



THE UNIVERSITY'S POLICY IN THE FIELD OF QUALITY ASSURANCE OF THE NPC «International University of Tourism and Hospitality»

Mission of the University

Training of professionals for the service sector who are clearly aware of the uniqueness of Kazakhstan and are ready to devote their lives to popularizing their country at the world level.

Vision of the University

IUTH – 2029: The University is a leader in the field of training professional personnel for the tourism, hospitality and leisure industry in the Republic of Kazakhstan.

The University's motto

is «Know the uniqueness of Kazakhstan yourself, show it to the world! »

The main values of the University

Integrity, continuous improvement, equal access to education, teamwork, openness and creativity.

Based on the Development Program of the NPC «International University of Tourism and Hospitality» for 2023-2029, the main task of the University's educational policy is to ensure high quality education in the field of tourism, hospitality and leisure based on maintaining its fundamental nature and focus on meeting the needs of the individual, society and the state. This Policy is the basis for setting the goals and objectives of NPC «International University of Tourism and Hospitality».

The University's quality policy is aimed at building the best system of advanced training of specialists in Kazakhstan by providing students with ample opportunities to choose the level, content, form and duration of training based on unique curricula and academic mobility.

The Policy provides for:

- maintenance of high-quality educational services based on national and international standards;
- student-centered learning through the introduction of innovative teaching methods and the involvement of highly qualified foreign and domestic specialists in the fields of tourism, hospitality, leisure, business, and sports;
- development and implementation of dual educational programs in collaboration with leading international universities in the fields of tourism, hospitality, business, and sports;
- strengthening the material and technical base of the university, which includes the creation of high-tech educational laboratories with various hardware and equipment for the tourism, hospitality, and sports industries;
- development of fundamental and applied scientific research, introduction into production and commercialization of their results;
- strengthening the quality aimed at improving the level of educational services and research activities;
- expanding international cooperation with foreign partners to implement mutually beneficial scientific, educational, and other collaborative projects, fostering academic mobility for both teachers and students, and attracting international students to study at the university;
- promotion of steady development and creation of the necessary conditions to meet the needs of both students and teaching staff;
- creating a recognizable brand of the University.

Basic principles of the Quality Assurance Policy:

- 1) Students and other stakeholders make a key contribution to the formation of the University's policy and mechanisms in the field of quality and standards;
- 2) University teaching staff, both individually and in groups, take responsibility for improving the quality of teaching, while students, as adults, take responsibility for their own learning;
- 3) Collegial and rigorous external evaluation is vital to identify potential areas of improvement, with the aim of enhancing collaboration and sharing best practices;
- 4) Benchmarking of academic standards is at the heart of university procedures;
- 5) Intra-university policies and procedures related to quality and standards are regularly reviewed to ensure their continued suitability in a rapidly changing external and internal environment;
- 6) The top management assumes responsibility for supporting the compliance of the management system with this Policy, continuous improvement of this system, ensuring its compliance with all established legislative requirements, taking into account the high social responsibility of the University, taking into account modern relevant educational, scientific and technical developments, managing intellectual property and taking into account the requirements and expectations of stakeholders.

The quality assurance policy is an integral element of the University's management and the basis for planning its educational activities. The University management should ensure the effective implementation of this Policy by the entire team. Each employee of the University bears personal responsibility within the limits of his competence for the quality of his work. Everyone should understand that the well-being of the University and the well-being of its employees depend on the level of customer satisfaction with the quality of work.

Chairman of the Board-Rector



A.Zh. Shokparov

September 2, 2024