



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ  
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО  
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

# REGULATION

about the External Expert Panel of the Independent  
Agency for Accreditation and Rating



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**Approved by**  
**by the order of the Director**  
**NPI "Independent Agency for Accreditation**  
**and Rating"**  
**No. 09-12-OD dated 27.04.12**  
*(as amended and supplemented by order No.*  
*82-18/1-OD dated September 28, 2018)*

## **REGULATION**

### **about the External Expert Panel of the Independent Agency for Accreditation and Rating**

#### **1. General provisions**

1.1 The current Regulation about the External Expert Panel of Independent Agency for Accreditation and Rating (hereinafter - Regulations) developed in accordance with the Charter and the Accreditation Standards of Independent Agency for Accreditation and Rating (hereinafter IAAR), regardless of the level and direction of education.

1.2 The Regulation sets out the procedure for forming and organizing the activities of External Expert Panel (hereinafter - EEP) for educational organizations accreditation (hereinafter – EO) (institutional) and individual educational programs (hereinafter – EP) (specialized (program)).

1.3 The EEP is created by the IAAR to assess the quality of the EO and (or) EP according to the criteria of institutional and (or) specialized (program) accreditation, including the initial institutional and (or) specialized (program) IAAR accreditation and develop recommendations on accreditation for consideration by the Accreditation Council (hereinafter referred to as the AC).

1.4 The main tasks of the EEP are:

- 1) monitoring the completeness and results reliability of the self-evaluation of the EO and (or) EP;
- 2) conducting an evaluation in accordance with the IAAR standards for external quality evaluation of EO and (or) EP;
- 3) development of the EEP report on the evaluation results of the EO and (or) EP;
- 4) preparation of recommendations for improving the quality of the EO and (or) EP;
- 5) preparation of recommendations for the AC on accreditation in accordance with the preparedness level of the EO and (or) EP for institutional and (or) specialized (program) accreditation, including primarily institutional and (or) specialized (program) accreditation.

1.5 Organizational and technical support for the EEP activities is provided by the

IAAR.

1.6 The IAAR coordinator organizes and coordinates the EEP work.

1.7 The IAAR pays for the EEP members' work based on the service agreement.

1.8 The IAAR periodically organizes training seminars for experts. The expenses for conducting training seminars for Experts are paid by the IAAR.

1.9 The main principles of external quality evaluation are: objectivity, reliability, integrity, openness, transparency, compliance with moral and ethical standards in the process of external evaluation and visit to the EO.

1.10 In order to ensure a high-quality evaluation of EP and the EEP effectiveness, a cluster approach is being implemented, which provides for the division of accredited EP into clusters. An EP cluster is a combination of no more than 6 homogeneous educational programs in one group, regardless of the language of instruction, education level, and direction of training. The proposed clusters and the principles of combining educational programs into clusters are discussed in advance with the evaluated EO. It is allowed to estimate no more than 30 EP per EEP visit.

"Cluster approach" does not mean cluster evaluation of educational programs. The EEP collectively reviews and evaluates each EP separately, and the IAAR AC also makes a decision on each individual educational program.

1.11 Joint institutional and specialized (program) accreditation, including initial institutional and (or) specialized (program) accreditation, may be carried out based on the submitted application of the EO within one EEP visit. At the same time, experts are assigned to the EEP separately for institutional accreditation and specialized (program) accreditation of EP clusters, taking into account all areas of educational programs. In case of joint accreditation, it is allowed to evaluate not more than 30 EP per EEP visit.

1.12 In the case of joint international accreditation, the procedure for forming EEP and clusters is regulated by a separate Guide developed between partner agencies.

## **2. The procedure for organizing External Expert Panel and the main directions of their activities**

2.1 The EEP is created for each accredited EO, taking into account the areas of activity and educational services provided. The EEP is formed based on the order of the General Director of the IAAR from among the certified representatives of the academic, professional and student community. The EEP is formed by the IAAR depending on the EP number in the accredited EO. Changes and additions to the EEP are made by order of the General Director of the IAAR.

2.2 The EEP does not include more than two representatives of the same organization.

2.3 At least one expert who is participating in the EEP work for the first time is

allowed to be included in the EEP.

2.4 If necessary, the EO provides an interpreter for a foreign EEP expert.

2.5 When conducting institutional accreditation, including initial institutional accreditation, the number of EEP experts is 5-6 people.

2.6 When conducting specialized (program) accreditation, including initial specialized (program) accreditation, the EEP is formed depending on the number of accredited EP.

2.7 The EEP includes:

1) The EEP Chairman is a certified Expert from the academic community who has experience in the public organization and has the greatest experience and knowledge of the accreditation process;

2) national Expert – a certified Expert whose field of activity or interests are related to education and science;

3) foreign Expert – a certified Expert from the database of IAAR experts and (or) foreign partner accreditation agencies;

4) an Expert from among employers – a certified Expert, a representative of a professional Association or community, relevant departments, or associations of employers;

5) student Expert - a certified Expert who is a senior student of a public organization that implements technical and professional, post-secondary, higher and postgraduate education, and is nominated by a public organization other than an accredited one, or by student organizations and associations;

2.8 To avoid **conflicts of interest**:

1) an Expert and an IAAR employee who conducted a training seminar for the EO working group on preparing a self-evaluation report in accordance with the criteria of the accreditation standards and guides cannot be included in the EEP in this EO;

2) IAAR sends the formed list of the EEP 14 calendar days before the EEP visit for approval.

