

**КЕНЖЕҒАЛИ САҒАДИЕВ
АТЫНДАҒЫ ХАЛЫҚАРАЛЫҚ
БИЗНЕС УНИВЕРСИТЕТІ**



**KENZHEGALI SAGADIYEV
UNIVERSITY OF
INTERNATIONAL BUSINESS**

APPROVED

**by the Academic Council of UIB
named after Kenzhegali Sagadiyev**

Protocol # 6 dated 26.01.2024

Chairperson: A.M. Makhmetova

REGULATION

ON THE APPEALS COMMISSION

**KENZHEGALI SAGADIYEV UNIVERSITY OF INTERNATIONAL
BUSINESS LLP**

EDITION 6

Effective from the date of signing

Almaty, 2024

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Document passport

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Approval	Rector
Executors of the document	Deans of Faculties, Director of the Language Center, Heads of Departments, teaching staff of departments
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1 Scope of application

1.1 These Regulations define the powers and procedures of the appeals commission in Kenzhegali Sagadiyev University of International Business LLP (hereinafter referred to as the UIB or University) within the framework of conducting entrance exams for master's/doctoral studies and creative exams in the specialty "Journalism", winter and summer examination sessions, summer semester.

2 Normative references

This Regulation on the development and approval of educational programs uses references to:

2.1 Law of the Republic of Kazakhstan dated July 27, 2007 No. 319-III "On Education" (*with amendments and additions*).

2.2 State compulsory standard of higher education. - On approval of state compulsory standards of higher and postgraduate education. Order of the Minister of Science and Higher Education of the Republic of Kazakhstan dated July 20, 2022 No.2(*with changes and additions (with changes and additions)*);

2.3 Rules of organization of the educational process under credit technology of education, approved by the Order of the Minister of Education and Science of the Republic of Kazakhstan dated April 20, 2011 No. 152(*with amendments and additions*);.

2.4 Order of the Minister of Education and Science of the Republic of Kazakhstan No. 595 dated October 30, 2018. Registered with the Ministry of Justice of the Republic of Kazakhstan on October 31, 2018 No. 17657. On approval of Standard rules for the activities of organizations of higher and postgraduate education.

2.5 Rules on conducting current monitoring of academic performance, intermediate and final attestation of students at the Kenzhegali Sagadiyev UIB.

3 General provisions

3.1 The Regulation on the UIB Appeal Commission was developed on the basis of the "Rules on conducting current monitoring of academic performance, intermediate and final attestation of students at the Kenzhegali Sagadiyev UIB".

3.2 An appeal is a reasoned written statement of an applicant, student, master's student or doctoral student addressed to the Chairman of the Appeal Commission (First Head of the University, Dean) about a violation of the exam procedure that led to a decrease in the grade, or a statement about the error, in the student's opinion, of the grade given on the exam.

3.3 The Appeals Commission is created to ensure compliance with uniform requirements and resolve disputes during the entrance exams for undergraduates and

doctoral students, the creative exam for applicants to the EP "Journalism", winter and summer examination sessions, and the summer semester.

3.4 The Appeals Commission ensures compliance with the rights of citizens in the field of education established by the current legislation of the Republic of Kazakhstan.

3.5 These Regulations define the composition, principles and organization of work, powers and functions, rules for filing and procedure for considering appeals, as well as the reporting of the appeals Commission.

3.6 The Appeals Commission does not accept or review appeals for entrance examinations conducted in the form and materials of entrance examinations conducted for admission to bachelor's, master's and doctoral educational programs that are not within the competence of the UIB (UNT, KTA, testing of applicants for master's and doctoral programs in foreign language proficiency).

3.7 The Executive Secretary of the Admissions Committee informs the participants of the entrance examinations (or their legal representatives) about the working procedure of the appeals commission, contact means of communication and the procedure for filing and considering appeals.

3.8 Undergraduate/graduate/doctoral students are informed by the Dean of the Faculty about the working procedure of the appeals commission, contact means of communication and the procedure for filing and considering appeals.

