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ALMATY MANAGEMENT  
UNIVERSITY

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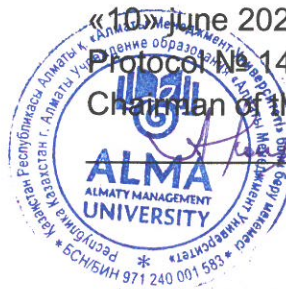
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## 1. GENERAL PROVISIONS

1.1. The Regulations are a normative document on the basis of which the procedure, criteria and tools for monitoring and assessing the teaching quality of the teaching staff of the Almaty Management University are determined.

1.2. These Regulations have been developed taking into account the requirements and principles set out in the Law "On Education in the Republic of Kazakhstan" dated July 27, 2007 № 319-III and the Law of the Republic of Kazakhstan "On Science" dated February 18, 2011 № 407-IV ZRK.

1.3. The policy in the field of ensuring the quality of teaching, being part of the strategic management of the university, is aimed at continuous improvement of the educational process, research activities, and the implementation of innovative projects.

1.4. The main principles of the Quality Assurance Policy are:

- continuous improvement of the quality of the educational process at all levels of education: bachelor's, master's, doctoral studies;
- use of new results of fundamental and applied research, transfer of knowledge and technology;
- creating an educational environment focused on students, promoting the discovery of their talents, active involvement in quality assurance processes;
- creating conditions aimed at motivating and increasing the responsibility of employees for ensuring the quality of performance results;
- improvement of internal quality assurance processes and quality culture;

1.5. The assessment of the teaching quality of the teaching staff and its result is formed through an equal dialogue between the assessing party and the teacher.

1.6. Assessment of the teaching quality is carried out by Quality assurance office together with a specific working group (hereinafter referred to as the Working Group) with the appropriate skills and competencies.

1.7. The chairman of the working group is the director or leading manager of Quality assurance office .

1.8. The working group is formed from among employers; Human Resources Management Officer; deans/directors of centers; academic deans; leadership programs; experienced teachers of Schools/Centers; graduates. Teachers in the working group must have at least 3 years of teaching experience and/or have a high rating for the teaching quality (8 points or higher) based on the results of past visits. The composition of the working group is approved by the supervising vice-rector, and can also be reviewed, changed and/or supplemented upon the recommendation of the Quality assurance office .

1.9. Assessment of the teaching quality is carried out throughout the academic year.



## 2. AIMS AND OBJECTIVES

2.1. **The aim** of assessing the teaching quality is:

- objective and transparent assessment of the quality of classes conducted by teachers of EI “Almaty Management University”;
- identifying effective initiatives and innovative mechanisms to ensure teaching quality;
- obtaining objective information about the state of the teaching quality at the university;
- increasing the effectiveness and efficiency of the educational process.

2.2. **The main objectives of assessing the teaching quality are:**

- providing methodological assistance to teachers to improve the quality of teaching;
- development of proposals for conducting methodological seminars in order to improve the level of classes;
- identification and dissemination of best practices in achieving high quality teaching;
- promoting the development of professional competencies among students and undergraduates;
- external assessment of teaching quality by employers;
- ensuring objectivity when assessing students’ knowledge;
- determining the degree of compliance of the measured educational results, the conditions for their provision, with the system of requirements for the quality of education recorded in regulatory documents;
- determining the quality of educational results at the level of an academic discipline, the quality of classes, workshops, consultations, exams (or tests);
- determination of the quality of the organization of the educational process (educational technologists, forms, methods, teaching techniques, forms of training organization);
- determining the quality of resource support (material, technical, educational and methodological support);
- identifying how the teaching quality of an individual teacher meets the expectations and needs of students, as well as the needs and potential capabilities of the teacher himself;
- determination of lecturing skills as the most important structure-forming element for improving the quality of specialist training;
- identification of factors influencing the improvement of the teaching quality at the university;
- informing the teaching staff on the results of the working group’s activities.

### **3. PROCEDURE FOR IMPLEMENTING THE ACTIVITIES OF THE WORKING GROUP ON ASSESSING THE TEACHING QUALITY**

3.1. The activities of the Working Group are carried out in accordance with the work plan and class attendance schedule (Appendix-1). The class attendance schedule is drawn up for one semester in Excel form and approved by the director of Quality assurance office . In the future, during the semester, if necessary, adjustments may be made to the class attendance schedule.

3.2. Participation in assessing the teaching quality of Schools/Centers is included in the functional responsibilities ( KPI ) of the teaching staff and administrative and management personnel.

3. 2.1 . The criterion for the effectiveness of the work done by teachers and staff members of the Working Group is active attendance at classes as part of assessing the teaching quality of the teaching staff.

