

JALAL-ABAD INTERNATIONAL UNIVERSITY

PROCESS SPECIFICATION

Quality Management System

1. General Information about the Process

Process Code:

P2.4

Process Name:

Implementation of educational programs and organization of the educational process at JAIU

Process group:

- Administrative
- Core
- Support
- Monitoring, analysis, and improvement
- scientific / social / other institutional

Basis:

JAIU QMS Process Register / JAIU QMS Process Map

Revision:

Effective date:

“_” _____ 20

2. Purpose of the Process

Purpose of the process:

To ensure the systematic, controlled, and effective implementation of JAIU's educational programs, the organization of the educational process in accordance with approved curricula and the academic calendar, as well as the creation of conditions for students to achieve planned learning outcomes. The implementation of educational programs and the organization of the educational process are among the core processes of JAIU's Quality Management System.

3. Process Objective

Purpose of the process: To ensure the high-quality delivery of educational programs, compliance with state educational standards, JAIU's internal regulations, and credit system requirements, as well as the effective organization of the educational process through the use of instructional, human, digital, and logistical resources. The organization of the educational process and the implementation of educational programs must be integrated

with the assessment of learning outcomes, quality monitoring, and continuous improvement.

4. Process Owner

Process Owner:

Vice Rector for Academic Affairs

Responsible Department:

Academic and Information Department

Co-executors / Process Participants:

1. Dean's Offices;
2. departments;
3. heads of educational programs;
4. faculty;
5. Department of Internal Monitoring and Educational Quality;
6. Methodological Council;
7. other structural units within their respective areas of responsibility.

Quality management of educational program implementation is carried out at the institutional, faculty, program, department, and individual levels.

5. Process Inputs

No.	Process Input	Input source
1	Approved educational programs	Heads of Educational Programs / Educational Institutions
2	Curricula and academic calendar	Educational Institution
3	Class Schedule	UIO / Dean's Offices
4	Course Outlines, Syllabi, FOS	Departments / Program Directors
5	Student enrollment and class data	Dean's Offices / Academic Units
6	Teaching load of faculty	Academic Units / Dean's Offices / Departments
7	Regulatory requirements and internal regulations	LNA of JAIU, NPA of the Kyrgyz Republic
8	Material, technical, digital, and information resources	UIO, IT Department, Library, Logistics Department

6. Process outputs

No.	Process Output	Recipient / User
1	Educational programs implemented	Students, JAIU
2	Classes conducted according to the approved schedule	Students, Dean's Offices
3	Teaching and learning materials available to students	Students, departments
4	Data on academic performance, attendance, and progress	Educational and Training Organizations, Dean's Offices, Academic Affairs Office

5	Mastery of courses, modules, and learning outcomes	Students, program directors
6	Basis for monitoring, analyzing, and improving educational programs	Administration, OVMKO, departments

7. Consumers (stakeholders)

No.	Stakeholder	Expected outcome
1	Students	A well-organized educational process
2	Faculty	Clear and manageable academic procedures
3	Dean's offices and program directors	Consistent implementation of curricula
4	Rector's Office	Implementation of educational programs and achievement of quality objectives
5	Employers and partners	Training competent graduates
6	Accreditation and regulatory bodies	Compliance of the educational process with requirements

8. Main stages (subprocesses) of the process

No.	Stage / Subprocess	Brief description of tasks	Person in charge
1	Curriculum Planning	Development of the academic calendar, curricula, and schedules	Academic Affairs Office, Dean's Offices
2	Distribution of course load	Assigning courses, class hours, and instructors	Academic Affairs Office, deans' offices, departments
3	Scheduling and Approval	Compiling and communicating the schedule to all stakeholders	Academic Affairs Office
4	Preparation of teaching and learning materials	Updating course descriptions, syllabi, course outlines, and materials in eBilim	Departments, Faculty
5	Conducting classes	Conducting lectures, practical, laboratory, clinical, and other classes	Faculty, departments
6	Ongoing support for the educational process	Maintaining journals, eBilim, attendance records, consultations	Faculty, Academic Affairs Office, Dean's Offices
7	Coordination of deviations and changes	Adjusting schedules, workloads, substitutions, resolving disruptions	Academic Affairs Office, Dean's Offices
8	Monitoring of the implementation of the educational program	Analysis of the progress of instruction and the completeness of the curriculum	Academic Affairs Office, Academic Quality Control Office, Dean's Offices

9. Process resources

9.1. Human Resources

1. Vice Rector for Academic Affairs;

2. UIO staff;
3. deans and associate deans;
4. Department Chairs;
5. faculty members;
6. heads of educational programs;
7. OVMCO specialists.

