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«Құрманғазы атындағы Қазақ
ұлттық консерваториясы» РММ



RGU 'Kurmangazy Kazakh
National Conservatoire'
Ministry of Culture and Information
of the Republic of Kazakhstan

ЕСЕП

REPORT

APPROVED
by Vice-Rector for Academic
and Educational-Methodological Affairs
of the Republican State Institution
Kurmangazy Kazakh National Conservatory
G. Äbdirakhman
23/12/2024

**REPORT
OF THE QUALITY MANAGEMENT SECTOR
FOR THE FIRST HALF OF THE 2024–2025 ACADEMIC YEAR**

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Position	Signature	Full Name	Date

1. General Information

The Quality Management Sector of the Republican State Institution Kurmangazy Kazakh National Conservatory under the Committee for Culture of the Ministry of Culture and Sports of the Republic of Kazakhstan organizes and coordinates the activities of staff in the development and implementation of a quality management system at the Conservatory in accordance with the international ISO 9001 standard (Quality Management Systems), and ensures the integrity of the QMS within the university.

2. Analysis of Completed Work

According to the approved plan, the Quality Management Sector scheduled 24 activities for the period from September to December of the 2024–2025 academic year (first semester). As of the end of December 2024, 27 activities have been completed.

- 1) September: 9 activities were planned; 14 were completed.
- 2) October: 4 activities were planned; 5 were completed.
- 3) November: 5 activities were planned; 4 were completed.
- 4) December: 6 activities were planned; 4 were completed.

List of Activities from September to December 2024:

№	Title of the Activity / Event	Responsible Person	Deadline	Description of Result / Completion Status
September				
1.	Presentation for the Approval of Methodological Guidelines for the Development of a Course Syllabus (Including Additions for Teaching Students with Disabilities and Special Educational Needs)	Head of the Sector	28.08.24	Presentation and Report at the Academic Council
2.	Collection and Analysis of Department Plans in Accordance with the Development Program and Plan of the Conservatory for 2023–2029	Sector employees	During the month	Consolidated plan on the website
3.	Collection of activity plans from the structural units of the Conservatory	Sector employees	During the month	Completed
4.	Quality objectives for the 2024–2025 academic year within the QMS	Sector employees	01–10.09.2024	Цели структурных подразделений на сайте
5.	QMS Work Plan for 2024–2025	Staff of the Sector	05.09.2024	conservatoire.edu.kz/upload/08-2024/скан%20(рус)%20ГПСМК%2024-2025.pdf
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6.	Professional Development Course: "Inclusive Higher Education – Creating a Comfortable Educational Environment for Students with GMP (Special Educational Needs)"	Sector employees, psychologist, and heads of departments	16.09.2024-27.09.2024	Certificates of Completion
7.	"Summary of requests from MSHE and MKI regarding statistical data compliance with qualification requirements"	Sector Manager, Department Heads	As needed	Attachments, Cover Letter
8.	Participation in the open webinar 'Course Development: From Idea to Syllabus' at the Excellent Educational Centre	Sector Head and Heads of Departments	05.09.2024	Seminar Materials
9.	Presentation of Specifications and Process Maps of the Conservatory's Departments in Compliance with the Requirements of the International Standard ISO 9001 (and its authentic national equivalent, the ST RK ISO 9001 standard)	Sector Manager, Department Managers	09.09.24	Presentation, Report at the Academic Council
10.	Participation in the EBSCO Webinar	Sector Manager	12.09.2024-25.09.2024	Certificate
11.	Participation in the webinar 'EBSCOhost® Tools Useful for Writing Research Papers	Sector Manager	19.09.24	Certificate
12.	Online Seminar on the DocuLight System	Sector Manager	24.09.2024	Certificate
13.	Organization and Delivery of Training for Conservatory Staff on the Course 'Generative AI for University Leaders	Sector employees, employees of the public procurement sector	27.09.2024	Certificates of Completion
14.	Legal training on the topic 'Licensing of Educational Activities' was completed, conducted by the Committee for Quality Assurance in the Sphere of Science and Higher Education	Head of Sector	30.09.2024	Completed

October

15.	Monitoring and Analysis of Information about Structural Units on the Conservatory's Website"	Sector Employees	02–03.10.2024	Report
16.	Sociological Survey – Questionnaire Attachment to the Polyclinic at the Central Clinical Hospital of the Administrative Department of the President of the Republic of Kazakhstan	Sector Staff	01.10.2023	Employee survey completed
17.	Sociological Survey — The Conservatory Through the Eyes of Master's and Doctoral Students	Sector Employees	16.10.2024	Student survey completed

