

## VIII ОРТАЛЫҚ АЗИЯ ХАЛЫҚАРАЛЫҚ ФОРУМЫ

БІЛІМ БЕРУ САПАСЫН АРТТЫРУ – АҚПАРАТТЫҚ  
КЕҢІСТІКТЕГІ ЖОҒАРЫ ОҚУ ОРЫНДАРЫНЫҢ  
СТРАТЕГИЯЛЫҚ ДАМУ ФЕНОМЕНІ РЕТІНДЕ

## VIII CENTRAL ASIAN INTERNATIONAL FORUM

IMPROVING THE QUALITY OF EDUCATION AS  
A STRATEGIC DEVELOPMENT PHENOMENON  
OF HEIS IN THE INFORMATION SPACE

## VIII ЦЕНТРАЛЬНО-АЗИАТСКИЙ МЕЖДУНАРОДНЫЙ ФОРУМ

ПОВЫШЕНИЕ КАЧЕСТВА ОБРАЗОВАНИЯ КАК  
ФЕНОМЕН СТРАТЕГИЧЕСКОГО РАЗВИТИЯ  
ВУЗОВ В ИНФОРМАЦИОННОМ  
ПРОСТРАНСТВЕ

4 | ҚАЗАН  
ОСТОВЕР  
ОКТЯБРЯ | 2024

Қазақстан Республикасы, Астана қ.  
Republic of Kazakhstan, Astana city  
Республика Казахстан, г. Астана





# National Quality Assurance model

## ESG—Basis for a National Quality Assurance model

### Standards and guidelines for internal quality assurance

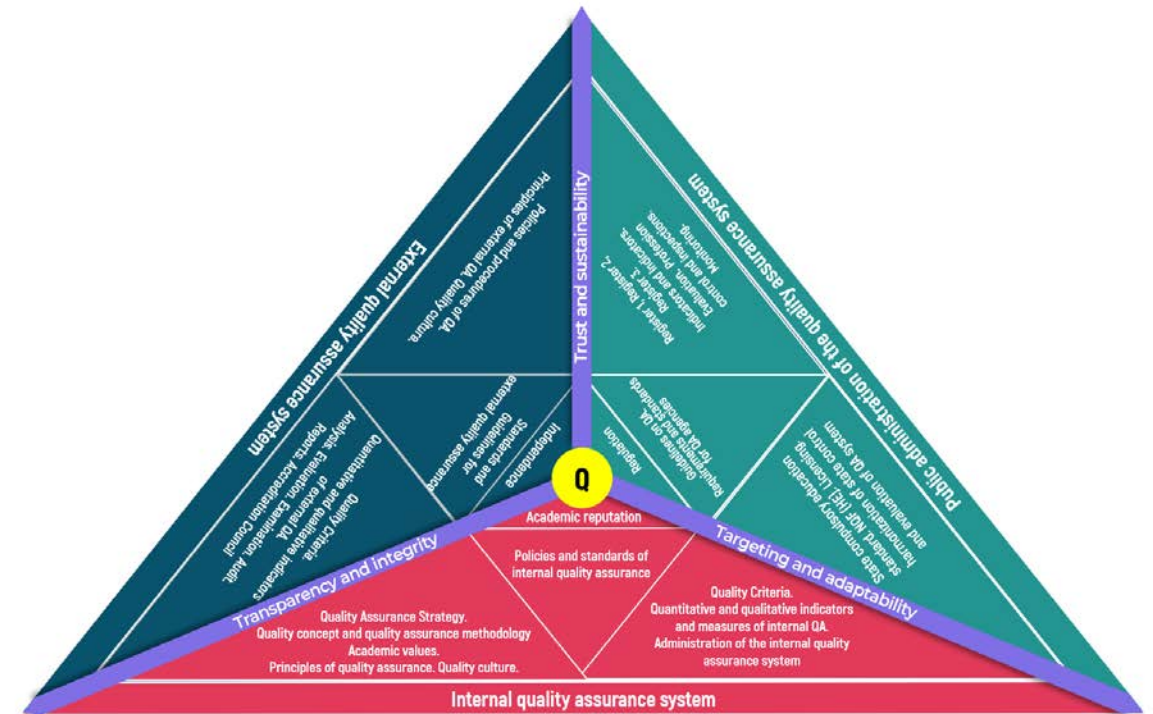
- 11 Policy for quality assurance
- 12 Design and approval of programmes
- 13 Student-centred learning, teaching and assessment
- 14 Student admission, progression, recognition and certification
- 15 Teaching staff
- 16 Learning resources and student support
- 17 Information management
- 18 Public information
- 19 On-going monitoring and periodic review of programmes
- 1.0 Cyclical external quality assurance

