



M. NARIKBAYEV KAZGUU UNIVERSITY STUDENT APPLICATION GUIDELINE

2020

CONTENTS

CHAPTER 1. GENERAL PROVISIONS	4
1.1 THE MAIN CONCEPTS	5
1.2 SCOPE OF THE GUIDELINE	5
1.3 PRINCIPLES OF THE GUIDELINE.....	5
1.4 THE MAIN TYPES OF REQUESTS ON ACADEMIC ISSUES:.....	5
1.6 REQUESTS NOT SUBJECT TO CONSIDERATION	6
1.7 REQUEST PROCESSING TERMS.....	7
1.8 RESULT OF CONSIDERATION OF REQUESTS	7
CHAPTER 2. REQUEST SUBMISSION PROCEDURE	8
2.1 ACADEMIC REQUESTS SUBMISSION PROCEDURE.....	8
2.1.1 AN APPEAL OF FINAL EXAMINATION RESULTS	8
2.1.2 AN APPEAL OF STATE EXAMINATION AND/OR DIPLOMA PROJECT RESULTS.....	8
2.1.3 APPLICATION FOR AN ACADEMIC LEAVE	9
2.1.4 APPLICATION FOR RETURN FROM ACADEMIC LEAVE	10
2.1.5 APPLICATION FOR TRANSFER FROM ONE EDUCATIONAL PROGRAM TO AN- OTHER	10
2.1.6 APPLICATION FOR CHANGING LANGUAGE OF INSTRUCTION	12
2.1.7 TRANSFER TO ANOTHER HIGHER EDUCATION INSTITUTION	12
2.1.8 TRANSFER FROM ANOTHER HIGHER INSTITUTION	13
2.1.9 STUDENT READMISSION	18
2.1.10 EXPULSION FROM M. NARIKBAYEV KAZGUU UNIVERSITY.....	19
2.1.11 APPLICATION FOR CHANGES INTO ACADEMIC DOCUMENTS (WHEN PERSONAL DATA IS CHANGED).....	21
2.1.12 APPLICATION FOR PARTICIPATION IN THE ACADEMIC MOBILITY COMPETITION	21
2.1.13 APPLICATION FOR CREDITS TRANSFER	21
2.1.14 APPLICATION FOR DISCIPLINE EXTRACTION FROM TRANSCRIPT	22
2.1.15 APPLICATION FOR MARK VERIFICATION IN AIS PLATON.....	22
2.1.16 APPLICATION FOR GRADING IN INFORMATIONAL SYSTEMS	22
2.1.17 APPLICATION FOR STUDENT INTERNSHIP REPORT.....	22
2.1.18 APPLICATION FOR POSTPONEMENT OF THE STUDENT INTERNSHIP DATES ...	23
2.1.20 APPLICATION FOR PASSING PHYSICAL EDUCATION CLASS	23
2.1.21 APPLICATION FOR THE PHYSICAL EDUCATION CLASS EXEMPTION.....	23
2.1.22 ACCEPTING APPLICATIONS FROM NON-DEGREE STUDENTS	24
2.1.23 APPLICATION FOR TRAINING AT THE MILITARY DEPARTMENT AT ON A PAID BASIS	24
2.1.24 APPLICATION FOR REFUSAL TO PARTICIPATE IN THE COMPETITION FOR THE MILITARY DEPARTMENT	24

2.1.25 APPLICATION TO THE HEAD OF THE MILITARY DEPARTMENT	24
CHAPTER 3. FREE-FORM APPLICATIONS.....	25
3.1 APPLICATION TO THE DIRECTOR OF HIGHER SCHOOL	25
3.2 APPLICATION TO THE FIRST DEPUTY CHAIR OF THE BROAD	25
3.3 APPLICATION TO THE CHAIRMAN OF THE COMMITTEE	25
3.4 APPLICATION TO THE PROVOST.....	26
CHAPTER 4. REQUEST PROCESSES REGARDING THE ISSUANCE OF DOCUMENTS....	26
4.1 APPLICATION FOR A CERTIFICATE FROM THE PLACE OF STUDY (TO THE PLACE OF REQUIREMENT)	26
4.2 ISSUANCE OF A CERTIFICATE FOR RECEIVING STATE BENEFITS (SCSP (APPENDIX 2-1, 4, 6, 31)	26
4.3 TRANSCRIPT ISSUANCE.....	27
4.4 ISSUANCE OF DOCUMENTS FROM STUDENTS' ARCHIVES	27
4.5 ISSUE OF A DUPLICATE OF THE DOCUMENT ON EDUCATION	27
4.6 ISSUING A TRANSCRIPT WHO HAVE NOT COMPLETED AN EDUCATION.....	28

CHAPTER 1. GENERAL PROVISIONS

This student application guideline (hereinafter – the Guideline) defines the procedure for submission and processing of a request of students at the M.Narikbayev KAZGUU University (hereinafter – the University).

The Guideline was developed in accordance with the Code "Administrative Procedural Code of the Republic of Kazakhstan" dated June 29, 2020 No. 350-VI, normative legal acts in the field of higher and postgraduate education, Academic Policy of M.Narikbayev KAZGUU University and other internal regulations of the University.

All official students' requests are submitted via M. NARIKBAYEV KAZGUU UNIVERSITY mobile application.

The mobile application is integrated with the electronic document management system, the student has the opportunity to track the movement (tracking) of the document in 1C-Documents Management (approval, execution, solution, etc.) in the personal account of the mobile application, if necessary, download the attached file.

Refusal to accept requests that meet the requirements established in this Guideline is not allowed. In case of refusal to accept the application, the University notifies the applicant of the reasons for the refusal to process the request and the time frame for correcting the comments.

The University operates an electronic 1C:Documents Management to ensure the efficiency of processing of a request and transparency of the document movement.

A request can be made by the help of the student's legal representative. Representation is registered in the order established by the Civil Law of the Republic of Kazakhstan.

The term of processing of a request of the application is 15 (fifteen) working days, the date of submission of the application is not included in the term of consideration (except for cases provided for by regulatory documents). This period may be extended to 30 working days if an additional request is required and archived copies of documents requiring confirmation are attached.

