

Substantive Change Report by Independent Agency for Accreditation and Rating (IAAR)

Register Committee

Ref. C57

Ver. 1.0

Date 2021-02-22

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Decision of: 09/02/2021
Report received on: 06/01/2021
Agency registered since: 01/02/2017
Last external review report: February 2017
Registration until: 28/02/2022
Absented themselves from decision-making: Beate Tremel

Attachments: 1. [Substantive Change Report of 14/01/2021](#)
2. [EQAR Eligibility confirmation of 24/06/2020](#)

1. The Register Committee considered the Substantive Change Report of 06/01/2021.
2. The Register Committee took note of the newly developed external QA activities namely, the accreditation for *initial institutional accreditation (ex-ante)* and the *institutional accreditation of the organisation of continuing education* in the Republic of Kazakhstan.
3. As both activities have been developed more than a year before the submission of the current change report, **the Register Committee underlined that such changes should have been reported as soon as the procedures were adopted, so to allow their consideration before the actual external QA activity was carried out¹.**
4. In reviewing the new activities, the Register Committee took note of IAAR's standards for each accreditation procedure (Annex I and Annex II). While IAAR held that the ESG Part 1 has been followed in the development of these standards, the Committee could not verify whether the agency has effectively translated standards 1.1-1.10 into its accreditation criteria, as no specific mapping was provided or this made evident otherwise (ESG 2.1). With a view to the outcomes and judgements made as the result of these accreditations, the Committee was unable to consider the methods the agency employs to ensure consistency in the application of its criteria as no account was given on how this is ensured (ESG 2.5). **The Committee expects that these matters will be closely analysed as part of IAAR upcoming external review.**

¹Please see EQAR's Guide for Agencies on when to report changes
<https://www.eqar.eu/register/guide-for-agencies/reporting-and-renewal/#when-to-report-changes>

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5. Considering the design of the methodologies, the Register Committee understood that they largely follow IAAR's established procedures (including a self-assessment, an external assessment, a site-visit and follow-up), that stakeholders were involved in their development and that all procedures are published on the agency's website. The Committee therefore had no major concern that these matters are complied with (ESG 2.2, ESG 2.3).
6. Regarding the involvement of students as part of its panels IAAR stated that it followed its established guideline. The Register Committee noted that the agency's published reports for *institutional accreditation of the organisation of continuing education* does not include the category of students as review panel members. The agency clarified that students are in fact represented in these panels, under the category of "listener-employer/-ee". The agency clarified that the term 'listeners' applies to all those who follow the short courses offered by the Organisations of Continuing Education. The agency added that at the time of their involvement in expert panels, listeners have already completed the course, and since they were also employer/-ee, their listing in expert panels was added as "listener-employer/-ee".

The Committee welcomed the clarification provided by the agency. Considering IAAR's upcoming external review, the panel is further asked to address the understanding of students as "listener-employer/-ee" in this context and to consider whether the agency's approach of student involvement is best achieved in this set-up (ESG 2.4).

7. With a view to the publication of reports, the Register Committee could verify that they are published together with the eventual decision (ESG 2.6).
8. The Register Committee noted that IAAR' appeals procedures were not changed. The Committee understood that the institution retain the possibility to both complain about procedural errors, etc., or to appeal the report, i.e. specific statements or conclusions in the report (ESG 2.7).
9. All usual internal quality assurance measures and feedback questionnaires of IAAR also apply to new activities; IAAR's planned thematic analyses are expected to use the information contained in the external review reports of these new activities (ESG 3.4 & 3.6).

EQAR Substantive Change Report

Agency #1	Independent Agency for Accreditation and Rating (IAAR)
Expiry date #1	28/02/2022
Contact #1	Timur Kanapyanov
Phone #1	+77789739517
Email #1	timur@iaar.kz
Other organisations?	No
A. Has the organisational identity of the registered agency changed?	No
B. Has the organisational structure changed?	No
C.i. Are there new types of activities?	Yes
C.ii. Are there changes in existing activities?	No
C.iii. Have some or all existing activities been discontinued?	No

(1) new types of activities

Since 2018-2019, the IAAR has introduced the following substantive changes and innovations:

1) Introduction of the Initial Institutional Accreditation (Ex-Ante) in the Republic of Kazakhstan

In 2019, the IAAR introduced an initial institutional accreditation (Ex-Ante) in the Republic of Kazakhstan.

