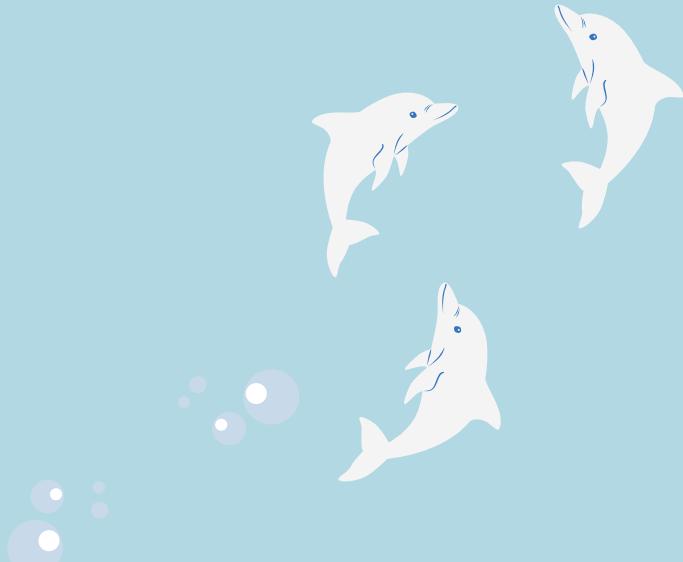




## Student Government Ministry of Education

# Academic Affairs at Nazarbayev University

# Guidebook



*Let's swim to the island of academic affairs together*

# What is this document about?

**The guidebook presents the most essential information on academic affairs at NU. In short, it explores the following:**

- 
- 1 SG Ministry of Education and its role in the work with administration
  - 2 When and how students can contact or should ask for help from MOE
  - 3 Whom you should ask for help in different academic situations
  - 4 How academic issues are resolved (including SG MOE experience)
  - 5 Academic units of the administration that MOE works with
  - 6 Resolving misconduct cases (and how MOE might help if you get one)
  - 7 Academic and non-academic types of issues
  - 8 Comprehensive summary of official academic policies and regulations



# Disclaimer

Since we made summaries, use links provided in each section to access full and official documentation. Some details may get outdated in a few years, but we (or the future MOE cabinet) will keep everyone in touch.

**If you believe that there is something we need to include here, please let us know via telegram bot and mail!**



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# NU SG's Ministry of Education



In short, we are **mediators** and **representatives**. We ensure mutual understanding and protect student rights on **academic affairs**

Unlike other ministries of the **Student Government**, we have a special responsibility and an opportunity to participate in **academic discussions with some administrative units** on academic affairs and policies

## School Student Councils



mini-student-governments, but only for a specific School like SEDS

## Academic committees

advisory units under the Academic council



## SG MOE



## University Departments and Offices

DSS, CAC, OGR (global relations), Office of the Registrar and others



## School administration



Heads of Schools (Department Chairs, Vice-Deans, Deans)

\*more about Administrative Units and other committees can be found in part 4

# When to contact us

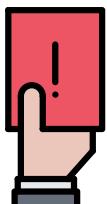
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You have an **academic issue** and your instructor refuses to discuss it with you **without explanation or valid reasons**



Your Department Chair of the School and School administration refuse to discuss an **issue** after you tried to communicate with your instructor



Someone **violates** your **academic rights**, in your opinion, and you are not able to find any support or acceptable (argumentative) rejection for support from the faculty or administration



You need our participation as **mediators** with the School in a discussion of your academic issue (*privacy is guaranteed*) or event. This applies if you are afraid to communicate directly due to the seriousness of your problem or because of confidentiality reasons, for example



You have any kind of proposal or inquiry about education at NU for us to **present** to the university administration (*through the Learning and Teaching Committee*)



You want to **organize** an event on education or academics and need our assistance or collaboration

# MOE and Administration

We have several elected **members-representatives** at different Academic Committees. This **allows** us to:

Propose changes in academic policies



Speak out for or against policies and certain decisions

Discuss any academic topic with members of the university administration in meetings and in direct emails



Observe/witness administrative decisions raised during the Academic Council meetings

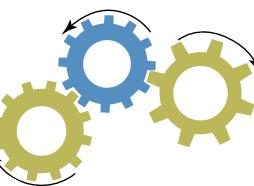
Advise university administration on decisions that might affect students



And then share all **relevant information** with students.

(Note: We cannot argue against the administration's decisions after the end of voting for the approval!)

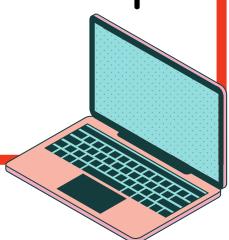
# Our experience



## The process:

### Case 1. Miscommunication and misconduct cases at CSCI 151 Fall 2021

This story began with **multiple CSCI 151** students receiving **misconduct reports** after a programming assignment. Many of them sought our help in refuting **unjustified** misconduct reports they received. Others **were outraged** by education processes, feedback delays, and communication. By mid-December, vast discontent reached us, so we **decided to step in...**



One of the outcomes was the introduction of two deadline-system for assignments, to help students avoid minor mistakes in code and resolve the miscommunication between students and instructors

1. through chats (mainly targeting former CS 21'-25' chat)
2. A letter expressing all complaints with evidence from students was drafted and sent to professor Adnan Yazici (CS Department Chair)
3. The reply arrived on behalf of CSCI 151 instructors, refuting mentioned complaints and justifying their actions
4. Reply was summarized and delivered to student chats
5. After considering the instructors' viewpoint and unsatisfied with the answers, we made another form for suggestions from students
6. We have thoroughly analyzed and processed the student answers, and gave our feedback in the CS student chat
7. By the end of December, suggestions to the faculty were sent in a long letter (~1900 words), supplemented with our (CS) members' ideas

On January 20, 2022, the Office of the Registrar announced that the Course Drop period will only last **2 days** from the beginning of classes (Jan 24-Jan 26 noon). This is the kind of situation where every minute is on count - **no way we can wait** until the next committee meeting, or make arrangements



This is the kind of situation, where **strong persuasion and arguments** are needed as never - we do not only communicate students' complaints, our responsibility is also to provide suggestions, resolutions and arguments in defense of the student body

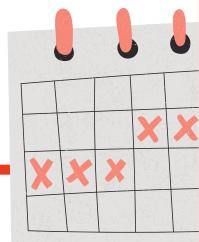
### This is exactly what we did:



Wrote a timely **argumentative response** with around **6 points** supporting the extension, on behalf of all students to the Registrar, along with informing the Academic Council, and keeping in touch every day with the Schools and AC members on possible deadline arrangements

### Case 2. Drop Deadline Spring 2022

We all know that the beginning of Spring 2022 was a **real rollercoaster**: as a result, the semester was compressed from 15 weeks to 13 study weeks. Nevertheless, the sudden Drop Deadline **shift** is a plot twist that surprised everyone. Nobody expected this, including the students from the MOE 2021-2022 cabinet



