



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

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“25” September 2025

**WORK INSTRUCTION**

**REGULATION ON THE PROCEDURE FOR ORGANIZING EDUCATION  
FOR STUDENTS WITH DISABILITIES AND SPECIAL EDUCATIONAL NEEDS  
(SEN)**

**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. Tynyshepayev” (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 ensure the realization of the rights of students with disabilities and special educational needs (hereinafter referred to as **SEN**) to receive higher and postgraduate education, as well as to support their social adaptation at 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
Charter of JSC “ALT University”, approved by the decision of the Sole Shareholder dated 27.01.2021		
The Law of the Republic of Kazakhstan “On Social Protection of Persons with Disabilities in the Republic of Kazakhstan”		is referenced as a previously effective law, with an indication that as

		of <b>01.07.2023</b> it has been repealed (has lost legal force).
Law of the Republic of Kazakhstan <b>“On Amendments and Additions to Certain Legislative Acts of the Republic of Kazakhstan on Improving the Quality of Life of Persons with Disabilities”</b> , <b>dated 27.06.2022 No. 129-VII</b> , (providing for the replacement of outdated terminology such as “disabled person” with the terms “person with disability” / “child with disability”).		This reflects the current legislative trend toward replacing outdated and potentially discriminatory terminology (such as “disabled person”, “disabled child”) with more appropriate terms: <b>“person with disability”</b> , <b>“child with disability”</b> , or <b>“person with special educational needs”</b> in the context of education.
National Standard <b>ST RK 3846-2023</b> on ensuring accessibility of infrastructure facilities and services for persons with disabilities and persons with reduced mobility,		establishing requirements for the accessibility of infrastructure and services for persons with disabilities and persons with reduced mobility.

### 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
SEN	-	Special Educational Needs
Vice-Rector for CSD	-	Vice-Rector for Corporate and Social Development

## 4. RESPONSIBILITIES AND AUTHORITIES

4.1 All employees of JSC “ALT University” bear responsibility for the proper application of the requirements of this Work Instruction in their activities.

4.2 The Management Representative is authorized to require the elimination of nonconformities with the criteria of this Work Instruction, both оперативно (on an ongoing basis) and based on the results of certification, inspection, and internal audits of the Integrated Management System of JSC “ALT University”.

## 5. GENERAL PROVISIONS

The owner of the Work Instruction “**Regulation on the Procedure for Organizing Education for Students with Disabilities and Special Educational Needs**” is the Head of Inclusive Education and Mental Health (hereinafter referred to as the **Head of the Office of Inclusive Education and Mental Health**).

The Head of the Office of Inclusive Education and Mental Health is responsible for the organization, functioning, and compliance with the requirements of this Work Instruction “**Regulation on the Procedure for Organizing Education for Students with Disabilities and Special Educational Needs**”, as well as for ensuring the effectiveness and efficiency of this Work Instruction.

The Head of the Office of Inclusive Education and Mental Health also bears personal responsibility for the high-quality development of all documentation included in the process of planning education for students with disabilities and special educational needs at JSC “ALT University”.

Direct management of all activities related to the organization of the Office of Inclusive Education and Mental Health is carried out by the Director of the Department for Educational and Social Affairs (hereinafter referred to as **DESA**), which includes the Office of Inclusive Education and Mental Health.

At JSC “ALT University”, an organizational model of full educational integration is implemented (inclusion of students with disabilities and special educational needs into groups of normally developing students with intact psychophysical functions).

This model allows persons with special educational needs to use education as the most effective mechanism for personal development and improvement of their social status. Professional education transforms persons with disabilities from passive recipients of social services into active, creative, and qualified citizens. The model ensures the right to professional rehabilitation, which makes it possible to increase the competitiveness of persons with disabilities and special educational needs in the labor market and creates a foundation for equal opportunities, as enshrined in the Constitution of the Republic of Kazakhstan.