Initial institutional accreditation is the process of quality evaluation of the organisation of higher and (or) postgraduate education without graduating students for compliance with the declared status and standards of the accreditation body.

External assessment within the framework of initial institutional accreditation of an educational organisation is performed taking into account the main trends in quality assurance:

- responsibility of the organisation of higher and (or) postgraduate education for the quality of educational services provided;
- compliance of education with the needs of various higher education systems (in the international education market), other organisations and students;
- focus of a higher and postgraduate education organisation on the development of a quality culture.

For initial institutional accreditation, the IAAR developed “the Standards for Initial Institutional Accreditation of Higher Education Institutions that Implement Higher and (or) Postgraduate Education Programmes (without graduated students) (Republic of Kazakhstan)”, introduced by the IAAR Director General order No. 117-19-OD as of December 9, 2019 (Annex I).

The proposed standards take into account the principles of the Bologna Process (objectivity, transparency, mobility, public awareness) and are intended to be used as a model for self-

evaluation of the institution, harmonisation of the national education quality system in compliance with the requirements of the European Community.

These standards and criteria are harmonised with the Quality Assurance Standards in the European Higher Education Area (ESG, 2015) and developed with due account of the main directions for quality assurance:

- the responsibility of the higher and (or) postgraduate education for the quality of the educational services provided;
- conformity of education to the demands of various higher education systems (on the international educational market), other organizations and students;
- the orientation of the organisation of higher and (or) postgraduate education on the development of quality culture.

The standards of Initial Institutional Accreditation (Ex-Ante) in the Republic of Kazakhstan are published on the IAAR website at the following link:

https://iaar.agency/storage/photos/shares/%D0%A1%D1%82%D0%B0%D0%BD%D0%B4%D0%B0%D1%80%D1%82%D1%8B/%D0%92%D1%83%D0%B7%20%D0%A0%D0%9A/13102020/%D0%A1%D0%A2%D0%90%D0%9D%D0%94%D0%90%D0%A0%D0%A2%D0%AB-%D0%98%D0%90%20%D0%B1%D0%B5%D0%B7%20%D0%B2%D1%8B%D0%BF%D1%83%D1%81%D0%BA%D0%B0_%D0%90%D0%9D%D0%93%D0%9B.pdf

Initial institutional accreditation (Ex-Ante) of the educational organisation provides for all procedures of the accreditation process in accordance with the Guidelines on the Organisation and Conduct of an External Assessment Procedure in the Accreditation Process of an Education Organisation and (or) Study Programme, but allows the exclusion of interviews with graduates, as well as with students in their absence.

Since the introduction of the Standards, the initial institutional accreditation was held for the Astana IT University (in 2020).

The report and the Accreditation Council decision have been published on the website of the IAAR (https://iaar.agency/reports/vek-reports/en?_token=reqvePiciZAFc8nXlqnV8mlbwHChw9CeKH8lkQpd&country_id=1&univer_type_id=0&year_start=2020).

Principles and methods of conducting ex-ante institutional accreditation did not change significantly.

2) Introduction of the Institutional Accreditation of the Organisation of Continuing Education in the Republic of Kazakhstan

According to the LRK “On Education”, additional adult education is offered by educational organisations, as well as legal entities that have structural divisions running additional study programmes. Institutional accreditation of organisations of additional education is a process of quality evaluation of professional development organisations and retraining for compliance with the declared status and standards of the accreditation body. The IAAR performs the institutional accreditation procedure of additional education under “the Standards of Institutional Accreditation of Organisations of Additional Education (RK)”, approved by the Director's order No. 19-15-OD as of September 2, 2015 (Annex II), aligned with the content of ESG and stipulating a quality culture at a higher level while maintaining the best traditions. The standards are developed based on the requirements of international networks/associations of which the IAAR is a member and take into account the principles of Life-Long Learning Education and are intended to be used as a self-assessment model for organisations of additional education that implement non-formal education, retraining and advanced training programmes. For the first time, the IAAR conducted institutional accreditation of additional education in 2018. Institutional accreditation of additional medical education is in particular demand in the RK. This is because based on the Standard Rules for the EOs’ Activities