3. 2.2 . To achieve quantitative indicators, teachers and staff members of the Working Group must attend and evaluate at least 7 classes in each semester . The total number of classes attended must be at least 14 academic units per academic year.

3.3. Based on the results of attending the lesson, members of the Working Group fill out the “Conclusion on the teaching quality” in the prescribed form (Appendix 2) and submit it to the chairman of the working group immediately after attending the lesson.

3.4. When attending a class, the following aspects will be assessed:

- compliance of the syllabus with established requirements;
- following the syllabus program ;
- with the topics stated in the syllabus ;
- logic and structured presentation of material within the lesson ;
- application of various methods and forms of teaching;
- the effectiveness of using the methodology to involve students in the learning process;
- efficiency of use of the class time;
- the correctness of the methodology used to teach specific disciplines;
- the teacher's ability to maintain students' interest in the material being studied.

3.5. The Chairman, based on the conclusions presented by the members of the Working Group, sums up the overall result and draws up a protocol for assessing the teaching quality (Appendix -3). A copy of the protocol is provided to the dean, the academic dean of the School/Center, and the teacher within three days.

3.6. The Chairman of the Working Group is responsible for:

- for the timeliness and quality of fulfillment of the tasks and functions assigned to the Working Group;





- for the accuracy and confidentiality of information on the teaching quality based on the results of attending classes (a copy of the protocol is provided only to the academic dean of the school and the teacher);
- for the safety and confidentiality of protocols and assessment sheets for the teaching quality based on the results of attending classes;
- for ensuring objectivity in assessing the quality of teaching.

3.7. Quality assurance office submits a report on the work done once a semester.

#### **4. PROCEDURE FOR ATTENDING CLASSES AND EVALUATING THE TEACHING QUALITY**

4.1. Attendance at classes is carried out in accordance with the approved schedule.

4.2. Information about attending classes is brought to the attention of the teacher in writing no earlier than one day before the start of the class.

4.3. The working group consists of at least 3 people (including an employee of the Quality assurance office) to attend a class is determined and approved by an employee of the Quality assurance office, taking into account the specifics of the discipline and presents it to the chairman of the Working Group. Three days before attending the class, information is brought to the attention of the members of the Working Group. In the event that a member of the Working Group cannot attend a lesson as scheduled, he is obliged to notify a Quality employee assurance office no later than three hours before the start of class.

4.4. Members of the Working Group are provided with a form "Conclusion on the teaching quality" with uniform criteria for assessing the quality of teaching, which is filled out by each member of the Working Group during the lesson. The conclusion is filled out objectively and responsibly.

4.5. Each member of the Working Group submits a "Conclusion on the teaching quality" to the Chairman of the Working Group. Based on them, the chairman draws up a protocol in which:

- sets the overall score as the arithmetic mean of the points given by the members of the Working Group;
- reflects general comments and recommendations for improving the quality of teaching;
- presents corrective measures: sending a teacher to advanced training courses, scheduling a repeat visit to a class, deciding on the need to introduce new educational technologies into the educational process, replacing a teacher with a more experienced teacher, and others.

4.6. The protocol is signed by the chairman of the Working Group. The results of class attendance cannot be used as a means of comparing one teacher with another, or as a means of administrative pressure.

4.7. Information about the teaching quality is confidential; a copy of the protocol for review is provided to the teacher, dean and academic dean of the School/Center within three working days after attending the lesson. The Academic Dean of the School/Center, within a two-week period, provides information on the measures taken to implement the recommendations of the Working Group on assessing the teaching quality teaching staff (Appendix-4).

4.8. When attending a class, the following requirements must be met:

- before the start of the lesson, the teacher submits the approved syllabus or working curriculum of the discipline in electronic form;
- members of the Working Group check the relevance of the topic and then fill out a form for assessing the teaching quality in the established form;
- members of the Working Group are present in full from the beginning to the end of the lesson;
- members of the Working Group do not comment or discuss issues during the lesson;
- the results of attending a class can be discussed by members of the Working Group in the presence of the teacher if additional questions arise;
- information about the quality of the lesson is confidential and is not subject to discussion among colleagues.

4.9. Unscheduled visits to classes are allowed upon request from directors of departments of undergraduate and postgraduate programs, deans and academic deans of the Schools/Centers, school leader programs, upon receipt of complaints from students and other requests from management.

4.10. The conclusion on the teaching quality is filled out in the prescribed form. Changes and additions may be made to the conclusion form based on the submission of the Director of Quality assurance office to the supervising Vice-Rector.





