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 Document status

APPROVED  
 Chairperson of the Management Board –  
 Rector  
 JSC “ALT University named after  
 Mukhamedzhan Tynyshpayev”

\_\_\_\_\_ Zharmagambetova M.S.

“25” September 2025

**WORK INSTRUCTION**

**ABOUT MENTAL HEALTH**

**WI-ALT-88**

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## 1. SCOPE OF APPLICATION

This Work Instruction is intended for application at the Joint-Stock Company “ALT University named after M. Tynyshpayev” (hereinafter referred to as ALT University) in the operation of the Integrated Management System in accordance with the requirements of ST RK ISO 9001-2016, ST RK ISO 50001-2019, ST RK ISO 14001-2016, and ST RK ISO 45001-2019.

This Work Instruction is intended to regulate the activities related to mental health support (hereinafter referred to as MHS) within the bachelor’s degree educational programs implemented at JSC “ALT University named after M. Tynyshpayev” (hereinafter referred to as JSC “ALT University”).

## 2. NORMATIVE REFERENCES

This Work Instruction refers to the following regulatory documents:

### 2.1. Normative references to international and national standards:

MC ISO 9000:2015	-	Quality management systems. Fundamentals and vocabulary
CT PK ISO 9001-2016	-	Quality management systems. Requirements
MC ISO 50001:2018	-	Energy management systems. Requirements with guidance for use
CT PK ISO 50001-2019	-	Energy management systems. Requirements with guidance for use
CT PK ISO 14001-2016	-	Environmental management systems. Requirements with guidance for use
CT PK ISO 45001-2019	-	Occupational health and safety management systems. Requirements

### 2.2. National Legislative Framework of the Republic of Kazakhstan

Law of the Republic of Kazakhstan dated 27.07.07 №319-111	-	On Education
Law of the Republic of Kazakhstan dated 18.11.2015 №410-V	-	On Combating Corruption
Law of the Republic of Kazakhstan dated 13.05.2003 №415-11	-	On Joint-Stock Companies
Law of the Republic of Kazakhstan dated 18.02.2011 № 407-IV	-	On Science
Law of the Republic of Kazakhstan dated 07.1997 № 151-1	-	On Languages in the Republic of Kazakhstan
Constitution of the Republic of Kazakhstan dated 30.08.1995		
Law of the Republic of Kazakhstan dated 08.08.2002 № 345-II	-	On the Rights of the Child in the Republic of Kazakhstan
Law of the Republic of Kazakhstan dated 11.07.2002 № 343-II	-	On Social and Medical and Pedagogical Correctional Support for Children with Disabilities
Law of the Republic of Kazakhstan dated 13.04.2005 No. 39	-	On Social Protection of Persons with Disabilities in the Republic of Kazakhstan
Code of the Republic of Kazakhstan dated 07.07.2020 No. 360-VI	-	On Public Health and the Healthcare System
Law of the Republic of Kazakhstan dated 29.12.2008 No. 114-IV	-	On Special Social Services
Labor Code of the Republic of Kazakhstan dated 23.11.2015 No. 414-V		
Law of the Republic of Kazakhstan dated 13.07.1999 No. 416-I	-	On Counteracting Terrorism

Standard Rules for the Activities of Higher and Postgraduate Education Organizations approved by the Resolution of the Government of the Republic of Kazakhstan dated 07.04.2017 No. 181	
Charter of JSC “ALT University”, approved by the decision of the Sole Shareholder dated 27.01.2021	

### 2.3. Normative References to Internal Regulatory Documents:

DP-ALT-01	-	Documented Information Management
DP-ALT-02	-	Internal Audit
DP-ALT-03	-	Management of Nonconformities and Corrective Actions
DP-ALT-04	-	Management Review of the ISM
DP-ALT-05	-	Identification, Assessment and Risk Management
DP-ALT-06	-	Information Exchange, Engagement and Consultation
CP-ALT-09	-	Social Work
CP-ALT-08	-	Educational Work
CP-ALT-03	-	Organization and Planning of Educational and Methodological Activities
CP-ALT-02	-	Academic Policy
CP-ALT-20	-	Educational Process
WI-ALT-17	-	Rules for Organizing Work with Youth
WI-ALT-42	-	Regulation on the Council for Social Protection of Students
WI-ALT-19	-	Anti-Corruption Policy
WI-ALT-01	-	Regulation on the Academic and Methodological Council
WI-ALT-04	-	Rules for the Development and Formation of the Educational and Methodological Complex of an Educational Program / Discipline
WI-ALT-11	-	Guidelines for Ensuring Academic Integrity
WI-ALT-26	-	Regulation on the Quality Assurance Commission – Academic and Methodological Bureau (QAC-AMB)

## 3. TERMS, DEFINITIONS AND ABBREVIATIONS

3.1. In this Work Instruction, terms and their definitions are applied in accordance with the international and national standards **MC ISO 9000:2015, CT PK ISO 9001-2016, MC ISO 50001:2018, CT PK ISO 50001-2019, CT PK ISO 14001-2016, CT PK ISO 45001-2019**, the regulatory legal acts of the Republic of Kazakhstan, and the internal regulatory documents of the Academy.