3.9 The Appeal Commission is guided in its work by the Law of the Republic of Kazakhstan "On Education", "Rules on conducting current monitoring of academic performance, intermediate and final attestation of students at the Kenzhegali Sagadiyev UIB" and the Charter of the UIB, other regulatory documents of the University and this Regulation.

4 Structure, powers and functions of the Appeals Commission

4.1 To consider appeals for the period of entrance examinations, the personal composition of the appeal commissions is approved by the Chairman of the Admissions Committee (for each level of education). The composition of the appeal commission during the winter and summer examination sessions (interim assessment), summer semester is approved by the order of the First Head of the UIB.

4.2 The Appeals Commission includes: the Chairperson of the Commission and members of the subject examination commissions, totaling 2–4 people. The composition of the Appeals Commission for applicants entering Master's and Doctoral educational programs is formed primarily from members holding an academic degree of Candidate and/or Doctor of Sciences, professors, and associate professors in the field of the entrance examination."

4.3 The Chairman organizes the work and controls the unity of the requirements of the appeal commission for examination papers of applicants/undergraduate/graduate/doctoral students.

4.4 If necessary, the members of the examination committee/teacher-examiner who participated in this entrance test/examination (interim assessment) may be invited to the meeting of the appeal commission and give explanations. Invitees do not have the right to participate in voting when making a decision.

4.5 The main principles of the work of the appeals commission are legality, competence, collegiality, freedom of discussion, objectivity, transparency and openness of the entire appeal procedure, and compliance with professional ethics.

4.6 The term of office of the Appeals Commission for undergraduate/graduate/doctoral students' appeals is one calendar year.

4.7 Each of the commissions, respectively:

- Accepts and considers appeals from applicants entering the University;
- Accepts and considers appeals from students (undergraduates, graduates, or doctoral students).
- Makes a decision on compliance with the established level of knowledge of the applicant/student/master's student/doctoral student or on changing the number of points in accordance with the level of knowledge of the applicant (both in case of their increase and decrease);
- Draws up a record (protocol) of the decision made and communicates it to the applicant (for signature)."

4.8 In order to perform its functions, the commission has the right to request and review the minutes of the results of entrance tests of applicants, statements and logs of students' progress, information on compliance with the procedure for conducting the entrance test/exam, etc.

4.9 The Chairman and members of the Appeals Commission must ensure a calm and friendly psychological environment during the consideration of the appeal case.

4.10 The Chairman and members of the Appeal Commission must:

- Conduct timely and objective review of appeals in accordance with these Regulations and the requirements of regulatory legal acts;
- Perform the functions assigned to them at a high professional level, observing ethical and moral standards;
- Promptly inform the Executive Secretary of the Admissions Committee of UIB or the Dean of the relevant faculty about any problems or difficulties that may lead to a violation of the deadline of appeals consideration;
- Maintain confidentiality.

– Observe the established procedure for document management, storage of documents and materials of entrance tests.

4.11 The Commission is competent if more than half of its members are present at the meeting.

4.12 In case of non-performance or improper performance of the assigned duties, violation of confidentiality and information security requirements, abuse of established powers committed out of self-interest or other personal interest, the chairman and members of the appeal commission are liable in accordance with the legislation of the Republic of Kazakhstan.

5 Procedure for considering an appeal

5.1 Applicants: the applicant or his/her legal representative/bachelor's student/master's student/doctoral student have the right to submit an application in the prescribed form (*Appendices 1 and 2*) to the appeal commission for violation, in their opinion, of the established procedure for conducting the entrance test/exam and (or) for disagreement with the received assessment of the results of the entrance test or semester exam.

5.2 The application must be submitted by:

- Applicants before 13.00 hours of the day following the entrance test;
- Undergraduate/graduate/doctoral students no later than 15.00 hours of the next working day after the exam.

