



KAZGUU
UNIVERSITY

The Standard: Processing Students' Requests

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CHAPTER 1. GENERAL PROVISIONS

The Standard of Processing Students' Requests (hereinafter - the Standard) defines the submission and processing procedure of students' requests in JSC KAZGUU University (hereinafter - the University).

The Standard was developed in accordance with the Law of the Republic of Kazakhstan On the procedure of processing requests of individuals and legal entities as of January 12, 2007 № 221, the normative legal acts in the field of higher and postgraduate education, Academic Policy of the University and other internal regulations of the University.

All official students' requests are submitted in written form to the Student Service Center (KAZGUU SSC). A student must have an original ID Card while submitting his/her request. Refusal to accept requests is not allowed.

Some students' requests may be submitted to the email address of the KAZGUU SSC (KAZGUU SSC web-page is on the University website)¹.

The University uses an electronic document management system «Documentolog» to ensure efficiency of processing requests 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.

Within three working days after the decision is taken by the appropriate official the results of processing of students' requests are sent to the AIS «Platonus» (to the University students) or communicated by phone (to other representatives) by the SSC employees.

¹ <http://KAZGUU.kz/ru/tson-KAZGUU/>

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1.1 THE MAIN CONCEPTS

The following main concepts are used in this Standard:

- Application - the person's request to assist in exercising his/her rights and freedoms, the rights and freedoms of other individuals or inform about violation of laws or other normative legal acts, shortcomings in the work of employees, processing requests, administrative officials, or criticism of their work;
- Request – an offer, request, complaint, response or comment directed to the person or an administrative official, processing requests, in the form of individual or collective written, verbal or electronic document, certified by digital signature;
- 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 the employee, 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 STANDARD

This standard applies to the students who have submitted a request, and 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 STANDARD

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 GENERAL TYPES OF REQUESTS

1.4.1 ACADEMIC REQUESTS:

- an appeal of final examination results;
- an appeal of state examination results;
- a course retake;
- an academic year retake;
- request for an academic leave;
- resume studies after an academic leave;
- transfer to another higher institution;
- transfer from another higher institution;
- transfer from one academic program (major) to another;

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- transfer from one language department to another;
- transfer from full-time to part-time studies;
- transfer from part-time to full-time studies;
- transfer from one study group to another;
- resume University studies;
- voluntary enrollment termination;
- admission to a second final examination (state exam and diploma project defense);
- replacement of diploma project defense for two state examinations;
- introducing changes into academic documents (when personal data is changed);

1.4.2 FINANCIAL REQUESTS:

- provision of a monthly tuition payment schedule;
- recalculation of the paid amount;
- financial debt relief;
- reimbursement of the paid amount.

1.4.3 SOCIAL AND RESIDENCE REQUESTS:

- provision of a place in the dormitory;
- refuse a place in the dormitory.

1.4.4 REQUESTS CONCERNING DOCUMENTS ISSUANCE:

- issuance of documents from students' archives;
- issuance of a proximity-card (student and library card) duplicate.

1.4.5 REQUESTS CONCERNING SETTLEMENT OF DISPUTES BETWEEN EDUCATIONAL PROCESS PARTICIPANTS.

1.5 REQUESTS THAT MAY NOT BE PROCESSED

Not accepted to be processed:

- Anonymous requests, except for cases when such requests provide information about upcoming or committed criminal offenses or the threat to the state security or public safety, which is subject to immediate redirection to the state agencies within their competences;
- A request, where the essence of the issue is not described.

If the conditions that caused rejection of the request processing, were later eliminated, an employee or an administrative officer are required to process this request.

1.6 PROCESSING TIME OF REQUESTS

A request that does not require obtaining information from other parties, administrative officers, or onsite check, is processed within fifteen calendar days from the date of receipt by the employee or administrative officer.

A request that requires obtaining information from other parties, administrative officers, or onsite check, is processed and a decision is taken within thirty calendar days from the date of receipt by the employee or administrative officer.

In cases when you need to conduct further investigation or verification, processing time shall be extended for not more than thirty calendar days, and this should be reported to the applicant within three calendar days from the extension date of the processing period.

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If the issues described in the request require a long period of time to be solved, the request is to be put on additional monitoring until its final execution, and this should be reported to the applicant within three calendar days from the date when the decision is taken.