### 5.1. Goals and Objectives of JSC “ALT University” for Students with Disabilities and Special Educational Needs

**Goal:** creation of conditions at JSC “ALT University” for students with disabilities and special educational needs.

**Principles:**

– adequacy of the content and forms of rehabilitation and pedagogical support to the goals and conditions of professional and educational activities of persons with disabilities and special educational needs;

– reliance on an integrated (mixed) student body consisting of students with disabilities and special educational needs and students without disabilities;

– reliance on the students’ own purposeful activity in the field of professional education;

– consideration of individual pedagogical characteristics and the rehabilitation potential of students with disabilities and special educational needs;

– focus on comprehensive social rehabilitation of persons with disabilities;

– continuity of rehabilitation and pedagogical support for students with disabilities and special educational needs within the educational process.

To achieve the stated goal, it is necessary to address the following objectives:

– creation of conditions to ensure accessibility of professional education for students with disabilities and special educational needs within the organizational and pedagogical conditions of JSC “ALT University” and to ensure the quality of their education;

- ensuring joint education of students with disabilities and special educational needs and normally developing peers;
- development of a diagnostic system to ensure timely corrective assistance and the construction of an individual educational trajectory for the student;
- advanced training of teaching staff for working with students with disabilities and special educational needs at JSC “ALT University”;
- creation of a barrier-free educational environment.

## **5.2. Areas of Activity of JSC “ALT University” for Organizing the Educational Environment for Students with Disabilities and Special Educational Needs**

Creation of a barrier-free educational environment – ensuring unhindered access for students with disabilities and special educational needs to JSC “ALT University”, as well as ensuring that the educational process for students with disabilities and special educational needs is provided with special means, including:

- architectural accessibility;
- material and technical support of the educational process, taking into account special educational needs;
- formation of a comfortable psychological environment that allows a student with disabilities and special educational needs to feel comfortable within the organizational and pedagogical conditions of JSC “ALT University”;
- access of students with disabilities and special educational needs to modern information and communication technologies and systems, including the Internet;
- correction of behavior of students with disabilities and special educational needs and students with typical development within JSC “ALT University”;
- formation of an integrative environment;
- ensuring access for persons with disabilities to recreation areas and sports facilities.

### **1) Educational and awareness-raising activities:**

- increasing awareness among all participants in the educational process, including at the family level, on disability-related issues and strengthening respect for the rights and dignity of persons with disabilities;
- combating stereotypes, prejudices, and harmful practices regarding persons with disabilities, including those based on gender and age, in all spheres of life;
- development and implementation of effective public awareness campaigns;
- fostering respect for the rights of persons with disabilities;
- promotion of educational and awareness programs.

### **2) Comprehensive support for students with disabilities:**

- ensuring continuous comprehensive psychological and pedagogical support for students with disabilities and special educational needs;
- support of key areas of professional rehabilitation of persons with disabilities: vocational guidance, vocational training and education, assistance with employment, and occupational adaptation.

### **3) Program and methodological support of education for students with disabilities and special educational needs:**

- development of methodological recommendations for the formation of individual educational trajectories in accordance with the educational needs of students with disabilities and special educational needs;
- development of methodological materials, including electronic materials, taking into account the specific nature of developmental impairments of students with disabilities and special educational needs.

### **4) Comprehensive support for participants in the educational process ensuring education of students with disabilities and special educational needs:**

- establishment of a psychological and pedagogical support service for students with disabilities and special educational needs at JSC “ALT University”;
- support for teachers delivering educational activities for students with disabilities and special educational needs through the development of special teacher training programs;
- support and assistance in the activities of public organizations addressing issues of organizing professional education for students with disabilities and special educational needs.

### **5.3. Specific Features of Organizing Educational Activities for Persons with Disabilities and Special Educational Needs**

The content of professional education and the conditions for organizing education for students with disabilities and special educational needs at JSC “ALT University” are determined by the educational program of the group in which the student is enrolled. If necessary, the program may be adapted, and for persons with disabilities, an adapted educational program is developed in accordance with the individual rehabilitation program of a person with disability. An adapted educational program is developed upon submission of an application by the student (parents or legal representatives) and based on medical indications.

Education under higher and postgraduate education programs for students with disabilities and special educational needs is carried out by JSC “ALT University” taking into account the characteristics of psychophysical development, individual capabilities, and health status of such students.

JSC “ALT University” creates special conditions for obtaining higher and postgraduate education by students with disabilities and special educational needs.