3.2. In this Work Instruction, the following designations and abbreviations are used:

IMS	-	Integrated Management System
WI	-	Work Instruction
OIE&MH	-	Office of Inclusive Education and Mental Health
Vice-Rector for CSD	-	Vice-Rector for Corporate and Social Development
Full name	-	Surname, name, patronymic
Academic staff	-	Teaching staff

## 4. GENERAL PROVISIONS

The owner of the Work Instruction “On Mental Health Support” is the Director of the Department for Educational and Social Affairs. The Director of the Department for Educational and Social Affairs is responsible for the organization, functioning, and compliance with the requirements of this Work Instruction “On Mental Health Support”, as well as for ensuring the effectiveness and efficiency of the Work Instruction.

The Director of the Department for Educational and Social Affairs also bears personal responsibility for the high-quality development of all documentation included in the process of planning full and partial distance learning for students with special educational needs of JSC “ALT University”.

4.1. “On Mental Health Support” is included in the set of documents of the Department for Educational and Social Affairs of JSC “ALT University” (hereinafter referred to as ALT University), which oversees the activities of the Office of Inclusive Education and Mental Health (hereinafter referred to as OIE&MH).

4.2. The structure of the Office of Inclusive Education and Mental Health is approved by the Chairperson of the Management Board – Rector of ALT University.

4.3. The staffing schedule of the Office of Inclusive Education and Mental Health is approved by the Chairperson of the Management Board – Rector of ALT University in accordance with the functions performed by the unit, based on the current legislation of the Republic of Kazakhstan on the organizational structure and total headcount of the company.

4.4. The Work Instruction “On Mental Health Support” shall be amended and adjusted in accordance with changes in the goals, objectives, functions, duties, rights, and responsibilities assigned to the Head of the Office of Inclusive Education and Mental Health.

## **5. Goals and objectives of the Mental Health Support Office of JSC “ALT University”**

**The goal of the Mental Health Support Office is** to preserve the psychological health of students, create a favorable socio-psychological climate within the educational organization, and provide psychological support to participants of the educational process.

### **The objectives of the Mental Health Support Office are:**

- to promote the personal and intellectual development of students within the educational process, create conditions for self-development, self-education, a positive attitude toward the world, and socialization in modern society;
- prevention, identification, and socio-psychological correction of antisocial and auto-destructive behavioral manifestations among students;
- providing assistance to academic staff in organizing an individual approach to students based on socio-psychological diagnostics;
- providing psychological assistance to students in their successful socialization within a rapidly developing information society;
- promoting an individualized approach to each student based on psychological and pedagogical study of their personality;
- conducting psychological diagnostics and developing the creative potential of students;
- carrying out psychocorrective work to resolve emotional and psychological difficulties and problems of students;
- providing consultative assistance to teaching staff in resolving psychological issues and selecting optimal methods of educational work;
- enhancing the mental culture of participants in the educational process;
- assisting the administration and academic staff in creating conditions that ensure the protection and strengthening of the physical, mental, and social health of students, academic staff, and other employees of the educational process;
- organizing informational support for students, parents, and academic staff in the main areas of activity; providing assistance to students in overcoming learning difficulties and socio-emotional problems.

### **5.1. Functions and scope of activities of the Mental Health Support Office**

#### **Functions:**

- assistance to academic staff in psychological and pedagogical matters;
- collection, analysis, and interpretation of psychodiagnostic data;
- identification of causes and mechanisms of disorders in learning, development, and social adaptation;
- conducting socio-psychological group activities aimed at developing necessary qualities and forming psychological competence.

**The Mental Health Support Office carries out its activities in the following areas:**

- educational and preventive;
- corrective and developmental;
- psychodiagnostics;
- consultative.

**Psychological preventive, developmental, and corrective work is aimed at preventing and overcoming the following problems:**

- learning difficulties;
- difficulties in the emotional and volitional sphere;
- formation of a healthy lifestyle.

