

REGULATIONS

on the Department of Internal Monitoring and Quality of Education

1. General Provisions

1.1. These Regulations on the Department of Internal Monitoring and Quality of Education at Jalal-Abad International University (hereinafter referred to as the Regulations, the Department, IMQE, the University, JAIU) define the status, goals, objectives, functions, rights, responsibilities, and organizational structure of the Department.

1.2. The Department is a structural unit of the University that ensures the functioning and development of the internal monitoring and education quality system, supporting the JIMU Quality Management System (QMS) and the requirements of national and international accreditation agencies.

1.3. In its activities, the Department is guided by:

1. the legislation of the Kyrgyz Republic in the field of education;
2. State educational standards;
3. the Charter of JAIU;
4. the Regulations on the JAIU Education Quality Management System;
5. the Regulations on the Internal Education Quality Assurance System;
6. Regulations on the Council for Educational Quality;
7. other local regulatory acts of JAIU, as well as these Regulations.

1.4. The Department reports directly to the Vice Rector for Academic Affairs (or another Vice Rector overseeing educational quality) and operates in coordination with the Academic and Information Department (AID), deans' offices, departments, the Council on Educational Quality, the Methodological Council, and other University units.

1.5. The structure, staffing levels, and job responsibilities of the Department's employees are approved by the Rector of JAIU in accordance with established procedures.

2. Goals and Objectives of the Department

2.1. The primary objective of the Department is to ensure systematic internal monitoring and evaluation of the quality of education at JAIU, as well as to coordinate activities for continuous quality improvement in accordance with the University's mission, vision, and strategy.

2.2. The main tasks of the Department are:

- 2.2.1. Organizing and coordinating internal monitoring of the implementation of educational programs (EPs) at all levels and forms of study.
- 2.2.2. Collecting, processing, and analyzing data on the quality of the educational process, learning outcomes, and stakeholder satisfaction (students, graduates, faculty, employers, clinical partners).
- 2.2.3. Providing methodological and organizational support for the internal self-assessment processes of EP and the University as a whole.
- 2.2.4. Supporting the University and educational programs in preparing for external evaluation procedures (national and international accreditation, rankings, inspections).
- 2.2.5. Developing proposals for corrective and preventive actions based on the results of monitoring, self-assessment, and external evaluations.
- 2.2.6. Participating in the maintenance and development of the JAIU education quality

management system, including documenting QMS processes.

2.2.7. Promoting a culture of quality, academic integrity, and a student-centered approach at the University.

3. Functions of the Department

3.1. Within the scope of its assigned tasks, the Department performs the following functions:

3.1.1. Monitoring the quality of educational programs

a) Develops and updates methodologies, tools, and indicators for the internal monitoring of the quality of educational programs (questionnaires, checklists, reporting forms, KPIs, etc.).

b) Organizes and conducts regular monitoring of the implementation of educational programs:

1. analysis of curricula and course loads;
2. monitoring the availability of personnel, material, technical, and information resources for educational programs;
3. analysis of the results of ongoing, midterm, and final student assessments;
4. assessment of the alignment between planned and achieved learning outcomes.

c) Monitors compliance with the requirements of the credit-based learning system, academic calendars, and regulations governing the organization of the educational process.

3.1.2. Surveys and Feedback

d) Organizes and coordinates surveys and questionnaires:

1. students (on the quality of teaching, the educational process, infrastructure, etc.);
2. faculty (on working conditions, resources, and the quality management system);
3. graduates and employers (regarding the assessment of graduate preparation and the demand for competencies);
4. clinical mentors (for medical programs).

e) Ensures the processing, analysis, and presentation of survey and questionnaire results in the form of analytical reports and recommendations.

f) Ensures the confidentiality and proper use of survey data, as well as compliance with personal data requirements.