Special conditions for obtaining higher and postgraduate education by students with disabilities and special educational needs are understood as conditions of education, upbringing, and development of such students, including the use of special educational programs and teaching methods, special textbooks, teaching aids, and didactic materials, as well as the provision of services by the Chief Specialist of the Office of Inclusive Education and Mental Health, who provides students with the necessary assistance in creating a favorable psychological climate, forming conditions that stimulate personal and professional growth, ensuring psychological safety of students, and supporting and strengthening their mental health.

For the purpose of ensuring accessibility of higher and postgraduate education for students with disabilities and special educational needs, JSC “ALT University” provides:

- for students with visual impairments, where such students are enrolled and require the creation of special conditions:
- adaptation of the official website of JSC “ALT University” on the Internet, taking into account the special needs of persons with visual impairments, bringing it into compliance with international standards for accessibility of web content and web services.

### **5.4. Conducting Ongoing Academic Performance Monitoring, Interim and Final Assessment of Students Taking into Account Functional Impairments of Students with Disabilities and Special Educational Needs**

For the purpose of conducting procedures of ongoing academic performance monitoring, interim and final assessment of students, the University shall, where necessary, establish assessment tool funds adapted for students with disabilities and persons with disabilities and special educational needs, enabling the evaluation of their learning outcomes and the level of formation of all competencies предусмотренных образовательной программой.

The form of ongoing and final assessment for students with disabilities and special educational needs and persons with disabilities shall be determined taking into account individual psychophysical characteristics (oral, written on paper, written using a computer, in the form of testing, etc.). Where necessary, students shall be granted additional time to prepare responses during assessment.

### **5.5. Establishment of a Special Procedure for Mastering the Discipline “Physical Education” at JSC “ALT University”**

For students with disabilities and special educational needs, JSC “ALT University” establishes a special procedure for mastering the above-mentioned discipline based on compliance with the principles of health preservation and adaptive physical culture. This includes active classes in adaptive physical culture conducted in specially equipped sports halls, gym facilities, or outdoors. When conducting such classes, the specialist is obliged to take into account the type and severity of functional impairments of the student with disabilities and special educational needs. For persons with mobility limitations, these may include sports activities that do not require motor activity.

### **5.6. Availability of a Medical Unit at JSC “ALT University”**

The availability of a medical unit at JSC “ALT University” is necessary for the provision of first medical aid; provision of medical care in cases of injuries, acute and chronic diseases; implementation of therapeutic, preventive, and rehabilitation measures (including the organization of dynamic monitoring of persons with chronic diseases, long-term and frequently ill persons); promotion of hygienic knowledge and a healthy lifestyle among students in the form of lectures, discussions, and visual informational materials.

### **5.7. Rights of Students with Disabilities and Special Educational Needs**

JSC “ALT University” recognizes that all persons are equal before the law and are entitled to equal protection and equal benefit of the law without any discrimination.

Any discrimination on the grounds of disability and special educational needs is prohibited at JSC “ALT University”, and equal and effective protection against discrimination on any grounds is guaranteed.

JSC “ALT University” takes all necessary measures to ensure the full realization by students with disabilities and special educational needs of all human rights and fundamental freedoms on an equal basis with others.

JSC “ALT University” ensures that students with disabilities and special educational needs have the right to freely express their views on all matters affecting them, with due weight given to such views in accordance with their age and maturity, on an equal basis with other students, and to receive assistance appropriate to their disability and age in exercising this right.

Students with disabilities and special educational needs have the right to use all forms of communication defined by this Regulation, including:

- provision of information intended for the general public to persons with disabilities and special educational needs in accessible formats and using technologies appropriate to different types of disabilities, in a timely manner and without additional charge;
- provision of information and services in accessible and usable formats for persons with disabilities.

JSC “ALT University” recognizes the right of persons with disabilities and special educational needs to participate in cultural life on an equal basis with others and takes all appropriate measures to ensure their participation.

- Students with disabilities and special educational needs have the right, on an equal basis with others, to recognition and support of their specific cultural and linguistic identity, including sign languages and Deaf culture.
- Students with disabilities and special educational needs have the right to equal opportunities for recreation and participation in sports activities.