**Corrective and preventive work ensures:**

- training all participants of the educational process in methods of self-diagnosis, self-correction, self-control, and self-development of abilities;
- formation of value orientations and life priorities aimed at strengthening mental and physical health, a healthy lifestyle, and personal self-realization;
- facilitating the personal development of students while preserving their individuality based on joint activities of psychologists and teaching staff;
- psychological and pedagogical support for students of the “risk group” and those registered within the University.

Consultative activities involve providing consultative assistance to all participants of the educational process on issues of overcoming learning difficulties; interpersonal relations; and, in general, on a wide range of personal, educational-professional, and other relevant problems.

**The main areas of activity of the Mental Health Support Office are implemented:**

- in the course of work under relevant system-based and individually oriented support programs
- through a system of individual and group sessions;
- through individual counseling;
- through participation in seminars, scientific and practical conferences, and psychological and pedagogical councils;
- through analytical activities;

**The Mental Health Support Office provides assistance to all participants of the educational process:**

- students who apply for assistance independently;
- students with learning, behavioral, and communication problems identified through group psychodiagnostic activities, as well as a result of referrals from parents (other legal representatives), teachers, advisors, and other participants of the educational process;
- academic staff of ALT University;
- all employees of ALT University.

## **6. PROCEDURE FOR PLANNING AND REPORTING**

- strategic and operational planning of the activities of the Mental Health Support Office is carried out under the supervision of the Director of the Department for Educational and Social Affairs, who oversees the activities of the Office of Inclusive Education and Mental Health.
- mental health support work plans are developed for the academic year, with adjustments made during the academic year.
- adjustments to mental health support plans are made taking into account changes in the legislation of the Republic of Kazakhstan, as well as by decision of the Chairperson of the Management Board - Rector, the Board of Directors, and the Academic Council of ALT University.
- activities for the implementation of plans are approved by the Head of the Office of Inclusive Education and Mental Health.
- reporting on the activities of the Mental Health Support Office is submitted in accordance with the work plans of ALT University and, on a mandatory basis, at the end of the academic year.

## **7. MANAGEMENT AND STRUCTURE OF THE UNIT**

7.1. Management of the Mental Health Support Office is carried out by the Head of the Office of Inclusive Education and Mental Health, appointed by the Chairperson of the Management Board - Rector of ALT University upon the submission of the Director of the Department for Educational and Social Affairs and in agreement with the Vice-Rector for Corporate and Social Development.

7.2. Appointment and dismissal of the Head of the Office of Inclusive Education and Mental Health are carried out on the basis of an order of the Chairperson of the Management Board - Rector of ALT University.

7.3. The Regulation on the Office of Inclusive Education and Mental Health is developed by the Head of the Office of Inclusive Education and Mental Health and agreed with the Director of the Department for Educational and Social Affairs and the Vice-Rector for Corporate and Social Development.

7.4. The rights, duties, and responsibilities of the Head of the Office of Inclusive Education and Mental Health are defined in the job description.

7.5. Job descriptions of the Head of the Office of Inclusive Education and Mental Health are approved by an order of the Chairperson of the Management Board - Rector of ALT University.

## **8. ANALYSIS AND UPDATING OF THE WORK INSTRUCTION**

8.1. Updating of this Work Instruction shall be carried out as changes and additions are made to the legislative and regulatory legal acts of the Republic of Kazakhstan and the internal regulatory documents of JSC “ALT University”.

## **9. IDENTIFICATION, ASSESSMENT AND RISK MANAGEMENT**

9.1. Identification, assessment, and risk management under this Work Instruction shall be carried out in accordance with **DP-ALT-05**.

## **10. APPROVAL AND IMPLEMENTATION**

10.1. Approval of this Work Instruction shall be carried out with the Vice-Rector responsible for the Integrated Management System and the authorized IMS specialist.

## **11. STORAGE, PROTECTION, RESTORATION AND WITHDRAWAL OF DOCUMENTS**

11.1. Responsibility for the transfer of the approved master copy (original) shall rest with the head of the developer subdivision.

11.2. Storage, protection, restoration, and withdrawal of documents under this Work Instruction shall be carried out in accordance with **DP-ALT-01**.

## **12. AMENDMENTS TO DOCUMENTS**

12.1. Amendments to this Work Instruction shall be made in accordance with **DP-ALT-01**.

## **13. ACCESS TO DOCUMENTS. CONFIDENTIALITY**

13.1. Working copies of this Work Instruction shall be stored in electronic form in all subdivisions where activities are carried out that affect the effectiveness of documented information within the Integrated Management System.

13.2. Access to documents and confidentiality of this Work Instruction shall be ensured in accordance with **DP-ALT-01**.