Although we say that "decision-making does not depend on us and we are only conveying student perspectives", we, students, are in power to make changes by providing well-supported responses and feedback

# How to contact us



In general, **be respectful** and give **detailed information**. We are humans too, so we really hope for your understanding if something goes wrong on our part. We also care a lot about **confidentiality**, so we **forbid** sharing the **personal information** of those who contacted us outside the Ministry. To illustrate, within the 2021-2022 MOE cabinet, **only two** members including the Minister have had access to the corporate email



We **prefer** emails because this allows students to explain their cases **in detail** and attach supporting **documents** when necessary

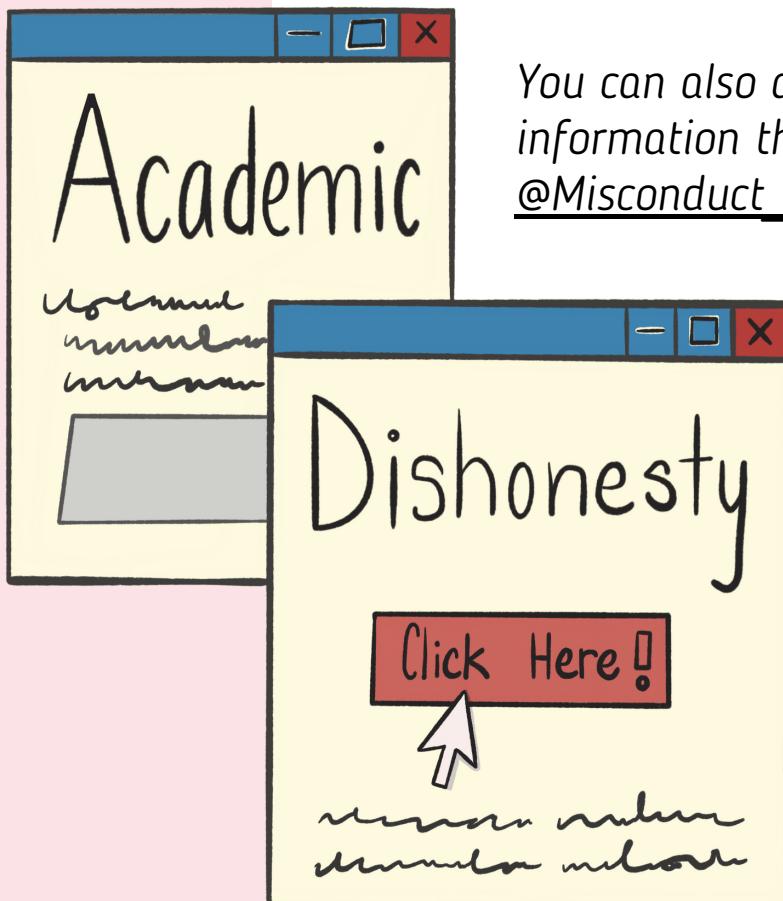
The **quickest** way to communicate with us in **urgent situations** is our **feedback bot** since we immediately receive messages in a chat with multiple members



People do not use them **most of the time**, but we keep all accounts online. However, it is better **not to use** Instagram and VK chats if possible, because they are **kept optional**

\*If you tried to contact us and did not receive an answer in 24 hours, please try using another platform!

# Misconducts



You can also access official information through our [@Misconduct\\_bot](#) in Telegram!

- Academic and Non-academic
- 3 levels of misconduct
- MOE or MJS
- What to do when a student receives the misconduct (and in trouble)

# Academic misconduct

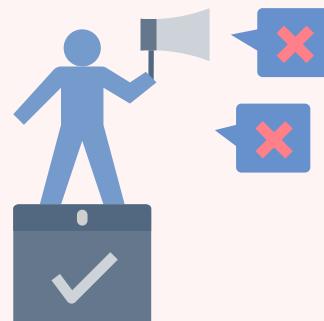
**any action** which involves engaging in conduct aimed at making a **false representation** of one's academic performance, attempting to gain or assisting others to gain **unfair academic** advantage

*Examples of such actions:*

cheating, plagiarism,  
→ collusion,  
fabrication of data



intentionally impeding or  
→ damaging the academic  
work of others

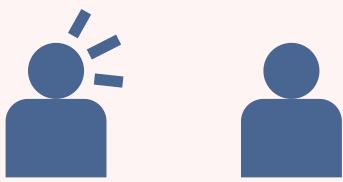


possession of  
unpermitted materials  
→ and sources during an  
examination



# Non-Academic misconduct

any action which severely **disrupts** the learning process, **violates** criminal or civil statutes, and **jeopardizes** the well-being and safety of members of the university



## *Examples of such actions:*

... → sexual violence,  
hate, bias, hazing,  
fraud, theft

... → disruption, intimidation,  
disrespectful way of  
communication with  
faculty members

... → other intolerable actions which  
negatively affects learning and  
living environment of the  
university's members

# Academic misconduct common reasons

---



students' improper citations of authors and referencing the sources



There are many cases when students **did not manage to cite properly**, thus receiving the penalty although he/she did not have any intention to be involved in academic dishonesty.

Even if one sentence is not cited correctly, the work of a student is subject to be considered as an act of academic misconduct. Therefore, the majority of students receive penalties because of carelessness in citation and referencing.

We highly encourage students **to learn to cite and reference properly**, otherwise, the paper with no proper citation is considered as plagiarism.

+    +



Plagiarism is also one of the main reasons of students' academic misconduct



Plagiarism may be intentional (when a student copies consciously) as well as unintentional because of improper paraphrasing.

Therefore, it is crucial to paraphrase correctly while using primary and secondary sources

# MOE or MJS

**MOE**



**MJS**



Academic misconduct  
(e.g. plagiarism)

Non-academic misconduct  
(e.g. insulting an instructor  
or breaking dorm rules)

Issues with instructors  
that concern learning  
& teaching process

Social issues, such as  
harassment, bullying,  
sexual assault, stalking

Violation of educational  
rights in accordance  
with the policies of NU

General violation of your  
rights, except for education

Organization of events  
on education and  
academics

Organization of events on  
justice, security, students'  
rights, human rights

Suggestions on learning  
& teaching matters to  
the administration

Suggestions on social  
matters and legal awareness

# Details on academic misconducts

There are three levels of academic violations and their corresponding penalties

A

B

C

## Category A violations:



mostly occur due to a lack of experience and knowledge of principles of academic integrity and are often considered as the absence of dishonest intent on the part of the student committing the violation



## Penalties:

- an oral reprimand
- a written reprimand presented only to the student
- required participation in a noncredit workshop or seminar on ethics or academic integrity
- an assigned paper or research project related to ethics or academic integrity
- a make-up assignment that is more difficult than the original assignment
- no credit for the original assignment. This shall be the minimum penalty in all cases involving plagiarism

\*More detailed information about Category A violations, their penalties, Procedures for the imposition of Category A penalties, Records of imposition of Category A penalties can be found in NU Student Code of Conduct [Chapter 2, Paragraph 3, p. 9]

## **Category B violations:**



mostly occur due to actions that involve quoting directly without quotations marks, poor paraphrasing, submitting the same work twice without the instructor's permission

using data or interpretative material for a laboratory report without proper acknowledgment of sources or collaborators, during an in-class examination

looking on another student's work, talking, or continuing to write after the allotted time has expired etc.

