APPROVED BY
Chair of the Management Board – Rector
Mukhametzhan Tynyshpayev
ALT University JSC
M.S. Zharmagambetova

WORK INSTRUCTION

REGULATIONS ON THE BARRIER-FREE PUBLIC TRANSPORT OF ALMATY CLUB (BOTA)

RI – ALT - 53

Effective from the date of approval		
	Position, department	**Full name**
AGREED	Vice-Rector for Corporate and Social Development, Member of the Management Board	A.A. Ivanov
AGREED	Managing Director for Marketing	D.M. Imangaliyev
AGREED	Director of the Legal Department	A. Talgatov
AGREED	Director of the Strategic Development Department	E.K. Shatyrbekov
AGREED	Director of the Department of Educational and Social Work	B.S. Makhanbet
PREPARED BY	Head of the Office of Inclusive Education and Mental Health of the Department of Educational and Social Work	D.R. Shabdenova

Almaty, 2026

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1. GENERAL PROVISIONS

1.1. These Regulations on the Barrier-Free Public Transport of Almaty Club (BOTA) (hereinafter referred to as the Regulations) are intended for application at Mukhametzhan Tynyshpayev ALT University JSC (hereinafter referred to as the University) and establish the procedures governing the activities of the Barrier-Free Public Transport of Almaty Club (BOTA), including its purpose, objectives, composition, rights, duties, and other matters.

1.2. The Barrier-Free Public Transport of Almaty Club (hereinafter referred to as the Club) is a voluntary association of participants interested in fostering a culture of inclusive interaction, promoting respectful attitudes towards persons with disabilities, and raising public awareness of their needs, rights, and opportunities.

1.3. The Club carries out educational, awareness-raising, public, and socially significant activities, with particular attention to the accessibility of public transport and the urban environment for persons with various types of disabilities.

1.4. The Club is not a public authority and does not replace the powers of transport operators, government bodies, or other institutions. Unless otherwise provided by separate agreements, the Club's proposals are public, educational, and advisory in nature.

1.5. In its activities, the Club is guided by the legislation of the Republic of Kazakhstan, the internal documents of the University where it was established, these Regulations, and the principles of equality, respect for dignity, non-discrimination, accessibility, and voluntary participation.

1.6. The Club seeks to ensure that persons with disabilities participate in discussing and developing initiatives that directly affect their lives, and that their experience and opinions are taken into account when planning activities and preparing recommendations.

2. PURPOSE AND OBJECTIVES OF THE CLUB

2.1. The main purpose of the Club is to foster a culture of inclusive interaction and raise awareness of the needs of persons with disabilities, including when using public transport in Almaty.

2.2. The main objectives of the Club are:

1) to improve participants' and the public's knowledge of the principles of inclusion, accessibility, and appropriate interaction with persons with disabilities;

2) to promote respectful attitudes free from stereotypes, prejudice, and discriminatory behaviour;

3) to disseminate information about the barriers that persons with disabilities may encounter when using public transport and urban infrastructure;

4) to develop skills in ethical communication and assistance that take into account a person's wishes, needs, and personal boundaries;

5) to organise awareness-raising events, discussions, meetings, training sessions, and information campaigns;

6) to engage students, young people, members of the public, and interested organisations in initiatives aimed at developing an accessible urban environment;

7) to collect proposals and feedback on transport accessibility and submit consolidated recommendations to interested organisations;

8) to promote the participation of persons with disabilities in public life on the basis of equal opportunities and respect for their independence.