1.1 THE MAIN CONCEPTS

The following main concepts are used in this Guideline:

- Application- an individual or collective written, oral, or in the form of an electronic document certified by an electronic digital signature, a proposal, application, complaint, request or response sent to the subject considering the application or to an official;
- Acceptance of a request - an action of an employee, administrative official to accept a request from individuals and legal entities;
- Processing of a request - taking decisions on a request by a subject, administrative official within his/her competencies in accordance with the legislation of the Republic of Kazakhstan;
- Registration of a request - recording in the log book of short data on the request and assigning of a registration number to each application received;
- Complaint - the demand of a person to restore or protect his/ someone's violated rights, freedoms or legitimate interests.

1.2 SCOPE OF THE GUIDELINE

This Guideline applies to students who have submitted applications, their legal representatives, as well as administrative officials processing requests.

This standard does not apply to the requests, processing of which is established by the legislation of the Republic of Kazakhstan on administrative offenses, criminal procedures, civil legislation of the Republic of Kazakhstan.

1.3 PRINCIPLES OF THE GUIDELINE

The main principles of legal regulation related to the request processing are:

- Legality;
- Unified requirements to requests;
- Assurance of compliance with the rights, freedoms and lawful interests of individuals and legal entities;
- Inadmissibility of bureaucracy and red tape in processing requests;
- Equality of individuals and legal entities;
- Transparency of the entities and officials processing applications.

1.4 THE MAIN TYPES OF REQUESTS ON ACADEMIC ISSUES:

- appeal on the results of the Final Exam;
- appeal on the results of the State Exam and/or Diploma project;
- application for proceed an Academic Leave;
- application for return from Academic Leave;
- application for transfer from one educational program to another;
- application for changing language of instruction;

- application for change of Personal Data in Academic Documentation (Change of Student’s Full Name);
- application for transfer to another higher education institution;
- application for transfer from another higher education institution;
- application for resume university studies;
- application for expulsion of students;
- application for participation in the competition in Academic Mobility programme
- application for discipline extraction from transcript
- application for checking the grade in the AIS Platon
- application for grading in the Informational System
- application for student Internship Report
- application for change of Student Internship Dates
- application for final Exam reappointment
- application for passing Physical Education Class
- application for Physical Education Class exemption
- application from Non-degree students
- application for training at the military department at on a paid basis
- application for refusal to participate in the competition for the military department
- application to the head of the military department
- application to the Director of Higher School
- application to the First Deputy Chairman of the Board Committee
- application to the Chairman of the Committee
- application to the Provost

1.5 REQUESTS REGARDING THE ISSUANCE OF DOCUMENTS

- application for issuance of transcript
- application for certificate from the place of study (to the place of requirement)
- application for SCSP (annex №2-1, 4, 6, 31)
- application for issuance of documents from students’ archives

1.6 REQUESTS NOT SUBJECT TO CONSIDERATION

Not subject to consideration:

- anonymous applications, except in cases where such an appeal contains specific information about criminal offenses being prepared or committed, or about a threat to state or public security, which is subject to immediate redirection to state bodies in accordance with their competence;
- an application that does not state the essence of the issue;;
- applications without relevant supporting documents.

If the conditions that served as the basis for leaving the application without consideration were subsequently eliminated, the subject or official is obliged to consider the specified application within the prescribed period from the moment of elimination of violations.

1.7 REQUEST PROCESSING TERMS

The application which does not require receiving information from other subjects, officials, or checking on the spot, is considered within fifteen calendar days from the date of receipt to the subject, official employee.

The application which requires to obtain information from other subjects, officials, or a check with a visit to the place, is considered and a decision is made on it within thirty calendar days from the date of receipt to the subject, official employee.

In cases where it is necessary to conduct an additional study or verification, the review period is extended for no more than thirty calendar days, which is reported to the applicant within three calendar days from the date of extension of the consideration period.

If the resolution of the issues set out in the application requires a long period of time, then the appeal is put under additional control until its final execution, which is reported to the applicant within three calendar days from the date of the decision.

1.8 RESULT OF CONSIDERATION OF REQUESTS

Based on the results of consideration of applications, one of the following decisions is made:

- about full or partial approval of the request;
- on the refusal to approve the application with the justification for making such a decision;
- about giving explanations on the substance of the application.

CHAPTER 2. REQUEST SUBMISSION PROCEDURE

2.1 ACADEMIC REQUESTS SUBMISSION PROCEDURE

2.1.1 AN APPEAL OF FINAL EXAMINATION RESULTS

Special provisions

The student who does not agree with the result of the final exam, should submit an appeal to the Dean (Director) of the Higher school not later than the next working day after the examination results were published in the Canvas LMS. Application must be submitted via M. NARIKBAYEV KAZGUU UNIVERSITY.

The Appeals Committee without consideration returns an appeal submitted later than this time, to the applicant. In this case, the reason of rejection must be specified.

The appeal must be justified. In case of disagreement by the student with his/her grade without supporting arguments, the appeal is returned to the applicant without consideration.

The appeal application cannot be reviewed by the same examiner, and must be reviewed by at least two independent experts. As a result of the request processing a protocol is issued. A copy of the protocol and the appeal report sheet are sent to the Registrar's Office.

An examination grade with the results of the appeal is published in the Canvas LMS. The assistant of the Higher School passes the report sheet to the Registrar's Office, fills in the decision of the appeal commission in 1C:Document Management.

2.1.2 AN APPEAL OF STATE EXAMINATION AND/OR DIPLOMA PROJECT RESULTS

Special provisions

The student who does not agree with the result of the state exam, should submit an appeal to the dean (Director) of the Higher school not later than the next working day after the examination results were published in the Canvas LMS. Application must be submitted via M.NARIKBAYEV KAZGUU UNIVERSITY mobile app.

An application for an appeal filed in violation of the deadline is returned to the applicant without consideration, and the reason for refusal must be specified.

The appeal application must be justified. If the student does not agree with the assessment without specifying the necessary arguments, the appeal application is returned to the applicant without consideration.