### Standards and guidelines for external quality assurance

- 2.1 Consideration of internal quality assurance
- 2.2 Designing methodologies fit for purpose
- 2.3 Implementing processes
- 2.4 Peer-review experts
- 2.5 Criteria for outcomes
- 2.6 Reporting
- 2.7 Complaints and appeals

### Standards and guidelines for quality assurance agencies

- 3.1 Activities, policy and processes for quality assurance
- 3.2 Official status
- 3.3 Independence
- 3.4 Thematic analysis
- 3.5 Resources
- 3.6 Internal quality assurance and professional conduct
- 3.7 Cyclical external review of agencies



## Quality culture

Quality content

Quality staff

Quality contingent

Quality infrastructure

# Quality Assurance at Astana IT University

In 2020, ATU received **institutional accreditation** from the Independent Agency for Accreditation and Rating (IAAR) for a period of 5 years.

## Bachelor's

1. 6B06101 - Computer Science – [ASIIN+](#)
2. 6B06102 - Software Engineering - [ASIIN+](#)
3. 6B06103 - Big Data Analysis - [ASIIN+](#)
4. 6B04101 - IT Management - [ASIIN+](#)
5. 6B06105 - Media technologies - [IAAR](#)
6. 6B06106 Mathematical and Computational science - [IAAR](#)
7. 6B06301 - Cyber Security - [IAAR](#)
8. 6B06202 - Smart Technologies - [IAAR](#)
9. 6B04102 - IT Entrepreneurship - [IAAR](#)
10. 6B03201 – Digital Journalism - [IAAR](#)
11. 6B07101 - Industrial Internet of Things - [IAAR](#)
12. 6B07102 - Electronic Engineering - [IAAR](#)
13. 6B06088(1) - Big Data in Healthcare
14. 6B04103 - AI Business



## Master's

1. Applied Data Analytics - [ASIIN+](#)
2. Computer science and engineering - [ASIIN+](#)
3. Project Management - [ASIIN+](#)
4. Computational science - [IAAR](#)
5. Digital public administration and services - [IAAR](#)
6. Media Technologies - [IAAR](#)