2.9 The educational organization has the right to reject a candidate in order to avoid **a conflict of interest**. In the case of an objection from the EO against a member(s) of the EEP, the head of the organization sends a formal letter to IAAR with the justification within 3 (three) working days. The IAAR replaces the Expert if necessary.

2.10 The EEP members shall sign a Statement of Commitment on the absence of conflict of interest and the Code of Ethics of the IAAR External Expert for each visit.

2.11 The Expert must notify the IAAR coordinator of any Association with the EO or self-interest that may lead to a potential conflict related to the external evaluation process.

2.12 Each EEP member must perform the functions and responsibilities stipulated in the guide for organizing and conducting the external evaluation procedure in the accreditation process of an educational organization and (or) an educational program.

Failure to comply and refusal without a justified reason is considered a violation of the Code of Ethics of an IAAR external expert and may result in a reduction of the fee proportionate to the work not yet completed.

2.13 The EEO visit to the EO is carried out based on the program approved by the Director of the IAAR and agreed with the first head of the EO.

2.14 IAAR provides the following materials to the EEP members:

1) Standards and Guides for institutional and/or specialized (program) accreditation;

2) IAAR regulatory documents on external evaluation of EO and (or) EP;

3) EO self-evaluation report and its appendices;

4) Expert's notebook.

2.15 The EEP reviews the self-evaluation report for compliance with the IAAR standards, prepares and sends a review to the IAAR. In case of non-compliance with the IAAR requirements, provided in the Guide for the organization and conduct of external evaluation in the accreditation process of the educational organization and (or) educational program, the review is sent to the Expert for revision. In case of repeated non-compliance, the IAAR has the right to suspend this expert from participating in the EEP work.

2.16 The EEP visit to the EO is carried out within 3-5 days in accordance with this regulation.

2.17 Chairman of the EEP:

1) participates in the development of the visit program to the EO and is responsible for its implementation, directs and coordinates the work of the EEP members, prepares a report together with the EEP with recommendations for improving the EO and (or) EP quality and recommendations for the AC;

2) interacts with the IAAR coordinator before conducting an external evaluation on the organization of the visit and approval of the program;

3) sets the agenda and conduct of meetings;

4) ensures the participation of EEP members in meetings with various target groups, as well as monitors the compliance of experts with the main goal of the external evaluation and visit to the EO;

5) ensures collegial discussion of the evaluation table "Institutional or specialized (program) profile parameters" in accordance with IAAR Standards by the whole EEP staff;

6) holds a final meeting with the EEP members to agree on recommendations for accreditation;

7) presents the visit results to the EO and the main provisions of the EEP report at the AC meeting.

2.18 EEP members are required to:

2.18.1 Before the visit:

1) study all documentation, including the self-evaluation report and any other available information (standards of institutional and (or) specialized (program) accreditation, including primarily institutional and (or) specialized (program) accreditation, legal acts in the field of education, websites of the IAAR, EO, etc.);

2) keep in touch with the IAAR and the EEP Chairman;

3) prepare a review (except for employers and students) for compliance with the standards and criteria of institutional and (or) specialized (program) accreditation in accordance with the IAAR requirements;

4) discuss with the IAAR coordinator and Chairman the visit to the EO;

5) coordinate the details of the trip with the IAAR coordinator;

6) participate in the preliminary EEP meeting.

2.18.2 During the visit:

1) actively participate in all meetings and discussions, and contribute to the EEP work;

2) perform duties within the EEP related to the direction of the evaluation;

3) inform the IAAR observer and the Chairman of any doubts and questions that arise during the EEP work;

4) do not interrupt work as part of the EEP during the entire period of the visit;

5) speak at meetings in agreement with the EEP Chairman;

6) document the data received;

7) provide the EEP Chairman with the necessary documentation on the data obtained during the external evaluation;

8) conduct interviews with target groups;

9) attend various types of classes, training facilities, practice base, etc. according to the program of the EEP visit;

10) participate in online surveys of teachers and students aimed at identifying the degree of satisfaction with the educational process;

11) receive additional information through the IAAR coordinator and the Chairman necessary for analyzing the prospects of the EO and (or) EP.

2.18.3 After the visit:

1) participate in the preparation of the EEP report;

2) destroy confidential materials received during the visit;

3) do not disclose the external evaluation results of the EO and (or) EP before the official decision of the AC is made.

2.19 According to the collegial decision based on the evaluation results, the EEP prepares a report with accreditation recommendations for the AC and on improving the quality of EO and (or) EP. If one of the EEP members forms a different decision that does not coincide with the majority of the EEP members, this is recorded in the report text. The report on the visit results to the EO is compiled by the EEP Experts and signed by the Chairman and members of the EEP.

2.20 The EEP makes the following recommendations for the AC:

1) to accredit the EO and (or) EP for a period of 1/3/5 years, (in the case of re-accreditation (re-accreditation), the Panel may recommend other terms);

2) not to accredit the EO and (or) EP.

2.20.1 If the EO and/or EP meets the IAAR standards, the EEP makes a recommendation to improve the quality.

2.20.2 In case of non-compliance of the EO and (or) EP with the IAAR standards, the EEP recommends determining the measures necessary to bring the EO and (or) EP into compliance with the IAAR standards.

2.21 Information about the EO obtained during the external evaluation is presented as confidential and is not subject to disclosure. The EEP members should not disclose or comment on the draft results of the external evaluation before the AC makes a decision.

2.22 If the EEP is accused of biased external evaluation, lobbying someone's interests, or corruption on the part of the EO, based on EO statements, the IAAR submits materials to the Appeals and Complaints Commission, which operates under the Commission Regulations on the appeals and complaints.