Properly filled appeal is processed within five working days by the Appeals Committee.

An appeal is sent to the Registrar's Office as well. Within one working day after receipt of an appeal the Registrar's Office issues an appeal report sheet to the Chairman of the Appeals Committee.

The results of an appeal are communicated to the student by the Secretary of the State Appeal Committee.

An appeal is not allowed if the student received an unsatisfactory grade for the public presentation of his/her final diploma project or Master's thesis (project).

2.1.3 APPLICATION FOR AN ACADEMIC LEAVE

Special provisions

Academic leave is provided to students:

- 1) due to illness – based on an opinion of the medical advisory commission at the outpatient organization for a period of 6 to 12 months;
- 2) in case of conscription for military service – based on a summons for conscription for military service;
- 3) after the birth or adoption of a child until the child reaches the age of three.

Academic leave is not granted to students for any other reason.

To apply for Academic leave, the student submits an application in the mobile app “M. NARIKBAYEV KAZGUU UNIVERSITY” addressed to the Provost of M. Narikbayev KAZGUU University with the attachment of supporting documents.

The order on granting Academic leave to the student, indicating its start and end dates, is issued within three working days on the basis of the submitted documents.

Once the order on Academic leave is issued to the student, an order on suspension or change of the procedure for payment of the state scholarship is issued in respect of persons studying at the expense of the state educational grant in accordance with Decree No. 116 of the Government of the Republic of Kazakhstan dated February 7, 2008.

To apply for Academic leave, the student submits an application to the KAZGUU Student Service Center and provides the following supporting documents:

- 1) opinion of the Medical Advisory Commission (hereinafter – MAC) at the outpatient organizations with a duration ranging from 6 to 12 months for a disease according to form 035-1/Y of primary medical documentation of health care organizations, approved by Order No. 907 of the acting Minister of Health of the Republic of Kazakhstan dated November 23, 2010, “On Approval of Forms of Primary Medical Documentation of Health Care Organizations”;
- 2) decision of the Centralized Medical Advisory Commission (hereinafter-CMAC) of an anti-tuberculosis organization in the case of tuberculosis with a duration of no more than 36 months in accordance with form ТБ 01/Y -category IV of primary medical documentation of health care organizations, approved by Order No. 907;
- 3) summons for conscription for military service in the case of conscription for military service in accordance with Annex 4 of the Rules of Military Registration of Conscripts, approved by Order No. 28 of the Minister of Defense of the Republic of Kazakhstan dated January 24, 2017;

4) birth certificate, adoption of a child until the child reaches the age of three according to the forms in Annexes 8 and 12 of Order No. 9 of the Minister of Justice of the Republic of Kazakhstan dated January 12, 2015, “On Approval of the Forms of State Civil Registry Books and the Forms of Certificates Issued on the Basis of the Entries in These Books.”

2.1.4 APPLICATION FOR RETURN FROM ACADEMIC LEAVE

Special provisions

At the end of the period of academic leave in the order, the student is obliged to submit an application and formalize the return from the academic leave. In case of not submitting an application and issuing a return from academic leave within 15 calendar days from the end of the term for its provision, the student may be expelled from the students of M. Narikbayev KAZGUU University as not starting his studies on time.

Upon returning from academic leave, the student continues his/her studies in the year of study (and in academic period) that had been assigned before his/her academic leave.

A student on academic leave for medical reasons has to pass medical advisory commission again and provide the conclusion about the absence of contradictions to continue the study.

Procedure of applying to academic leave

When returning from academic leave, the student submits a corresponding application to the Provost of M. Narikbayev KAZGUU University. Person who have been granted academic leave for medical reasons, attach an opinion of the MAC on the absence of contraindications for continuing their studies.

The application is submitted through M. NARIKBAYEV KAZGUU UNIVERSITY mobile app.

When applying for return from academic leave, the student provides a transcript to the advisor (manager) and submits an application to determine the academic difference (prerequisites in the form of academic difference in the required courses). The academic difference in the courses of the curricula is determined by comparing the programs of the studied courses (by catalogue and syllabus (if necessary)), academic credits/ECTS, reflected in the transcript.

In case of a positive decision on the basis of the submitted documents, an order is issued within three working days from the date of submission of the documents to withdraw the student from the academic leave.

2.1.5 APPLICATION FOR TRANSFER FROM ONE EDUCATIONAL PROGRAM TO ANOTHER

Special provisions

Transfer from one to another educational program is done during winter or summer holidays (before the academic period). Students may transfer only in the event of fully completing first academic period according to the individual curriculum and does not have financial debt. The order on transfer from one educational program to another is issued within five working days.

Before submitting the application, the student submits a transcript to the advisor/manager of the Higher School to which he/she plans to transfer and applies for a recommendation to form an individual curriculum. The requirements for educational program transfer are stipulated in the academic catalogues of the Higher Schools.

Adviser/Manager of the Higher School:

- determines educational trajectory and makes a recommendation for registration together with the applicant, informs the applicant by e-mail on the basis of the submitted documents;
- advises on the procedure for entrance exams (if the entrance requirements are provided by the educational program);
- organizes entrance exams;
- notifies the applicant and the registrar of the results of the entrance exams;

The student, after receiving the recommendation of the advisor/manager and the positive decision of the Director of the Higher School for transfer, submits an application to the Provost of M. Narikbayev KAZGUU University for transfer from one educational program to another.

The application is submitted before the academic period in the M. NARIKBAYEV KAZGUU UNIVERSITY mobile app.

In case of a positive decision:

- the student concludes an additional agreement to the agreement on the paid provision of educational services and pays for tuition in the semester, based on the planned number of academic credits (in accordance with the Educational Services Price Register for the current academic year);
- within five working days, the Provost of M. Narikbayev KAZGUU University issues an order on the transfer of a student from one educational program to another.

When transferring a student, the transfer of academic performance is carried out by the Academic Quality Assurance Committee of the Higher School on the basis of the statement from the adviser/manager.

Additional requirements for the transfer of bachelor's and master's degree students-beneficiaries of an educational grant:

- Transfer of students with the preservation of the state educational grant is possible only within one group of educational programs.