1.7 REQUESTS PROCESSING OUTCOMES

According to the results of consideration of appeals should be One of the following decisions is taken due to the request processing:

- Full or partial compliance with the request;
- Rejection to comply with the request with explanations why this decision was taken;
- Additional clarifications are needed to process the request.

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 Chairman of the Appeals Committee not later than the next working day after the examination results were published in the AIS «Platonus».

An appeal submitted later than this time, is returned to the applicant by the Appeals Committee without consideration. 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 by the Appeals Committee without consideration.

An appeal is sent to the Registrar's Office and the Head of the Department.

Within one working day after receipt of an appeal the Registrar's Office issues an appeal report sheet to the Department.

An appeal is processed within five working days by the Appeals Committee, consisting of at least three experts in this field of knowledge.

As a result of the request processing a protocol is issued. A copy of the protocol and the appeal report sheet are sent by the Head of the Department to the Registrar's Office.

An examination grade with the results of the appeal is published in the AIS «Platonus» by the Manager of the Registrar's Office.

The list of necessary documents:

- an application to the Head of the Department;
- a copy of an ID Card.

Request processing time: 6 working days.

2.1.2 AN APPEAL OF STATE EXAMINATION RESULTS

Special provisions

The student, who does not agree with the result of the state exam, should submit an appeal not later than the next working day after the examination. An appeal should be addressed to the Chairman of 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.

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

The results of an appeal are communicated to the student by the Secretary of the State Qualifying 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).

The list of necessary documents:

- an application to the Chairman of the Appeals Committee;
- a copy of an ID Card.

Request processing time: 6 working days.

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2.1.3 A COURSE RETAKE

Special provisions

The student has a right to retake a course:

- In case of an unsatisfactory final grade for a course;
- In order to receive a higher grade for a course.

Prior to submission of a request the student goes to an Advisor to draft an individual study plan (hereinafter - ISP).

The Director (Dean) of the Higher school (faculty)/Institution approves the student's ISP in coordination with the Registrar's Office.

An application to the Rector with supporting documents with the request to retake a course shall be submitted not later than 15 calendar days before the start of the next semester.

The Rector signs order upon approval of the department.

Upon payment of the tuition the Manager of the Registrar's Office allows a student to register in the AIS «Platonus».

Within five working days before the start of the next semester the student has to register in the AIS «Platonus».

Payment for a course retake is done in accordance with the agreement.

The list of necessary documents:

- an application to the Rector of the University;
- a copy of an ID Card;
- a transcript;
- ISP.

Request processing time: 6 working days.

2.1.4 AN ACADEMIC YEAR RETAKE

Special provisions

The student who has not fulfilled the requirements of the Higher School Department and the particular educational program to be transferred from one academic year to another, he/she must stay to retake the courses of that year.

The student on a state scholarship, compelled to retake courses of an academic year, loses his/her state scholarship for the remaining period of studies.

Prior to submission of a request the student gives a transcript to an Advisor and asks him/her to transfer earlier studied courses and credits. An advisor together with the student drafts an ISP.

The Director (Dean) of the Higher school (faculty)/Institution approves the student's ISP in coordination with the Registrar's Office.

An application to the Rector with supporting documents with the request to retake courses of an academic year shall be submitted not later than 15th of August.

The Rector signs order upon approval of the department.

Upon payment of the tuition (for the current academic period) the Manager of the Registrar's Office allows a student to register in the AIS «Platonus».

Within five working days before the start of the fall semester the student has to register in the AIS «Platonus».

The list of necessary documents:

- an application to the Rector of the University;
- a copy of an ID Card;
- a transcript;
- ISP.

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Request processing time: 6 working days.

2.1.5 REQUEST FOR AN ACADEMIC LEAVE

Special provisions

To take an academic leave a student submits an application to the Rector together with the documents confirming necessity of a temporary interruption of his/her studies.

Rector's Order for the student's academic leave, indicating its start and end is issued within three working days on the basis of submitted documents.

The list of necessary documents:

- an application to the Rector of the University;
- a copy of an ID Card;
- a report of the Medical Consultative Board (hereinafter-MCB) from a hospital with the length from 6 to 12 months;
- or the decision of the Centralized Medical Consultative Board (hereinafter - CMCB) of the TB dispensary in case of tuberculosis with the length not more than 36 months;
- or a calling-up notice;
- or a certificate of birth or adoption of a child under three years old.

Request processing time: 3 working days.

