

Қазақстан Республикасы Мәдениет және спорт министрлігі		Министерство культуры и спорта Республики Казахстан
«Халықаралық туризм және меймандостық университеті» коммерциялық емес акционерлік қоғамы		Некоммерческое акционерное общество «Международный университет туризма и гостеприимства»

“APPROVED”

Chairman of the Board – Rector
NJSC “International University of
Tourism and Hospitality”

M.S. Murzamadiyeva

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QUALITY ASSURANCE POLICY FOR THE EDUCATIONAL PROCESS OF THE INTERNATIONAL UNIVERSITY OF TOURISM AND HOSPITALITY

Turkestan, 2020

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The Quality Assurance Policy of the Educational Process defines the order of transparency of the educational process, rules of academic integrity, feedback and the system of quality assurance of education at the International University of Tourism and Hospitality.

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1. Transparency of the educational process

Organization of the educational process in International University of Tourism and Hospitality (further – University). It is implemented on the principles of openness, transparency, objectivity and ethical standards.

The University's teaching staff must:

- ensure consistently high-quality training;
- ensure the availability of teaching materials in the subjects taught;
- objectively implement all forms of control;
- adequately perceive criticism from colleagues and students and use it for self-improvement.

The University administration should implement measures to ensure maximum transparency, openness, objectivity and accessibility of the educational process.

Any form of discrimination, including on social, racial, gender, ethnic, or religious grounds, is unacceptable at the University.

2. Standards of academic integrity

The fundamental principle of the learning process at the University is academic integrity.

Academic integrity is a set of moral norms, principles and values that determine the behavior of each member of the university community, including such principles as intolerance to deception and plagiarism, adherence to academic standards, honesty and integrity in scientific research and publications.

Academic integrity is a key value in the scientific and educational process University.

The principles of academic integrity are:

- conscientiousness is the honest, decent performance by students of evaluated and unappreciated types of educational work;
- protection of the rights of the author and his legal successors – recognition of the authorship and protection of works that are subject to copyright, through the correct transmission of someone else's speech, thoughts and indication of information sources in the evaluated works;
- openness – transparency, mutual trust, open exchange of information and ideas between students and teachers;
- respect for the rights and freedoms of students – the right to free expression of opinions and ideas;
- equality – each member of the university community ensures compliance with the rules of academic integrity and equal responsibility for their violation.

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The main goal of the implementation of the rules of academic honesty is to strengthen the culture of academic honesty in the university community of the IUTH, to create zero tolerance for any violations of the norms of academic honesty on the part of teachers, staff and students of the University. Each member of the university community must strictly observe the rules of academic integrity, thereby ensuring the prevention of violations of academic integrity.

Each member of the university community is obliged to strictly adhere to the rules of academic integrity, thereby ensuring the prevention of violations of academic integrity. As one of the key values, academic integrity is critical to the successful implementation of the mission. At the university for training competitive highly qualified personnel for the development of the country in the tourism industry.

The university community recognizes that it is mandatory for all teachers and students to perform all types of academic activities, excluding any manifestations of dishonesty and recognizing the contribution of others to the creation of this or that product of intellectual activity.

As one of the core values, academic integrity is critical to the successful implementation of the University's mission of preparing competitive, highly qualified personnel to develop the country in the tourism industry.

Any deviation from the principles of academic integrity is considered a misdemeanor that undermines the fundamental foundations of the University; therefore, all faculty, staff and members of the university administration are obliged to instill in students a commitment to academic integrity.

Each teacher and employee of the University bears personal moral, ethical and professional responsibility for adherence in their daily activities to the principles of decency, honesty, openness and respect for each member of the university community.

All University teachers must inform students in advance about the principles of academic integrity and unacceptable forms of academic behavior.

Each teacher, in the course of teaching their discipline, must make sure that all students are familiar with the Policy of Academic Integrity, and, if possible, arrange for appropriate discussion with students.

Students are full members of the university community and the main participants in the educational process, so they must know their rights and responsibilities.

Students must know the requirements for scientific research and publications, control of knowledge in any form (exam, test, control work, term paper, graduation work, etc.), teamwork, etc.

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Students should assess the appropriateness of helping and assisting other students in terms of academic integrity.

Students are required to know the requirements for the design of educational and scientific documentation, including the mandatory indication of the sources used.

When performing all types of educational and scientific activities, students must adhere to the ethical standards provided for by these rules or the instructions of teachers and scientific leaders.