5.3 Applications from second persons who are not legal representatives, including relatives of the applicant, are not accepted and are not considered. Applications for higher and postgraduate education programs are submitted personally by the applicant.

5.4 During the review of the appeal, only the correctness of the assessment of the results of passing the entrance test or semester exam is checked.

5.5 An appeal is not a repeat of the entrance examination or the semester exam. No additional questioning of applicants/undergraduate students/master's students/doctoral candidates, or making corrections to protocols/answer sheets is permitted. It is only permitted to ask questions regarding illegible parts of written works.

5.6 If the student took the exam on a computer in the form of electronic tests, then after submitting an appeal application for commission review, they have the opportunity to log into their personal account and provide the commission members with their answers and point out a question or repeating identical answers that they believe to be incorrect or erroneous.

5.7 Consideration of appeals is carried out no later than the next business day after the date of its submission. The applicant (legal representative) is informed

about the date, time and place of consideration of the appeal at the time of its registration by the Executive Secretary of the Admissions Committee. Undergraduate/graduate students/doctoral students are informed about the date, time and place of consideration of the appeal at the time of its registration at the Registrar's office.

5.8 Applicant (legal representative)/a bachelor's/ master's/doctoral student has the right to be present at the appeal hearing. With a minor applicant (under 18 years of age) one of the parents or legal representatives has the right to be present. Applicants and legal representatives must have their identification documents with them..

5.9 If an application for an appeal is submitted within the time limit that does not correspond to the time limits specified in clause 5.2 of these Regulations, or without substantiating the reason for the appeal, the application is not accepted, which is recorded by the Executive Secretary of the Admissions Committee in the application of the applicant and by the Dean of the Faculty in the application of the student (bachelor's/master's/doctoral student).

5.10 Appeals will not be accepted on matters related to the applicant's violation of the instructions for undergoing entrance examinations, the Student Code of Conduct during the exam, or the 'Rules for Current Performance Monitoring, Midterm and Final Attestation of Students at the University of International Business.' Any reference to poor health is not grounds for appeal and will be rejected without review. Medical certificates regarding illness must be presented before the start of the entrance examination or semester exams.

5.11 The decision of the appeal commission is final. A second appeal is not scheduled or conducted, and claims are not considered.

5.12 After considering the appeal, the appeal commission decides to change the mark of the results of the entrance test (semester exam) or leave the specified mark unchanged. The decision of the appeal commission on the mark on the entrance test (semester exam) is made both in case of its increase and decrease. In the event of disagreement within the appeals committee regarding the awarded mark/grade, the decision is made by a majority vote. Voting is conducted openly. In the case of a tie, the Chairman of the committee has the deciding vote."

5.13 The decision of the appeals commission, formalized by a protocol (Appendices 2 and 3), is brought to the attention of the applicant (legal representative)/bachelor's student/master's student/doctoral student. The fact that the applicant (legal representative)/bachelor's student/master's student/doctoral student has been informed of the appeals commission's decision is confirmed by their signature.

5.14 The protocol of the appeals commission's decision is stored together with the protocol of the entrance examination and the examination sheet, in which the Executive Secretary of the admissions committee makes corresponding entries regarding the change of grade. The protocol of the appeals commission's decision is stored in the applicant's personal file as a document of strict accountability.

5.15 In the event of a change in the assessment on the appeal of a bachelor's/master's/doctoral student, the head of the Office of Registrar issues an individual statement in which the examiner-teacher sets the corrected assessment.

5.16 The minutes of the decision of the appeals commission are stored together with copies of the main examination list and the examination sheet, a new individual list with the corrected assessment according to the decision of the appeals commission in the personal file of a bachelor's/master's/doctoral student as a document of strict accountability.

5.17 The end of the work of the appeal commission is determined by the consideration of the last submitted application for appeal. Applications submitted after the end of the work of the appeals commission are not considered.