2.1.6 RESUME STUDIES AFTER AN ACADEMIC LEAVE

Special provisions

The student must officially resume studies after an academic leave at the end of the period stated in the order. The student shall submit a request to the Rector of the University together with the medical report of the MCB (CMCB) from the health care organization, having observed the student as a patient, certifying a possibility to continue studies of this major - in case if the student took an academic leave due to illness.

Prior to submission of an application the student gives an Adviser his/her transcript and submits a request to determine the difference between the academic courses in the curricula. The difference in curricula is defined while comparing the programs of the studied courses (in the catalog and syllabus (if necessary)), credits, reflected in the transcript. The student, together with the Adviser drafts an ISP. Together they determine recommended year of studies and a group. In determining an academic year of studies the requirements of the Higher school (faculty)/Institution and the particular educational program to be transferred from one academic year to another are taken into account.

The Director (Dean) of the Higher school (faculty)/Institution approves the student's ISP in coordination with the Registrar's Office.

The Rector's order for resuming studies of a student after an academic leave noting the student's major, year of studies and a group is issued within 3 working days after the request is submitted.

The list of necessary documents:

- an application to the Rector of the University;
- a copy of an ID Card;
- in case of an academic leave due to illness - a medical report of the MCB (CMCB) from a hospital certifying an ability to continue studies of this major;
- a draft of ISP.

Request processing time: 3 working days.

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2.1.7 TRANSFER TO ANOTHER HIGHER INSTITUTION

Special provisions

Transfer to another higher institution is completed during break time. The student can be transferred if he has fully completed the first academic period of the educational program according to the individual study plan.

Requests to be transferred are stopped to be accepted five working days before the start of the next academic period.

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 to the KAZGUU SSC.

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

KAZGUU SSC gives out an electronic departure clearance checklist.

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

- an application with the Rector'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 Rector issues an unenrollment order with the note unenrolled due to transfer to the (another university name) and within three working days from the unenrollment 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.

The list of necessary documents:

- an application to the Rector of the University;
- a copy of an ID card;
- a transcript.

The request processing time: 5 working days.

2.1.8 TRANSFER FROM ANOTHER HIGHER INSTITUTION

Special provisions

Transfer from another higher institution is completed during break time. The student can be transferred if he has fully completed the first academic period of the educational program according to the individual study plan.

Applications for the fall semester are accepted starting August 15, for the spring semester - two weeks before the beginning of the semester (in accordance with an academic calendar) and are stopped to be accepted five working days before the start of the next academic period.

Those students who studied in foreign educational organizations, should submit a document on the acquired courses (academic record, transcript), as well as the completion of the previous level of education. Documents must pass the nostrification procedure in the Republic of Kazakhstan in accordance with the Documents Recognition and Nostrification Rules.

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Individuals who received a general secondary or technical and vocational education in the Republic of Kazakhstan, transferring from a foreign university or resuming their studies must also present a certificate of Unified National Test (hereinafter - UNT) or Complex Test (hereinafter - CT) with a score, not below the threshold. Individuals, who did not participate or did not receive the minimum required points for the UNT and CT, must pass CT before the order issuance.

Applications to participate in the CT are accepted by the University Admission Committee from August 5 to August 12 and from January 5 to January 12. The CT is conducted from August 20 to August 24 and January 20 to January 24.

Prior to the application submission the student gives his/her transcript to an Adviser and requests to determine the difference in academic curricula and transfer previously studied courses and credits. To determine the year of study the requirements of the Higher School Department and particular educational program to transfer from one academic year to another are taken into account.

After an academic difference and the year of studies are determined, the student takes entrance examinations on basic and field-specific courses, list of which is approved by the Order of the Director (Dean) of the Higher school (faculty)/Institution on the basis of the corresponding Council's decision. In case of a good grade for the entrance exams (50% or more) and the approval of the Director (Dean) of the Higher school (faculty)/Institution to transfer, the student together with the Adviser drafts an individual study plan.

The Director (Dean) of the Higher school (faculty)/Institution approves the student's individual study plan in coordination with the Registrar's Office.

The student shall submit an enrollment application to the Rector of the University and attach necessary supporting documents.

The Rector's Order to enroll a student is issued within three working days after the application is submitted. The student shall conclude a contract to be provided paid educational services.

Upon payment of the tuition (for the current academic period) the Manager of the Registrar's Office allows a student to register in the AIS «Platonus».

