



M.NARIKBAYEV KAZGUU UNIVERSITY STUDENT APPLICATION GUIDELINE

2020

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CHAPTER 1. GENERAL PROVISIONS

This student application guideline (hereinafter – the Guideline) defines the procedure for submission and processing of a request of students at 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, regulatory legal acts in the field of higher and postgraduate education, the Charter of M. Narikbayev KAZGUU University, the Academic Policy of the University and other internal regulations of the University.

Submission of all official requests from students is carried out through the M. NARIKBAYEV KAZGUU UNIVERSITY mobile application.

The mobile application is integrated with the electronic document management system and the student has the opportunity to track the movement (tracking) of a document in 1C Document Management (approval, execution, decision, etc.) in the personal account of the mobile application, and also, 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 timeframe for correcting the comments.

The University operates an electronic 1C Document Management to ensure the efficiency of request processing 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 period for consideration of the application is up to 15 (fifteen) working days, the consideration period does not include the day of filing the application (except for cases provided by regulatory documents).

If there is additional verification of the application, request for archival copies and/or request for data from other authorized persons, the period for consideration of applications may be extended to 30 calendar days.

1.1 THE MAIN CONCEPTS

The following main concepts are used in this Guideline:

– Application – individually or collectively 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 – making 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 – record of short data on the request in the log book and assignment of a registration number to each application received;
- Complaint – the demand of a person to restore or protect his/someone's violated rights, freedom 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:

- Compliance with the Law;
- Unified requirements on requests;
- Assurance of compliance with the rights, freedom 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 proceeding an Academic Leave;
- application for return from Academic Leave;
- application on Educational Program Transfer;
- 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 resuming university studies;
- application for expulsion of students;
- application for participation in the competition of Academic Mobility

program;

- application for Credit Transfer;
- application for discipline extraction from transcript;
- application for Mark verification;
- application for grading in the Informational System;
- application for student Internship Report;
- application for Postponement of Internship;
- application for Rescheduling of the final exam;
- application for passing Physical Education Class;
- application for exemption from Physical Education Class;
- application to the Director of Higher School;
- application to the First Deputy Chairman of the Board;
- 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 (Appendix № 2, 2-1, 4, 6, 29, 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, the consideration of which does not require obtaining information from other entities, officials, or an on-site inspection, is considered within up to 15 (fifteen) working days from the date of receipt by the official considering the application.

The period for consideration of applications, the consideration of which requires obtaining information from state officials or legal entities, on-site

verification, receipt of archival documents, may be extended to 30 (thirty) calendar days from the date of receipt for execution by the official.

If the period for consideration of an application is extended by more than 15 (fifteen) working days, the applicant is notified of such extension within three calendar days from the date of the decision to extend the consideration period.

If resolving the issues set out in the application requires a long period of time, then the application is subject to additional control until its final execution, which is notified 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 subject 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 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.

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.

The appeal application that is submitted in accordance with application rules is considered in 5 (five) working days.

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 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.

The appeal application that is submitted in accordance with application rules is considered in 5 (five) working days.

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 within 5 (five) working days.

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 and provides the following supporting documents:

1) conclusion of the Medical Advisory Commission (hereinafter referred to as the MAC) at an outpatient clinic for a period of 6 to 12 months due to illness in accordance with the form 026/y of the primary medical documentation of healthcare organizations, approved by the order of the acting Minister of Health of the Republic of Kazakhstan dated October 30, 2020 № KR DSM-175/2020;

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/У -category IV of primary medical documentation of health care organizations, approved by Order № 907;

3) a summons for conscription for military service in case of conscription in the form in accordance with Appendix 13 to the Rules for military registration of those liable for military service and conscripts, approved by Order of the Minister of Defense of the Republic of Kazakhstan dated January 24, 2017 № 28;

4) certificate of birth, adoption of a child before he reaches the age of three years in accordance with Appendix 25 to the order of the Minister of Justice of the Republic of Kazakhstan dated January 12, 2015 No. 9 "On approval of forms of vital records, certificates and certificates of state registration of acts of civil status in electronic form and on paper."

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 for 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, an order is issued to transfer the 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.

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 is 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 Registrar's Office of KAZGUU:

- 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 an order is issued 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.

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 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 Dean 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 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 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) the identity card;
- 6) a copy of University license;
- 7) extracts from orders for enrollment and transfer from course to course.

2. Procedures of Transfer from Another University

2.1 Prior to submitting an application, a student shall send an e-mail to registrar@kazguu.kz (Registrar's Office) with a request to determine the education trajectory and academic year for the planned educational program and scanned copies of documents.

- 2.2 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.

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 the transfer policy from another higher education institution to Higher Schools are specified in the Academic Policy of the University and/or the Catalogues of the Higher Schools.

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 they fully completed 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 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).

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 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 Registrar's Office 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.

List of required documents:

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

- 1) the original transcript;
- 2) the original 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, transfer from course to course and expulsion from the university;
- 5) the identity card;
- 6) a copy of University license.

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, transfer from course to course and expulsion;
- 5) the identity card;
- 6) a copy of University license
- 7) Invitation letter (if available)

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.

Certain cases leading to termination of the contract for the provision of educational services and expulsion of the student, incompatible with the principles of academic integrity, are provided for by the terms of the contract.

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 the university within three days (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 ISE – the International School of Economics Adviser/Manager, ISJ – the International School of Journalism Adviser/Manager.

After the interview, the student 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 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 (on request), 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

In case of 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/divorce 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 Head of international cooperation office.

The supporting documents must be enclosed with the application. In the absence of the relevant documents, the application will not be reviewed. The student's application is sent through 1C Document Management to the Head of the International Cooperation Department. 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

After the completion of academic mobility, transfer from another higher institution, or resumption of university studies the student 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 15 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 3 working days.

2.1.15 APPLICATION FOR MARK VERIFICATION

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 5 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 publication 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 and/or to the Dean 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 and/or the Dean of Higher School 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 the

AQC of Higher School and/or to the Dean 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 class». 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 3 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. 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.

CHAPTER 3. FREE-FORM APPLICATIONS

3.1 APPLICATION TO THE DEAN OF HIGHER SCHOOL

Special provisions

Application is submitted via M. NARIKBAYEV KAZGUU UNIVERSITY mobileapp. 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. The application must indicate the reason for the application and attach supporting documents. If the reason and supporting documents are not specified, the application is returned to the student without consideration. A properly submitted application is reviewed within 5 working days. The list of issues considered by the Higher School Committees is published on the University website on the Higher School page.

3.4 APPLICATION TO THE PROVOST

Special provisions

Application is submitted via M. NARIKBAYEV KAZGUU UNIVERSITY mobileapp. 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, 2-,1, 4, 6, 29, 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 APPLICATION FOR TEMPORARY ISSUANCE OF DOCUMENTS FROM THE ARCHIVES OF REGISTRAR'S OFFICE

Special provisions

The student may get secondary education certificate with appendix temporarily (upto 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 debts, the document is not issued. The student has a right to invite notary to the university. Expenses are paid by the student. The document is issued for 10 (ten) working days. If the document is not returned, the student will be expelled.

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).