## **Penalties:**



a written reprimand to be included in the student's permanent file

assigning lower or failing grade to the student's assignment

assigning lower or failing grade (mostly 'F')

removal of the student from a class in progress

disciplinary warning or probation for a set period of time

!?

any lesser penalty described in Category A



\*More detailed information about Category B violations, their penalties, Procedures for the imposition of Category B penalties, Records of imposition of Category B penalties can be found in NU Student Code of Conduct [Chapter 2, Paragraph 4, p. 9-11]

## **Category C violations:**

- mostly occur due to repeated incidence of a Category A or Category B violation, whether or not a sanction has previously been imposed,
- presenting the work of another as one's own in an assignment whether graded or ungraded, an examination,
- plagiarizing major portions of a written assignment, facilitating cheating during an exam, submitting purchased materials such as a term paper etc.

## **Penalties:**

disciplinary probation

exclusion from the University

withdrawal from all current classes – no tuition will be refunded in the case of the imposition of this sanction

dismissal from the University



All the considerations of the evidence and decisions shall be made in hearing itself by the Hearing Committee. According to the Student Code of Conduct (Chapter 2, Section 5. Category C Penalties for Academic Misconduct, point 30) you reserve the right to be represented by a member of the University community (faculty, administrator, or staff) of your choice during the meeting. Otherwise, Provost will designate a Faculty member to represent you on his own.

\*More detailed information about Category C violations, their penalties, Procedures for the imposition of Category C penalties, Records of imposition of Category C penalties can be found in NU Student Code of Conduct [Chapter 2, Paragraph 5, p. 11-14]

# What to do if I get into trouble?

1

First of all, you need to contact your instructor and read out all details regarding the assigned misconduct category - misconduct report and the reason for misconduct category



2

If you believe that the assigned misconduct is unreasonable, then you should contact the chair of your department. If it does not result in any outcomes, then you should contact the Vice-Dean on Academic Affairs of the school or the Dean (if there is no such Vice-Dean)



If your issue is still not resolved or in a critical case, you can contact us and we will try to negotiate between you and the school.

3

While contacting us, please include your misconduct report, your work, the name of the instructor, the name of the course with a code name, the assumed reason for misconduct, and other details if necessary.

We need to know all relevant details as well as the truth from your side. Otherwise, we will not be able to assist you. Rest assured that we do not disclose your personal information outside the ministry





Keep in mind that we only can be **explainers** on both sides. We may help you with arguments as students ourselves; however, we will not be able to argue against the School's final decision (only in some **exceptional** cases, we can advocate for student's rights and participate in the appeal process as an advocate).

Hence, students cannot expect the SG Ministry of Education to solve all misconduct cases.

That is to say, if it is clear that a student **violated** the Student Code of Conduct and the instructor has a valid basis for assigning a misconduct penalty to the student, there is nothing the Ministry of Education can do except for providing advice in order to avoid further misconduct cases.



**Disclaimer!!!** : Instructors are not limited by assigning penalties mentioned in the Student's Code of Conduct. In fact, instructors have a right to impose, for example, the penalties of a Misconduct B for a Misconduct A

# Seeking help from your School administration

Generally, all academic issues can be solved by contacting the instructor or Department Chairs. However, if you might need to contact your School Administration, we have gathered useful links to find the Vice-Deans of Academic Affairs or Deans in a click.



GSPP



GSE



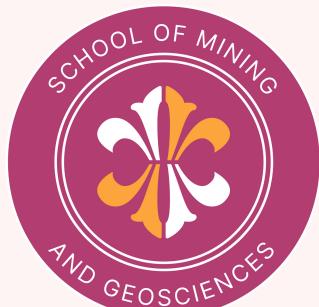
GSB



SSH



NUSOM



SMG



SEDS

# Academic Policies, Procedures, and Regulations

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**Graduation**

**QUICK LINKS**

[Academic Calendar](#)

**STUDENT ORIENTATION**

[Public Course Catalog](#)

[Course schedule by schools](#)

[Final Examinations Schedule](#)

[Course list with requirements](#)

[Policies and Procedures](#)

[Undergraduate](#)

[Graduate](#)

[Doctor of Medicine](#)

[Foundation](#)

[Academic Documents](#)

[Data requests](#)

[Room booking](#)

[Resources](#)

[Archive for Regulations and Procedures](#)

**Graduation**

[Town Hall Meeting for All Students - Spring'22 \(Feb 22, 2022\)](#)  
February 23, 2022

[Town Hall Meeting for All Students - Spring'22 \(Feb 15, 2022\)](#)  
February 16, 2022

[Town Hall Meeting for Faculty and Staff - Spring'22 \(Feb 10, 2022\)](#)  
February 11, 2022

[Town Hall Meeting for All Students - Spring'22 \(Feb 8, 2022\)](#)  
February 9, 2022

[Town Hall Meeting for All Students - Spring'22 \(Feb 1, 2022\)](#)  
February 3, 2022

[Town Hall Meeting for Faculty and Staff - Spring'22 \(Jan 27, 2022\)](#)  
January 28, 2022

1 of 67 [next >](#)

In this part of the guidebook, we provide links to documents.

You can also find them on the main page of the Registrar.

In each of the following sections, you will find links to relevant documents to verify our statements at a glance.

# Academic leave, dismissal and voluntary withdrawal

At our university, there are three types of regulations under which a student is suspended from classes, whether temporarily or not - these are:

01

## Leave of Absence

Is the period during which a student is suspended from school, with no negative impact on academic performance.

02

## Dismissal

the forced termination of a student's education, due to his inability to meet the minimum requirements of the institution.

03

## Withdrawal from the University

This is a voluntary termination of the student's enrollment and he no longer has student status at Nazarbayev University.

# 01 Leave of Absence

**The main regulations for this procedure:**

The length of time a student can be suspended varies from 6 to 24 months.

If a student is in the process of dismissal, his application is not considered.



The application for the procedure must be submitted before the last day of class, or after the final examination period.