9.2. Material and technical resources

1. classrooms;
2. laboratories;
3. simulation center;
4. clinical training sites;
5. furniture, equipment, and supplies;
6. office equipment.

9.3. Information and Digital Resources

1. eBilim;
2. electronic journals;
3. educational materials;
4. corporate email;
5. JAIU website;
6. library and electronic resources.

9.4. Financial and Organizational Resources

1. funding for the educational process;
2. organizational support from the Rector's Office, the Academic Affairs Office, deans' offices, and departments.

The implementation of educational programs is supported by human, material and technical, library and information, and digital resources.

10. Regulatory and Documentary Support for the Process

No.	Document	Code / Reference	Note
1	Regulations on the Educational Program of JAIU	SMK-20-01	General Framework for the Implementation of the Educational Program
2	Regulations on the Development, Review, Approval, and Revision of the Educational Program	SMK-20-02	Relationship to the Content of the OP
3	Regulations on the Organization of the Educational Process Using the Credit System	SMK-20-03	Basic document of the process
4	Regulations on the System for	SMK-20-04	Link to Learning Outcomes

	Assessing Students' Knowledge and Skills		
5	Regulations on Formative, Midterm, and Final Assessments	SMK-20-05	Monitoring of the Educational Process
6	Regulations on the Federal State Educational Standard	SMK-20-06	Assessment Tools
7	Regulations on the Student Council	SMK-20-07	Independent Student Work
8	Regulations on Distance and E-Learning	SMK-20-09	Use of eBilim
9	Standard Structure of the Course Description and Syllabus	SMK-20-10	Teaching and Learning Resources
10	Procedure for Compiling and Approving the Class Schedule	SMK-20-12	Organization of Classes
11	Regulations for the Calculation, Allocation, and Approval of Course Load	SMK-20-17	Faculty Workload
12	Guide to Educational Quality	QMS-01-09	Process Location in the QMS

11. Process Records

No.	Record Title	Form / Medium	Storage location	Retention period
1	Curricula and academic calendar	Document / file	UIO	By classification
2	Class schedule	Electronic / paper format	UIO / eBilim	By subject
3	Course outlines, syllabi, FOS	Document / file	Departments / eBilim	By subject
4	Electronic journals and attendance data	Electronic system	eBilim / UIO	By subject
5	Data on the completion of the academic workload	Document / report	UIO / Dean's Offices	By department
6	Reports on the implementation of the educational process	Document / report	UIO / OVMKO	By nomenclature
7	Materials on monitoring of disruptions, substitutions, and deviations	Document / Analytics	UIO / Dean's Offices	By category

12. Process performance indicators

No.	Indicator	Unit of measurement	Target value	Data source	Frequency of analysis
1	Percentage of disciplines and modules implemented according to plan	%	according to the approved plan	Educational institutions, departments	semester / year
2	Timeliness of schedule publication	% / yes-no	100% on time	UIO	Semester
3	Percentage of course load taught by faculty	%	as planned	Academic departments, deans' offices	Semester

4	Percentage of courses supported by course outlines, syllabi, and materials	%	100% / according to internal standards	Departments, eBilim	semester
5	Number of class cancellations and schedule deviations	units	downward trend	eBilim, monitoring	month / semester
6	Level of student satisfaction with the organization of the educational process	%	positive trend	Survey	Semester / Year

13. Process risks

No.	Risk	Possible causes	Consequences	Response Measures
1	Delayed schedule creation	Organizational delays, overload	Disruption of the educational process	Schedule and deadline monitoring
2	Incomplete teaching and learning materials for courses	Inadequate preparation by departments, weak oversight	Decline in the quality of education	Verification of material completeness
3	Cancelled classes and frequent substitutions	Staffing issues, poor coordination	Lost class time, student dissatisfaction	Operational management of substitutions, monitoring of cancellations
4	Errors in eBilim data and logs	Human error, late data entry	Distortion of analytics and results	Regular reconciliation and accuracy checks
5	Insufficient coordination between operational planning, workload, and scheduling	Poor coordination between departments	Violation of the logic of the educational program's implementation	Coordination between the Academic Affairs Office, deans' offices, and departments

