

**Work plan of the Office for Inclusive Education and Mental Health
Department of Educational and Social Work**

Head of the OIEand MH:
Shabdenova D.R.

2025-2026 academic year

Objective: to facilitate the creation of conditions for the full development, positive socialization, professional growth, and self-determination of students with special educational needs in educational institutions, families, and society.

Objectives:

- maintaining and strengthening students' mental health, involving them in creative and socially meaningful activities;
- identifying and preventing family dysfunction, violence against young people, antisocial behavior, and student offenses, and promoting a healthy lifestyle;
- improving the mental health and legal culture of all students in the educational process;

Main areas of work

Preventive approach

Objective: to develop the psychological and pedagogical competence (psychological culture) of students, teachers, and parents; to foster attitudes toward a healthy lifestyle; to promote the preservation and strengthening of health among students in the educational process.

Information and educational work

Advisory services

Objective: to assist students, their parents, and teachers in addressing current issues related to development, socialization, learning difficulties, and relationship problems.

Diagnostic referral

Objective: to study the individual characteristics of students in order to identify the causes of problems in learning and development; to determine the strengths of the personality, its reserve capabilities, and to identify professional and cognitive interests at an early stage.

Corrective and developmental direction

Objective: to create conditions for corrective and developmental support for all students in need by providing services or referring them to appropriate specialists.

Organizational and methodological activities: replenishing the methodological toolkit, acquiring and developing new methods for working with students with special educational needs.

I. Diagnostic work

№п/п	Planned activities	Subject of activity	Deadlines	Planned outcome	Responsible
1	Organization and implementation of a summer school for advisors	Advisors, teaching staff, employees	September	Improving the qualifications of advisors who work with students in order to increase the effectiveness of their work in conflict prevention, identifying markers of destructive behavior, and reducing the risk of burnout.	DESW, Head of the OIEaMH, Deputy Director for SW
2	Organization and implementation of a Winter School for advisors	Advisors, Faculty, сотрудники	January	Advanced training for advisors on supporting students with the aim of improving their effectiveness in preventing addictive and self-destructive behavior, fostering tolerance, and supporting inclusive students with disabilities..	DESW, Head of the OIEaMH, Deputy Director for SW
3	Reviewing the personal files of students with disabilities and SEN: “Monitoring and supporting students with disabilities and special educational needs”	1st-4th yearов с SEN	September	Creation of a database of students who need individual psychological and pedagogical support.	Head of the OIEaMH, Deputy Director for SW
4	Holding meetings, seminars, and lectures on topics such as: “Enhancing the role of the family in society,” “Causes, functions, and forms of suicidal behavior. Suicidal risk factors,” “Causes and ways to prevent suicidal behavior among students.” “Prevention of suicidal behavior among students: causes and ways of prevention.”	1st-4th year	September February April	Identification of students at risk.	Head of the OIEaMH, Deputy Director for SW, Faculty of the DSSH

Work plan of the Office of Inclusive Education and Mental Health at M. Tynyshpaev University for the 2025-2026 academic year

5	Diagnostic testing for stress and depression to identify “at-risk groups.” Surveying students on their levels of anxiety and depression	1st-4th year	September	Identification of at-risk students, identification of “vulnerable” students	Head of the OIEaMH, Deputy Director for SW, advisors
6	Holding group meetings with students on suicide prevention	1st-4th year	September	Counseling students on self-destructive behavior, prevention, and warning signs	Head of the OIEaMH, DESW, Deputy Director for SW, advisors, Clinical psychologists at MHC, psychologists IMA, college psychologist
7	Psychological prevention of maladjustment, training session on the topic: “Student adaptation, team building and teamwork skills.”	1st year	October	Advising students (students with disabilities, orphans, students from low-income families, and international students) on issues related to interpersonal and group interaction and learning difficulties.	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
8	Conducting sociometric studies for newly arrived students: “Sociometry”	1st year	October	Identification of students at risk of maladjustment (students with disabilities, orphans, students from low-income families, foreign students).	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
9	Organization of individual meetings with students with disabilities, orphans, students from low-income families, and foreign students: “We are here for you: help for every student”	1st-4th year	During the year	Developing individual plans that are positively oriented and take into account the student's skills and abilities;	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
10	Исследование психологической	1st-4th year	December,	Supporting students in preparing for	Head of the OIEaMH,

Work plan of the Office of Inclusive Education and Mental Health at M. Tynyshpaev University for the 2025-2026 academic year