3.1.3. Internal Self-Assessment and Accreditation

g) Organizes and provides methodological support for internal self-assessment processes:

1. Educational Programs (in terms of accreditation standards and internal quality criteria);
2. The university as a whole (institutional self-assessment).

h) Participates in the preparation of self-assessment reports for national and international accreditation (NAAR, AOPO, etc.).

i) Ensures the collection, systematization, and updating of evidence in accordance with accreditation standards and internal quality standards.

j) Coordinates work with external experts and accreditation commissions regarding the provision of data and evidence.

3.1.4. Analytics and Reporting

l) Prepares annual and thematic analytical reports on the state and trends of educational quality at the University.

m) Creates and maintains a database of quality indicators (academic performance, dropout

rates, duration of study, employment, participation in research, publications, participation in academic competitions, etc.).

n) Conducts comparative analysis (benchmarking) of key quality indicators, taking into account national and international benchmarks (where data is available).

o) Prepares analytical materials and proposals for the Quality Council, the Academic Council, and the Rector's Office.

3.1.5. Quality Management System and Documentation

p) Participates in the development, updating, and monitoring of compliance with local QMS regulations, rules, and internal quality monitoring procedures.

p) Maintains a registry of documents related to internal monitoring and quality (questionnaires, forms, reports, regulations, etc.).

c) Participates in the organization and conduct of internal QMS audits (when implementing ISO and similar systems).

3.1.6. Training and Consulting

t) Provides methodological and consulting support to structural units on issues of internal monitoring, surveys, self-assessment, and preparation for accreditation.

u) Participates in the development and implementation of professional development programs for faculty and administrative staff on issues of educational quality and the QMS.

f) Participates in fostering a culture of quality and academic integrity through seminars, training sessions, and informational events.

4. Rights of the Department

4.1. To fulfill its assigned tasks, the Department has the right to:

4.1.1. Request and receive from the University's structural units (dean's offices, departments, the Academic Affairs Office, the Human Resources Department, the Accounting Office, clinical sites, etc.) the necessary information and reports within the established deadlines.

4.1.2. Initiate surveys, monitoring, and internal audits on issues related to the quality of education.

4.1.3. Make proposals to amend and update local regulations, rules, and procedures regarding educational quality and the Quality Management System (QMS).

4.1.4. Participate in an advisory capacity in meetings of the Academic Council, the Methodological Council, the Quality Council, and other collegial bodies when issues related to the quality of education are under consideration.

4.1.5. Submit proposals to the University administration regarding the recognition of staff for their active participation in improving the quality of education and implementing the QMS.

4.1.6. Engage (in consultation with the administration) specialists from other departments and external experts to conduct monitoring and analysis.

5. Responsibilities of the Department

5.1. The Department is responsible for:

5.1.1. The accuracy, objectivity, and timeliness of the information and analytical reports provided on the quality of education.

5.1.2. Compliance with legal requirements, the Charter of JAIU, and local regulations in the performance of its activities.

5.1.3. Maintaining the confidentiality of information containing personal data and

restricted-access official information.

5.1.4. Timely preparation and submission of materials to the Quality Council, the Academic Council, and the University administration.

5.1.5. Proper maintenance and storage of the Department's documentation.

5.2. The personal responsibility of Department employees is determined by their job descriptions and applicable labor laws.

6. Structure and Management of the Department

6.1. The Department is headed by the Head (Director) of the Department of Internal Monitoring and Quality of Education, who is appointed and dismissed by order of the Rector of JAIU.

6.2. The Head of the Department:

6.2.1. Plans, organizes, and supervises the Department's work and bears personal responsibility for the fulfillment of assigned tasks and functions.

6.2.2. Distributes responsibilities among the Department's staff and approves job descriptions within the scope of the position guidelines.

6.2.3. Represents the Department in relations with the University administration, structural units, and external organizations within the scope of their authority.

6.2.4. Participates in the work of the Council on the Quality of Education, the Academic Council, the Methodological Council, and other collegial bodies (as directed by the administration).