Within five working days on the basis of provided documents the Head of the Registrar's Office issues an order to transfer previously learnt courses and credits.

Within three working days after the order is issued a written request to send the student's personal records is sent to the University, where he/she studied before.

Having received the request the University Rector issues an unenrollment order with the note unenrolled due to transfer to the (another university name)" and within three working days from the unenrollment order issuance date the student's personal files are sent to the address of the university.

The list of necessary documents:

- an application to the Rector of the University where the student previously studied with the consent signature of the latter, sealed with the stamp of the University;
- a copy of an ID card;
- a transcript;
- a copy of UNT/CT, High School Diploma;
- a copy of Scholarship certificate (for those who study on State Scholarship);
- a copy of University license certifying eligibility to practice educational activities.

The request processing time: 5 working days.

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2.1.9 TRANSFER FROM ONE ACADEMIC PROGRAM (MAJOR) TO ANOTHER

Special provisions

Transfer from one educational program to another is completed during break time. The student can be transferred if he has fully completed the first academic period of the educational program according to the individual study plan.

A student studying on State Scholarship, by changing major loses his/her scholarship and continues studies on a tuition fee basis.

Applications are stopped to be accepted five working days before the start of the next academic period.

Prior to the application submission the student gives his/her transcript to an Adviser and requests to determine the difference in previously studied academic curricula. An Advisor together with a student drafts an ISP. To determine the year of study the requirements of the Higher school (faculty)/Institution and particular educational program to transfer from one academic year to another are taken into account.

After an academic difference and the year of studies are determined, and the approval of the Directors (Deans) of the Higher school (faculties)/Institution is received, the student goes to the KAZGUU SSC to apply with a written request to the University Rector to be transferred from one major to another attaching supporting documents.

The Rector's Order to transfer a student from one educational program to another is issued within five working days.

The student shall conclude an additional agreement to be provided paid educational services.

Upon payment of the tuition (for the current academic period) the Manager of the Registrar's Office allows a student to register in the AIS «Platonus».

Within five working days on the basis of provided documents the Head of the Registrar's Office issues an order to transfer previously learnt courses and credits.

The list of necessary documents:

- an application to the Rector of the University;
- a copy of an ID card;
- a transcript;
- a copy of UNT/CT Certificate;
- a copy of High School or University Diploma with a transcript.

The request processing time: 5 working days.

2.1.10 TRANSFER FROM ONE LANGUAGE DEPARTMENT TO ANOTHER

Special provisions

Transfer from one language department to another is completed during break time. The student can be transferred if he has fully completed the first academic period of the educational program according to the individual study plan.

Applications are stopped to be accepted five working days before the start of the next academic period.

After an academic difference and the year of studies are determined, and the approval of the Director (Dean) of the Higher school (faculty)/Institution is received, the student goes to the KAZGUU PSC to apply with a written request to the University Rector to be transferred from one language group to other attaching supporting documents.

The Rector's Order to transfer a student from one language group to another is issued within five working days.

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The student shall conclude an additional agreement to be provided paid educational services. Upon payment of the tuition (for the current academic period) the Manager of the Registrar's Office allows a student to register in the AIS «Platonus».

Within five working days on the basis of provided documents the Head of the Registrar's Office issues an order to transfer previously learnt courses and credits.

The list of necessary documents:

- an application to the Rector of the University;
- a copy of an ID card;
- a transcript.

The request processing time: 5 working days.

2.1.11 TRANSFER FROM FULL-TIME TO PART-TIME STUDIES

Special provisions

A transfer is implemented strictly in intramural tuition vacation time.

At mismatch of terms of vacation time on internal and correspondence forms of education learner is deducted from intramural tuition and restored on tuition by correspondence.

The learners can be transferred if the first academic period of the mastered program according to the individual curriculum was completely finished.

The learner submits the application to transfer from intramural tuition on correspondence addressed to the Rector of the University.

Accepting applications on transfer stops in five working days prior to the beginning of the next examinations.

Before filing application the learner presents to the Distance Learning Center (DLC) Deputy Director transcript and submits the application for determining of the academic difference in disciplines of the working curricula studied for the previous academic periods. The Deputy Director together with the learner develops the draft of the individual curriculum.