	готовности обучающихся к сдаче экзаменов: «Мониторинг стрессоустойчивости и психологической подготовки обучающихся к экзаменам»		May	exams.	DESW, Deputy Director for SW, advisors
11	Summarizing the results of the adaptation work of first-year students at risk through individual consultations “Analysis and support of the adaptation process of first-year students at risk through individual consultations”	1st year	April	Identify the level of adaptation of students	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
12	Holding a meeting with practicing psychologists in Almaty on the topic: “How to get yourself in a positive frame of mind.” Organizing and conducting rapid diagnostics “Psycho Express ALT.”	1st-4th yearob	November	Express diagnosis and counseling by university psychologists for students (students with disabilities, orphans, students from low-income families, and foreign students)	Head of the OIEaMH DESW, Deputy Director for SW, advisors
13	Regular meetings with a psychologist. Ensure easy registration: online form, QR code, telephone.	1st-4th yearob (including Special educational needs)	During the year	Express diagnosis and counseling by university psychologists for students (including students with disabilities, orphans, students from low-income families, and foreign students)	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
14	Conducting psychological research by testing according to J. Moreno's method “Determining interpersonal and intergroup relationships in a group” for first-year students	1st year	October, March	Identify the level of adaptation of students	Head of the OIEaMH, DESW, Deputy Director for SW, advisors

II. Corrective and developmental work

№п/п	Planned activities	Subject of activity	Deadlines	Planned outcome	Responsible
1	Organization of group corrective activities with first-year students who have some difficulties in social and psychological adaptation: “Dialogue without barriers: helping first-year students adapt.”	1st year	September	Increasing motivation. Reducing anxiety among first-year students.	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
2	Organization of individual remedial work with students at risk: “ALT Support: individual assistance for students who need support.”	1st-4th yearов	Ноябрь January March	Assistance in socialization and adaptation, training in effective means and methods of self-realization. Development of self-awareness, assistance in discovering one's potential;	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
3	Remedial classes for developing intellectual abilities and forming communication skills.	1st year	November	Development of communication skills and intellectual abilities.	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
4	Psychological session on personal growth with SEN students. Group training sessions on the topic: “I am like you, you are like me!” Fostering a positive attitude towards SEN students. Inclusive development session: “Together we are stronger.”	1st-4th year	November	Foster a positive attitude towards students with disabilities and SEN.	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
5	Group consultations for students preparing for exams “ALT Talks: Confidence in exams is possible”	1st-4th year	December May	Reducing anxiety and creating conditions for improving self-esteem and developing the potential of each student.	Head of the OIEaMH, DESW, Deputy Director

Work plan of the Office of Inclusive Education and Mental Health at M. Tynyshpaev University for the 2025-2026 academic year

					for SW, advisors
6	Holding meetings and training sessions with students in ALT University student residences. Topic: “Adaptation of first-year students”	1st-4th year	November	Help students develop disciplined skills, become more organized, gain inspiration and confidence, view the world positively, and teach them to solve problems quickly and constructively.	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
7	Holding meetings and training sessions with students in ALT University student residences. Topic: “Stress: forms of manifestation and methods of overcoming it.”	1st-4th year	December	Help students develop disciplined skills, become more organized, find inspiration and confidence, view the world positively, and teach them how to “tune in to positivity” and solve problems quickly and constructively.	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
8	Organization of a meeting with students on the topic: Open Talk with psychologists in Almaty: “How to recharge yourself with positivity”	1st-4th year	December	Help students develop disciplined skills, become more organized, find inspiration and confidence, view the world positively, and teach them “How to tune in to positivity” so they can solve problems quickly and constructively.	Head of the OIEaMH, DESW, Deputy Director for SW, advisors, психологи
9	Corrective and developmental classes with students: “Confidence, motivation, success: a step towards a new self.”	1st-4th year	October	Increased motivation. Helping students develop disciplined skills, become more organized, and gain inspiration and confidence.	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
10	Professional development for teaching staff on inclusion	Faculty, Head of the OIEaMH,	October January	Improving the qualifications of teaching staff, Head of the OIEaMH, DESW, deputy directors for VR,	Head of the OIEaMH, DESW, Deputy Director for SW, advisors

Work plan of the Office of Inclusive Education and Mental Health at M. Tynyshpaev University for the 2025-2026 academic year