**There are three types of Leave of Absence:**

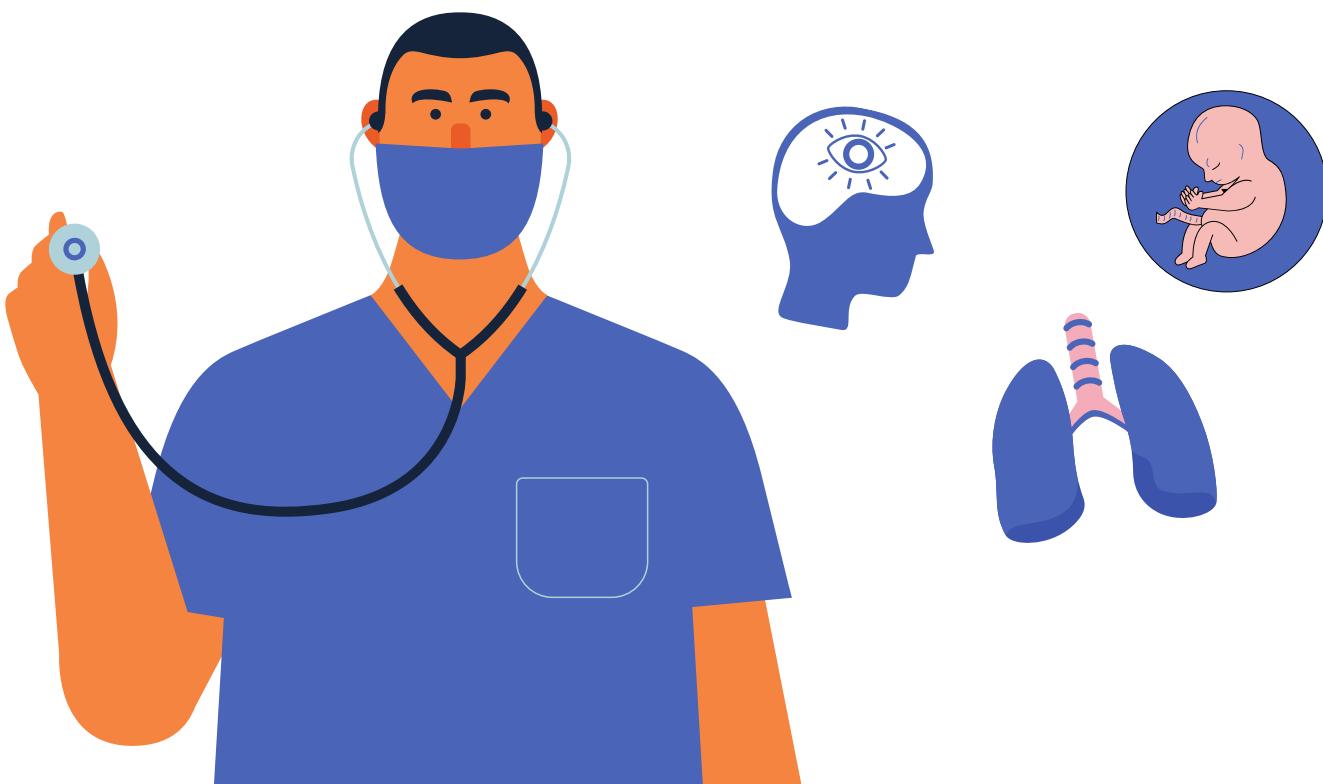
- Medical
- Immediate Family Member
- Other

# Medical



This category can be applied by students who have been caught by an extraordinary event that has affected their physical and mental health, and it is impossible to come to an agreement with the instructor about the Incomplete grade(s).

*For example, diseases such as tuberculosis, mental health issues, and pregnancy can be cited.*



# Medical

To confirm belonging to this category, you need a medical certificate issued by a [Qualifying Medical Consulting Commission](#) established following the legislation of the Republic of Kazakhstan.

The validity of medical certificates must be verified during the approval process by responsible people from the Health and Safety Department.



# Medical



A **NUFYP** student takes Leave of Absence anytime during the first semester, then the student will be required to repeat the entire year;

If he finishes the first semester, he will be able to resume studies only from the beginning of the second semester.



A **NUZYP** student must repeat the entire year, regardless of the time of receipt of Leave of Absence.

For more information, please refer to Regulations on Leave of Absence, Dismissal and Voluntary withdrawal for students of the AOE NU, pages 2 and 3, Category – Medical.

# Immediate Family Member

The Immediate Family Member category includes students whose relatives have experienced events that negatively affect the student's ability to continue their studies.

**Relatives:** parents, spouse, dependent child, sibling, official guardian, or grandparent



For students of **NUFYP** and **NUZYP**, the same principles apply as with the Medical category.

# Other

If the student's reasons do not fall into the above categories, he is categorized as **Other**. The minimum cGPA requirement for this category is 3.00.

The category is also **NOT** available to the following types of students:

First year undergraduate students

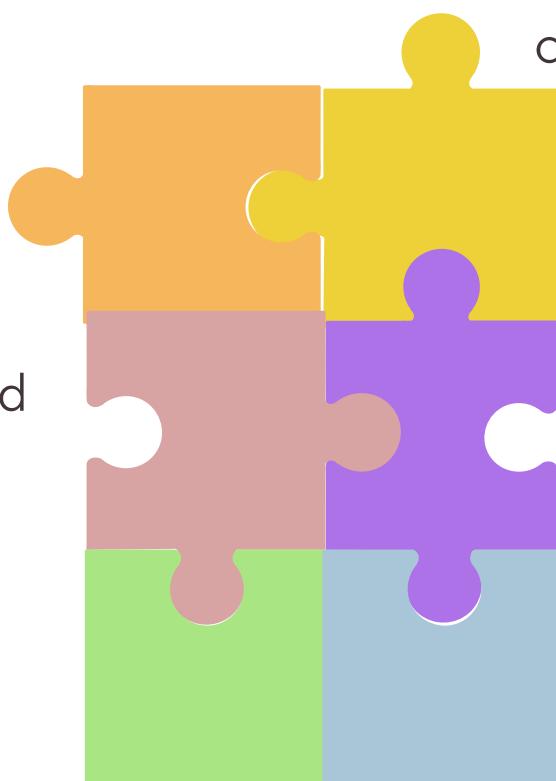
Students who are currently on probation

Undergraduate students behind satisfactory progress

Students who have had Category B or C disciplinary sanctions

NUFYP and NUZYP students

Students who have any outstanding debt to the University



\*For more information, please refer to [Regulations on Leave of Absence](#), [Dismissal and Voluntary withdrawal for students of the AOE NU](#), [page 3 and 4](#), [Category – Immediate Family Member/Other](#)

## 02 Dismissal



Dismissal from the university is the forced termination of a student's education, due to his inability to meet the minimum requirements of the institution.

The following are the categories and reasons why a student may be exposed to Dismissal from a university:



Academic



Financial



Disciplinary



Other

# 02 Dismissal



## Academic



Failure to maintain required cGPA or GPA.



Failure to complete degree requirements within the indicated deadline.



Failure to register for the minimum number of credits by the Add deadline indicated in the corresponding Academic Calendar for that semester, unless approved by the Dean and Vice Provost for Academic Affairs.



Failure to maintain satisfactory progress towards the degree.



Failure to complete specific course requirements of the student's program of study and/or the inability to transfer to any other School or major.