Appendix 1 to the Regulations on assessing the teaching quality of teaching staff

Schedule for attending classes of the Teaching staff

Неделя посещения №1 / Академическая неделя №2										
с по числа месяца года										
№	Дата посещения занятия	Время посещения занятия	ФИО преподавателя	Название дисциплины	Язык преподавания	Курс и название ОП	Аудитория	Посетившие	Оценка	Комментарии
1	ПОНЕДЕЛЬНИК									
2	ВТОРНИК									
3	СРЕДА									
4	ЧЕТВЕРГ									
5	ПЯТНИЦА									
6	СУББОТА									



Appendix 2 to the Regulations on assessing the teaching quality of teaching staff

### CONCLUSION ABOUT THE TEACHING QUALITY

<b>Teacher:</b>		<b>Discipline:</b>	
<b>School/Centre:</b>		<b>Educational program:</b>	
<b>Year of study:</b>		<b>Language department:</b>	
<b>Number of students in the list:</b>		<b>Number of people present at the lesson:</b>	
<b>Date of:</b>	<b>Time:</b>	<b>Classroom:</b>	
<b>Lesson topic:</b>			

**Criteria for assessing the quality of teaching:** The assessment for each criterion is given according to the following system:

- |                   |                      |
|-------------------|----------------------|
| 10 – exclusively; | 5 - medium;          |
| 9 - Excellent;    | 4 - satisfactory;    |
| 8 – very good;    | 3 - unsatisfactory ; |
| 7 – good;         | 2 - bad ;            |
| 6 – above medium; | 1 – unacceptable;    |

• N / A – not applicable (this type of assessment can be used if the criterion is not applicable to the teacher/lesson).

No	Name of criterion	Grade:
1.	Fluency in educational material	
2.	Logicity, evidence, consistency and accessibility of the presentation of the material	
3.	The teacher revealed the basic concepts of the lesson topic, combining theoretical material with current examples	
4.	The teacher successfully reinforced the educational material by solving cases, individual and group assignments and discussions, projects, illustrating diagrams and graphs	
5.	A competent combination of teaching methods ( a variety of pedagogical teaching tools used )	
6.	The structure and content of the lesson allows you to achieve the learning outcomes stated in the syllabus	
7.	The teacher knows how to manage students' attention, using a model of active interaction to ensure freedom of expression, to increase student	

	involvement, stimulate critical thinking, and mutual exchange of knowledge	
8.	The teacher checks students' understanding by asking appropriate questions	
9.	The material aroused interest among students and was focused on the learning outcomes specified in the syllabus	
10 .	Erudition and culture of speech (the teacher's speech is correct, clear, expressive, allows you to take the necessary notes, good diction)	
eleven.	The effectiveness of the used forms of organizing educational activities to achieve the goal of the lesson (individual, pair, group, frontal, in the form of debates, etc.)	
12.	Clear, transparent and relevant assessment system for the course as a whole and for the lesson	
13 .	The teacher manages class time well	
	<b>Average score</b> (arithmetic average of scores for all criteria)	

- Compliance of the lesson topic and the material presented with the Syllabus (Working curriculum) of the discipline:

 Yes ☐ No ☐

if not, give the reasons for discrepancy

- A single University template was used for the design of the educational complex :

 Yes ☐ No ☐

- The teacher provided additional sources of information (list of references aimed at independent study of the material)

 Yes ☐ No ☐

- The teacher provided the audience with corrective feedback

 Yes ☐ No ☐
**Assessor's additional comments:**


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**Recommendations :**


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The lesson attended by: \_\_\_\_\_ Full name \_\_\_\_\_



Appendix 3 to the Regulations on  
assessing the teaching quality of  
teaching staff

**Protocol on assessing the quality of teaching**

	 <b>ALMA</b> ALMATY MANAGEMENT UNIVERSITY <small>Powered by Arizona State University</small>	Protocol № _____
		Dated _____
		Almaty city

1. About the results of attending the lesson \_\_\_\_\_

\_\_\_\_\_  
Full name, academic degree, teaching position

Attended by:

\_\_\_\_\_  
the Working Group members' names who attended the lesson

Short description \_\_\_\_\_

Average score: \_\_\_\_\_

Conclusion: \_\_\_\_\_

Recommendations : \_\_\_\_\_

Chairman of the Working group \_\_\_\_\_  
signature full name

Appendix 4 to the Regulations on  
 assessing the teaching quality of  
 teaching staff

**Approved by**  
 Dean of the School/Center  
 \_\_\_\_\_ full name  
 " \_\_\_\_ " \_\_\_\_ 20 \_\_\_\_

**PLAN**

Of activities to implement the recommendations of the Working Group on assessing the  
 teaching quality of teaching staff

№	The teacher's full name	Corrective Actions	Deadline	Mark on execution
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Program leader of the EP " \_\_\_\_\_ " \_\_\_\_\_ Full name