14. Discrepancies and corrective actions

No.	Possible discrepancy	Method of identification	Corrective Action	Responsible
1	Schedule not approved or published late	Monitoring of deadlines	Revise the planning process, strengthen oversight	UIO
2	Course materials not provided by the RPD	Checking for completeness	Urgent revision and upload of materials	Department
3	Class cancellations recorded	eBilim data, monitoring	Analysis of causes, substitutions,	Dean's Office, Department,

			organizational measures	Academic Affairs Office
4	Faculty workload distributed with irregularities	Workload review	Adjustment of workload and documentation	UIO, Dean's Office
5	Data in eBilim does not match the actual process	Reconciliation and audit	Data verification and re-check	UIO, instructor, Dean's Office

15. Interrelationship with other processes

No.	Related process	Nature of the relationship
1	P2.2 Design, review, and updating of operational procedures	Implementation of approved OP
2	P2.3 Admission, orientation, and support for students	Student body for the implementation of the educational process
3	P2.5 Assessment of learning outcomes and monitoring of the educational process	Directly related to the delivery of classes
4	P2.6 Internships, clinical training, final course projects, state final exams, state professional qualification exams	Continuation of the educational program
5	P3.4 Digital and information support, eBilim support	Digital support for the process
6	P4.4 Analysis of academic performance, student population, and learning outcomes	Process performance analysis
7	P1.5 Management of risks, nonconformities, and improvements	Responding to deviations and problems

16. Criteria for evaluating process effectiveness

16.1. The process is considered effective when:

1. the educational process is implemented in accordance with approved educational programs and curricula;
2. the academic calendar and schedule are followed;
3. the availability of complete instructional and methodological support;
4. an acceptable level of deviations and disruptions;
5. the availability of reliable data on the progress of learning;
6. positive trends in student satisfaction.

16.2. The results of the process are reviewed by:

1. the Vice Rector for Academic Affairs;
2. the Academic Affairs Office;
3. the academic departments;
4. the departments;
5. OVMCO;
6. the Quality Council, as necessary.

17. Procedure for Monitoring and Revising the Process Specification

17.1. Monitoring of process effectiveness is carried out by the Academic Affairs Office, deans' offices, departments, the Office of Academic Affairs and Quality Control, and other authorized units in accordance with the established frequency.

17.2. The process specification is subject to revision in the following cases:

1. changes to the academic model and internal regulations;
2. changes in the process owner;
3. changes in the structure of the educational program;
4. based on the results of audits, self-assessments, accreditation, and management analysis.

18. Final Provisions

18.1. This Process Specification shall enter into force in accordance with established procedures.

18.2. Responsibility for monitoring the implementation of this Process Description rests with the process owner and the relevant responsible departments.

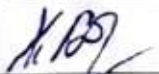
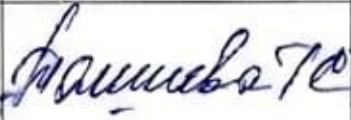







CHANGE LOG

Change No.	Basis for Amendment	Pages	Summary of the amendment	Revision	Signature	Date
1						
2						
3						

Edition: 1000

Effective date: “ ” 20

APPROVAL SHEET

No	Position / Role	Full Name	Signature	Date
1	Developed by	Kanetova D.E.		29.12.25
2	Approved: head of the responsible department			29.12.25
3	Approved: Head of the Educational and Informational Department	Kanetova D.E.		29.12.25
4	Approved: leading specialist for quality	Kalmuratova A.		29.12.25
4	Approved: head of the legal affairs and human resources department / lawyer	Sydykova B.J.		29.12.25
5	Approved: vice-rector for academic affairs	Sadyrova N.A.		29.12.25
6	Approved: vice-rector for science, SR and GE	Asilova Z.A.		29.12.25
7	Endorsed / considered in the established manner	JASU Scientific Council		29.12.25.