# 02 Dismissal



## Disciplinary

1

Failure to attend the first week of classes without approval of the Dean/Vice Dean of the appropriate School.

2

Failure to attend the required Orientation session for new students without approval from the Dean/Vice Dean of the appropriate School.

3

On the grounds specified in the Student Code of Conduct and Disciplinary Procedures of the University.

4

Deliberate submission of the false documents or misleading information during the admission process.

5

Failure to return from LoA on time without certified good cause.

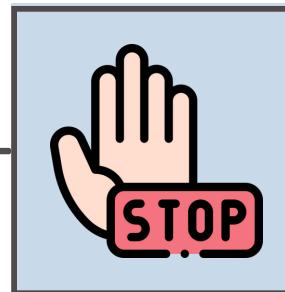
# 02 Dismissal

## Financial

Violation of obligations on payment of tuition or other expenses.

## Other

Violation of the University's internal regulations or other internal documents regulating admission and organization of the educational process of the University, including student handbooks.



Failure to sign an agreement on provision of education services by the announced deadline.

In the event that a student is under consideration and a possible dismissal, he will be notified by mail



Therefore,  
check your mail  
regularly



The student has  
5 calendar days  
to file a review  
of his case.

# 03 Withdrawal from the University

This is a voluntary termination of the student's enrollment and he no longer has student status at Nazarbayev University.

1



The Withdrawal Voluntary Application Form is obtained through the Office and requires a number of signatures and supporting documents.

3



If a student submits an application before the start of the final examination period, the grades for the selected courses in that semester will be "W".

2



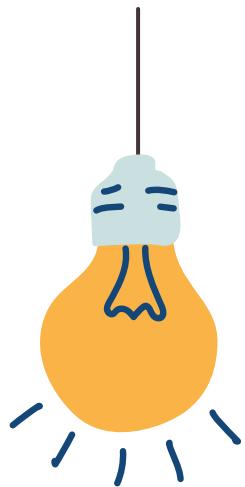
A student under the age of 18 can only apply with parental approval.



For more information, please refer to [Regulations on Leave of Absence, Dismissal and Voluntary withdrawal for students of the AOE NU, page 10, Procedures for Withdrawal](#).

# 04 Re-admission

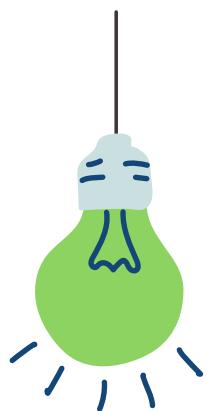
Re-admission - the process of accepting students who were previously expelled or left personally (does not apply to students expelled for disciplinary violations), who have studied at the university for at least 1 semester. Some facts that might be helpful to you:



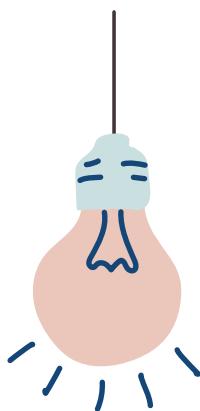
Submission can be made to any UG program



If more than 2 years have passed after studying at NU, then you need to take the English proficiency test.



Submission of documents must be at least 3 months before the start of the academic semester or term.



Students newly enrolled in this way study on a paid basis. The transition to free education is not guaranteed, and is issued only as available.

# 04 Re-admission

## 2 types of re-admission

### Non-degree

A previous CGPA less than 2.00

### Direct

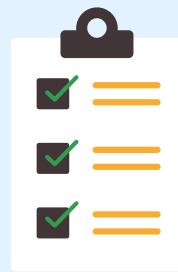
A previous CGPA equal to or higher than 2.00

If at the end of 1 academic year the non-degree student does not raise his cGPA to 2.00, he can be expelled.

## What is needed for re-admission?

A re-admission application form is available from the Office, as well as a motivation letter, CV, and other documents as requested.

For more information, please refer to [REGULATIONS ON RE-ADMISSION OF THE UNDERGRADUATE STUDENTS](#)



Students so accepted have all student bonuses and all academic policies apply to them.

To graduate from NU, direct re-admitted students must complete **the last 24 credits** at NU, as well as meet the postal criteria for obtaining a degree according to the Academic Policies and Procedures for Undergraduate Programs.

# 05

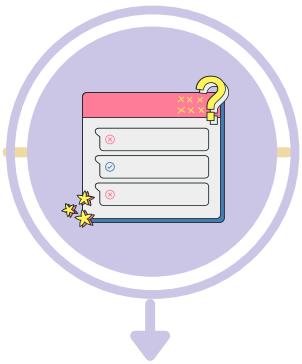
# End-of-Semester and Final Examination Period Policy

As the name implies, this policy is a set of rules that apply to all courses during a week preceding Final exam week, with some exceptions, and consists of the following points:

Exams that last for several days, that replace the final exam, are allowed during this period.



Course instructors are not allowed to conduct any extracurricular events requiring mandatory student participation.



No graded assignments, quizzes, and examinations should be made except for classes where these assignments and quizzes are routine, and in laboratory classes where the final exam will not test laboratory component.

Extraordinary assignments and "catch-up" lectures are prohibited during this period, however, review sessions might be held.

For more information, please refer to [ACADEMIC POLICIES AND PROCEDURES FOR UNDERGRADUATE PROGRAMS](#), page 15, [End-of-Semester and Final Examination Period Policy Statement](#).

# Policies for Undergraduate, Graduate and NUFYP

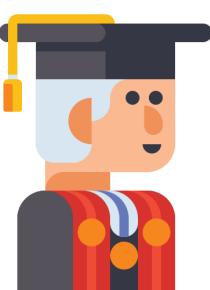
## Attendance:

### Undergraduate & Graduate



Students are expected to attend all classes. In case if a student can not attend class, he should inform his instructor.

In the event of a dispute, students can report his case to the Vice Dean of the School. However, the decision of the Dean will be final.

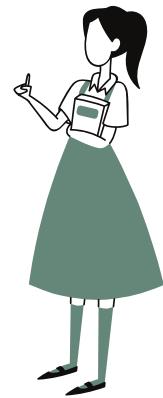


The penalties regarding absence are described in the course syllabi.



### NUFYP

Students are expected to attend all classes and tutorials.



If attendance falls below 80%, students will be excluded from any extracurricular activities, but also may receive additional mandatory study periods, monitored upkeep of a planner, possible exclusion from taking an assessment, or dismissal from university.

If a student's attendance falls below 90%, it will be noted in the Students' report.



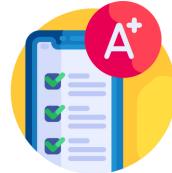
# Grades:

## Undergraduate & Graduate



Instructors must submit all final grades no later than the midnight on the date posted in the Academic Calendar.