- A person studying at the expense of the state educational order, when transferring from one group of educational programs to another, from one form of education to another, renews the agreement for the provision of services on a paid basis.

2.1.6 APPLICATION FOR CHANGING LANGUAGE OF INSTRUCTION

Special provisions

Transfer from one language of instruction to another one is carried out during summer and winter holidays (before the academic period).

The order on changing the language of instruction within 5 working days.

Before submitting the application, the student applies to the adviser/manager of the Higher School to receive a recommendation for registration for the disciplines and the formation of an individual curriculum.

After receiving the recommendation of the adviser/manager and the positive decision of the director of the Higher School to transfer, a student submits an application to the Provost of the M. Narikbayev KAZGUU University for transfer from one language department to another.

The application should be submitted before the beginning of upcoming academic period via M. NARIKBAYEV KAZGUU UNIVERSITY mobile app.

In case, a positive decision is made:

- the student pays the tuition fee for the semester based on the planned number of academic credits (according to the Register of the cost of educational services for the corresponding academic year);
- within five working days, an order is issued by the Provost of the M. Narikbayev KAZGUU University on the transfer of a student from one language department to another.

2.1.7 TRANSFER TO ANOTHER HIGHER EDUCATION INSTITUTION

Special Provisions

Transfer to another university is carried out during the summer and winter holidays. Students may transfer only in the event of fully completing the first academic period (semester, trimester, quarter) according to the individual curriculum.

Prior to the request submission the student is obliged to eliminate his/her financial debt, debt to the library, dormitory, military department (if necessary), give in his/her student (master's, doctoral) card and proximity card.

The student, who wants to transfer to another university, applies with a request to the Provost of the University.

KAZGUU SSC gives out an electronic roundabout list.

After Provost's decision a student receives the following documents from the KAZGUU SSC:

- an application with the Provost's signature, sealed with University's stamp;
- a copy of University License;
- a copy of UNT/CT Certificate;
- a copy of High School Diploma.

Within three working days from an enrollment order issuance date the Rector of the University where the student is transferred, sends a written request to the KAZGUU to send the student's personal records. A copy of an enrollment order should be attached to this request. Having received the request the University Provost issues an order with the note unenrolled due to transfer to the (another university name) and within three working days from the order issuance date sends the student's personal files to the address of the host university.

A student can be transferred to a national university only on a tuition fee basis. In this case the student must have a UNT or CT certificate not less than 60 points and average Grade Point Average (GPA) not lower than points required to transfer.

2.1.8 TRANSFER FROM ANOTHER HIGHER INSTITUTION

Special Provisions

Transfer from another university is carried out during summer and winter holidays. A student is transferred if he or she has fully completed the first academic period (semester, trimester, quarter) of the program according to the individual plan.

Students studying in foreign educational organizations, must provide a document of studied disciplines (academic record or a transcript), - the results of entrance examinations, as well as - documents of the accomplishment of the previous level of education (documents, provided by a foreign educational institution, should pass the procedure of nostrification in the Republic of Kazakhstan in the order, established by the Rules of recognition and nostrification of educational documents), extracts from the orders for enrollment in the 1st year, about the expulsion.

Persons with general secondary or provisional or vocational education in the Republic of Kazakhstan, when transferring from foreign university or readmission, provide the unified national testing (hereinafter – UNT) or comprehensive testing (hereinafter-CT) certificate with a score not lower than established threshold (if any).

Before applying for transfer, the student submits a transcript to the advisor to determine the academic difference in disciplines according to the curriculum credit transfer of previously studied disciplines and credits. When determining the course of study, the requirements of the Higher School and the specific educational program for transferring.

After determining the academic difference and the expected course of study, the student passes entrance exams in basic and/or profiling disciplines, the list of which is approved by the order of the dean (director) of the higher school on the basis of a

decision of the Academic Quality Committee. In the event of a positive assessment of the entrance examinations (50% and more) and with the permission of the director of the higher school for transfer including documents, the adviser together with the student draws up the project of the individual curriculum.

The student submits an online application through the mobile application M. NARIKBAYEV KAZGUU UNIVERSITY application to the Provost of the M. Narikbayev KAZGUU University for enrollment in the order of transfer and attaches the necessary documents.

Documents

1. Those, who have studied in Kazakhstani universities, when being transferred have to provide the following documents:

- 1) a transfer application to M. Narikbayev KAZGUU University approved by the head of a university where an applicant (undergraduate / master / doctoral (PhD) student) has previously studied;
- 2) the original of transcript;
- 3) a copy of document on the previous education (school-leaving certificate, certificate on completion of technical and vocational education, higher education diploma);
- 4) a copy of Unified National Testing certificate (for undergraduate programs), a copy of Comprehensive Testing (for master degree students), a copy of Entrance Examinations certificate (for doctoral (PhD) students);
- 5) a copy of the certificate of educational grant (if any);
- 6) the identity card.

2. Those, who have studied in foreign educational institutions, when being transferred or readmitted have to provide the following documents:

- 1) a document on the converted educational programs (academic record, transcript)
- 2) a certificate on results of entrance examinations
- 3) documents on completion of previous education level (documents issued by foreign educational institutions have to undergo the nostrification procedure in the Republic of Kazakhstan in accordance with Recognition and Nostrification Policy of Education Documents);
- 4) extracts from orders for enrollment and expulsion;
- 5) the identity card;
- 6) applicants, who have obtained secondary or technical and vocational education in the Republic of Kazakhstan when being transferred from a foreign university or readmitted, have to provide a UNT or CT certificate with a minimum score required (if any).

3. Procedures of Transfer from Another University

3.1 Prior to submitting an application, a student shall send an e-mail to tson@kazguu.kz (KAZGUU SSC) with a request to determine the education trajectory

and academic year for the planned educational program and scanned copies of documents.

3.2 The adviser / manager of a Higher School shall:

- determine the academic difference (course prerequisites), the expected academic year on the basis of the provided documents and inform an applicant via e-mail;
- advise on the procedure for passing entrance examinations in basic and / or major courses;
- organize entrance examinations;
- inform an applicant and the registrar about applicant’s results of the entrance examinations;
- determine together with an applicant his or her educational trajectory and give a recommendation for registration.