After determining of the academic difference and an estimated course, and receiving consent of the Higher School Deans and DLC for the transfer, the learner submits to KAZGUU Student Service Center (SSC of the KAZGUU University) the application addressed to the Rector of the University and necessary documents.

The Rector order on transfer is issued within 5 working days.

The learner is obliged to sign the contract on tuition fee rendering educational services.

The Expert of DLC after learner's tuition fee (for the current academic period) allows registration in AIS Platonus.

The Director of DLC on the basis of the submitted documents within five working days issues the order about offset of earlier studied disciplines and the credits.

The list of necessary documents:

- an application to the Rector of the University;
- a copy of an ID card;
- a transcript;
- a copy of the CT Certificate;
- a copy of the Diploma with a transcript.

Request processing time: 7 working days.

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2.1.12 TRANSFER FROM PART-TIME TO FULL-TIME STUDIES

Special provisions

Transfer is carried out within vacation time.

When determining course, requirements of the Higher school (faculty)/Institution and a specific educational programme for the transfer from course to course are considered.

Transfer is carried out strictly in intramural tuition vacation time.

The learner can be transferred if the first academic period of the mastered program according to the individual curriculum was completely finished.

The learner submits the application for transfer from tuition by correspondence on internal addressed to the Rector of the University.

Transfer applications registration stops in five working days prior to the beginning of the next academic period.

Before filing application the learner presents to the adviser a transcript and submits the application for defining academic difference in disciplines of the working curricula learned for the previous academic periods. When determining course, requirements of the Higher school (faculty)/Institution and a specific educational programme for the transfer from course to course are considered.

The adviser together with learner makes out the draft of the individual curriculum.

The Director (Dean) of the Higher school (faculty)/Institution approves the student's ISP in coordination with the Registrar's Office.

The learner submits the application on transfer addressed to the Rector of the University and attaches necessary documents.

The order of the Rector on transfer is issued within three working days from the moment of filing application. Learner signs the contract on paid rendering educational services.

Upon payment of the tuition (for the current academic period) the Manager of the Registrar's Office allows a student to register in the AIS «Platonus».

Based on the submitted documents the Head of the Office within five working days issues the order about offset of earlier studied disciplines and the credits.

The list of necessary documents:

- an application to the Rector of the University;
- a copy of an ID card;
- a transcript;
- a copy of the CT Certificate;
- a copy of the Diploma with a transcript.

Request processing time: 5 working days.

2.1.13 RESUME UNIVERSITY STUDIES

Special provisions

Returning to the University is carried out in vacation time. Learner can be returned if the first academic period of the mastered program according to the individual curriculum was completely finished.

Reception of applications on an autumn semester begins on August 15, on a spring semester – in two weeks prior to the beginning of a semester (according to the academic calendar) and stops in five working days prior to the beginning of the next academic period.

The persons learned in the foreign organization of education submit the document on the mastered training programs (the academic reference, a transcript), and also on end of the previous education level. Documents have to undergo procedure of notification in the Republic

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of Kazakhstan according to the order established by the Rules of Recognition and Nitrification of Documents on Education.

The persons who received the secondary education (secondary general) or technical and professional education in the Republic of Kazakhstan, when transfer from foreign Higher Education Institution or restoration also submit the Certificate of Uniform National Testing (UNT) or complex testing (CT) with point, not below established threshold. The persons who did not participate or did not gain threshold point on UNT and CT hand over CT to the order issue.

Accepting applications for participation in CT is carried out by a selection committee of University from August 5 to August 12 and 5 till January 12. CT is carried out from August 20 to August 24, and from January 20 till January 24.

Before filing application the learner submits to an Advisor the copy of the academic certificate (the certificate issued to the citizens who did not finish education) and submits the application for defining the academic difference of disciplines by curricula and reoffer earlier studied disciplines and the credits. When determining a course requirement of the Higher School Department and a specific educational program for the transfer from a course to a course are considered.

After defining of the academic difference and an estimated course, learner passes entrance examinations in basic and profile disciplines which list is approved by the order of the Director (Dean) of the Higher school (faculty)/Institution on basis of the relevant Council decision. In case of positive assessment on entrance examinations (50% and more) and consent of the Director (Dean) of the Higher school (faculty)/Institution to restoration, the Advisor together with the learner carries out the draft of the individual curriculum. The Director (Dean) of the Higher school (faculty)/Institution approves the individual curriculum of the learner in coordination with Office Registrar. The learner submits the application for restoration addressed to the Rector of the University and attaches necessary documents.