6.2.5. Prepares proposals for improving the Department's activities, the Quality Management System, and internal quality procedures.

6.2.6. Submits proposals regarding the recruitment, evaluation, recognition, and training of Department staff.

6.3. Department staff are appointed and dismissed by order of the Rector upon the recommendation of the Department Head, in accordance with the staffing table.

7. Interaction with Other Units and Administrative Bodies

7.1. The Department carries out its activities in cooperation with:

7.1.1. The Rector's Office and vice rectors—on matters of planning, reporting, and management decision-making.

7.1.2. The Council on Education Quality—on matters of quality policy and strategy, accreditation, and improvement plans.

7.1.3. The Academic Council and the Methodological Council—on matters related to educational and methodological activities, the Educational Program, and the Quality Management System.

7.1.4. The Academic and Information Department – regarding curricula, schedules, assessment organization, and eBilim.

7.1.5. Deans' offices and departments—on matters related to the implementation of educational programs, monitoring, self-assessment, and the implementation of improvements.

7.1.6. The Simulation Center and clinical training sites—on issues related to the quality of clinical and preclinical training (for medical programs).

7.1.7. The IT Department—regarding the digitization of monitoring, surveying, and analytics processes (LMS, online surveys, etc.).

7.2. The procedure for information exchange, reporting forms, and deadlines for data submission are established by regulations and directives of the University administration (if necessary, by a separate Internal Monitoring Regulation).

8. Documentation and Data Storage

8.1. The Department shall:

8.1.1. Preparation, maintenance, and storage of documents related to internal monitoring and quality (orders, plans, reports, minutes, analytical notes, survey forms, etc.).

8.1.2. Maintaining records of:

1. monitoring and surveys;
2. self-assessment reports;
3. quality indicators and KPIs.

8.1.3. Maintaining electronic databases and archives (if available, within the University's unified information system).

8.2. Document retention periods are established by the University's file classification system and applicable regulatory requirements.

8.3. Access to data containing personal information is provided in accordance with personal data legislation and local regulations of JAIU.

9. Final Provisions

9.1. These Regulations shall enter into force upon approval by order of the Rector of JAIU.

9.2. Amendments and additions to these Regulations shall be made at the initiative of the Rector, Vice Rector, Head of the Department, Quality Council, or other structural units and shall be approved in accordance with established procedures.

9.3. In the event of any conflict between these Regulations and the Charter of JAIU, the provisions of the Charter shall prevail.

JOB DESCRIPTION

of the Head of the Department of Internal Monitoring and Quality of Education
of Jalal-Abad International University (JAIU)

1. General Provisions

1.1. These job instructions define the functional duties, rights, and responsibilities of the Head of the Department of Internal Monitoring and Quality of Education at Jalal-Abad International University (hereinafter referred to as the University, JAIU, the Department, or the Head of the Department).

1.2. The Head of the Department is classified as a **manager of a structural unit** of the University.

1.3. The Head of the Department is appointed to and relieved of the position by order of the Rector of JAIU upon the recommendation of the Vice Rector responsible for educational quality.

1.4. The Head of the Department reports directly to **the Vice Rector for Academic Affairs** (or another Vice Rector designated by order of the Rector).

1.5. In carrying out their duties, the Head of the Department is guided by:

1. the legislation of the Kyrgyz Republic in the field of education;
2. State educational standards;
3. the Charter of JAIU;
4. the Regulations on the JAIU Education Quality Management System;
5. the Regulations on the Internal Education Quality Assurance System;
6. Regulations on the Department of Internal Monitoring and Quality of Education at JAIU;
7. Decisions of the Academic Council, the Quality Council, and the Rector's Office;
8. Local regulations of JAIU;
9. this job description.

1.6. During the Head of the Department's temporary absence (vacation, illness, business trip, etc.), his or her duties shall be assigned to one of the Department's employees or another official appointed by order of the Rector or by directive of the Vice Rector. The designated person shall be responsible for the proper performance of the assigned functions.