In case of approval:

- a student is required to conclude a contract for commercial educational services and pay for the semester based on the planned number of academic credits to cover;
- the Provost of M. Narikbayev KAZGUU University should issue the order for transfer admission of a student within five working days;
- it is necessary to submit a written request to the university where an applicant has previously studied for sending his / her personal portfolio.

After receiving such a request, the head of the university, where an applicant has previously studied, should issue an enrollment termination order wording “expelled due to transfer to (name of the university)”, and send the student portfolio to M. Narikbayev KAZGUU University.

When students are transferred or readmitted, their learning outcomes are transferred by Academic Quality Assurance Committee of a Higher School in accordance with the adviser’s / manager’s recommendations.

Additional Requirements for Transfer of Undergraduate / Master / Doctoral (PhD) Students Awarded an Educational Grant

A student, studying at the expense of an educational grant, may be transferred to another university if desired, without being deprived of the educational grant.

When a student is transferred, the host university should take into account the major, the educational program, academic achievements as well as cases of violation of academic integrity by the student.

Students, who have been awarded educational grants, approved for particular universities as well as for pedagogical majors within the allocated quota, are transferred to another university only on a paid basis.

Transfer of undergraduate, master, and doctoral (PhD) students from other universities to a national university or another university can be carried out provided students pay the difference in the cost of the educational grant.

Special Requirements for Transfer from Another University of Higher School of Law

Master degree students have the opportunity to transfer from another university under the same educational program or from a one-year program (60 ECTS) to a two-year program (120 ECTS) after successfully completing one semester and covering at least 20 ECTS credits. In order to transfer from one program to another, students should consult the post-graduate training manager to determine the difference in academic courses.

Special Requirements for Transfer from Another University of Higher School of Economics

Bachelor's degree student when transferring to Higher School of Economics educational programs is obligatory:

- to take a test to determine the English language level (pass KAZGUU English Placement test, and get at least 40% out of 100% for HSE educational programs) or provide a copy of IELTS certificate (Academic IELTS from at least 3.0 points or its equivalent TOEFL IBT/PBT);

- to pass a test for “Mathematics”, if a student does not have a positive grade in the “Mathematics” discipline. A student should get at least 25 out of 40 points for “Finance”, “Accounting and Audit”, “Economics” educational programs, at least 20 out of 40 points for “IT in Business” educational program and at least 15 out of 40 points for “Management” educational program. Master's degree students have the opportunity to transfer from another university under the same educational program, or from a one-year study program (60 ECTS) to a two-year program (120 ECTS) after the successful completion of one semester and the mastery of at least 30 ECTS.

To transfer from one educational program to another the student must comply with the aforementioned requirements, take required courses “Research Methods I: Introduction to Research Methods” and “Global Leadership and Organizational Development”, consult with the manager to determine academic difference and preconditions, and get approval from the Academic Quality Committee of the Higher School of Economics.

Special Requirements for Transfer from Another University or Readmission to KAZGUU School of Liberal Arts

While enrolling in educational programs of KAZGUU School of Liberal Arts with English as the language of instruction, an applicant has to provide an international certificate confirming the level of language proficiency in accordance with the tables below, or to confirm the required level of English language proficiency by passing KEPT entrance examination (KAZGUU English Placement Test).

English Language Proficiency Requirements for Students Transferring from Another University or Another Education Programs Group or Readmitting to

Educational Programs such as 6B02301 – Translation Studies and 6B02302 – Applied Linguistics

No	Year	English Language Level in Accordance with KEPT Results (CEFR)	Academic IELTS	TOEFL IBT/PBT, FCE/CAE (IELTS equivalent)
1	1st year	Intermediate B1 (60 points and higher)	5,0	IBT 45 PBT 450 FCE 154
2	2nd year	Advanced	7.0 and higher	IBT 94 PBT 590 CAE 185
3	3rd year	Advanced	8.0 and higher	IBT 110 PBT 637 CAE 200

English Language Proficiency Requirements for Students Transferring to Educational Programs such as 6B11101 – Hospitality and 6B11102 – Tourism (with English as Language of Instruction)

No II/ II	Year	English Language Level in Accordance with KEPT Results (CEFR)	Academic IELTS	TOEFL IBT/PBT, FCE/CAE (IELTS equivalent)
1	1st year	Intermediate B1 (60 points and higher)	3,0	IBT 24 PBT 370 PET 120 FCE 140
2	2nd year	Intermediate B1 (60 points and higher)	5,0	IBT 45 PBT 450 FCE 154
3	3rd year	Intermediate B1 (65 points and higher)	5,5	IBT 59 PBT 496 FCE 162

2.1.9 STUDENT READMISSION

Special provisions

Readmission of students is carried out by the order of the Provost during winter or summer holidays before the academic period. Students can be readmitted to the bachelor's program within five years from the date of expulsion, and to the master's program within two years from the date of expulsion. Students may be readmitted only if fully completing the first academic period according to the individual curriculum. Students can be readmitted only to the course from which they were expelled and only on a paid basis.

Students studying under a fee basis who were expelled for a semester due to financial debts have a right to be readmitted in four weeks from the date of expulsion.

Students studying in foreign educational organizations, must provide a document of studied disciplines (academic record or a transcript), - the results of entrance examinations, as well as - documents of the accomplishment of the previous level of education (documents, provided by a foreign educational institution, should pass the procedure of nostrification in the Republic of Kazakhstan in the order, established by the Rules of recognition and nostrification of educational documents). Persons with general secondary or provisional or vocational education in the Republic of Kazakhstan, when transferring from foreign university or readmission, provide the unified national testing (hereinafter – UNT) or comprehensive testing (hereinafter-CT) certificate with a score not lower than established threshold (if any). Persons who did not participate or did not score a threshold score on the UNT and CT, pass the CT before the order is issued.

Before applying for transfer, the student submits a transcript to the advisor to determine the academic difference in disciplines according to the curriculum credit transfer of previously studied disciplines and credits. When determining the course of study, the requirements of the Higher School and the specific educational program for transferring from course to course are taken into account.