3. MAIN AREAS AND FORMS OF ACTIVITY

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3.1. The Club carries out its activities in accordance with the Plan (Form No. 1 to RI-ALT-53) in the following areas:

1) awareness-raising: lectures, seminars, training sessions, round tables, open meetings, and thematic discussions;

2) development of an inclusive culture: activities that build respectful communication skills, understanding of diverse needs, and prevention of discrimination;

3) public transport accessibility: studying common barriers encountered when using stops, vehicles, information services, and route infrastructure;

4) public initiatives: preparing proposals, information materials, and recommendations to improve the accessibility of the transport environment;

5) information activities: creating publications, guidance notes, videos, and other accessible awareness formats;

6) partnership: cooperation with educational institutions, public associations, organisations of persons with disabilities, transport operators, and other stakeholders;

7) volunteering: engaging volunteers in Club activities subject to ethical standards and the principle of voluntary participation.

3.2. Where possible, Club activities are organised with accessibility requirements in mind, including venue accessibility, clarity of materials, participation by people with diverse needs, and provision of information in appropriate formats.

3.3. When conducting activities concerning the experiences of persons with disabilities, the Club seeks to ensure their voluntary and meaningful participation. A person's experience shall not be used without their consent, and personal information shall not be disclosed without a lawful basis or consent.

3.4. The Club does not permit disability simulation, degrading forms of demonstration, the use of persons with disabilities solely as objects of observation or promotion, or any actions that violate participants' dignity and safety.

4. CLUB MEMBERSHIP

4.1. Any citizens of the Republic of Kazakhstan who share the Club's goals, comply with these Regulations, and are willing to participate voluntarily in the Club's activities may become members.

4.2. Participation in the Club is open to persons with and without disabilities. Disability is neither a mandatory nor a restrictive condition of membership.

4.3. Participants are admitted on the basis of a written application (Form No. 3 to RI-ALT-53) or an electronic application sent to the official address of the Club or University. Where required, a minor participant must provide the written consent of a parent or legal representative (Form No. 4 to RI-ALT-53).

4.4. A participant may terminate participation by notifying the Head of the Club or an authorised person using Form No. 5 to RI-ALT-53, or by sending an electronic notice to the official address of the Club or University.

4.5. Participant records are maintained by the Head of the Club or another responsible person in compliance with personal data protection requirements.

5. RIGHTS AND DUTIES OF CLUB PARTICIPANTS

5.1. Club participants have the right to:

1) participate in Club activities, projects, and discussions of initiatives;

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2) propose topics, activity formats, and areas of work;
3) receive information about the Club's plans and activity results;
4) express opinions and submit proposals regarding accessibility and inclusive interaction;
5) voluntarily decline participation in a particular activity or initiative;
6) expect respectful treatment, non-discrimination, and protection of personal data.

5.2. Club participants shall:

1) comply with these Regulations and the internal documents of the University where the Club operates;
2) respect the dignity, independence, personal boundaries, and opinions of other participants;
3) refrain from discriminatory statements, bullying, humiliation, and the spread of stereotypes;
4) maintain the confidentiality of personal information obtained during activities;
5) perform accepted tasks responsibly and inform the coordinator if they cannot be completed;
6) comply with safety requirements and activity rules;
7) before providing assistance, ask whether the person needs it and how it should best be provided.

6. ORGANISATION OF CLUB MANAGEMENT

6.1. The Club is managed by the Head of the Club and, where necessary, by the Club's core group or council in accordance with the rules of the University where it was established.

6.2. The Head of the Club is appointed or elected at a general meeting of participants and subsequently approved by the Head of the Office of Inclusive Education and Mental Health.

6.3. The Head of the Club shall:

1) organise current activities and coordinate participants' work;
2) develop the activity plan and monitor its implementation;
3) assign tasks among participants, taking account of their consent and capabilities;
4) organise cooperation with partners and stakeholders;
5) ensure compliance with the principles of inclusion, safety, and respectful treatment;
6) maintain or arrange the maintenance of documentation;
7) prepare a quarterly report on the Club's activities for approval by the Chair of the Management Board – Rector of the University (Form No. 2 to RI-ALT-53);
8) inform participants about activities, decisions, and work results.

6.4. Key initiatives and the work plan are discussed with Club participants. When preparing initiatives concerning persons with disabilities, the Club seeks to involve them in the discussion and consider their proposals.