(approved by the MES of RK order No. 595 dated October 30, 2018), additional education of medical and pharmaceutical staff at the expense of budgetary funds is available for educational organisations accredited under the institutional accreditation procedure by the accreditation bodies included in the Register of Recognised Accreditation Bodies.

The IAAR completed institutional accreditation of 7 additional education organisations. For more information on the procedure and methodology for institutional accreditation of additional education, please refer to the "Accreditation" section of the IAAR's website www.iaar.agency (select the country and type of accreditation and EO).

The proposed standards take into account the principles of the Bologna Process (objectivity, transparency, mobility, public awareness) and are intended to be used as a model for self-evaluation of the institution, harmonisation of the national education quality system in compliance with the requirements of the European Community.

These standards and criteria are harmonised with the Quality Assurance Standards in the European Higher Education Area (ESG, 2015) and developed with due account of the main directions for quality assurance:

- the responsibility of the higher and (or) postgraduate education for the quality of the educational services provided;
- conformity of education to the demands of various higher education systems (on the international educational market), other organizations and students;
- the orientation of the organisation of higher and (or) postgraduate education on the development of quality culture.

The standards of Institutional Accreditation of Organisations of Additional Education in the Republic of Kazakhstan are published on the IAAR website at the following link:

<https://iaar.agency/storage/photos/shares/%D0%A1%D1%82%D0%B0%D0%BD%D0%B4%D0%B0%D1%80%D1%82%D1%8B/%D0%B4%D0%BE%D0%BF/new/231020/%D0%A1%D>

1%82%D0%B0%D0%BD%D0%B4%D0%B0%D1%80%D1%82%D1%8B%20%D0%98%D0%90%20%D0%94%D0%9E_Eng%20(1).pdf

Accreditation of Organisations of Additional Education provides for all procedures of the accreditation process in accordance with the Guidelines on the Organisation and Conduct of an External Assessment Procedure in the Accreditation Process of an Education Organisation and (or) Study Programme. However, the review panel is formed with due account of the specifics of the additional education system in the Kazakhstan and envisages engagement of an employer and a listener attendee in one person, as according to state law, every employer is obliged to periodically improve their skills. but allows the exclusion of interviews with graduates, as well as with students in their absence. The report and the Accreditation Council decision have been published on the website of the IAAR (https://iaar.agency/reports/vek-reports/en?_token=reqvePiciZAFc8nXlqnV8mlbwHChw9CeKH8lkQpd&country_id=1&univer_type_id=5&year_start=2019).

Principles and methods of conducting accreditation of organisations of additional education did not change significantly.

3) Consideration of the IAAR Activities within the scope of ESG

Currently IAAR undergoes the second ENQA Review for ENQA renewal of membership and for renewal of EQAR registration. Together with ENQA and EQAR, we identified the activities within the scope of ESG, which is indicated in the ENQA Terms of Reference. However, in the Terms of Reference our activities defined in the enlarged version. Please see the table in the Annex III to see the full range of the subtypes of IAAR activities. We would like to consult with the EQAR on the names of the “Activities within the scope of ESG” on the ERAQ web page <https://www.eqar.eu/register/agencies/agency/>

?id=30

Under the Erasmus+ project DEQAR CONNECT IAAR together with IT company right now elaborates the API Submission System.

Would you be so kind to advise us how it would be better to name our "Activities within the scope of ESG" according to the table from Annex III for the future API Submission System?