The order of the Rector on restoration the learner is issued within three working days from the moment of filing application. Learner signs the contract on tuition fee rendering educational services.

Upon payment of the tuition (for the current academic period) the Manager of the Registrar's Office allows a student to register in the AIS «Platonus».

On the basis of the submitted documents the Head of the Office Registrar within five working days issues the order about offset of earlier studied disciplines and the credits.

Within three working days after issuing the order in Higher Education Institution where the student was learned earlier, the letter of inquiry on transfer of its personal record is sent.

The Head of the Higher Education Institution where the learner was taught earlier, after receiving such inquiry within three working days sends a personal record of the learner to the University.

The list of necessary documents:

- an application to the Rector of the University;
- a copy of an ID card;
- an academic reference (the document issued to the citizens who did not complete their studies);
- a copy of the certificate of UNT/CT;
- a copy of a Scholarship Certificate (for those who study on State scholarship);
- a copy of Certificate of Completed Secondary Education or Diploma with a transcript;
- a copy of University's License.

Request processing time: 5 working days.

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2.1.14 VOLUNTARY ENROLLMENT TERMINATION

Special provisions

The application for voluntary withdrawal will be submitted to the Rector.

SSC KAZGUU makes out an electronic roundabout leaf.

Before filing application the learner is obliged to eliminate the available financial debt to the Library, the Hostel, Military Chair (if necessary), to return the student ID card and the proximity-map in SSC KAZGUU University.

The order of the Rector on suspension is issued within three working days.

After issuing of the order to the learner the following documents are issued: the original of the certificate with the annex, an extract from the order on expulsion, the reference issued to the citizens who did not graduate, the copy of the certificate of UNT (CT).

If the suspended has the debt (on tuition fee, to Library, etc.) specified in an electronic roundabout leaf, the University reserves the right not to issue originals of documents until debt repayment.

The list of necessary documents:

- an application to the Rector of the University;
- a copy of an ID card.

Request processing time: 5 working days.

2.1.15 ADMISSION TO A SECOND FINAL EXAMINATION (STATE EXAMINATION AND DIPLOMA PROJECT DEFENSE)

Special provisions

The person who did not pass total certification not earlier than in a year writes the application addressed to the Rector of the University, but no later than two weeks prior to total certification of the next academic year about permission of the admission to repeated total certification.

Repeated total certification is carried out only in those its forms in which for the previous total certification the unsatisfactory assessment is received.

The list of the disciplines submitted for state exams for persons who did not pass these examinations is defined by the curriculum existing in a year of the learners' termination of theoretical course.

The application is submitted to the University Office.

The order of the Rector on the admission to repeated total certification is issued within three working days.

The list of necessary documents:

- an application to the Rector of the University;
- a copy of an ID card;
- a receipt of payment in accordance with the list of provided services.

Request processing time: 5 working days.

2.1.16 REPLACEMENT OF DIPLOMA PROJECT DEFENSE FOR TWO STATE EXAMINATIONS

Special provisions

The learner can submit the application for passing of two state exams on the main subjects of specialty (educational program) instead of thesis (project) defense in case if the learner:

- is on long-term treatment in a hospital (more than one month) on the basis of the medical certificate on health;

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- has the child aged to 3 year old on the basis of the birth certificate of the child;
- looks after sick parents on the basis of the medical certificate about the parents health state;
- disabled person with limited opportunities on the basis of the medical certificate about disability.

Other cases of replacement of the thesis (project) defense by passing of two state exams are not allowed. The list of two state exams disciplines is approved by the decision of the Higher School (Faculty) Council on the basis of representation of the Chair letting-out.

The application addressed to the Rector is submitted. The order of the Rector is issued within three working days.

The list of necessary documents:

- an application to the Rector of the University;
- a copy of an ID card;
- medical Health Certificate/ child's Birth Certificate/ parents' Medical Health Certificate;
- or Medical Disability Certificate.

Request processing time: 5 working days.

2.1.17 INTRODUCING 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 Rector of the University.

The order of the Rector is issued within three working days.

The list of necessary documents:

- an application to the Rector of the University;
- a copy of an ID card with the new data;
- supporting documents (the marriage certificate or certificate from the competent authorities or "PSC" branch).

Request processing time: 5 working days.