6.5. The Club comprises:

1. the Head of the Club;
2. the Student Coordinator;
3. the Club Secretary;
4. student volunteers.

6.6. The Student Coordinator shall:

1. coordinate the participation of student volunteers;
2. assign tasks in consultation with participants;
3. monitor task completion deadlines;
4. inform the Head of the Club about work results.

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6.7. The Club Secretary shall:
1. keep minutes of meetings;
2. compile participant lists;
3. maintain records of activities held;
4. prepare materials for the Club's plan and report.

6.8. Student volunteers shall:
1. participate in Club meetings and activities;
2. monitor the accessibility of public transport, stops, and routes;
3. record identified barriers and submit the information to the Head or Coordinator;
4. participate in preparing proposals, guidance notes, and information materials;
5. assist activity participants only with their consent;
6. comply with safety and confidentiality requirements and University rules;
7. complete voluntarily accepted tasks within the established deadlines.

7. RIGHTS AND DUTIES OF THE CLUB

7.1. The Club has the right to:
1) develop and implement projects consistent with the purposes of these Regulations;
2) conduct educational and public activities;
3) approach organisations and specialists with cooperation proposals;
4) prepare and distribute information materials in compliance with legislation and copyright;
5) present its activity results and recommendations to stakeholders;
6) engage volunteers and partners on a voluntary and mutually agreed basis.

7.2. The Club shall:
1) carry out activities in accordance with the purposes of these Regulations;
2) comply with the legislation of the Republic of Kazakhstan and the University's internal rules;
3) ensure respectful and safe participation in activities;
4) prevent discrimination and violations of participants' rights;
5) handle personal data and other confidential information carefully and lawfully;
6) inform participants about activity plans and results;
7) at the request of the University where the Club was established, provide a work plan and a report on completed activities.

7.3. In certain cases, actions within the Club's rights and duties shall be agreed with the University.

8. PARTNERSHIP AND COOPERATION

8.1. To fulfil its objectives, the Club may cooperate with educational institutions, organisations of persons with disabilities, public associations, volunteer movements, transport organisations, experts, and representatives of the local community.

8.2. Joint activities and projects are implemented on the basis of agreements or memoranda between the parties and in compliance with applicable rules on safety, accessibility, personal data protection, and the use of materials.

8.3. The Club may submit consolidated proposals to interested organisations on improving public transport accessibility and passenger information. Such proposals are not binding on recipients unless otherwise established by agreement or legislation.

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8.4. In certain cases, actions within the Club's rights and duties shall be agreed with the University.

9. FINANCIAL AND MATERIAL SUPPORT

9.1. The Club's activities are supported by:

1) University resources;

2) voluntary assistance from partners;

3) grant support, donations, and other sources not prohibited by the legislation of the Republic of Kazakhstan.

9.2. The Club may not independently undertake financial obligations on behalf of the University without appropriate authority.

9.3. Funds and property provided for Club activities shall be used for their intended purposes and in accordance with University rules and the legislation of the Republic of Kazakhstan.

10. TERMINATION OF CLUB ACTIVITIES

10.1. The Club's activities may be terminated by decision of the University or in another manner provided for by its internal documents and the legislation of the Republic of Kazakhstan.

10.2. Grounds for termination may include a decision of the University, inability to continue operations, systematic non-compliance with these Regulations, or other lawful grounds.

10.3. Upon termination of the Club's activities, related documentation, property, and unused funds shall be transferred to the University.

11. RESPONSIBILITY

11.1. All University employees and Club members are responsible for the proper application of the requirements of these Regulations in their activities.

11.2. Responsibility for implementing the provisions of these Regulations rests with Club members.

11.3. The Management Board Chair has the authority to require the elimination of non-conformities with the criteria of this work instruction, both operationally and following certification, inspection, and internal audits of the University's integrated quality management system.

