

"AL-FARABI KAZAKH NATIONAL UNIVERSITY" NON-PROFIT JOINT STOCK
COMPANY

QUALITY CONTROL OF THE EDUCATIONAL PROCESS

PRO KazNU 708-21

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1. GENERAL PROVISIONS

1.1. This procedure "Quality control of the educational process" (hereinafter PRO KazNU) was developed to control the quality of the educational process at the al-Farabi Kazakh National University (hereinafter - University).

1.2. The requirements of this procedure apply to educational processes.

1.3. All work under this procedure is controlled by the heads of departments, the Quality Control Service for Educational Programs and internal auditors.

1.4. The procedure is mandatory for all structural units involved in the educational process.

1.5. This procedure is an internal regulatory document of the University and is not subject to presentation to other parties, except for auditors of certification bodies when conducting audits of management systems, as well as to partner consumers (at their request) with the permission of the Rector of the University.

2. NORMATIVE REFERENCES

2.1. This procedure has been developed taking into account the requirements of the following regulatory documents:

MS ISO 9001:2015 QMS KazNU 001-21	Quality management systems. Requirements. Documented procedures of the QMS of the University
Academic policy of the Al-Farabi Kazakh National University	
Regulatory acts of the Ministry of Education and Science of the Republic of Kazakhstan and documented QMS procedures	

2.2. This procedure introduces the following forms:

F KazNU 708-01-2 1	Schedule of mutual attendance of lecturers of the department
F KazNU 708-02-21	Open class schedule
F KazNU 708-03-21	Journal of Mutual attendance
F KazNU 708-04-21	Feedback on the results of attending a lesson
F KazNU 708-05-21	Questioning "Lecturer through the eyes of students"

3. TERMS AND DEFINITIONS

Handouts - visual illustrative material distributed during the lesson to motivate the student to successfully master the topic creatively (abstracts, lectures, links, examples, glossary, assignments for independent work, etc.).

Syllabus - a discipline curriculum that includes a description of the discipline being studied, the goals and objectives of the discipline, a summary of its content, topics and duration of the study, tasks for independent work, consultation time, a schedule for testing students' knowledge, lecturer requirements, criteria for assessing students' knowledge and a bibliography.

Educational and methodological work - the activity of the university to provide the educational process with psychological, pedagogical, didactic, methodological and educational material objects in order to achieve its educational, educational and developmental goals.

Educational achievements of students - the level of knowledge, skills, abilities and competencies demonstrated by the student on the discipline (module) or component of the educational program, confirmed by the corresponding assessment on the point-rating scale.

Educational and methodological complex of the discipline (EMCD) - a document consisting of a syllabus, a brief summary of lectures, tasks for laboratory, practical and seminar classes, assignments for IWS / IWM / IWD, educational and practical material for independent work on topics and types of classes (cases, collections of tasks, articles for analysis, etc.), maps of the methodological support of the discipline.

4. DESIGNATIONS AND ABBREVIATIONS

EMCD	Educational-methodical complex of the discipline
IS	International standard
ISO	International Organization for Standardization
IWD	Independent work of a doctoral student
IWM	Independent work of a master student
IWS	Independent work of a student
PRO KazNU	Documented procedure of the University
QMS	Quality Management System
University	al-Farabi Kazakh National University

5. TASKS

5.1 Quality control of the educational process includes:

- quality control of students' training (PRO KazNU 706-21 Assessment of students' knowledge);
- quality control of training sessions.

5.2. The system for assessing the quality of teaching of individual disciplines is based on the principles defined by the mission and strategy of the university:

- constant monitoring of the level of quality and implementation of actions aimed at improving this level;
- involvement of students in quality assessment procedures;
- inclusion of employers, representatives of professional associations and scientific communities, independent experts in the circle of subjects for assessing the quality of education;
- transparency of quality assessment procedures and making informed decisions based on the analysis of complete and objective information;
- recognition of the responsibility of the university management, heads of structural divisions and each employee for quality assurance;
 - merit recognition.

5.3 The procedures for assessing the quality of teaching are provided by statistical, sociological and pedagogical methods by:

- conducting self-assessment at the level of teaching staff, department;
- conducting a quality assessment by a group of experts;
- assessments by experts;
- quality assessment of EMCD;
- evaluation of written and creative works of students
- conducting open classes;

– organization of mutual attendance.