2.1.18 TRANSFER FROM ONE STUDY GROUP TO ANOTHER

Special provisions

Transfer is carried out in vacation time. Acceptance of applications stops in five working days prior to the beginning of the academic period.

The learner submits the application for the transfer from one group to another addressed to the Dean of the Higher School.

Dean of the Higher School issues an order.

The list of necessary documents:

- an application to the Dean of the Higher School;
- a copy of an ID card.

Request processing time: 3 working days.

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2.2 SUBMISSION PROCEDURE OF FINANCIAL REQUEST

2.2.1 PROVISION OF A MONTHLY TUITION PAYMENT SCHEDULE

Special provisions

The learner can submit the application paid fee – based educational services (for training on a paid basis) according to the schedule. An indispensable condition at application filing is payment not less than 20% of the annual cost of learning.

The schedule will be provided since September (terms are established in graphics), tuition fee has to be made to the 20th day of every month.

For tuition fee pays according to the schedule learner submits the application addressed to the Chief Accountant, Deputy Chair of the Executive Board till August 24.

After decision-making by the the Chief Accountant, Deputy Chair of the Executive Board, the Accountant Manager makes the schedule of monthly pays for training and submits to the Chief Accountant, Deputy Chair of the Executive Board for approval.

The learner receives the copy of the schedule in SSC KAZGUU from the Accountant Manager.

The list of necessary documents:

- an application to the Chief Accountant, Deputy Chair of the Executive Board;
- a copy of an ID card;
- a copy of prepayment receipt (20%).

Request processing time: 5 working days.

2.2.2 RECALCULATION OF THE PAID AMOUNT

Special provisions

In case the learner has the overpaid sum on any account (tuition fee, pays for the hostel, etc.), he/she can submit the application for transfer of funds from one account to another.

The learner submits the application addressed to the Chief Accountant, Deputy Chair of the Executive Board.

The Accountant Manager informs learner about the decision.

The list of necessary documents:

- an application to the Chief Accountant, Deputy Chair of the Executive Board;
- a copy of an ID card.

Request processing time: 5 working days.

2.2.3 FINANCIAL DEBT RELIEF

Special provisions

The order of write-off and tuition fee debt correction of the learners is regulated by The Provision on Write-off and Tuition Fee Debt Correction.

The University writes off and corrects tuition fee debt of learners in the cases provided by Regulation.

The application for write-off of tuition fee debt is submitted to the Chief Accountant, Deputy Chair of the Executive Board.

The Vice Chairman of the Board – the Chief Accountant makes the decision on write-off or corrections of tuition fee debt on the basis of the Head of Office Registrar conclusion, the Director of DLC, Institute of the Postgraduate Studies and International Relations prepared taking into account submitted learners documents. The decision on write-off or correction of tuition fee debt is accepted no later than 10 working days from the moment of receipt of the statement and providing the full list of documents.

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The write-off or correction of tuition fee debt is made by the Department of accounting in accordance with the order of dismissal and/or on the basis of the decision of the Chief Accountant, Deputy Chair of the Executive Board.

Documents on the write-off or correction of tuition fee debt are accepted during the year. In cases of incomplete provision of documents specified in the regulations, the decision of the Chief Accountant, Deputy Chair of the Executive Board shall be postponed until full delivery of the relevant documents.

The Accountant Manager informs learner about the decision.

The list of necessary documents:

- an application to the Chief Accountant, Deputy Chair of the Executive Board;
- a copy of an ID card;
- a certificate confirming accumulation of financial debt;
- a report of the Registrar's Office, Director of the Centre for Distance Learning, Department of Postgraduate Education and International Cooperation confirming class attendance by the student And other supporting documents confirming the Provision requirements;
- and other documents supporting the Provision requirements.

Request processing time: 30 calendar days.

2.2.4 REIMBURSEMENT OF THE PAID AMOUNT

Special provisions

The student can apply for the refund if there is an overpayment for tuition fees, for accommodation in the dormitory.

If the student is expelled at his own request, or evicted from the dormitory, it is calculated according to the order of release date (of dismissal, eviction).

The application and supporting documents are submitted to the Chief Accountant, Deputy Chair of the Executive Board.

Accountant Manager informs the student of the adopted solution.

The list of necessary documents:

- an application to the Chief Accountant, Deputy Chair of the Executive Board;
- a copy of an ID card;
- a notification from the bank (20-digit card account).