Any violation of academic honesty should be fixed immediately with the subsequent transfer information about it to the authorized persons.

Violations of academic integrity include:

- plagiarism – the use of someone else's text, ideas, work as one's own without indicating the true authorship (without references to sources), or the use of borrowed materials with links in such a form and volume that call into question the independence of the work performed. Falsification of links is also considered a form of plagiarism.

- the share of originality should be: on the 1st year – 40%, on the 2nd year – 50%, on the 3rd year – 60%, on the 4th year – 70%.

- non-independent completion of tasks – the use of the assistance of an outsider or persons, in which the independence and originality of the completed task is lost, which makes it impossible to assess the formation of the expected learning outcomes for a given student;

- dishonesty in exams – the use / transfer of any unauthorized aids during the exam (information on electronic, paper or any other media), the use / transmission of information by students to each other using any form of communication (orally, in writing, in electronic or in any other form), cheating from someone else's work, receiving / providing assistance in order to improve the results of exams, obtaining / transferring unauthorized access to examination questions and assignments, transferring information about examination work to members of the examination committee in order to obtain the desired grade and any other actions that have the purpose hinder an objective assessment of the actual learning outcomes formed by a particular student;

- forgery – the presentation of someone else's finished work, obtained or acquired from another person or organization, as their own work, as well as the deliberate transfer of their work to another person as material on the basis of which the assessment of learning outcomes will be carried out. The presence of a figurehead during the exam instead of the student who is supposed to pass the exam is also considered forgery;

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– reuse of work performed in the course of mastering one academic discipline to obtain an assessment in another discipline;

– fabrication of data – falsification, distortion or fiction when using any information or quotations in educational or scientific work. Includes fictitious sources, arbitrary inaccurate quoting, tampering with numbers or other data, etc.;

– deliberate opposition to the academic activities of other persons (students or teachers) – actions that prevent others from accessing the necessary resources or sources, or directly damage their successful activities. Includes unwanted interference with laboratory experiments and research, presentation of false information, deliberately misleading study / work colleagues, including joint projects, interfering with group work, restricting access to library resources, modifying or destroying computer files, etc.;

– bribes, gifts or threats. Students, teachers and staff are prohibited from using any of these types of influence in any form in order to influence the results of the assessment of any academic activity;

– other forms of inappropriate academic behavior – any other types of behavior that are contrary to the principles of decency, honesty, openness and respect and are regarded as manifestations of deception, falsification and violation of the rights of another person in academic activities.

These Rules apply to any breach of academic integrity by students, faculty or staff of the University.

A teacher who records a student's violation of academic integrity in a discipline, which can be classified as an involuntary error rather than a deliberate violation of the principles of academic integrity, may give the student the opportunity to retake an assignment or re-do the work within the course. However, he has the right to evaluate a given assignment or work for an unsatisfactory grade if this is spelled out in the academic policy of this discipline.

In the case of forgery, an unsatisfactory mark should also be given to the student who presented his work to another person to receive him a grade in the discipline.

A teacher who has recorded a violation of academic integrity on the part of a student is obliged to submit an appropriate report to the dean of the faculty for consideration at a meeting of the Disciplinary Council.

All violations of academic integrity committed by students during exams, as well as violations of the Rules for the final control (bringing unauthorized aids, including cell phones, even if they are not used, into the examination room) are recorded by authorized persons (teachers on duty, members of examination or monitoring commissions) and lead to the setting of an unsatisfactory final grade in the discipline in accordance with the Rules for the final control.

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Repeated violation of academic integrity during exams is the basis for the student's expulsion from the University.

All violations of academic integrity committed by students are subject to consideration at meetings of faculty ethics commissions.

The student's lack of awareness of the requirements of the rules of academic integrity and the Rules for conducting final control cannot be declared as a basis for the abolition of disciplinary sanctions, since knowledge of the principles of academic honesty and adherence to them is the main responsibility of every student.

Faculty, staff, and students who experience academic dishonesty and inappropriate academic behavior must submit a reasoned statement to the head of the relevant faculty detailing the facts of the violation.

The dean of the faculty is obliged to consider the application and organize a discussion of the incident at the Disciplinary Council of the University.

The Disciplinary Council of the University is empowered to make a reasoned recommendation on the type of disciplinary sanction imposed, depending on the severity of the violation, up to the expulsion of the student or termination of the employment contract with the teacher or employee.

Allegations of improper academic behavior by the leadership of faculties, employees and heads of structural divisions of the University are considered by the supervising vice-rectors and are also submitted to the Disciplinary Council.

