 20) Reports on the implementation of action plans to improve the activities of educational organizations or educational programmes within the framework of post-accreditation monitoring;
 - 21) annual report on the work done.
- 6.2. The procedure for storing, issuing and sending documentation and other information is determined by the Regulations on the management of the records of the ECAQA.

7. FINAL PROVISIONS

- 7.1. This provision is part of the organizational support for work with personnel at the ECAQA.
- 7.2. This Regulation presents the main norms governing the legal position of the Department in the general structure of the ECAQA and the scope of its activities, which can be changed, clarified or supplemented in the process of production and economic activities of the ECAQA by internal regulatory documents and organizational and administrative acts of the administration of the ECAQA, issued in the prescribed manner ...
- 7.3. The function of monitoring the execution and timely updating of this regulation is assigned to the head of the Department, who ensures that it is communicated to the subordinate employees and interested officials of the ECAQA.

- 7.4. Changes and additions to this regulation are made by drawing up a regulation on the Department in a new edition or by drawing up changes (additions) in the form of appendices to this regulation on the basis of an order of the Director General or another authorized official of the ECAQA, and are brought to the attention of the employees of the Department and interested officials of the ECAQA
- 7.5. This provision comes into force from the date of its approval and is valid until it is cancelled in accordance with the established procedure by the Director General or other authorized official of the ECAQA.
- 7.6. In the event of the abolition of the Department or approval of the regulations on the Department in a new edition, this provision becomes null and void.

Change registration sheet

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