Generic characteristics that applies to all of the activities described

purposes and development of the activity, involvement of stakeholders (ESG 2.2)

The IAAR continues to actively consult with stakeholders when developing a strategy, methodology for assessing the organisation of education and standards for accreditation. Also, all innovations and procedural documents are discussed in the collegial governing bodies of the IAAR (Supervisory Board, Accreditation Council, Expert Councils), where representatives of employers and students are represented.

criteria used, how they were developed, measures implemented to ensure consistency, how ESG 1.1 – 1.10 are reflected in the criteria (ESG 2.1 & 2.5)

Most of the criteria used for new processes are taken from existing ones and developed in compliance with ESG standards. The process of developing and revising standards and criteria has not changed for all new activities. The standards were developed and revised in accordance with the "Instructions for the development and improvement of the IAAR standards" (<https://iaar.agency/iaar/dokumenty-iaar/en>),

taking into account the recommendations of HEIs, academic experts, representatives of employers and students, as well as professional organisations. New standards and criteria are developed by the working group, discussed at the meetings of the Expert Council on Higher Education, the Accreditation Council and the Supervisory Board of the IAAR. The standards are discussed at the IAAR seminars to take into account the views of stakeholders.

New activities are sequenced by ensuring compliance of all procedures with ESG standards, and all new activities related to accreditation at all levels are regulated by a single "Guidelines for the organisation and conduct of external assessment in the process of accrediting the education organisation"

(https://iaar.agency/storage/photos/shares/%D0%94%D0%BE%D0%BA%D1%83%D0%BC%D0%B5%D0%BD%D1%82%D1%8B%20%D0%9D%D0%90%D0%90%D0%A0/%D0%A0%D0%9A%20%D0%B8%D0%BD%D1%81%D1%82/%D0%B0%D0%BD%D0%B3%D0%BB/Appendix_4.GUIDELINES%20on%20external%20assessment.pdf).

review team composition, selection, appointment and training of reviewers (ESG 2.4)

The IAAR continues to do a great job of forming external expert panels to assess the organisation of education and study programmes. The IAAR constantly conducts seminars on the training of experts at least 2 times a year with the invitation of experts from ENQA and EQAR. The selection, appointment and training of experts is carried out according to previously established requirements.

site visits (ESG 2.3)

All new types of accreditation (the Initial Institutional Accreditation (Ex-Ante) in the Republic of Kazakhstan, the Institutional Accreditation of the Organisation of Continuing

Education in the Republic of Kazakhstan) involve a site visit to the institution of education. The visit to the educational organisation is also regulated by the "Guidelines for the organisation and conduct of external evaluation in the process of accrediting the education organisation" (https://iaar.agency/storage/photos/shares/%D0%94%D0%BE%D0%BA%D1%83%D0%BC%D0%B5%D0%BD%D1%82%D1%8B%20%D0%9D%D0%90%D0%90%D0%A0/%D0%A0%D0%9A%20%D0%B8%D0%BD%D1%81%D1%82/%D0%B0%D0%BD%D0%B3%D0%BAppendix_4.GUIDELINES%20on%20external%20assessment.pdf) and relevant standards and guidelines.

publication of reports (ESG 2.6)

Responsibility for the publication of External Review Reports and the results of accreditation is also rests on the IAAR. The policy for publication of the IAAR reports has not changed and is being extended to all new activities of the IAAR.

follow-up (ESG 2.3)

Follow-up activities for new types of operations remain the same as for the existing activities. All activities are regulated by a single "Regulations on the procedure for post-accreditation monitoring of educational organisations/study programmes", which is published on the website at the following link <https://iaar.agency/postmonitorings/postakkreditationnyj-monitoring/en>.

appeals system (ESG 2.7)

Appeal process is available for all educational organisations under the established procedure. Procedures for complaints and appeals are regulated in accordance with the Regulations on the Commission for Review of Appeals and Complaints (<https://iaar.agency/iaar/komissiya-po->

rassmotreniyu-apellyacij-i-zhalob/en).

embedding in thematic analyses and internal quality assurance of the agency (ESG 3.4 & 3.6)

The IAAR is actively continuing the work on the thematic analysis to use the information contained in the External Review Reports to inform educational and public organisations about the development of the national quality assurance system and the trends of higher education in general. The IAAR actively participates in several Erasmus + projects focused on improvement of the quality assurance system of education, and also participates in a project funded by the World Bank, "Conducting a review of best practices to develop a systematic approach to aligning the National Qualifications Framework with professional and higher education programmes".