Request processing time: 10 working days.

2.3 SUBMISSION PROCEDURE OF SOCIAL AND RESIDENCE REQUEST

2.3.1 PROVISION OF A PLACE IN THE DORMITORY

Special provisions

Housing commission is created to consider applications of students by the Rector of the University. The decision of commission is formalized by the protocol.

Places in the dormitory are allocated for living during academic period.

In order to get a place in the dormitory it is necessary to fill the application addressed to the Chairman of the Housing Commission and to attach necessary documents. Pre-registration and accelerated service are not provided.

Manager-adviser sends the application to the dormitory manager of Students Support Center. Manager of the dormitory makes an appeal to consideration of Housing commission.

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Students who get a place in the dormitory are obliged to sign Lease Contract of the dormitory, to pay the amount of payment for services according to the registry in any department of KassaNova Bank.

Dormitory manager of Students Support Center issues an order (direction) about providing a place in the dormitory.

If there are not places in the dormitory, student will be placed in a queue.

The list of necessary documents:

- an application to the Chairman of the Housing Commission;
- a copy of an ID card;
- a certificate of household composition/death of parents/birth in the family of more than 4 children;
- or Medical Disability Certificate;
- or a copy of the certificate confirming oralman status.

Request processing time: 5 working days.

2.3.2 REJECTION FROM A PLACE IN THE DORMITORY

Special provisions

Eviction from the dormitory is implemented on the basis of:

- the application of student;
- the memo of the dormitory commandant, in case of the residence rules and the terms of the lease violation.

The application is submitted in SSC KAZGUU (The Student Service Center).

SSC KAZGUU sends the application to the Chairman of the Housing Commission. After agreeing of the Housing Commission, the application will be sent to Dormitory Manager to formalize the order about eviction from the dormitory.

The list of required documents:

- an application to the Chairman of the Housing Commission;
- a copy of an ID card.

Request processing time: 5 working days.

2.4 SUBMISSION PROCEDURE OF REQUEST CONCERNING DOCUMENTS ISSUANCE

2.4.1 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.

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.

The list of necessary documents:

- an application to the Head of the Registrar's Office;
- a copy of an ID card.

Request processing time: 3 working days.

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2.4.2 ISSUANCE OF A PROXIMITY-CARD (STUDENT AND LIBRARY CARD) DUPLICATE

Special provisions

In case of losing a proximity card (student and library card), the student fills the application addressed to the Rector of the University with request to issuance a duplication of the document.

The list of required documents (in case of loosing proximity card):

- an application to the Rector of the University;
- a copy of an ID card;
- a Payment receipt in accordance with the list of provided services;
- 1 photo 3*4;

The list of necessary documents: (in case of loosing student/library card):

- an application to the Rector of the University;
- a Copy of an ID-card;
- a newspaper announcement that the document was lost with the number and issuance date of the document;
- a certificate from the lost and found office;
- a payment receipt in accordance with the list of provided services ;
- 1 photo 3*4.

Request processing time: 5 working days.

2.5 SUBMISSION PROCEDURE OF REQUESTS CONCERNING SETTLEMENT OF DISAGREEMENT BETWEEN EDUCATIONAL PROCESS PARTICIPANTS

General provisions

In case of considering the requests connected with the settlement of disagreement between the participants of educational relations (dissatisfactory quality of educational services, dissatisfactory conditions for the functioning of the educational process, violation of rights of the student, violation of academic code by employees, teachers, students, etc.), explanation and analyses of causes student's dissatisfaction are organized, reliability and basis of arguments appointed in the application are checked out, corresponding measures are taken.

An application may be filled on behalf of group or individually.

The application must be formalized in a writing form to the Director (Dean) of the Higher school (faculty)/Institution. The Director (Dean) sends given application to relevant Council.

If Council comes to the conclusion that the request was unfounded, no further action will be taken. If the facts in the application are confirmed, the student will be invited to the Council meeting. The student must provide an explanation of the facts.

The Council makes the recommendations to the Director (Dean) on the adoption of disciplinary measures.

The decision of Council is formalized by protocol.

The recommendations containing requirements to eliminate the causes and conditions of conflict are taken into account by the participants of educational relations.

The list of necessary documents:

- an application addressed to the Director (Dean) of the Higher school (faculty)/Institution;
- a copy of an ID card;
- and other documents.

Request processing time: 15 working days.