Any person in relation to whom the issue of violation of academic integrity is considered has the right to challenge his involvement in the violation if there is appropriate evidence, including the involvement of witnesses.

Disciplinary penalties for violations of academic integrity are formalized by the order of the Rector of the University.

Students, teachers and staff of the IUTH are obliged in every possible way to prevent the manifestation of violations of academic integrity in the university community.

The teachers and staff of the IUTH must constantly improve the mechanisms for the implementation of the educational process in order to minimize the conditions for the emergence of potential risks of violation of academic integrity.

Students expelled from the University for violations of academic honesty are not subject to reinstatement in the student body of the IUTH.

Teachers and staff members who are terminated due to academic inappropriate behavior are not eligible for university re-employment.

3. Feedback

The university views feedback as one of the most effective mechanisms to ensure the quality of the educational process and student satisfaction.

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At the University, a system for monitoring educational activities functions on an ongoing basis, which includes several types of research, the results of which are used to analyze educational activities and develop measures to adjust and improve the organization of the scientific and educational process at the university:

– the questionnaire "Teacher through the eyes of students" is conducted annually based on the results of the fall and spring semesters.

The main assessments in the framework of the research assume the use of a 5-point scale (where "1" is the lowest value – "5" is the highest value).

Surveys are conducted through the University website, providing for the ability to form differentiated results and reporting materials in the context of all structural divisions of the university.

The organization of the polls and the processing of the results are carried out by the Admissions and Marketing Department

Participation of students, teaching staff and employees of the University in surveys is voluntary.

Participation in online surveys using other people's logins is unacceptable and is regarded as a violation of the rules of academic integrity

Students, teaching staff and employees of the University have the right at any time to send their comments, complaints and suggestions on any issues related to the organization and quality of the scientific and educational process at IUTH through oral or written requests to the responsible persons.

Consideration of applications is carried out in the prescribed manner by authorized officials or commissions and councils. Ignoring the appeals of students, teaching staff and employees of the University by authorized officials is regarded as failure to fulfill functional duties and may serve as a basis for taking administrative measures by the leadership of the University.

4. Education quality assurance system

The system of quality assurance in education at IUTH is based on European standards and directives of the European Association for Quality Assurance in Higher Education (ENQA).

The university has a quality assurance policy for education and documented procedures for the quality management system, which determine the required level of quality of the educational services provided and ensure its achievement.

Monitoring and assessment of the quality of educational services at the University is carried out by the Quality Control Department of the Educational Process.

Interaction with international and national accreditation agencies and the implementation of measures for institutional and specialized accreditation to

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improve the quality of the University's educational programs is carried out by the Working Groups to prepare for accreditation, formed by the order of the rector of the IUTH.

Accreditation is the main tool for ensuring the quality of education.

Accreditation is a special procedure in which quality is assessed not by a government agency, but by an expert group consisting of representatives of the academic community, employers, students and professional associations.

The University carries out an external quality assessment procedure through international accreditation to ensure the quality of educational programs in accordance with European standards and recommendations for quality assurance on a regular basis.

To improve the quality of educational programs, the University actively interacts with international and national accreditation agencies and organizations, plans and implements activities for the accreditation of educational programs.

International accreditation is considered by the University as a means of improving international reputation and partnership, as well as a mechanism for forming a stronger connection with the foreign labor market, providing benefits for university graduates in employment in the domestic and foreign markets.

The share of successfully accredited educational programs of the University in international accreditation agencies must be at least 90 percent.

The University develops and implements a strategy for improving the quality of education within the framework of the Development Strategy of the IUTH.

The administration, teaching staff, staff and students of the University are obliged to adhere to the requirements of academic policy and approved standards, regulations, procedures and regulations in all activities related to:

- organization of the scientific and educational process;
 - implementation of the scientific and educational process (including learning and certification processes);
 - admission of students;
 - selection and recruitment of teaching staff and employees;
 - development, examination and approval of educational programs;
 - information and material and technical support of the scientific and educational process;
 - monitoring and analysis of information on the progress of the implementation of the scientific and educational process at the University;
 - organization of interaction with external and internal stakeholders;
- informing the public about the implementation of the scientific and educational process at the University.

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To ensure the quality of the educational process at the faculty, quality committees are created, whose competence includes monitoring the quality of the development and implementation of educational programs and presenting methodological recommendations to the graduating departments and the Educational and Methodological Council of the faculty.