6 Functions of the Appeals Commission

6.1. The Appeal Commission performs the following functions:

- Performs timely and objective consideration of appeals in accordance with these Regulations and the requirements of regulatory legal acts;
- While considering an appeal, determines whether the procedure for conducting the entrance test/ intermediate and final exam (semester exam) meets the established requirements;
- Sets the compliance of the issued points/grades with the approved criteria for evaluating the results of the entrance test / intermediate and final exam
- Makes a decision based on the results of consideration of the appeal and draws it up in a protocol;
- Informs applicants (legal representatives)/ undergraduate/graduate/doctoral students who have filed an appeal, as well as the Admissions Committee/Dean's Office about the decision taken;
- Monitors compliance with the established deadlines and document management procedures for each appeal;
- Provides the established procedure for storing documents.

6.2 The Appeals Commission must comply with ethical and moral standards when performing its functions.

6.3 In order to perform its functions, the appeals Commission may:

- Review the materials of entrance tests/intermediate and final exams;

- Request and receive necessary documents and information from authorized persons in accordance with the established procedure.

7 Functions of the Chairman of the Appeals Commission

7.1 The Chairman of the Appeals Commission is responsible for its activities, timeliness, validity and objectivity of the decisions made.

7.2 The Chairman of the Commission:

- Manages all activities of the appeals commission;
- Determines the mode and internal work schedule of the appeals commission;
- Gives instructions to the members of the appeal commission on the areas of work of the appeal commission;
- Supervises the preparation of the appeal commission meeting;
- Determines the date, time and place of the appeal commission meeting;
- Determines the composition of persons invited to the meeting of the appeal commission;
- Holds meetings of the appeals commission;
- Timely reports to the Chairman of the Admissions Committee about problems that have arisen in the work of the Appeals Committee and submits proposals for their solution;
- Informs the members of the appeal commission about the implementation of the commission's decisions;
- Supervises the work of the appeals commission;
- Speaks at meetings of the relevant bodies/structures regarding the work of the appeals commission;"
- Promptly submits the minutes of the appeal commission meeting to the admissions committee/Registrar's office;
- Exercise other powers in accordance with these Regulations.

8 Functions of members of the Appeals Commission

8.1 Members of the Appeal Commission:

- Submit proposals for consideration of issues at the meeting of the appeal commission;
- Participate in the work of the appeals commission;
- Review documents and materials submitted to the appeals commission;
- Comply with the uniform requirements for evaluating the results of entrance tests or intermediate and final exams;
- Participate in the implementation of decisions of the appeals commission and monitor their implementation;

– Perform other duties assigned to them by the Chairman of the Appeals Commission.

Appendix 1

To the Chairman of the Appeals
Commission of Kenzhegali Sagadiyev
University of International Business

_____ (Full name of the Commission Chairman)

from _____ (Full name of the applicant)

specialty: _____

address: _____

phone number: _____

Appeal application

I, _____ (Name in full),

Hereby request consideration of an appeal regarding my disagreement with the received score/assessment for the entrance examination

in _____ (Subject of the examination),

which is confirmed by _____

Applications:

1. The applicant's identity document (s).
2. Documents confirming violation of the established procedure for conducting the entrance test.
3. Documents confirming the applicant's arguments about disagreement with the assessment scores received.

"__" _____ 202__

(signature)

(Full name)

Appendix 2

To the Chairman of the Appeals
Commission of Kenzhegali Sagadiyev
University of International Business

_____ (Full name of the Commission Chairman)
from _____ (Full name of the applicant)
Undergraduate/Graduate/Doctoral student
(please underline)
__ __ year of study, specialty: _____
contact phone number: _____

Appeal application

I, _____
(Name in full),

Hereby request consideration of an appeal regarding my disagreement with the received
score/assessment of the result of the exam in the discipline

_____ (Subject of the
examination),

The statement is based on the following arguments:

_____.

Applications:

Documents confirming the arguments of a bachelor's/master's/doctoral student who disagrees with
the assessment scores received.

