QUALITY POLICY

The University's quality policy is a part of strategic management and is focused on the continuous improvement of educational activities based on the integration of education, science, innovation and modern information technologies and at the level determined by legislative and regulatory requirements, as well as economic conditions in long-term relationships with consumers.

The policy is based on the mission, vision and values of the University, with the obligatory condition of involving all stakeholders in the quality improvement process and consists in the formation of the best intellectual resources of the national knowledge economy and the most advanced technologies for the industrial and innovative development of the country, adapted to the conditions of world integration and globalization.

The University directs its efforts to continuously improve the quality management system, its compliance with the requirements of Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG) and ISO 9001:2015, regularly conducts internal audits of activities and determines appropriate preventive actions, develops the risk management system of the University's business processes.

The quality policy provides for:

– continuous improvement of the learning process at all levels of education, the introduction and development of modern educational technologies;

– development of scientific and innovative activity and its close connection with the educational process;

– selection of highly qualified teaching staff, which allows to implement popular educational programs;

– cooperation with employers, their involvement in the design of educational programs, the involvement of teachers-practitioners in the educational process, the cultivation of entrepreneurship and innovative skills among students;

– partnership with leading educational institutions for the preparation of joint educational programs, internationalization of education and research, participation in international scientific and educational projects;

– constant development of the laboratory base, its updating according to modern technologies, regular updating of the computer and server park, the use of modern information resources and technologies;

– international accreditation of educational programs in reputable foreign agencies and promotion in international ratings;

– introduction of modern management technologies based on digitalization of business processes and the use of key performance indicators in assessing the achievements of the University;

– maintaining corporate culture and quality culture at the University;

– Student-centered approach in academic and social work;

– zero tolerance for corruption and compliance with academic integrity standards;

– strengthening the social protection of teachers, employees and students.

Rector   **S. Sagintayeva**