After determining the academic difference and the expected course of study, the student passes entrance exams in basic and/or profiling disciplines, the list of which is approved by the order of the dean (director) of the higher school on the basis of a decision of the Academic Quality Committee. In the event of a positive assessment of the entrance examinations (50% and more) and with the permission of the director of the higher school for transfer, the student submits an application to KAZGUU SSC addressed to the Provost of M. Narikbayev KAZGUU University on the readmission and attaches the necessary documents.

The order on the readmission of students is issued within five working days; then, the student enters into an agreement on the provision of educational services on a paid basis. After the order is issued, a written request to transfer student's personal file is sent to the university, where the student studied before.

List of required documents:

Those, who have studied in Kazakhstani universities, when being readmitted have to provide the following documents:

- 1) the original of transcript;
- 2) the original or a copy of document on the previous education (school-leaving certificate, certificate on completion of technical and vocational education, higher education diploma);
- 3) the original or a copy of Unified National Testing certificate (for undergraduate programs), a copy of Comprehensive Testing (for master degree students), a copy of Entrance Examinations certificate (for doctoral (PhD) students);
- 4) extracts from orders for enrollment and expulsion from the university;
- 5) the identity card.

2.3 Those, who have studied in foreign educational institutions, when being readmitted have to provide the following documents:

- 1) a document on the covered educational programs (academic record, transcript);
- 2) a certificate on results of entrance examinations;
- 3) documents on completion of previous education level (documents issued by foreign educational institutions have to undergo the nostrification procedure in the Republic of Kazakhstan in accordance with Recognition and Nostrification Policy of Education Documents);
- 4) extracts from orders for enrollment and expulsion;
- 5) the identity card;
- 6) applicants, who have obtained secondary or technical and vocational education in the Republic of Kazakhstan when being transferred from a foreign university or readmitted, have to provide a UNT or CT certificate with a minimum score required (if any).

2.1.10 EXPULSION FROM M. NARIKBAYEV KAZGUU UNIVERSITY

Special Provisions

A student may be expelled from M. Narikbayev University by the following reasons:

- academic failure;
- violation of Academic Integrity principles;
- violation of Rules of internal regulations and the Charter of the University;
- violation of conditions of the agreement on the provision of educational

services, including non-payment of educational fees;

- at their own will;

- in case of failure to meet the requirements of the educational program: did not defend thesis (project) master's thesis or did not fulfill the requirements of the educational program: did not pass a complex examination.

Certain cases, leading to the termination of the agreement on the provision of educational services and expulsion of a student, which are not compatible with Academic Integrity principles, are provided by the agreement conditions.

A student, a holder of the state grant, expelled from M. Narikbayev KAZGUU University without transfer to another educational institution, is deprived of **the state grant**.

In case of refusal (unwillingness of a student) to continue his/her education at M. Narikbayev KAZGUU University (no registration for courses during a semester), the student is obligated to notify within three days the university (the application is submitted via M. Narikbayev KAZGUU University mobile app)

Agreement relations with the student continues until the day the order of expulsion by the Provost of M. Narikbayev KAZGUU University is issued. The student's financial debt for provided educational services by the day of the order issued is paid by the student on a voluntary basis or collected through the legal proceedings.

Before submitting the application, the student is interviewed by a representative of the relevant Higher School. Representatives from the Higher School of Economics at the interview are: KLS- Director of the KAZGUU Law School, SLA- Deputy Director of the Higher School of Humanities, and HSE- the Higher School of Economics Adviser/Manager.

The student, after the interview, submits an application to the Provost of the M. Narikbayev KAZGUU University for expulsion and fills out an online application form for leaving the University

The application is submitted via the «M. NARIKBAYEV KAZGUU UNIVERSITY» mobile app.

Within five working days, the order of the Provost of the M. Narikbayev KAZGUU University on the expulsion of the student from the student body is issued.

The student, before obtaining the documents for expulsion, is obligated to hand over the proximity-card, student and reader cards, to pay off the debts to M. Narikbayev KAZGUU University (pay for education, library, student hostel, etc.)

The student, after performing the above procedure, is issued the following documents: the original certificate with an appendix, an extract from the order of expulsion, a transcript, a copy of the UNT certificate (CT).

Documents for self- expulsion

- 1) a copy of the identity card
- 2) application to the Provost of the University of M.Narikbayev KAZGUU University for expulsion;
- 3) completed online application form.

2.1.11 APPLICATION FOR CHANGES INTO ACADEMIC DOCUMENTS (WHEN PERSONAL DATA IS CHANGED)

Special provisions

At change of personal data the learner submits the application for modification of educational documentation addressed to the Provost of the University..

The order of the Rector is issued within five working days. The Registrar's Office makes changes in the AIS Platon on the basis of the order.

The list of required documents:

- an ID card with the new data;
- supporting documents (the marriage certificate or certificate from the competent authorities or "PSC" branch.

2.1.12 APPLICATION FOR PARTICIPATION IN THE ACADEMIC MOBILITY COMPETITION

Special provisions

The students interested in the academic mobility competition are to submit an application addressed to the Provost.

The supporting documents must be enclosed with the application. In the absence of the relevant documents, the application will not reviewed be reviewed. Application is reviewed within five working days.

The list of necessary documents:

- a transcript
- an application form
- application
- recommendation letters
- parents approval
- a passport/ID Card
- certificates (if available)
- an IELTS Certificate (if available)

2.1.13 APPLICATION FOR CREDITS TRANSFER

Special provisions

The student after the completion of academic mobility, transfer from another higher institution, or resumption of university studies submits an application to the Academic Quality Committee (hereinafter AQC) of Higher School for the credits transfer.

The application is sent via the 1C:Document Management for the approval of the adviser (manager) of Higher School. The Chair of the committee requests the consideration of the application. The request is reviewed within 5 working days. Taking into account the decision of the AQC, the Registrar's office inputs changes into AIS Platon.

