



NEO Newsletter
October 2021

Quality Assurance in Higher Education: National Level Mechanisms and Institutional Implementation

International Regional TAM Seminar in Kazakhstan (16-18 September 2021)



Globalization and internationalization of education, digitalization and the active development of new educational formats lead to increasing competition in the educational services market and put forward the priority of quality assurance activities of EU and CA universities. In this regard, HEIs analyse various approaches to the

process: studies related to the assessment of European procedures, and models and mechanisms for quality assurance. In the context of the Bologna provisions implementation in Turkmenistan, the world experience on the issue may be very much useful for the development of quality assurance systems in Turkmen universities.

On September 16-18, 2021, the National Erasmus+ Office in Kazakhstan and the National Team of Experts (HERE) held a Virtual International Regional seminar "Quality Assurance in Higher Education: National Level Mechanisms and Institutional Implementation". The event was held with the support of the Ministry of Education and Science of Kazakhstan and the European Education and Culture Executive Agency (EACEA).

The aim of the seminar was to promote a culture of quality among the academic staff and students of higher education institutions, and discuss the development of an effective national model for quality assurance in higher education.

More than 200 people took part in the regional seminar: representatives of the Ministries of Education, National Erasmus+ Offices and National Teams of Experts (HERE) from the CA countries, heads of departments and in higher education institutions, students, alumni and doctoral

students.

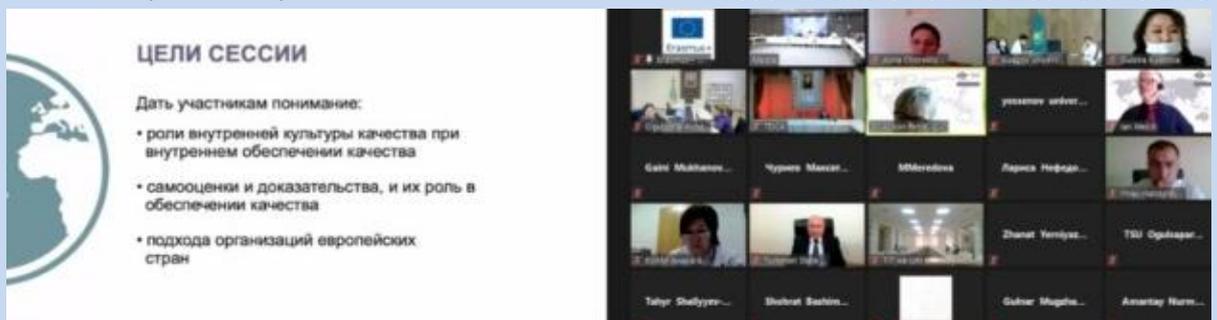
The following presentations were made at the seminar:

G.I. Kobenova, Chairman of the Quality Assurance Committee in the field of education and science with presentation – "The current system of quality assurance in higher education: the way towards efficiency".

A.A. Mukhataeva, Director of the Strategy and Corporate Governance Department of Astana IT-University – "Formation of an internal quality assurance system: experience of Kazakhstan".

Foreign experts - Ain Welch (International Quality Specialist, International and Professional Services) and Dr. Alison Fels (Accreditation, Partnership and Policy Manager - QAA Global, International and Professional Services) made presentations:

- "From quality control to a quality assurance system: national models in the EHEA, the UK and other countries"
- "Presentation of Standards and Guide-



lines for Quality Assurance in Higher Education in the European Higher Education Area – ESG”

- “Internal quality assurance, self-assessment and evidence: Experience of Universities of the EHEA, Great Britain and other countries”

- “External quality assurance system: principles of evaluation, evidence and decision: Experience of the EHEA, Great Britain and other countries”

- "Involving stakeholders in internal and external quality assurance"

The universities around the world currently apply diverse models and approaches, and, turning to the procedure of professional public accreditation, try to assess the level of quality assurance from different stakeholders’ viewpoints. The experience of Kazakhstan is interesting in search for its national quality assurance model, which represents the implementation of the interests of three stakeholders: government, accreditation agencies and educational organizations.