2. Qualification Requirements

2.1. The position of Head of Department shall be filled by a person who has:

1. a higher education degree (preferably in education, medicine, management, economics, or quality/management);
2. at least **3–5 years** of work experience in the higher education system, including experience in the organization of the educational process, accreditation, quality monitoring, or the management of educational programs.

2.2. The Head of the Department must be familiar with:

1. the legislation of the Kyrgyz Republic in the field of education, as well as regulatory legal acts governing the activities of higher education institutions;
2. state educational standards, requirements of national and international accreditation agencies (NAAR, AOPO, etc.);
3. the principles and tools of the quality management system (QMS), internal monitoring, and self-assessment;

4. key approaches to the design and evaluation of educational programs (competency-based, student-centered approaches, WFME—for medical programs, etc.);
5. the basics of statistics, analytics, and data handling (including in Excel, reporting systems, and LMS);
6. principles of academic integrity, ethics, and personal data protection;
7. the structure, organization, and specific activities of JAIU, its faculties, and departments.

2.3. The Head of the Department must possess:

1. proficiency in using a PC and office software;
2. skills in working with LMS (eBilim or equivalent), online forms (Google Forms, etc.), and databases;
3. business writing skills, as well as the ability to prepare analytical reports and presentations.

3. Purpose of Activities

3.1. The objective of the Department Head's activities is to organize and coordinate the internal monitoring and evaluation system for the quality of education at JAIU, ensure objective data analysis, and prepare proposals for the continuous improvement of educational activities and the University's Quality Management System.

4. Job Responsibilities

The Head of the Department performs the following duties:

4.1. Organization and management of the Department's work

4.1.1. Plans, organizes, and coordinates the Department's work in accordance with the Department Regulations and the annual work plan.

4.1.2. Develops and submits for approval by the University administration the Department's work plan, reports on its implementation, and proposals for improving operations.

4.1.3. Distributes responsibilities among Department staff and monitors deadlines and the quality of task completion.

4.1.4. Ensures the Department's interaction with the deans' offices, departments, the Academic Affairs Office, the Quality Council, the Methodological Council, the IT Service, and other units.

4.2. Internal Monitoring of Educational Quality

4.2.1. Organizes the development and updating of methodologies, indicators, and tools for internal monitoring of educational quality (questionnaires, checklists, report templates, KPIs).

4.2.2. Plans and coordinates the monitoring of the implementation of educational programs (program structure, curricula, course load, learning outcomes, resource availability).

4.2.3. Ensures the analysis of the results of ongoing, midterm, and final student assessments by educational program, faculty, and department.

4.2.4. Participates in monitoring compliance with credit system requirements, academic calendars, and academic process regulations.

4.3. Surveys and Feedback

4.3.1. Organizes surveys and questionnaires for students, faculty, alumni, employers, and clinical instructors (for medical programs) regarding the quality of education and learning/working conditions.

4.3.2. Ensures the proper configuration of surveys (including in electronic systems), as well as the collection, processing, and analysis of results.

4.3.3. Prepares analytical reports based on survey results, draws conclusions, and makes recommendations for improvement.

4.3.4. Ensures compliance with confidentiality and personal data protection requirements when working with questionnaires.

4.4. Self-assessment and preparation for accreditation

4.4.1. Organizes and provides methodological support for the processes of internal self-assessment of educational programs and the University as a whole.

4.4.2. Coordinates the collection, systematization, and updating of supporting documentation in accordance with the standards of accreditation agencies and internal quality standards.

4.4.3. Participates in the preparation of self-assessment reports (institutional and program-specific), and coordinates them with the Quality Council and the Rector's Office.

4.4.4. Participates in organizing visits by external experts and accreditation commissions, and ensures the provision of necessary data and documents.