2.1.14 APPLICATION FOR DISCIPLINE EXTRACTION FROM TRANSCRIPT

Special provisions

If the student has disciplines with grades "unsatisfactory", which were replaced and mastered by a positive assessment, the student submits an application to the dean (director) Higher school.

The application is sent via the 1C:Document Management to the Adviser of Higher School. The Adviser reviews the application, after which the Registrar deletes the course from AIS Platon. The application is reviewed within 5 working days.

2.1.15 APPLICATION FOR MARK VERIFICATION IN AIS PLATON

Special provisions

The application is to be submitted in case of experiencing technical or other issues on the AIS Platon by the student.

The application is addressed to the Head of the Registrar's Office.

The Registrar reviews the application, sends inquiries to relevant structural divisions (departments, archive, etc.). In case of the grade approval, the Registrar proposes a report sheet to the department. In accordance with the results, the answer is sent to the Registrar's Office. The application is reviewed within 15 working days.

2.1.16 APPLICATION FOR GRADING IN INFORMATIONAL SYSTEMS

Special provisions

The application is submitted addressed to the Dean of the Higher School in case of the student not receiving a grade on AIS Platon due to financial reasons or occurred errors in the system. The application will be reviewed within 5 working days.

The application for the publishment of the grades on AIS submitted without the indicated reason and supporting documents will be sent back from the Dean of Higher School not reviewed and with a reason for refusal.

2.1.17 APPLICATION FOR STUDENT INTERNSHIP REPORT

Special provisions

The student who did not submit the student practice report due to unforeseen circumstances, submits an application for the submission of student practice report to the AQC of Higher School. The application is reviewed within 5 working days.

The application for the submission of the student practice report sent without the stated reason for delayed submission and supporting documents will be sent back from the Chair of the Committee not-reviewed and with reason for refusal.

2.1.18 APPLICATION FOR POSTPONEMENT OF THE STUDENT INTERNSHIP DATES

Special provisions

The student who did not complete the internships due to unforeseen circumstances, submits an application for the postponement of practice to the AQC of Higher School.

The application for the postponement of practice deadlines submitted without the specified reason of delayed completion of practice and without supporting documents will not be reviewed by the Chairman of the AQC, however, the reasons of rejection will be specified.

The application is reviewed within 5 working days.

In accordance with the results of the revision, the protocol is registered. The copy of the protocol will be sent to the Registrar's Office.

2.1.19 APPLICATION FOR FINAL EXAM REAPPOINTMENT

Special provisions

The student submits an application addressed to the Dean of the Higher School in case of the absence on the final examination due to technical or other reasons. The reason for the absence must be indicated in the application and all supporting documents must be enclosed with it. The application is reviewed within 5 working days.

The Registrar reviews the application, sends inquiries to relevant structural divisions. In case of approval, the Schedule Manager sets a date for the retake of the exam and posts an announcement. .

2.1.20 APPLICATION FOR PASSING PHYSICAL EDUCATION CLASS

Special provisions

The student submits an application for passing physical education addressed to the Vice-Provost of Academic Affairs. Application is submitted via M. NARIKBAYEV KAZGUU UNIVERSITY mobile app.

In the application, the course and semester of the delay in taking the PE course must be indicated and the receipt of the payment in accordance with the price register must be enclosed. The application is reviewed within 5 working days.

2.1.21 APPLICATION FOR THE PHYSICAL EDUCATION CLASS EXEMPTION

Special provisions

The student submits an application to be exempted from attending Physical Education classes addressed to the Vice-Provost for Academic Affairs. Application is submitted via M. NARIKBAYEV KAZGUU UNIVERSITY mobile app.

Application should be submitted with an indication of the reason and supporting documents. The application is reviewed within 5 working days.

2.1.22 ACCEPTING APPLICATIONS FROM NON-DEGREE STUDENTS

Special provisions

The means of official communication at the M. Narikbayev KAZGUU University is corporate mail (Outlook). All official applications and applications for a transcript, certificates from the place of study of students are accepted through the mail of the KAZGUU SSC (e-mail: tson@kazguu.kz), as well as a login and/or password from corporate mail, Canvas LMS.

2.1.23 APPLICATION FOR TRAINING AT THE MILITARY DEPARTMENT AT ON A PAID BASIS

Special provisions

The application is submitted via the mobile application M. NARIKBAYEV KAZGUU UNIVERSITY. The specialist consultant sends the student's application to the relevant departments. According to the application, the decision is made within 5 working days. The head of the military department approves the application. A higher category specialist of the military department closes the application, directs the student to undergo a medical examination within 2 days.

2.1.24 APPLICATION FOR REFUSAL TO PARTICIPATE IN THE COMPETITION FOR THE MILITARY DEPARTMENT

Special provisions

If the student would like to refuse to participate in the competitive selection for military department, then he/she must apply via the mobile application M. NARIKBAYEV KAZGUU UNIVERSITY. The specialist consultant sends the student's application to the relevant departments. According to the application, the decision is made within 5 working days. The head of the military department approves the application. A higher category specialist of the military department closes the application and excludes the student from the list of participation in the competitive selection at the military department within 2 days. The results are sent to the student by corporate mail within one working day.

2.1.25 APPLICATION TO THE HEAD OF THE MILITARY DEPARTMENT

Special provisions

The application is submitted via the mobile application M. NARIKBAYEV KAZGUU UNIVERSITY. The reason for the request should be specified in the application and supporting documents should be attached. Application without

specifying the reason and supporting documents is returned to the student without consideration. A duly submitted application is considered within 5 working days.

CHAPTER 3. FREE-FORM APPLICATIONS

3.1 APPLICATION TO THE DIRECTOR OF HIGHER SCHOOL

Special provisions

Application is submitted via M. NARIKBAYEV KAZGUU UNIVERSITY mobile app. In the application, the reason for the request must be indicated and supporting documents must be enclosed. In the absence of the reason or supporting documents, the application is sent back not reviewed. The application completed properly will be reviewed within 5 working days.

3.2 APPLICATION TO THE FIRST DEPUTY CHAIR OF THE BROAD

Special provisions

Application is submitted via M. NARIKBAYEV KAZGUU UNIVERSITY mobile app. In the application, students must specify the reason for the request, attach supporting documents. In the case of no indication of the reason and supporting documents, the application is returned to the student without consideration. A properly submitted application is considered within 5 working days.