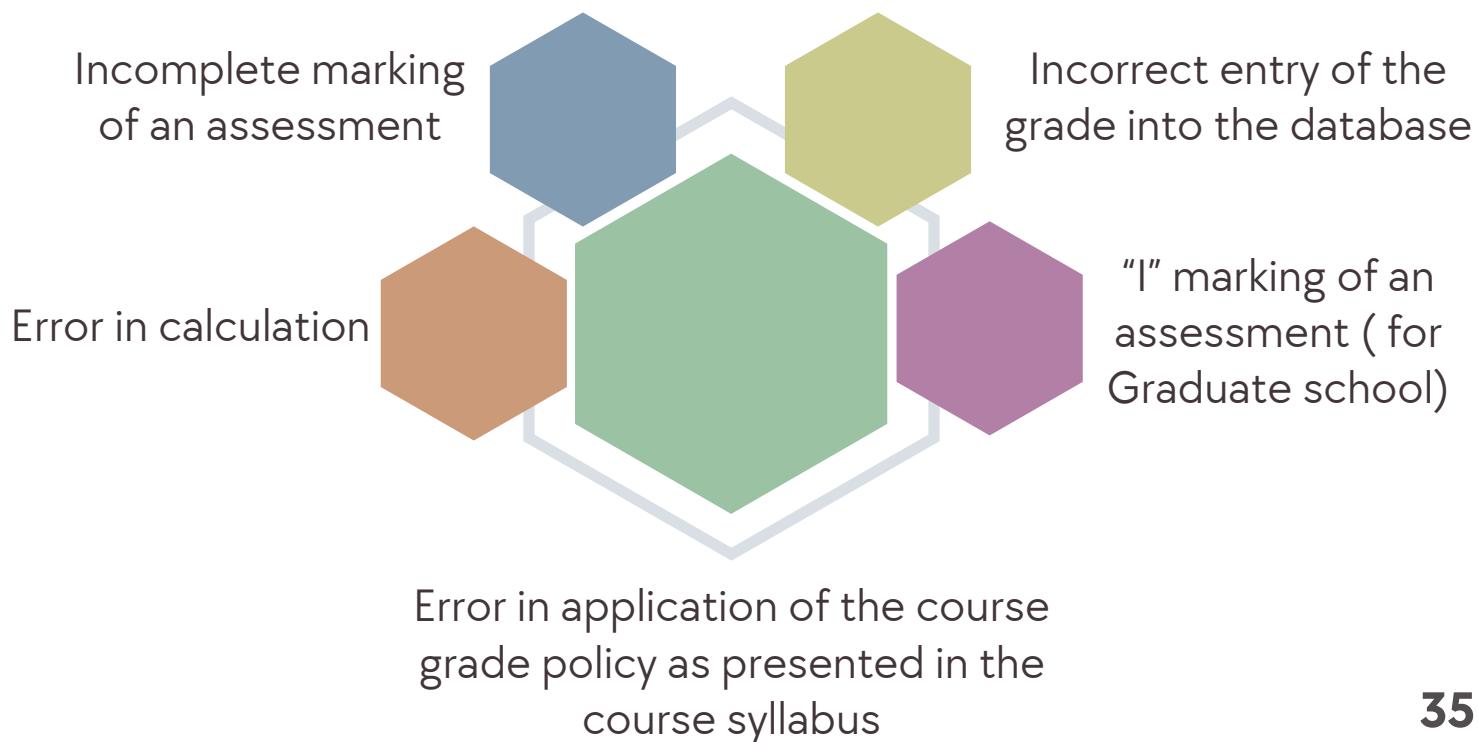
## NUFYP



CPS submits grades for the students' classes via My Registrar database by 5:00 p.m. (17:00) on the date posted in the NUFYP Academic Calendar.

## All

All students have a right to appeal on grade if they believe that error occurred after receiving the grade. The error should contain the following criteria:





# How to appeal?

1

## Contact Instructor/Head of Discipline (HOD)

(Within three working days of the receipt of the contested grade)

2

## Receive answer

(Within three working days)

1

## Contact Dean or Vice Dean of the school/ General Director

(within 5 working days upon receiving denial for General Director)

If student is dissatisfied with the grade or did not receive an answer from Instructor/Head of Discipline (HOD)

2

## Receive the final answer

### Change of Grade

! No grades can be changed after the first day of the next semester or after the final decision on appeal.

! No grades can be changed after a degree has been granted.

# Examinations



Examinations given on a **Friday after 4:30 p.m. (16:30)** or any time **Saturday or Sunday** should be approved by the Dean of the School/General Director.

Also, the date of the exam should be informed to students two weeks before the examination date.



Students should have at most two final exams in one calendar day. Students who have more than two final exams in one day should contact the instructor to resolve the issue.

If the course instructor refuses to accommodate a conflict, the student may contact the Dean of the School.



Student absent from an examination without permission may be awarded a mark of zero for the examination.



If a medical or other emergency causes a student to miss an examination, student should contact the course instructor as soon as possible before the assignment of final grades.

# Examination rules



**01**

Talking or otherwise communicating by any means to anyone other than the proctor in the examination room is not permitted.



**02**

**02**

Students may not have and use cell phones, pagers, or any other electronic devices unless authorized to do so.



Students must stop working at the end of the time allowed for the examination.



**04**

Plagiarism in all forms is not permitted

## During the End-of-Semester Period

**01**

Course instructors should neither make extraordinary assignments nor announce additional course meetings to "catch up" in course.

**02**

No events may be involved that involve compulsory student participation (extracurricular events)



## 03

No graded homework assignments, mandatory quizzes, or examinations should be given during the last week of classes except:

If graded homework assignments or quizzes are routine parts of the instruction process

In laboratories where the final examination will not test the laboratory component



## Additional Year of Study (Undergraduate)

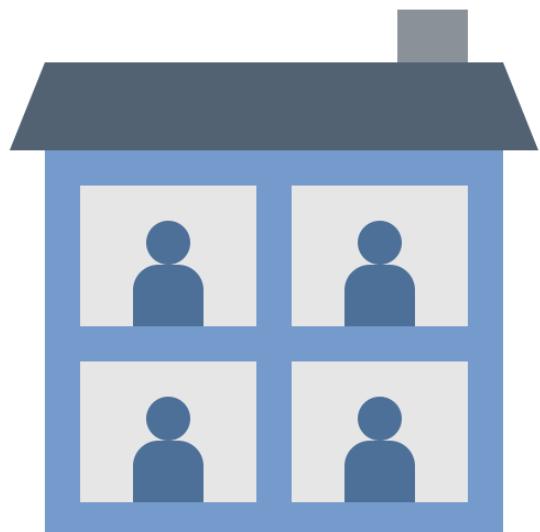
The Vice Dean in each School will approve the final list of fifth year students with individual study plans.

When the student is enrolled, The Bursar's Office shall generate an invoice and payment contract, which will be sent to the students.



A fifth year student is not allowed to change their schedule, drop or add courses or withdraw from their schedule.

Students may be provided with housing depending on availability. If they choose to live on campus, they will receive an accommodation fee.



Students are expected to complete all requirements for graduation within the Fall and Spring semester of the fifth year.