_____ " ____ " _____ 202 ____

(signature) (Full name)

Appendix 3

Minutes No. _____
of the Appeals Commission meeting

Almaty city " ____ " _____ 202_

Date of the Appeal Commission meeting: " ____ " _____ 202_

Venue of the Appeal Commission meeting: _____

Opening of the Appeal Commission meeting: _____ hours _____ minutes.

The Appeal Commission meeting is closed: _____ hours _____ minutes.

Attended by _____ people from _____ members of the appeals commission:

1. _____ ;
2. _____ ;
3. _____ ;
4. _____ ;
5. _____ .

Review of the appeal regarding disagreement with the received score for the entrance
examination _____

Applicant for the specialty _____

(Full Name of the Applicant)

Is present/ Not present.

Chairman of the Appeals Commission: _____
signed *Full name*

Secretary of the Appeals Commission: _____
signed *Full name*

Agenda:

1. Review of the appeal application _____,
(Full name of the applicant)

" ____ " _____ 202_ on disagreement with the received assessment of the results for the
entrance test.

Regarding the agenda item, proposals were heard from

(Full Name)

on the advisability (or: inadvisability) of changing the assessment (or: leaving the specified
assessment unchanged) with respect to _____

(Subject/Area of Assessment/Candidate)

The following questions were asked:

1. _____ ;
2. _____ .

The following took part in the discussion:

(Full Name)

(Full Name)

(Full Name)

It was decided: The proposal of

(Full Name)

shall be put to a vote.

The vote on the agenda item was:

"For" - ____ votes;

"Against" - ____ votes;

"Abstained" - ____ votes.

On the agenda item, it was resolved: To change the assessment of the entrance examination result for the applicant

(Full Name of Applicant)

from " ____ " to " ____ ".

(or: To leave the entrance examination score for the subject

" _____ "
unchanged)

Members of the Appeal Commission:

_____ (Full name)	/	_____ (signature)

Secretary of the Appeals Commission:

(Full name) / _____
(signature)

Appendix 4

Minutes No. _____
of the Appeals Commission meeting

Almaty city

"__" _____ 202__

Date of the Appeal Commission meeting: "__" _____ 202__

Venue of the Appeal Commission meeting: _____

Opening of the Appeal Commission meeting: _____ hours _____ minutes.

The Appeal Commission meeting is closed: _____ hours _____ minutes.

Attended by _____ people from _____ members of the appeals commission:

1. _____;
2. _____;
3. _____;
4. _____;
5. _____.

Consideration of an appeal on disagreement with the received assessment in the discipline _____

student/master's/doctoral student of _____ course, specialty _____
(please underline)

(Full name of the student /Master's student/Doctoral student)

Is present/ Not present.

Chairman of the Appeals Commission: _____
signature *Full name*

Secretary of the Appeals Commission: _____
signature *Full name*

Agenda:

1. Review of the appeal application _____,
(Full name of the applicant)

From "__" _____ 202__ on disagreement with the received assessment of the exam results.

We listened to suggestions on the agenda item _____
(Full name)

on the expediency (or: impracticability) of changing the estimate (or: leaving the specified estimate unchanged) in relation to _____

The following questions were asked:

1. _____;
2. _____.

The discussion was attended by:

(Full name)

(Full name)

(Full name)

Decided to:

Offer _____
(Full name)

put it to a vote.

The following persons voted on the agenda item:

"for" - _____ votes.

"against" - _____ votes.

"abstained" - _____ votes.

On the agenda item, we decided:

Change the assessment of the student's/Master's/Doctoral student's exam result

(Full name)

from " _____ ", " _____ ", " _____ " " _____ " to " _____ ", " _____ ", " _____ " " _____ " on
percent. numbers. lettered. traditional. percent. numbers. lettered. traditional

(or: Leave the assessment of the exam in the discipline unchanged " _____ ")

Members of the Appeal Commission:

(Full name) / _____
(signature)

Secretary of the Appeals Commission:

(Full name) / _____
(signature)