



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТИҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

Rules of professional ethics for employees of the Non-Profit Institution "Independent Agency for Accreditation and Rating"



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Approved
by the order of the
General Director
of Independent Agency for
Accreditation and Rating
No. 2/1-20-OD dated 13.01.2020

Rules of professional ethics for employees of the Non-Profit Institution "Independent Agency for Accreditation and Rating"

1. General provisions

1.1. The rules of professional ethics for employees of the Non-Profit Institution "Independent Agency for Accreditation and Rating" (hereinafter-the Rules) were adopted in order to consolidate the efforts of all employees in ensuring the high potential of the organization and improving the quality of the professional activity.

1.2. The rules include ethical standards for the performance of Agency employees based on the principles of responsibility, professionalism, mutual respect and openness.

1.3. The rules establish ethical standards for relationships with clients, partners, and colleagues.

1.4. These rules establish the basic Rules of Conduct that are mandatory for Agency employees, which follow from the generally accepted standards of ethics and the peculiarities of work in the educational system.

1.5. The provisions of these rules are basic principles, since it is not possible to introduce ethical requirements that apply to all situations and circumstances that employees may encounter in their work.

1.6. Each employee of the Agency gets acquainted with these rules and certifies by signature their consent to comply with it.

2. General ethical rules

2.1. The employee's duty and responsibility is:

- strict compliance with the Constitution and laws of the Republic of Kazakhstan;
- assistance in strengthening the unity of the people of Kazakhstan and inter-ethnic harmony in the country, inter-ethnic and inter-religious tolerance;
- impartial and honest performance of their official duties;
- non-acceptance of obligations and prevention of actions, speeches, and statements that can discredit the state, the Ministry of Education and Science of the Republic of Kazakhstan, the Independent Agency for Accreditation and Rating, as well as hinder the normal performance of official duties;
- inadmissibility of corruption, manifestations prevention of corruption;

- careful and economical use of the entrusted property, material and technical base of the Agency;
- ensuring the security of official documents and their confidentiality;
- continuous improvement of professional and cultural level;
- display of modesty and inadmissibility in the private life sphere of actions that cause a negative public resonance.

2.2. The Agency's employees are guided by the following ethical standards in their work:

- dedication, commitment to fulfill the mission of the and Science of the Republic of Kazakhstan and the Agency;
- volunteerism and selflessness;
- respect for the value and dignity of the individual;
- tolerance and the pursuit of social justice;
- responsibility to society;
- openness and honesty.

3. Basic principles of daily ethics

3.1. The main principles of daily ethics of employees should be:

- do not allow actions involving a violation of the legislation of the Republic of Kazakhstan;
- be committed to constitutional principles and the highest moral values, as well as to corporate culture;
- be a model of personal behavior;
- in the course of work, act in accordance with the values and purpose of their profession;
- meet the requirements for professional duties;
- comply with generally accepted academic rules (copyright, non-plagiarism, etc.);
- work on the development of the state language, the language of international communication and foreign languages;
- observe labor discipline;
- take care of the appearance that meets the requirements of office style;
- do not participate in cases involving lies, forgery, etc.;
- strive to improve their professional knowledge and practical experience, put their duty above all else;
- strive for personal improvement, lead a healthy lifestyle;
- do not use professional relationships to achieve personal goals;
- maintain the confidentiality of the information received;
- direct efforts to prevent inhumane or discriminatory actions directed against one person or groups of people.

3.2. The principles of daily ethics in relations with colleagues should be:

- be respectful, fair, honest, correct, and friendly;
- create and maintain a favorable working atmosphere, trust and openness in business communication;

- collaborate with colleagues to effectively pursue professional interests;
- build relationships based on mutual respect, cooperation, and a corporate approach to achieving goals;
- respect colleagues` opinions, qualifications, and achievements;
- take an active position in relation to the facts of dishonesty in the work.

3.3. Ethical responsibility to the profession:

- protect the dignity and authority of the profession;
- be aware of the knowledge and achievements in the field relevant to the position and be able to evaluate them critically;
- share professional knowledge and practical experience with colleagues;
- take care of the Agency's reputation and image.

4. The relationship of the leader with subordinates

When interacting with subordinates, the head of the Agency must:

- serve as an example of professionalism, commitment, and strict compliance with official ethics;
- create conditions in the team for active participation in managing the affairs of the structural division, maintain an atmosphere of conscientious and selfless work;
- promote professional development of employees, support their desire for personal development;
- apply the same criteria for evaluating work for all employees, criticize the actions and actions, and not the personality of the subordinate;
- evaluate subordinates` merits and achievements, inspire confidence, encourage initiative and support ideas aimed at improving the Agency's work;
- do not allow selection cases and personnel placement on the grounds of community and personal sympathy or loyalty;
- do not use service information for personal purposes;
- accurately determine the tasks and scope of official powers of their subordinates in accordance with their positions;
- do not force subordinates to commit illegal actions or actions that are not compatible with generally accepted standards of ethics;
- ensure that subordinates are familiar with and comply with job descriptions and these rules;
- show respect for his subordinates, avoid the influence of personal animosity on the service relationship;
- avoid harassment for criticism, tolerate criticism, and use positive critical comments to improve his professional performance;
- avoid unnecessary charges;
- polite and correct, respect the personal dignity of his subordinates, treat them fairly and politely;
- show modesty, do not emphasize his official position.

5. Actions unacceptable in the Agency employee's behavior

5.1. The employee is not allowed:

- to disclose proprietary information, use it for personal purposes or in the interests of third parties;
- to recommend people who are related to each other to work for the Agency;
- to perform actions, use statements that may offend the honor and dignity of the Agency Manager, colleagues, clients, and partners;
- to condemn or criticize the Agency Manager and colleagues in the presence of clients and partners, take other actions that damage the Agency's reputation and undermine the authority of employees;
- to give preference to any citizens, professional or social groups and organizations, fulfill their requests or wishes that lead to non-compliance with the law and violation of these rules;
- to receive benefits, accept gifts and services aimed at directly or indirectly influencing the independent and honest performance of official duties;
- to present false information to someone, use unverified information, or make false or incorrect statements;
- to interfere with the work of other employees.

6. Responsibility for violation of ethical standards

6.1. In accordance with the legislation, the Agency's employees may be subject to disciplinary penalties for violating the requirements stipulated by these Rules.

6.2. In cases where the Agency's employees become aware that another employee has Intentionally or negligently violated the requirements of these Rules, they draw their attention to these violations and limit themselves to this, if such treatment has led to an acceptable resolution of the situation.

6.3. If an ethical violation cannot be resolved informally or it will not be resolved in an acceptable form, disciplinary measures will take effect.

6.4. The basis for initiating disciplinary proceedings may be a complaint filed by an Agency employee, client, or partner.

6.5. A complaint or application for violation by an Agency employee of professional ethics standards is submitted in writing to the head of the Agency for consideration.

6.6. Ethical claims that are anonymous or intended to discredit an employee are not allowed to be considered.

6.7. Based on the consideration results of the complaint (claim), the Director of the Agency makes a decision, which is orally notified to the person who filed the complaint (application). The written form of notification is used in cases stipulated by law.