Under certain circumstances, a sixth-year could be considered by the Dean, Provost, and President of NU. The student will be provided with tuition fees and all other study-related expenses.



# Graduate Research Milestones

All graduate programs require successful and timely completion of specific research milestones.

1

Research milestones completed as an accredited course are subject to assessment as such using standard letter grades

2

Research milestones not taken as a specific course are normally assessed by Pass/Fail grading.

3

Unless specified in the Handbook, the grade for thesis is awarded on successful completion of the defense.

# Extension of Study (Graduate)

Students who are approved for an extension are considered active students and continue to receive benefits available to University's students.



Students who fail to complete their program at the end of an extension period may apply for a further extension.



Students are subject to dismissal if a program extension is not approved.

Students may be considered for extension of study for an additional academic period if they are unable to meet graduation requirements by the end of the last academic period of their final program year.



# Extension of Study (Graduate)

The School will contact students.  
The student shall submit the  
following to the School:

1

Signed Program Completion Plan

2

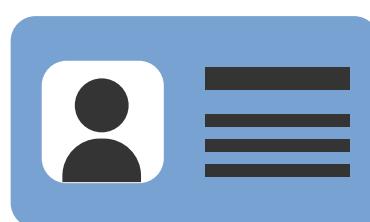
Signed Acceptance Form

3

Copy of the valid state ID

4

Valid mobile number



# Academic Policies and Procedures for the Zero Year of Master's [NUZYP] Programs

## Procedures for final course grade change

**Q: My final course grade is assigned incorrectly.  
What should I do?**

**Answer:**

- 1 Contact your professor. The course instructor should fill out a "Change of Grade" form from the Office of the Registrar).

The screenshot shows a user interface for managing academic requests. At the top, there are search fields for 'Enter Request ID here' and 'Enter Student ID or name here', and dropdown menus for 'Choose Academic level', 'In progress', 'Choose Request status', 'Choose Request type', 'Choose Term', and 'Submitted date From: To: 12/24/2020'. Below these are two tabs: 'My requests' (selected) and 'Received requests'. A table below lists requests with columns for Request ID, Request type, Student ID, Student name, Level, Term, Your status, Request status, Progress, Date submitted, and Actions. A message 'No data to display' is shown.

- 2 The General Director of CPS will review and sign the form.
- 3 The Office of the Registrar approves the submitted form by the School if University policies have been followed.

The screenshot shows a table titled 'Approval & Processing' with columns for Order #, Role, Approving person, Status, Note, and Approved date. The data is as follows:

Order #	Role	Approving person	Status	Note	Approved date
1	Vice Dean of the course	Name Surname			
2	Associate Registrar	Meruyert Akhmadiyeva			
3	Registrar admin	Roza Kurmanova / Olchash Tuyakbayev / Dimash Kokkozov			

- 4 You will receive an email notification once your request is processed.

# Attendance and Change of Status

## Q: How to get a conditional status of the University Master's Program?

### Answer:

To successfully complete the NUZYP program, the student must:



Complete all English language courses with a minimum grade of B (if the master's program requires 6.5 IELTS) or B+ (if the Master's program requires IELTS 7.0).



Complete a school course with a minimum grade of B.



The student must achieve at least 90% attendance.

## Q: Does attendance matter?

### Answer:

If a student does not attend at least 90% of classes, he or she will be excluded from the NUZYP program.



## Course Assessment and Evaluation

**Q: I was absent from the examination. What should I do?**



### **Answer:**

If a student misses an examination/assessment due to a medical or other emergency, the student is required to complete a Mitigating Circumstances Form as soon as possible.

Otherwise, students who are absent from the exam without a valid reason will be given a zero mark (0).



**See the next page to find a  
Request for Consideration of  
Mitigating Circumstances**



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## REQUEST FOR CONSIDERATION OF MITIGATING CIRCUMSTANCES

### Student Information

Full Name			
ID		Email	
Phone		School	

### Assessment(s) To Be Considered (use another page if necessary)

Course	Type of Assessment (e.g., exam)	Date Due	Assessment Weighting

### Mitigating Circumstances For Consideration (use another page if necessary)

Please describe in detail the circumstances that you believe have affected your academic performance.

Please state the exact dates of the period(s) affected by these circumstances.

Please list the supporting documents that you have attached in support of your request of mitigating circumstances.

**Student Affirmation:** I confirm that the information given is accurate and true to the best of my knowledge. (Note that a false or misleading statement is a violation of the Student Code of Conduct and Disciplinary Procedures of the University and could result in actions by the Academic Integrity Committee.)

Signature	Date
-----------	------

Received by	Date
-------------	------

### Recommendation of the Mitigating Circumstances Panel

The Panel recommends the following action be taken in respect to this claim:

Chair	Date
-------	------

## Leave of Absence

**Q: Why do my in-semester examinations take place on weekends?**

**Answer:**

In-semester exams should normally be held during regular class hours.



In the case of exams held outside of regular classes, on Saturday or Sunday, the CPS administration must announce the date and time at least two weeks before the exam date, and the course teacher must obtain the approval of the General Director.



**Q: How to request a Leave of Absence?**

**Answer:**

A Zero Year student may request and consider leave only for medical reasons or in case of emergency care for a close family member in accordance with the internal documents of the University.

# Academic Policies and Procedures for the Doctor of Medicine [NUSOM]



## Administration and Contacts

### Massimo Pignatelli

Vice-President for Medicine – Dean of the School of Medicine, Nazarbayev University  
Email: massimo.pignatelli@nu.edu.kz

### Olga Levkovich

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### Almagul Ayapbekova

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Office phone: +7 (7172) 69-45-22

## Grade Appeal

**Q: My final course grade is assigned incorrectly.  
What should I do?**

### Answer:

There are three reasons for a grade appeal:



Incorrect calculation



Incorrect grade in the database



Misapplication of the course grading calculation  
as published in the course syllabus

## **Answer (continue):**

### **In the case of an examination:**

The student must contact the course instructor within 5 working days.



If the course instructor does not respond within 5 working days, the student may appeal and contact the NUSOM Dean.

### **In the case of a Final Block Grade:**

The student must contact the Block Lead within 5 working days.  
The date of appeal published in the NUSOM academic calendar.



If the Block Lead has not replied within 5 working days, the student may appeal to the NUSOM Dean.

# Student Leave of Absence Policy

## Medical

A medical student may request a leave of absence by submitting a form to the Office of the Registrar for validation with an original medical certificate issued by the Medical Authority. Medical leave covers both physical and mental states, including pregnancy and motherhood.



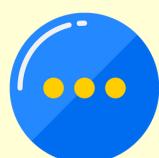
## Immediate Family Member



The student should provide evidence of a direct impact of the student's ability to continue with his or her program of study in the absence of an immediate family member. He or she should submit it to the NUSOM Dean, who will review it with the Vice President for Student Affairs and International Cooperation and the Vice-Provost for Academic Affairs.