## PhD

1. Computer science - [IAAR](#)
2. Project Management - [IAAR](#)

## 1. QUALITY ASSURANCE CONCEPT



Fundamental **principles of quality assurance**



Fundamental **values of quality assurance**



Quality **Management**

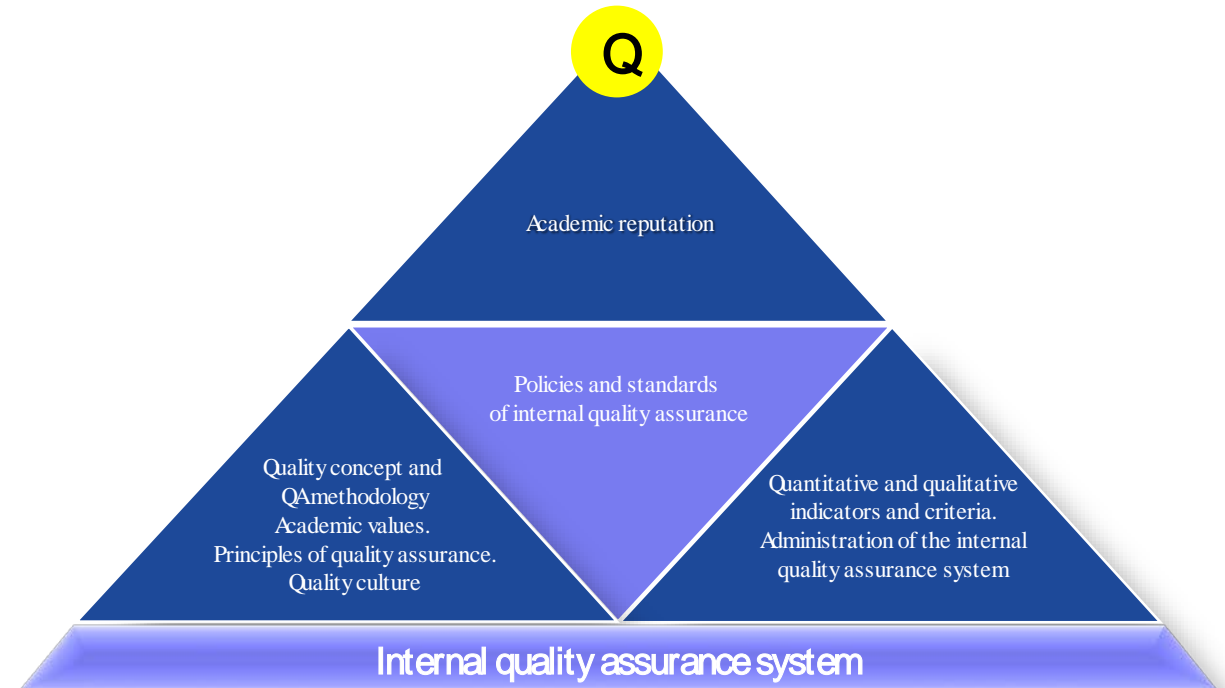
Assurance



Quality **culture**

## 2. QUALITY CODE

## 3. BUSINESS PROCESS REGULATIONS



# Quality concepts, quality culture

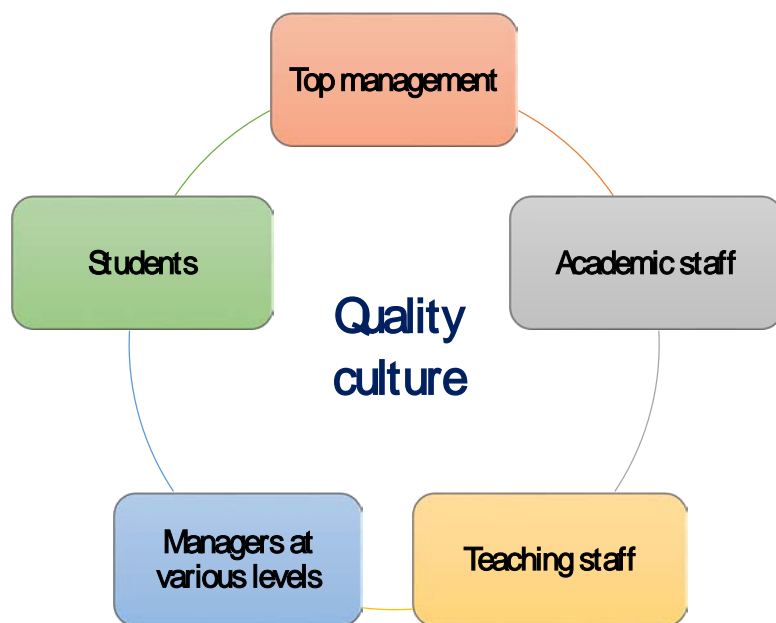


Key commitments made at the Tirana Meeting of Ministers of Education of the Bologna Process (2024)

Implement a three-cycle system of programmes and degrees

Support the recognition of qualification throughout the EHEA

Promote a quality culture in HE



«Culture of quality – is one in which everybody in the organization is responsible for quality» (Grosby, 1986)

Quality culture is seen as part of the organizational culture.

Quality culture focuses very strongly on the internal culture and internal quality assurance of the organization without considering the impact of the culture and environment of its external stakeholders.

**Organizational culture** - a set of shared values and norms espoused by employees that guide their interactions with colleagues, management, and customers.

**Quality culture** - something more fundamental, deeper, the conscious and unconscious beliefs and understandings of values that drive an individual to certain behaviors, actions and deeds.

**Quality culture** - a system of beliefs and values about the quality of education, which is shared by absolutely all representatives of the team: from the rector to the assistant and students.



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