3.3 APPLICATION TO THE CHAIRMAN OF THE COMMITTEE

Application is submitted via M. NARIKBAYEV KAZGUU UNIVERSITY mobile app. Then Academic Quality Committee of Higher Schools considers the following applications:

- 1) Applications of students on the quality of educational services (evaluation criteria, teaching methods, content of the discipline).
- 2) Credit transfer:
 - graduates of the NIS and the International Baccalaureate program in the disciplines of the KSL, HSE and SLA
 - students with IELTS, TOEFL, TOEIC and equivalent certificates;
 - students transferring from other universities or from one educational program to another.
 - students who have been studying for academic mobility.
- 3) Consideration of students ' applications for completion of midterm exams.
- 4) Consideration of student applications for registration for 0 credits, less than 20 credits and from 36 to 40 credits.
- 5) Consideration of students ' applications for re-registration (change of flow according to the language of instruction, change of language level, change of teacher) together with the coordinators of departments and educational programs.

6) Review of students ' applications for changes to the transcript (changing the wrong grade, changing the language of instruction).

7) Making changes to the student's IEP (together with the adviser (manager)).

8) Application of non-degree students for registration of disciplines during the academic period.

The Academic Quality Committee has the right to initiate a review of the ethics of relations with teachers/employees of the university, if the unethical behavior of the student is determined when considering the student's application or at the initiative of the teacher;

9) AQC the right to invite the applicant, teacher/employee to a meeting of the Committee to find out additional information or to request information in writing, via corporate mail.

3.4 APPLICATION TO THE PROVOST

Special provisions

Application is submitted via M. NARIKBAYEV KAZGUU UNIVERSITY mobile app. In the application, you must specify the reason for the request, attach supporting documents. In the case of no indication of the reason and supporting documents, the application is returned to the student without consideration. A properly submitted application is considered within 5 working days.

CHAPTER 4. REQUEST PROCESSES REGARDING THE ISSUANCE OF DOCUMENTS

4.1 APPLICATION FOR A CERTIFICATE FROM THE PLACE OF STUDY (TO THE PLACE OF REQUIREMENT)

Special provisions

If the student needs a certificate from the place of study, the student submits an application for a certificate to be provided at the place of the requirement. Application is submitted via M. NARIKBAYEV KAZGUU UNIVERSITY mobile app.

The application must specify the language of the document, the number of copies. Request processing time is 3 working days, the day of application submission is not included in the period of service provision.

4.2 ISSUANCE OF A CERTIFICATE FOR RECEIVING STATE BENEFITS (SCSP (APPENDIX 2-1, 4, 6, 31))

Special provisions

If the student needs certificates for the payment of social benefits, the student submits an application for a certificate of the State Social Security Service. Application is submitted via M. NARIKBAYEV KAZGUU UNIVERSITY mobile app.

The application must specify the form of the certificate, the language of the document, the number of copies and the name of the State Corporation. Request processing time is 3 working days, the day of application submission is not included in the period of service provision.

4.3 TRANSCRIPT ISSUANCE

Special provisions

Transcript is a document containing a list of completed disciplines and other types of academic work for the corresponding period of study, indicating credits and grades. The transcript must record all the academic disciplines that the student studied with an indication of all the grades received on final (exam), including the FX and F grades corresponding to the "unsatisfactory" rating.

If the student needs a transcript from the place of study, the student submits an application via M.. NARIKBAYEV KAZGUU UNIVERSITY mobile app.

The application must specify the language of the document, the number of copies. The application is considered within three working days, the day of application submission is not included in the period of service provision.

4.4 ISSUANCE OF DOCUMENTS FROM STUDENTS' ARCHIVES

Special provisions

The student may get secondary education certificate with appendix temporarily (up to three days), diploma with appendix for making a copy and notaries certificate for providing to required place. Application is submitted via M. NARIKBAYEV KAZGUU UNIVERSITY mobile app. Request processing time is 3 working days; the day of application submission is not included in the service delivery period.

If the student has receivables, the document is not issued. The student has a right to invite notary to the university. Expenses are paid by the student.

4.5 ISSUE OF A DUPLICATE OF THE DOCUMENT ON EDUCATION

Methods of providing public services

Acceptance of the application and issuance of the result of the provision of public services is carried out through:

1) non-profit Joint-stock Company "State Corporation "Government for Citizens "(hereinafter-the State Corporation);

2) Electronic government web portal www.egov.kz (hereinafter-the portal).

Duplicates of educational documents and their appendices (hereinafter referred to as a duplicate) are issued in place of lost or fallen into disrepair, as well as to persons who have changed their last name (first name, patronymic (if any)).

The basis for issuing a duplicate is:

1) application of a student or a parent (legal representative) of a minor child who has lost or damaged a document addressed to the head of the educational organization, which sets out the circumstances;

2) birth certificate or ID card (passport) of the student (required for identification);

3) if you change your last name (first name, patronymic (if any) and / or damage the document of education, the original document of education is attached.

To obtain a duplicate of educational documents, individuals who are not citizens of the Republic of Kazakhstan and do not have an electronic digital signature must independently contact the educational organization.

The total period of consideration from the moment the service recipient submits the documents to the State Corporation or to the portal is 15 working days.

4.6 ISSUING A TRANSCRIPT WHO HAVE NOT COMPLETED AN EDUCATION

Special provisions

Transcript is a document containing a list of completed disciplines and other types of academic work for the corresponding period of study, indicating credits and grades. The transcript must record all the academic disciplines that the student studied with an indication of all the grades received on final (exam), including the FX and F grades corresponding to the "unsatisfactory" rating.

If the applicant needs a transcript from the place of study, the applicant submits applications for a transcript to the University office. The application must indicate the language of the document, the number of copies.

If the student has a receivable, the document is not issued.

The term of consideration of the application is within 15 working days.

M. Narikbayev KAZGUU University Student Application Guideline was approved by the decision of the Academic and Research Council (minutes No. 34 of October 20, 2020).