For new activities, please explain if they were developed from scratch or on the basis of existing activities that were subject to the last external review.

Despite the fact that the new activities correspond to the requirements of the time, all the implemented processes and methodology were based on the existing processes and long-term experience of the IAAR in the field of institutional and programme accreditation. The changes, described above, fully comply with the ESG standards, corresponds to the recommendations of ENQA experts for further development and enable to improve the procedure for the external quality assurance.

File #1	Annex_I._Standards_for_Initial_Institutional_Accreditation.pdf (1715k)
File #2	Annex_II._Standards_of_Institutional_Accreditation_of_Organisations_of_Additional_Education.pdf (1777k)

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Independent Agency for Accreditation and Rating (IAAR)

Baurzhan Momyshuly avenue 2

EP-4G

010000 Astana

Kazakhstan

Brussels, 24 June 2020

Confirmation of Eligibility: Application for Inclusion on the Register Application no. A96 of 27/05/2020

Dear Timur,

We hereby confirm that the application by IAAR for renewal of registration is eligible.

Based on the information and draft terms of reference provided, the external review coordinated by European Association for Quality Assurance of Higher Education (ENQA) fulfils the requirements of the EQAR Procedures for Applications.

We confirm that the following activities of IAAR are within the scope of the ESG:

- *Institutional Initial Accreditation in the Republic of Kazakhstan (including Ex-Ante)*
- *Programme Accreditation in the Republic of Kazakhstan (including Ex-Ante)*
- *Cross-Border Institutional Accreditation*
- *Cross-Border Programme Accreditation (including Ex-Ante)*
- *Institutional Accreditation of the Organisation of Continuing Education in the Republic of Kazakhstan*

IAAR did not include in its application form the following external quality assurance procedures (see activities listed below) that the agency has reported to be carrying out since 2018 (according to its Change Report of 2018 and 2019).

- *Accreditation of Programmes in Management Studies, Economics, Law and Social Science (with FIBAA)*
- *Joint International Accreditation of Educational Programmes (with ACQUIN)*

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- *Programme accreditation at higher education institutions in the Kyrgyz Republic*
- *Accreditation of Medical Institutions of Education (including all forms of procedures developed for medical accreditation within Kazakhstan or cross-border)*

The agency clarified (see attached minuted conversation) that all forms of international cross-border accreditation procedures were included under one procedure, to simplify their classification. The Register Committee underlined that since these activities follow different processes, criteria or procedures, that these activities should thus be analysed separately as part of IAAR the external review against the ESG.

Please ensure that IAAR's self-evaluation report covers all the aforementioned activities.

We further remind you that IAAR was found to comply only partially with the following standards when IAAR's registration was last renewed; the issues related thereto including the matters raised within the succeeding change reports should be specifically addressed in your self-evaluation report and the external review report as follows:

ESG 2.2: Designing methodologies fit for purpose

The Register Committee took note of the establishment of the Supervisory Board and the additional student members of the Accreditation Council. Given that IAAR was considered to only partially comply with ESG 2.2 when admitted to the Register, due to the limited involvement of students, the Committee welcomed the change but underlined that its full impact is to be assessed in the next external review of IAAR.

ESG 2.7: Complaints and appeals

While the Register Committee welcomed the development reported in IAAR's latest change report, in light of its partial compliance with ESG 2.7, the Committee underlined that a full assessment in the change of IAAR's appeals and complaints procedures is to be carried out as part of IAAR's next review.

ESG 2.6: Reporting

The Committee further underlined that publication of reports is a matter to be considered in the next external review and application for renewal of its registration.

ESG 3.1: Activities, policy and processes for quality assurance

The Committee underlined that the clear separation of external quality assurance and consultancy required ongoing careful attention with a view to ruling out conflicts of interest.

The Register Committee further underlined (see Change Report of 07/01/2020) that any future activities carried out from the new representative office in Riga should follow the principles set out in Annex 5 to the Policy on the Use and Interpretation of the ESG regarding the activities of the subsidiaries of the agencies.