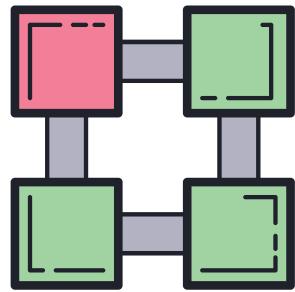
## Other

A medical student can request leave of absence for research, training and professional development, or for other reasons that are approved by the student adviser and the NUSOM Dean. The student must submit evidence or documentation that demonstrates the purpose of the leave, at least 60 days before the proposed leave.



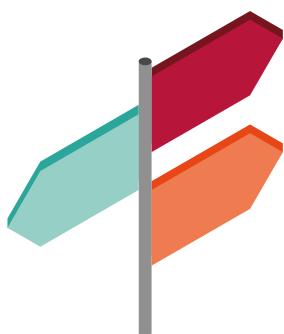
# Academic units of the administration

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At the university level, the primary administrative unit on academic affairs is the Academic Council, which is under the Managing Council. The Academic Council members include the President, Provost, Deans and other higher-ups of the administration

At the school level, there are department chairs and vice-deans for academic affairs or deans. In addition, there are school-level student-representative bodies called Student Councils at each school



There might be an additional guide on all units of administration, but this guidebook primarily focuses on university-level units - the Academic Council and its advisory sub-units called Academic Committees

# Academic council

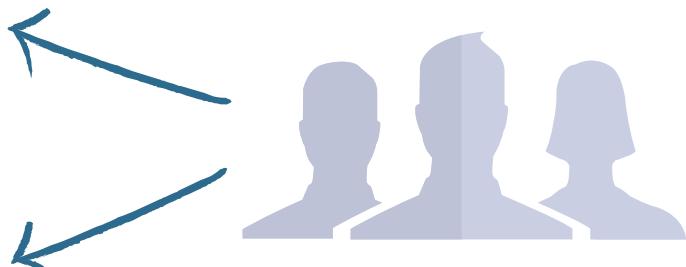


The Academic Council is the executive and policymaking body. All policies, documents, strategic plans, and awards of the university are regulated by the Academic Council. Members of the Academic Council have meetings every week to discuss relevant university procedures/policies.

Materials/documents/proposals presented in the Academic Council are accepted by voting procedures.

## Voting members

## Non-voting members



From the student's side, the Academic Council has Undergraduate and Graduate Student Representatives. Representatives have a right to vote and represent the proposal for discussion or approval during the meeting. The Minister of Education is the undergraduate student representative in Academic Council.





Materials for consideration by the Academic Council should be submitted under the **following procedure**

1

Initiation of a document



3

Review by a relevant Executive



5

Academic Council review

REVIEW



2

Review and consultation with relevant structural units of the University



4

Submission to the Chair of the Council



The **Initiator** of the document is responsible for overseeing the flow of the document through the review and approval stages and providing consultation and supporting material

Reviewing policy in the Academic Council is a long and complex process for regular students. However, If you have any suggestions/improvements regarding university policies, do not hesitate to contact us! We will help you through the process or consult with the relevant administrative unit of the University.

\*For more information: [Academic Council Procedures](#) and [Academic Council Bylaws](#)

# Committees under Academic Council



## 1 - Learning and Teaching Committee

The **purpose** of this committee is to monitor Nazarbayev University's teaching and learning strategies, the institutional plan for these parameters, and to identify and search for new best teaching practices that can be adopted by our University. The following are some of the functions of the committee:

- Defining learning and teaching strategy for the institution consistent with the University mission and an annual institution learning and teaching plan;



- Leading the University's engagement with teaching and learning initiatives;

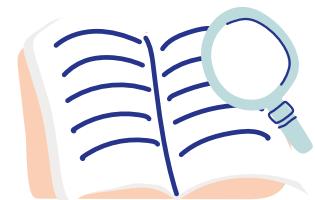


- Formulating and disseminating principles and guidelines on learning and teaching.

## 2 - Academic Quality Committee

As the name implies, this committee monitors the quality of education and academic standards, and also makes decisions regarding its improvement. The following are some of the functions of the committee:

- Developing and recommending institutional quality enhancement actions through the annual NU Quality Enhancement Plan (NUQEP);



- Providing guidance to Schools;



- Ensuring the representation of the student voice within the programme design, review and delivery process.



### **3 - Accreditation Advisory Committee**

responsible for the institutional accreditation of Nazarbayev University, as well as related initiatives, assisting the administration of the University in this aspect.

Some of the functions of the Committee:

- Implementing institutional strategy, including targets and actions related to accreditation and associated institutional initiatives;



- Facilitating data and experience sharing across the University in matters relevant to accreditation and associated institutional initiatives;



- Providing advice on, and support staff and faculty development needs related to accreditation and associated institutional initiatives.

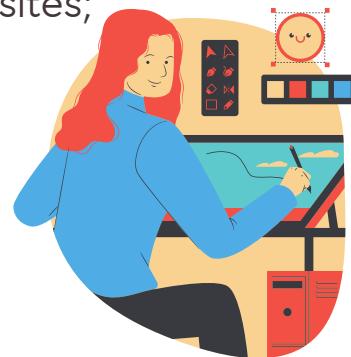
### **4 - Web Committee**

This Committee works on website changes, standards, update requests for the University and each School, and other related duties. According to its bylaws, the Committee functions are to:

- Develop policies on matters related to the University's websites for approval by the Academic Council and/or other bodies of the University as necessary;
- Regularly monitor, review and approve major changes to the University's websites;



- Request contributing units of the University to make improvements to their websites;



- Advise Schools and other units on matters of web presence, web guidelines and policies.

## 5 - Special Learning Needs Committee

The Committee is developing policies that comply with the international standard, and which are aimed at academic support for students with disabilities and learning impairments, including visual and hearing impairments, learning difficulties, and physical disabilities. and other special learning requirements. The following are some of the functions of the committee:

- Seeking advice from University experts in inclusive education;
- Coordinating with Schools and relevant Departments to clarify additional levels of academic support for specific cases, if requested by the Schools;
- Engaging and involving the University community in supporting students with disabilities.



## 6 - Library Committee

The Committee functions are to provide recommendations to Academic Council on:

- the development and effective participation of the library in the academic and research process of the University and its organizations;
- the development of library collections with different types of publications in accordance with the University's mission;
- the improvement of library and information services for students, teachers, and employees to increase the level of their information literacy;
- budget distribution decisions for acquisition of materials for schools of the University and University organizations;
- the coordination of strategic plans and library reports, and generate recommendations for library development;
- monographs, electronic collections, and online databases in accordance with the approved budget;
- the introduction of a University repository;
- using library staff as participants in research groups conducting scientific research, with information services support.



# This guidebook was written by Ministry of Education



We hope that this guidebook has  
answered all your principal questions.  
We wish you good luck in your  
academic endeavors!

 ministry.education@nu.edu.kz

 Ministry of Education

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