In particular, “in order to improve the quality of educational activities, an internal quality assurance system is created at the university” in accordance with the established rules approved by the Ministry

of Education and Science of Kazakhstan. The university's internal quality assurance system includes ten standards:

- 1) Quality assurance policy
- 2) Design and approval of programs
- 3) Student-centered learning, teaching and assessment
- 4) Student admission, progression, recognition and certification
- 5) Teaching staff
- 6) Learning resources and student support
- 7) Information management
- 8) Public information
- 9) Constant monitoring and periodic review of programs
- 10) Cyclical external quality control

Academic quality councils, established at Kazakhstan universities, determine the programs’ content and implementation terms, evaluation policy and compliance with academic integrity. The Councils conduct questionnaires of students for compliance with the quality of educational programs, surveys of students on the quality of educational programs and academic disciplines. In addition to academic staff, the Councils include students, undergraduates and doctoral students. External quality assurance is carried out through



Баскский подход к внутреннему обеспечению качества

Согласование процедур и критериев оценки Unibasq с Частью I ESG (2015) резюмируется в следующей таблице:

ESG Часть 1	ОЦЕНКА УЧЕБНЫХ ПРОГРАММ				ИНСТИТУЦИОНАЛЬНАЯ ОЦЕНКА	
	ПРОГНОЗИРУЕМАЯ АККРЕДИТАЦИЯ	МОДИФИКАЦИЯ (*)	ПОСЛЕДУЮЩИЙ КОНТРОЛЬ	ПРОДЛЕНИЕ АККРЕДИТАЦИИ	DOCENTIA	АУДИТ
1. Политика обеспечения качества	9	9	3	3	1	1.0
2. Разработка и утверждение программы	2, 5 & 8	2, 5 & 8	*1	*1	2	1.1
3. Студенто-ориентированное обучение, преподавание и оценка	5 & 8	5 & 8	1 & 6	1 & 6	2	1.2
4. Прием студентов, продолжение, признание и сертификация	4	4	1.4 & 1.5	1.4 & 1.5	NA	1.2
5. Преподавательский состав	6	6	4	4	1, 2 & 3	1.3
6. Учебные ресурсы и поддержка студентов	7	7	5	5	2	1.4
7. Информационный менеджмент	8 & 9	8 & 9	3 & 7	3 & 7	2	1.5
8. Общественная информация	4	4	2	2	1 & 2	1.6
9. Постоянный мониторинг и периодический обзор программ	8 & 9	8 & 9	1 & 3	1 & 3	2	1.1
10. Циклическое внешнее обеспечение качества	*1	*1	*2	*3	*4	*5



institutional and specialized accreditation procedures.

Specialized accreditation is carried out by independent agencies in accordance with criteria and standards developed by them independently. Accreditation agencies also develop the quality assurance procedures, instructions and other documents. The Ministry of Education and Science of the Republic of Kazakhstan establishes requirements for accreditation agencies and recognizes the accreditation of those agencies that are included in the National Register of recognized accreditation bodies.

In the context of the COVID-19 pandemic, the shift to distance learning technologies has become a leading trend in education: online education as a forced response to the challenge of the quarantine regime has become a reality of the educational process. The universities that have developed and implemented remote technologies, used information systems in education management, and digitalized the content of education have accepted this challenge painlessly. Governments of countries that have not contributed to the development of distance learning (or even slowed down it), in turn, realize that progressive education cannot be hindered. It



should be noted, that online education intensifies the problems of education quality, determining other approaches to functioning tools and quality assurance procedures.

Due to the lack of unified approaches to the formation of internal and external quality assurance standards, higher education institutions and accreditation bodies in Kazakhstan develop their internal standards only on the basis of ESG. Digitalization of the quality assurance system model has obvious advantages, it simplifies its mechanism and increases efficiency, reduces time and resource costs. Thus, in the future, the development of the national quality assurance model of Kazakhstan will provide for the creation of a digital ecosystem aimed at the effective functioning and interaction of all its elements.

Summing up the seminar results, participants made the following conclusions:

- They recognized the emerging Kazakh model of quality assurance in higher education to be consistent with the European

principles of quality assurance in education and approved the idea of adopting the National Quality Assurance Standard for all levels of education, as well as the development of a four-dimensional model of quality assurance, taking into account the modern realities.

- It was decided, in order to implement the national model of quality assurance in education, to revise the policies and standards of the internal quality assurance system in accordance with national priorities and taking into account the Standards and Guidelines for Quality Assurance in Higher Education in the European Area (ESG).

- The meeting participants urged to trust the results of agencies' assessment included in the National Register of Recognized Accrediting Bodies and in the European Register of Quality Assurance Agencies (EQAR). They agreed to consider the culture of quality as the basis of the quality assurance system, which should be disseminated among all participants of the educational process.*

* The publication is based on the Internet information about the regional TAM seminar held in Kazakhstan on September 16-18, 2021, and the article: "Transformation of the National Quality Assurance model: the horizons of the future. D. Akhmed-Zaki, S. Omirbayev, G. Kobenova (Kazakhstan) <https://supporthere.org/finalconference/page/background-information-29>

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Funded by the Erasmus+ Programme of the European Union

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