



**INDEPENDENT AGENCY FOR QUALITY ASSURANCE IN
EDUCATION (IQAA)**

**REGULATIONS ON THE APPEALS COMMISSION AND
THE PROCEDURE OF APPEAL**



1. General provisions

1.1 In order to protect the interests of educational organizations, to ensure more objectivity and validity of decision-making on accreditation (institutional or specialized) of educational institutions, the Appeals Commission, consisting of five persons, is formed within IQAA.

1.2 The Appeals Commission considers an appeal of an educational institution against a decision on institutional or specialized accreditation, which was made by the Accreditation Council. The decision on the appeal is taken according to these Regulations.

1.3 The Appeals Commission considers an appeal of an educational institution submitted in a written form on the official headed paper of the institution, signed by its head, written to the name of the President of IQAA and sent to the following address: Z05H9M7, Kazakhstan, Nur-Sultan, Office 801, Dostyk street, 20, Independent Agency for Quality Assurance in Education (IQAA).

1.4 If an appeal contains issues falling within the framework of complaints procedure, the Appeals Commission refers these issues to be considered by the Complaints Commission.

The Appeals Commission carefully considers all cases of submitted appeals and takes timely decisions on them.

2. Composition of the Appeals Commission

2.1 The Appeals Commission consists of five members. The members of the Appeals Commission are elected to its composition on the basis of proposals from higher education institutions, employers and IQAA. The Appeal Commission consisting of 3 people from 5 members for consideration of the appeal application is made out by the order of the President of IQAA. The Chairman of the Commission is elected at the meeting of the Appeal Commission.

2.2 A member of the Appeals Commission, who has a conflict of interest in considering an appeal of a particular educational institution, does not participate in making a decision on that appeal.

2.3 The administrative support to the Appeals Commission is provided by the staff of IQAA Department of Analysis and Quality, who are not involved in institutional and specialized accreditation or any activities related to the assessment of study programs or educational institutions.

2.4 The composition of the Appeals Commission is elected for three years term.

3. Grounds for submitting an appeal

3.1 An educational institution, which as a result of institutional or specialized accreditation has received a decision of the Accreditation Council “Not to accredit”,



shall have the right to refer to the Appeals Commission within two weeks from receipt of an IQAA informational letter on the results of the Accreditation Council's meeting.

3.2 The Appeals Commission accepts an appeal of an educational institution against the following issues:

- Violation of the accreditation procedure;
- "Factological errors" - this means that the information provided by an educational institution was used incorrectly by the Accreditation Council, and therefore it led to a negative decision.

4. Documents for the Appeals Commission

4.1 As a rule, the Appeals Commission considers the following documents:

- a statement of appeal;
- a self-evaluation report of the considered educational institution or the study program;
- an external review report made by the expert group;
- expert comment on the appeal application;
- a decision of the Accreditation Council.

4.2 The Appeals Commission shall not consider any documents, which are not listed in these Regulations and are not submitted on due time to the Appeals Commission for consideration of documents.

5. Procedure of considering an appeal

5.1 An educational institution shall receive a written confirmation on receipt of their appeal by the end of the first week.

5.2 Within a month after receipt of an appeal from an educational institution, the Appeals Commission considers whether there are any "Violation of the accreditation procedure" and/or "Factological errors".

5.3 The Appeals Commission requests copies of all documents that were used in the procedure of accreditation, including materials prepared by the Accreditation Council, an educational institution or an external expert group.

5.4 If necessary, the Appeals Commission may request additional information (including in oral form) from the Chairman and members of the Accreditation Council or the Chairman and members of the external expert group.

6. Procedure of making a decision on the appeal

6.1 A meeting of the Appeals Commission is conducted in private, and it can be held with the use of interactive communication tools (Zoom, Microsoft Teams, Polycom, Skype etc.). Remote participation in a videoconference regime is considered the same as physical presence at the meeting.



6.2 A meeting of the Appeals Commission is competent to make a decision, if more than a half of its members participate in the meeting.

6.3 In the absence of a quorum there shall be held a repeating meeting of the Appeals Commission on the same agenda.

6.4 Formation of the appeal decision is based on the analysis and discussion of materials presented for consideration (a self-evaluation report, an external review report made by the expert group, IQAA conclusion for the Accreditation Council, and any additional material provided by an educational institution).

6.5 A decision on the appeal is made by a majority number of votes of the Appeals Commission members, and is formalized in a protocol of the meeting that should be signed by the Chairman or a member of the Appeals Commission acting on his behalf.

6.6 The decision should state the grounds for an appeal consideration (the requisites and the statement of the appeal), the facts established, the rationale for the decision, considered procedures and the decision made on the appeal. **The decision on the appeal may be of two types: "Appeal accepted" or "Appeal rejected."**

6.7 Within two weeks from the date of making a decision, the Appeals Commission sends its "Decision on the appeal" recorded by a protocol to the President of IQAA, the decision shall be registered at the Agency and sent to an educational institution within one week from the date of its registration in IQAA.

6.8 The Appeals Commission sends a written notification on the decision made on the appeal to an educational institution within two weeks from the date of making the decision.

7. Execution of the decision on the appeal

7.1 In case of making a decision "Appeal accepted", the Appeals Commission may give a recommendation to the Accreditation Council to change the decision or to appoint an additional expert group for a second visit (if there is a violation of the accreditation procedure) or for re-examination of the documents (if there are factological errors) in accordance with the document "Decision on the appeal". Conclusions made by the additional expert group are submitted for consideration to the Accreditation Council.

7.1.1 The number of additional expert group members is defined by IQAA; in its composition there should not be any experts from the initial external expert group.

An educational institution has the right to submit the grounds on rejecting candidates to members of an additional expert group.

7.1.2 The procedure of the repeating visit and the re-examination of documents shall correspond to the Guidelines on external review of the accreditation procedure.

7.1.3 In order to execute a decision of the Appeals Commission, the President of IQAA issues a document "Execution of the decision on the appeal" and sends it to the educational institution on behalf of the Appeals Commission.



7.1.4 The document “Execution of the decision on the appeal” shall contain a detailed list of activities to eliminate the errors, made during the course of the accreditation, or results of re-examination of the documents, and a revised decision.

7.2 In case of making a decision “Appeal rejected”, an educational institution has no right to re-appeal.

7.3 Actual expenses for conducting a re-examination of an educational institution or a study program, including remuneration, travel, and accommodation of the additional expert group members, shall be reimbursed to IQAA by an educational institution.