5.4 The objects of assessment of the quality of teaching are:

– qualifications of the teaching staff (basic education, availability of academic degrees and titles, knowledge of innovative methods and technologies, research and methodological activity, regularity of advanced training);

– resources for teaching (the position of the discipline in the curriculum, the distribution of credits by type of occupation, the provision of EMCD, the provision of control materials, the provision of educational and methodological literature);

– organization of educational work by the lecturer (correspondence of educational and methodological materials to the discipline program, the current state of science, the goals of the educational program, the form and technology of conducting classes, monitoring and evaluation, methodological support for independent work of students, the labor discipline of the lecturer, the academic discipline of students, the current progress of students);

– efficient use of resources (use of technical means in the classroom, library resources, teaching and laboratory equipment);

– the level of training of students in the discipline (learning achievements in the discipline, student satisfaction with learning outcomes).

– questioning students.

6. PLANNING

6.1. In order to constantly improve the quality of the educational process, the departments develop schedules for mutual attendances and open classes for each academic semester (F KazNU 708-01-21, F KazNU 708-02-21).

6.2. When developing schedules, the following requirements must be taken into account:

– checking of seniors by juniors is not allowed. At the same time, attendances by juniors may be carried out in order to improve their qualifications;

– friendliness and constructiveness of all attendances;

– the topics of the classes attended should not be duplicated from year to year;

– immediately before receiving a recommendation from the department for promotion or submitting documents for participation in the "Best Lecturer of the Year" competition, the lecturer must conduct an open lesson;

– the results of the lecturer's previous attendance to the class should be taken into account;

– each lecturer must attend at least five training sessions of their colleagues.

7. CRITERIA AND METHODS FOR ASSESSING THE QUALITY OF A LESSON

7.1. The following criteria are used to evaluate the quality of a lesson:

– Professional knowledge of the material and rational use of time in the classroom;

– Accessibility of the material presented (the lecturer clearly and logically explains the material, comments on difficult points, highlights the main thing in the topic);

– Use of innovative technologies and interactive tools;

– The ability to communicate with the audience (monitors the reaction of the audience, knows how to translate the discussion into a constructive direction);

– Erudition and culture of speech (the lecturer's speech is professional, expressive, understandable, allows to make the necessary notes);

– Personal qualities of the lecturer (culture and demeanor, appearance).

7.2. Evaluation is carried out on a five-point scale (F KazNU 708-04-21 and F KazNU 708-05-21), then the grade is calculated in % and the average between the grade of class attendance, the grade of students and the results of the examination of EMCD is displayed.

8. MUTUAL ATTENDANCE OF CLASSES BY LECTURERS

8.1. Mutual attendance of classes by lecturers is carried out based on the approved schedule (F KazNU 708-01-21).

8.2. Lecturers appointed to conduct the review must:

- agree on the final dates and place of the attendance with the lecturer leading the lesson;
- check the methodological preparedness for the lesson;
- check the technical readiness for the lesson;
- check the compliance of the subject of the lesson with the work program for the discipline;
- carefully observe the course of the open session and keep records;
- discuss and analyze observations in order to develop a unified assessment at a meeting of the department;
- record the results, conclusions and recommendations.

8.3. Records on the results of mutual attendances to classes by lecturers are kept in the journal of mutual attendances (F KazNU 708-03-21).

9. ANALYSIS AND IMPROVEMENTS

9.1. The lecturer who attended the lesson makes own review (F KazNU 708-03-21 and F KazNU 708-04-21), which reflects:

- test results;
- conclusions and comments;
- suggestions for further improvement of the educational process.

9.2. A lecturer who has attended a lesson of a senior colleague reflects in his/her report the use of teaching methods and means, elements of lecturing skills that can be implemented by him/her in his/her further professional activity as a positive experience. The worksheet of the report is not filled in in this case.

9.3. The feedback should not contain exclusively positive points, but should also contain constructive comments on the methodology of the educational process.

9.4. Feedback is sent to the head of the department. In addition, the lecturer, for whose occupation this document was compiled, should be familiar with the content of the review.

9.5. Reviews on the results are analyzed at the meetings of the department. Based on the results of such an analysis, recommendations should be developed to improve the methods of conducting the educational process.

9.6. The head of the department studies recommendations for improving the methodology of conducting the educational process (based on the results of mutual attendances and open classes) and makes decisions to improve the methodology of educational processes.

9.7. The decisions made are included in the educational and methodological plan of the department for the next period.

A. MODEL OF THE PROCESS "QUALITY CONTROL OF THE EDUCATIONAL PROCESS"

