

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



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

APPROVED BY



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

**REGULATIONS
ON THE DEPARTMENT OF INTERNATIONAL
COOPERATION AND PUBLIC RELATIONS**

<i>Position</i>	<i>Signature</i>	<i>FULL NAME.</i>
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CONTENT

1. GENERAL PROVISIONS	3
2. STRUCTURE OF THE DEPARTMENT.....	3
3. GOVERNANCE, ACCOUNTABILITY AND INTERACTION	3
4. GOALS AND OBJECTIVES OF THE DEPARTMENT	4
5. DEPARTMENT FUNCTIONS.....	4
6. INFORMATION SUPPLY OF THE DEPARTMENT	5
7. FINAL PROVISIONS	6
APPENDIX 1. CHANGE REGISTRATION SHEET	7
APPENDIX 2. FAMILIARIZATION SHEET.....	8

1. GENERAL PROVISIONS

- 1.1 The Department of international cooperation and public relations, hereinafter referred to as the "Department", is an independent structural subdivision of the Non-Commercial 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, in 2023, public relations functions are added to the Department) and operates on the basis of the Charter of the ECAQA and these Regulations.
- 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 Department 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;
 - approved internal regulatory documents of the ECAQA (regulations, instructions, rules, standards, and others);
 - decisions of the Accreditation Council of the ECAQA;
 - orders and 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 the 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: head of department, leading specialist. 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 Division;
 - Advisor - on issues related to the international activities of the ECAQA and other issues within the competence of the Advisor.

- 3.4. In carrying out its activities, the Department is in cooperation with:
- The head of the accreditation and monitoring department - on the issues of attracting foreign experts to the external expert commissions for accreditation;
 - 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 contracts with international partners;
 - Head of IT Department - on issues of information support for the activities of the Department and events for the international activities of the ECAQA;
 - Advisor - on the international activities of the ECAQA;
 - The Accreditation Council - on issues within the tasks and functions of the Department;
 - Complaints Commission - on complaints that have arisen against the 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, 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 international activities and cooperation with foreign partners, and ensuring prompt effective communication with the public and stakeholders.
- 4.2. The main tasks of the Department are:
- Formation of a programme of international cooperation;
 - Organization and coordination of the international activities of the ECAQA and cooperation with foreign partners;
 - Interaction with foreign partners of the ECAQA and documenting this process;
 - Participation in the formation of a database of foreign experts on accreditation;
 - Information support of the results of the work of the Department;
 - Participation in the organization of training events on quality assurance and accreditation;
 - Implementation of ongoing consulting and other assistance to units and employees of the ECAQA on international cooperation;
 - Implementation of information and representative activities;
 - Maintaining the main documentation of the ECAQA in English.
 - Development, approval, implementation of the policy of the ECAQA in the direction of public relations and control of its implementation;
 - Participation in information support of the activities of the ECAQA;
 - Ensuring prompt effective communication with the public and stakeholders;
 - Development of design of advertising and brand products of the ECAQA.

5. DEPARTMENT FUNCTIONS

- 5.1. As part of the implementation of the goals and objectives, the Department implements the following main functions and activities:
- Carrying out work on the establishment and development of relations of the ECAQA with foreign educational and scientific organizations;
 - Negotiating with foreign partners;
 - Drafting, signing, registration and monitoring of contracts / memorandums with foreign partners (international networks for quality assurance and accreditation, foreign medical education and science organizations, international organizations, etc.);

- Control of the timeliness of payment by the ECAQA of membership fees to international networks and registries for quality assurance in education and accreditation (WFME, ENQA, EQAR, INQAAHE, APQN, CHEA, CEENQA, etc.);
- Preparation of information letters in English on the instructions of the Director General and scientific consultant;
- Preparation of certificates of accreditation in English;
- Providing logistics for foreign experts involved in the work of external expert commissions for accreditation and training seminars;
- Organization of work programmes with foreign delegations;
- Organization of a cultural programme for foreign guests;
- Preparation of advertising printed materials about the ECAQA in English;
- Preparation of materials for the organization of international meetings (flags of states, cover cards in English, etc.);
- Providing information on international activities on the website of the ECAQA;
- Ensuring correspondence of the ECAQA with foreign partners in English;
- Maintaining the main documentation of the ECAQA in English;
- Translation into English at the request of the heads of other structural divisions of the ECAQA by prior agreement with the Director General.
- Preparation of information, reference and reporting materials on international cooperation;
- Preparation of a report on the activities of the Department;
- Participation in the organization of training seminars;
- Participation in the activities of the ECAQA;
- Participation in the preparation of comprehensive programmes, drawing up strategic and annual plans for the activities of the ECAQA;
- Participation in events of foreign partners;
- Representation of the ECAQA at international meetings and other events;
- Presentation of the international activities of the ECAQA;
- Participation in the implementation of projects in case of receiving grants;
- Determination of the composition of the main documents ensuring the effective functioning of the quality management system of the department.
- Coordination of the work of the structural units of the ECAQA for the implementation of the general policy in the field of advertising and public relations;
- Selection of forms and methods of interaction with the public, organizations, mass media;
- Preparation of advertising and branded products of the ECAQA;
- Preparation of press releases for events held by the ECAQA and their distribution in the organization of education and science;
- Making decisions on conducting comprehensive public opinion research in order to adjust the existing plans, programmes and concepts of the ECAQA's foreign and domestic policy in the field of public relations;
- Analysis of the work of the ECAQA in the field of public relations;
- Monitoring the activities of the ECAQA in the field of public relations;
- Monitoring compliance with the norms of the legislation of the Republic of Kazakhstan and international principles of professional conduct in the field of public relations 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. To carry out its functions, the department has the right:

- 1) Request and receive, in accordance with the established procedure, from the structural divisions of the ECAQA documents and other materials necessary for the work of the department;

- 2) Engage, by agreement, for the exercise of their powers, specialists from other departments of the ECAQA, independent experts.
- 3) Represent on behalf of the Director General at the international, republican, regional and local levels.

5.5. 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) Agreements / Memorandums of cooperation with foreign partners;
- 3) Reports on international activities;
- 4) registration of accredited educational institutions and educational programmes in international Registers – ENQA-DEQAR, APQN-DAQAR;
- 5) originals of certificates of membership of the ECAQA in international networks for quality assurance and accreditation;
- 6) a document on the monitoring of payment by the ECAQA of membership fees in international networks for quality assurance and accreditation;
- 7) records of conversations between the management of the ECAQA and foreign representatives;
- 8) advertising materials about the ECAQA;
- 9) materials of international conferences, symposia and seminars held or in which the ECAQA took part;
- 10) correspondence with foreign organizations;
- 11) information about foreign partner organizations of the ECAQA;
- 12) list of foreign experts;
- 13) the brand book of the ECAQA;
- 14) 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

[illegible]

REFERENCE LIST

WITH THE REGULATIONS ON THE DEPARTMENT OF INTERNATIONAL
COOPERATION AND PUBLIC RELATIONS

Sheet of familiarization with regulations

the date	Full name	Position	Signature
10/27/2020	Sarsenbaeva D.B.	Head of International Cooperation Department	
04/14/2021	Tursynbayeva M.B.	Specialist of International Cooperation Department	
04/03/2024	Amandykov Alibek	Head of Department of international cooperation and public relations	