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	According to MusiQuE Standards 2024-2025			
18.	Seminar on the Procedure for Developing Educational and Methodological Complexes of Disciplines (EMPD)	Sector Staff	17.10.2024	Seminar completed
19.	Monitoring and Analysis by the Quality Management Sector of Information about Structural Units on the Website of the Kurmangazy Kazakh National Conservatory, 2024	Sector Staff	28.10.2024	Completed
November				
20.	Organization and Conducting of the Conservatory's Internal Audit for Compliance with Qualification Requirements (QR)	Sector Staff	01.11.2024	Report
21.	Conducting the Survey 'The Conservatory Through the Eyes of a First-Year Student' (in Two Languages)	Sector Staff	Within a month	Report on the Results of the Student Survey
22.	Sociological Survey – Questionnaire on the Possibility of Switching to the Payroll Project of Freedom Bank Kazakhstan	Sector Staff	15.11.2024	Report on Survey Results
23.	Risk Management at the Kurmangazy Kazakh National Conservatory Collection of information from the Conservatory according to Appendices 1, 2, and 3 to the Criteria for Assessing the Degree of Risk in the Education System, specifically regarding Higher and Postgraduate Education, in accordance with the Order of the Minister of Science and Higher Education of the Republic of Kazakhstan No. 116 "On Approval of Criteria for Assessing the Degree of Risk and Checklists for the Education System, specifically in Higher and Postgraduate Education."	Head of Sector, Heads of Departments	By November 20, 2024	Attachments
December				
24.	Collection and Processing of Annual Reports from the Conservatory's Structural Units	Sector Staff	Within a month	Deadline – January 4, 2024
25.	"Collection and Processing of Annual Reports from Departments on the Implementation of the	Sector Staff	18–29.12.2024	Completed

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	Conservatory's Program and Development Plan"			
26.	Preparation of the Semi-Annual Report on the Sector's Activities	Sector Staff	18–29.12.2024	The Semi-Annual Report of the Quality Management Sector is Ready
27.	Preparation and Submission of the Report to the MSHE on the Implementation of Indicators and Activities Provided for in the Implementation of the Concept for the Development of Higher Education and Science in the Republic of Kazakhstan for 2023–2029	Conservatory Staff	Within a month	The Rector's Report has been prepared, presented at the Academic Council on 05.12.24, and published on the Conservatory's website
January				
28.	Preparation and Processing of Information for the Rector's Annual Report	Head of Sector, Sector Staff	03–15.01.2025	Link

3. Conclusion

The work of the Quality Management Sector is carried out in accordance with the international standard ISO 9001. Activities necessary for the development of the quality management system at the Conservatory are being conducted; however, due to financial difficulties, certain plan items such as “Organization and Conducting of Training for Conservatory Staff on the International Standard ISO 9000:2016 Quality Management Systems,” “Organization and Conducting of Training for Conservatory Staff on the International Standard ISO 37001:2016 Anti-Bribery Management Systems,” and accordingly, “Development of the Internal Audit Program” were not completed

The coverage of undergraduate students during the survey "The Conservatory Through the Eyes of a Student" **was 62%, which amounts to 616 undergraduates out of 986**, representing a very good level of student engagement. The questionnaire itself was completely revised. The department provided a thorough and comprehensive analysis of the survey results.

The coverage of master's and doctoral students during the sociological survey "The Conservatory Through the Eyes of Master's and Doctoral Students According to MusiQuE Standards **2024-2025**" **was also 62%**. (Note: The second sentence repeats the undergraduate numbers; if that's an error, please clarify the correct figures.)

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SWOT

Strengths	Opportunities
1) Updating the Conservatory's Program and Development Plan for 2023–2029. Recording and analyzing the implementation of the Development Plan indicators for 2023 across all 7 areas. A comprehensive and detailed analysis of the student sociological survey about the Conservatory. 2) Developed 7 internal normative legal documents (NLDs) in three languages to ensure the internal quality of education.	Since the QMS standard has not changed since 2018, Conservatory staff who have completed training on the international standard ISO 9001 are eligible to participate in the university's internal audit (certificates issued in 2018 remain valid – 19 people).
Weaknesses	Threats
Failure to implement certain plan items due to lack of budget: “Organization and Conducting of Training for Conservatory Staff on the International Standard ISO 9000:2016 Quality Management Systems”; “Organization and Conducting of Training for Conservatory Staff on the International Standard ISO 37001:2016 Anti-Bribery Management Systems”; and, accordingly, “Development of the Internal Audit Program.” Untimely completion of deadlines set by the sector by the Conservatory's structural units, which affects the quality of preparation of the necessary documents.	Due to potential scheduling conflicts regarding the Conservatory's international accreditation process or incomplete fulfillment of all necessary standards according to the international ISO standard, a postponement of the university's certification process is possible.