We confirm that the following activities are not within the scope of the ESG:

- *Ratings of Higher Education Institutions*
- *Institutional and Programme Accreditation of the Organisation of Technical and Vocational Education in the Republic of Kazakhstan.*

Following the clarification provided (see minuted telephone conversation), the Register Committee noted that the accredited institutions do not belong to the three cycles of higher education.

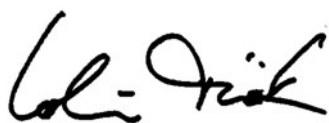
- *Institutional Accreditation of the Organisation of Secondary Education (International School) in the Republic of Kazakhstan*

While these activities are not relevant to your application, it is IAAR's choice – in agreement with the review coordinator – whether those activities should be commented upon by the review panel.

We will forward this letter to European Association for Quality Assurance of Higher Education (ENQA) in its capacity of the coordinator of the external review. At the same time we underline that it is IAAR's responsibility to ensure that the coordinator and review panel take account of the present confirmation, so as to ensure that all activities mentioned are analysed by the panel.

This confirmation is made according to the relevant provisions of the EQAR Procedures for Applications. IAAR has the right to appeal this decision in accordance with the Appeals Procedure; any appeal must reach EQAR within 90 days from receipt of this decision.

Yours sincerely,



Colin Tück
(Director)

Cc: ENQA (coordinator)

Application by Independent Agency for Accreditation and Rating (IAAR) for Renewal of Registration

Register Committee

Minutes of Telephone Conversation

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Date of the conversation:	04/06/2020
Representative of IAAR:	Timur Kanapyanov
Representative of EQAR:	

1. IAAR has submitted on 27/05/2020 an application for renewal of registration on the European Quality Assurance Register for Higher Education (EQAR).
2. In order to prepare the deliberations of the Register Committee on the eligibility of the application and IAAR's activities within the scope of the ESG, EQAR contacted IAAR via telephone to clarify the matters below.
3. IAAR agreed to clarify the matter(s) by means of a telephone conversation.
4. Since its last external reviews IAAR has carried out joint collaboration with other EQAR-registered agencies and has jointly developed and carried out new external QA activities. So far IAAR carried out a *joint international accreditation of educational programmes with ACQUIN* and a *joint accreditation of programmes in management studies, economics, law and social science with FIBAA*. The reviews have been described through a change report to EQAR (in 2018 and 2019) and confirmed as external QA activities within the scope of the ESG.
5. In order to simplify the presentation of its activities IAAR has grouped some of its external QA activities under one category i.e. cross-border QA programme and institutional accreditation for all forms of international QA procedures.
6. The accreditation procedures carried out by IAAR in the Kyrgyz Republic were developed taking into account the national criteria and requirements within that country. They are distinct forms of activities compared to the *programme accreditation* activities carried out in Kazakhstan and also distinct from IAAR's generic *cross-border QA procedures*.
7. IAAR further adapted its criteria and guidelines for all forms of specialized accreditation of medical educational organizations (including the medical accreditation procedures carried out in the Kyrgyz Republic).
8. IAAR confirmed that the *Institutional Accreditation of the Organisation of Continuing Education in the Republic of Kazakhstan* is a new form of external quality assurance activity (launched this year) and that a change

report regarding this activity will be submitted to EQAR. IAAR explained that the accreditation activity of the *Institutional Accreditation of the Organisation of Continuing Education in the Republic of Kazakhstan* is offered with the intention of realising a professional retraining and improvement of qualifications of the higher education graduates. These organisations award a certificate, but which does not lead to a degree.

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9. IAAR explained that the accreditation activity of *Institutional and Programme Accreditation of the Organisation of Technical and Vocational Education in the Republic of Kazakhstan* is considered outside the scope of the ESG. However, some of the *Organisation of Technical and Vocational Education in the Republic of Kazakhstan* are providing short cycle programmes (Post-Secondary Education), corresponding to the NQF 5. Until now IAAR has not accredited these forms of programme since they are new within the system of the Organisation of Technical and Vocational Education in the Republic of Kazakhstan.