### **5.8. Obligations of Students with Disabilities and Special Educational Needs**

After enrollment on the basis of an order issued by the Chairperson of the Management Board – Rector, students with disabilities and special educational needs are obliged to comply with the norms and requirements of local regulations in force at JSC “ALT University”, including the Internal Rules and Regulations.

## **6. ORGANIZATION AND IMPLEMENTATION OF ACCESS CONTROL PROCEDURES**

6.1. Access of students with disabilities and special educational needs to the facilities of JSC “ALT University” shall be carried out using magnetic cards.

6.2. The magnetic card (hereinafter referred to as the access card) is a permanent access document granting the right to enter JSC “ALT University” and is used for the purpose of recording entries to and exits from JSC “ALT University”.

6.3. Students with disabilities and special educational needs of JSC “ALT University” are holders of access cards, shall keep them in their possession, and bear material responsibility for their safekeeping.

6.4. For persons with disabilities and special educational needs, access to the facilities of JSC “ALT University” shall be carried out by opening metal barriers (anti-panic systems) upon presentation of an access card or a permit (official memo approved by the Head of the Security Service).

6.5. Access to JSC “ALT University” for persons with disabilities and special educational needs shall be carried out using the following types of access cards:

- permanent;
- one-time.

6.6. The access card is a personal document. When entering JSC “ALT University”, access shall be carried out exclusively through turnstiles. The computer system records individual data (full name, access card number), as well as the time of entry and exit.

6.7. A student with disabilities and special educational needs has the right to enter JSC “ALT University” only personally using the access card issued to them. It is strictly prohibited to transfer the access card to other persons or to allow other persons to enter using one’s access card.

6.8. The visiting hours of JSC “ALT University” for students with disabilities and special educational needs shall be established in accordance with the Internal Rules and Regulations.

6.9. Students with disabilities and special educational needs have the right to access the academic buildings of JSC “ALT University” from 08:00 to 21:00.

6.10. The presence of students with disabilities and special educational needs on the premises of JSC “ALT University” outside the established hours is not permitted, except in cases of a personal written permit approved by the Head of the Security Service.

6.11. A security inspector-controller of the Security Service provides first assistance to students with disabilities and special educational needs during access control.

**Sequence of actions of the security inspector-controller of the Security Service:**

- provide assistance in accessing the building of JSC “ALT University”;
- clarify what kind of assistance may be provided to the person with disabilities and special educational needs and determine the purpose of the visit;
- depending on the purpose of the visit, inform a specialist from among the administrative and managerial staff, and in their absence the head of the structural unit, about the arrival of a person with disabilities and special educational needs;
- prior to the arrival of the responsible specialist, accompany the person with disabilities and special educational needs to the waiting area in the main academic building lobby.

**6.12. Methods:**

- for students with hearing impairments, an inviting gesture is used by indicating a chair in the waiting area with the palm of the hand and offering the student to take a seat;
- for students with visual impairments, an opportunity is first given to orient themselves in the space; it is necessary to touch the shoulder or arm, offer to move to the waiting area, accompany the movement or provide support by the elbow/arm, or give verbal directions (slightly to the left, to the right);
- for students with disabilities and special educational needs experiencing mobility difficulties, the necessary assistance shall be offered when moving within the building (when entering and exiting buildings, a ramp is installed to allow wheelchair users to pass through doorways);
- algorithm of actions for the security inspector-controller of the Security Service in cases where a person with disabilities and special educational needs is a student of JSC “ALT University”:
  - provide assistance in accessing the building of JSC “ALT University”;
  - clarify in which classroom the class will be held;
  - accompany the student to the classroom;
  - upon completion of the class, a department specialist (group leader) accompanies the student with disabilities and special educational needs to the security inspector-controller of the Security Service;
  - the security inspector-controller of the Security Service assists the student with disabilities and special educational needs in leaving the main academic building.

Responsibility for organizing access control and internal facility regime for persons with disabilities and special educational needs at the facilities of JSC “ALT University” rests with the Head of the Security Service and the security inspector-controller of the Security Service.

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

7.1. 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”.

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

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

## **9. APPROVAL AND IMPLEMENTATION**

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

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

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

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

## **11. AMENDMENTS TO DOCUMENTS**

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

## **12. ACCESS TO DOCUMENTS. CONFIDENTIALITY**

**12.1.** 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.

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