4.5. Analytics and Reporting

4.5.1. Ensures the preparation of annual and thematic analytical reports on the state of educational quality at JAIU.

4.5.2. Maintains a database of key quality indicators (academic performance, dropout rates, duration of study, employment, participation in research, etc.).

4.5.3. Presents analytical materials and proposals at meetings of the Quality Council, the Academic Council, and the Rector's Office.

4.5.4. Prepares informational and analytical briefings for management upon request.

4.6. QMS and Local Regulatory Framework

4.6.1. Participates in the development and updating of local regulations governing the quality management system and internal monitoring.

4.6.2. Monitors compliance with regulations and procedures related to the quality of education and monitoring.

4.6.3. Maintains a registry of documents and procedures related to internal monitoring and quality.

4.7. Training and Consultative Support

4.7.1. Organizes and conducts (or participates in conducting) seminars, training sessions, and consultations for faculty and administrative staff on issues of quality, monitoring, self-assessment, and accreditation.

4.7.2. Provides methodological assistance to deans' offices, departments, and program directors in preparing for internal and external evaluation procedures.

4.7.3. Promotes the development of a culture of quality, academic integrity, and a student-centered approach.

5. Rights

The Head of the Department has the right to:

5.1. Request and receive from the University's structural units the necessary information and documentation to fulfill the Department's tasks within the established deadlines.

5.2. Submit proposals to the University administration, the Quality Council, and the Academic Council regarding:

1. improving the quality and monitoring system;
2. amending the Educational Program and local regulations;
3. measures for employee incentives and accountability regarding quality.
- 5.3. Participate in meetings of the Quality Council, the Academic Council, the Methodological Council, and other collegial bodies with the right to an advisory vote (and, if designated, with the right to a decisive vote).
- 5.4. Initiate additional monitoring, surveys, and internal audits on quality issues.
- 5.5. Engage (in consultation with management) employees from other departments and external experts to participate in monitoring and self-assessment activities.
- 5.6. Make proposals for the professional development of employees of the Department and other departments regarding quality, monitoring, and the QMS.

6. Responsibilities

The Head of the Department is responsible for:

- 6.1. For improper performance or failure to perform their official duties as defined by these instructions, in accordance with labor laws and local regulations of JAIU.
- 6.2. For the accuracy, completeness, and timeliness of reports, analytical materials, and information regarding the quality of education.
- 6.3. For the security and confidentiality of official information, including that containing personal data.
- 6.4. For the organization of the Department's work, the observance of work discipline by Department staff, and the efficient use of working hours.
- 6.5. For compliance with academic integrity, professional ethics, and anti-corruption standards.

7. Interpersonal and Professional Relationships

7.1. The Head of the Department shall cooperate:

1. with the Vice Rector for Academic Affairs – on general issues of planning, reporting, and quality management;
2. with the Quality Council – on issues of strategic development of the quality system and accreditation;
3. with the Academic Council and the Methodological Council – on issues related to educational, methodological, and scientific activities regarding quality;
4. with the Academic Information Office (AIO) – on issues related to curricula, schedules, assessment organization, and integration with the LMS;
5. with academic departments and faculties – on issues related to the implementation of educational programs, monitoring, self-assessment, and the execution of improvement plans;
6. with the IT Department – regarding digital tools for monitoring, surveys, and analytics;
7. with other departments – within the scope of their authority.

8. Final Provisions

- 8.1. These job instructions shall enter into force upon approval by order of the Rector of JAIU.
- 8.2. Amendments and additions to the job description shall be made at the initiative of the Rector, Vice Rector, Head of the Department, Quality Council, or Human Resources Department and shall be approved in accordance with established procedures.

8.3. The employee shall be familiarized with this job description and sign to acknowledge receipt upon hiring or when changes are made.

I have been made aware of the job description:

___ " " _____ 20

Signature _____ /Full Name/

Appendix.