11.4. All persons with access to Club materials are responsible for maintaining confidentiality.

12. FINAL PROVISIONS

12.1. Amendments and additions to this document, as well as its storage, protection, recovery, and withdrawal, shall be carried out in accordance with DP-ALT-01.

12.2. Identification, assessment, and management of risks associated with this document shall be carried out in accordance with DP-ALT-05.

12.3. Working copies of this document are stored electronically in the electronic document management system for reference and use.

12.4. This document enters into force upon approval by the Chair of the Management Board – Rector and remains valid until a new edition is approved.

12.5. If current legislation is amended or supplemented, the University shall follow the applicable legislation until this document is updated.

12.6. Matters not governed by this document shall be determined in accordance with the current legislation of the Republic of Kazakhstan and the relevant internal regulatory documents of the University.

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REGISTER OF AMENDMENTS AND ADDITIONS

№	Effective date of amendment / addition	Document clause No. to which the amendment / addition relates	Basis (number, date, name of authority)

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APPROVED BY
Chair of the Management Board – Rector
Mukhametzhan Tynyshpayev
ALT University JSC
M.S. Zharmagambetova

PLAN
of the Barrier-Free Public Transport of Almaty Club (BOTA)
for the 20__–20__ academic year

№	Activity	Time frame	Venue	Responsible persons
1.				
2.				
3.				
4.				
5.				

PREPARED BY:
Head of the Club _____

AGREED:
Director of the Department of Educational and Social Work _____

APPROVED BY
Chair of the Management Board – Rector
Mukhametzhan Tynyshpayev
ALT University JSC
M.S. Zharmagambetova

REPORT
of the Barrier-Free Public Transport of Almaty Club (BOTA)
for the 20__–20__ academic year

№	Activity	Time frame	Venue	Responsible persons	Completion form	Note
1.						
2.						
3.						
4.						
5.						

PREPARED BY:
Head of the Club _____

AGREED:
Director of the Department of Educational and Social Work _____

Form No. 3

APPLICATION
for membership in the Barrier-Free Public Transport of Almaty Club (BOTA)
for the 20__–20__ academic year

To the Head of the Barrier-Free Public Transport of Almaty Club from
_____ Applicant's full name

Date of birth: _____ Contact telephone: _____
Email: _____ Place of study/work (if applicable): _____

I hereby request admission to the Barrier-Free Public Transport of Almaty Club.
I have read the Club Regulations and accept its purpose, objectives, and operating rules. I undertake to comply with the Regulations and participate in the Club's activities on a voluntary basis.
I consent to the processing of my personal data to the extent necessary to register my membership and organise the Club's activities, in accordance with the legislation of the Republic of Kazakhstan.

Date: " " _____ 20__ Signature: _____ /_____/

AGREED:
Director of the Department of Educational and Social Work _____

Form No. 4

CONSENT
of a parent or legal representative for a minor participant in the Barrier-Free Public Transport of Almaty Club (BOTA)
for the 20__–20__ academic year

I, _____ Full name of parent/legal representative

identity document (if required): _____,
being the parent/legal representative of the minor
_____, Participant's full name

I consent to his/her voluntary participation in the activities of the Barrier-Free Public Transport of Almaty Club and confirm that I have read the Club Regulations.

Representative's contact telephone: _____

Date: " " _____ 20__ Signature: _____ /_____/

AGREED:
Director of the Department of Educational and Social Work _____

Form No. 4

APPLICATION
to terminate participation in the Barrier-Free Public Transport of Almaty Club (BOTA)
for the 20__–20__ academic year

To the Head of the Barrier-Free Public Transport of Almaty Club from
_____ Applicant's full name

Date of birth: _____ Contact telephone: _____
Email: _____

I hereby request termination of my participation in the Barrier-Free Public Transport of Almaty Club.

Effective date of termination: " " ___ _____ 20__ Signature: _____
/_____/

AGREED:
Director of the Department of Educational and Social Work _____