

APPROVED BY
Chairman of the Management Board -
Rector of NAO "Karaganda University
named after academician E.A.Buketov"
Prof. N.O. Dulatbekov

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Regulations for organizing appeals based on the results of final certification of students

1. These regulations define the procedure for organizing appeals within the framework of the final certification of university students.
2. For the period of the examination session, appeal commissions are created at the faculties under the chairmanship of the dean:
 - a) the commission should include independent experts from among the teachers of the departments providing teaching of the disciplines of the session;
 - b) the order on the composition of the appeal commission is formed by the Department of Academic Affairs on the basis of submissions from the deans of the faculties and is approved by order of the Chairman of the Board-Rector, which is issued 7 working days before the start of the examination session;
3. The tasks of the appeal commission include assessing the validity of the student's appeal and making one of the following decisions: "Increase the exam score", "Allow re-examination for technical reasons", "Reject".
4. The reasons for filing an appeal may be related to incorrect content of questions and tasks, technical failures of the testing program, violation of the Code of Ethical Norms by the examiner.
5. The initiator of the appeal is the student who, in case of disagreement with the grade received on the exam, must perform the following actions:
 - a) on the day of receiving the exam results, submit an application for appeal to the dean's office of the faculty in the form posted in the personal account; b) indicate in the application the reason for disagreement with the grade received on the exam;
 - c) wait for the decision of the appeal commission within the next business day;
6. Actions of the appeal commission:
 - a) register the student's application;
 - b) consider the student's application within the next business day and make a reasoned decision in accordance with paragraph 3 of these regulations;
 - c) inform the student of the decision made. The chairman of the appeal commission is responsible for timely informing the student;
 - d) reflect the decision made in a free-form protocol AND in the appeal statement of the established form;

e) send the completed statement to the Registrar's office for entry into the electronic database of academic achievements;

f) monitor the implementation of decisions related to re-examination, grade increase for the exam.

6. Amendments to these regulations are made at the initiative of the Department of Academic Affairs after согласования with the member of the Board-Vice-Rector for Academic Affairs in order to improve the procedure within the academic freedom of the university or in connection with the introduction of new requirements of the Ministry of Education and Science of the Republic of Kazakhstan to the organization of the final certification of students. The amended regulation is approved by the Chairman of the Board-Rector of the university.