ANNUAL PLAN FOR MONITORING AND INTERNAL AUDITS OF JAIU

Code: **SMK-40-01/SMK-40-04 (as a set)**

Academic Year: **20__-20__**

Approved: Rector's Order No. __ dated ..20__

Responsible Party: **OVMK / Quality Service**

1) Quality monitoring plan (surveys, data analysis, reports)

No.	Monitoring area	Indicators /What we measure	Method/Data source	Frequency	Person in charge (exec.)	Report recipient	Output/document
1	Student satisfaction	% satisfaction, NPS/CSI index	RU/EN surveys, eBilim	Once per semester	OVMC	Quality Council, Rector's Office	Report + recommendations
2	Faculty satisfaction	conditions, workload, support	Surveys	Once a year	OVMC	Rector's Office, HR	Report
3	Graduates	Employment, Quality of Education	Surveys/interviews	Once a year	OVMC	Rector's Office	Report
4	Employers/Clinical Sites	Alignment with Competencies	Surveys/Feedback	Once a year	OVMC	Dean's Office, Quality Council	Report
5	Analysis of academic performance	Debts, Trends, Risks	eBilim/reports	monthly/semester	OVMC + UIO	Academic Affairs Office, Rector's	Analytical report

						Office	
6	OSCE/OSPE (if conducted)	station results, reliability	protocols/checklists	as scheduled	OVMC + Since nter	Quality Council	OSCE Report
7	Academic Integrity	plagiarism, violations	Anti-plagiarism reports/committee	Once per semester	OVMC + Committee	Recto r's Office	Report/measures
8	CAPA status	% closed on time	NS/CAPA registry	quarterly	OVMC	Quality Council	CAPA Report

2) QMS Internal Audit Plan (Q2)

N o.	Audit Object (Process/Department)	Proce ss Code	Audit Criteri a	Period	Auditor(s)	Department representat ive	Result
1	Academic process (credit system, transcripts)	02/03	SMK-20-06, SMK-20-09, eBilim records	Septemb er	OVMC	UIO/Academ ic Department	IA + CAPA Report
2	Quality Monitoring and Surveys	Q1	QMS-40-01/02/03	October	OVMC	OVMC	IA Report
3	QMS Document Flow and Register	Q4	QMS-70-01...05	Novemb er	OVMC + IT	OVMC	IA Report
4	Simcenter and OSCE/OSPE	05	SMK-30-03, SMK-20-14, OSCE records	Decemb er	OVMC	Simcenter	IA + CAPA Report
5	Human Resources and Faculty Development	P1	SMK-10-12, SMK-30-08, KPI	Februar y	OVMK	HR	IA Report
6	IT/eBilim Sustainability and Accessibility	P2	SMK-30-02/07, SMK-70-04	March	OVMC	IT	IA Report
7	Internships/Clinical	O4	SMK-	April	OVMK	Dean's Office	IA

	Sites		20-11, SMK- 30-04				Report
8	Management Review of the QMS (MR)	M4	QMS- 40-05	May	QMS	Quality Council	MR Minutes

3) Schedule for reporting and reviewing results

Document/Report	Who prepares	To whom it is submitted	
Monitoring report (semester)	OVMC	Quality Council, Rector's Office	by
Internal audit reports	OVMC	Quality Council	wi
CAPA Summary Report	QSC	Quality Council	Qu
Management Review	Quality Council + OVMK	Rector	Or

4) Brief instructions for using the plan

1. The OVMK drafts the plan at the beginning of the year → The Quality Council reviews it → The Rector approves it by order.
2. **The resulting document** for each action is as follows:
report/minutes/register/SARA.
3. Plan implementation is evaluated in MR (management review).

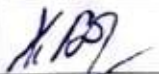
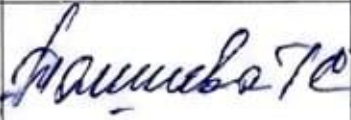







CHANGE LOG

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.