		DESW, Deputy Director for SW, advisors		advisors	
--	--	--	--	----------	--

III. Preventive work

№п/п	Planned activities	Subject of activity	Deadlines	Planned outcome	Responsible
1	Posting on Instagram about the activities of the OIEaMH	1st-4th year	September	Informing students about the activities of the OIEaMH and hotlines	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
2	Briefing: how to respond appropriately to crisis situations	1st-4th year	September	Informing students about the university's response	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
3	Prevention of suicidal behavior with basic legal knowledge “How to cope with crisis situations: psychological support?”	1st-4th year	September	Prevention of offenses among students.	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
4	Establishment of a hotline/trust line	1st-4th year	September	Informing students about the	Head of the OIEaMH,

Work plan of the Office of Inclusive Education and Mental Health at M. Tynyshpaev University for the 2025-2026 academic year

				availability of OIEaMH services	DESW, Deputy Director for SW, advisors
5	Establishment of a crisis management team (administration, DESW, psychologists, teaching staff)	1st-4th year	September	Establishment of an emergency response team	Head of the OIEaMH, DESW, Deputy Director for SW, advisors, Faculty of the Department of Social Sciences and Humanities, psychologists MCH, psychologists at universities in Almaty, psychologists IMA, college psychologists
6	Consultation for parents on the prevention of alcoholism, drug addiction, and treatment of their consequences: “Consultative meeting with parents: addiction prevention and family support”	1st-4th year	During the year	Developing recommendations for parents: “What to do if trouble comes to your home,” “Creating a drug-free home.” Stop Addiction: A Parent's Perspective on Prevention	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
7	Holding meetings and training sessions with students with disabilities and ALT University's SEN in student dormitories. Topic: “Inclusion in action: developing confidence and resourcefulness in students	1st-4th year	October February	Help students develop disciplined skills, become more organized, gain inspiration and confidence, view the world positively, and teach them to solve problems quickly and	Head of the OIEaMH, DESW, Deputy Director for SW, advisors

Work plan of the Office of Inclusive Education and Mental Health at M. Tynyshpaev University for the 2025-2026 academic year

	with disabilities.”			constructively.	
8	Training on the prevention of gambling addiction and computer addiction: “Level Up: choosing life, not addiction”	1st-4th year	October	Prevention of offenses among students.	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
9	Prevention of bullying and abuse “Stop Bullying: A student environment free from abuse and violence” in the student environment	1st-4th year	October	Prevention of offenses among students.	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
10	Prevention of destructive behavior: “Live within your means: how to cope with negativity and not destroy yourself”	1st-4th year	October April	Prevention of offenses among students.	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
11	Holding meetings and training sessions with students in the ALT University student dormitories. Discussion with training elements: “Tolyk Adam and mental health: balance between internal and external factors.”	1st-4th year	April	Help students develop disciplined skills, become more organized, gain inspiration and confidence, view the world positively, and teach them to solve problems quickly and constructively.	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
12	Holding meetings and training sessions with international students in the ALT University student residences. Topic: “Tolerance in	1st-4th year	May	Help students develop disciplined skills, become more organized, gain inspiration and confidence, view the world positively, and teach them to	Head of the OIEaMH, DESW, Deputy Director for SW,

Work plan of the Office of Inclusive Education and Mental Health at M. Tynyshpaev University for the 2025-2026 academic year

	communication” ALT Connect: tolerance as a communication style			solve problems quickly and constructively.	advisors
--	---	--	--	--	----------

IV. Advisory and educational work

№п/п	Planned activities	Subject of activity	Deadlines	Planned outcome	Responsible
1	Preparation of weekly traction plans, maintenance and updating of traction documents on the work of the inclusive education and psychological support office.	Head of the OIEaMH	August	Making a weekly plan	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
2	KPI development: definition and approval of key performance indicators (KPIs) for the semester period.	Head of the OIEaMH	1, 2 полугодие	Preparation of semester plans	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
3	Preparation for Orientation Week: developing and delivering a presentation for first-year students on the activities of the Office of Inclusive Education and Mental Health	1st yearOB	August	Introducing first-year students to the Office of Inclusive Education and Psychological Support	DESW, Head of the OIEaMH, DESW, Deputy Director for SW, advisors
4	Organization of seminars and training sessions for students with specialists in the	1st-4th year	November	Psychological support and education	Head of the OIEaMH

Work plan of the Office of Inclusive Education and Mental Health at M. Tynyshpaev University for the 2025-2026 academic year

	field of psychology.		April	for students	
5	Counseling “problem” students on various issues of interpersonal and group interaction, learning difficulties, and family relationships. “ALT Connect: Support in Studies and Life”	1st-4th year	During the year	Psychological assistance with adaptation and acquiring communication skills, conflict-free interpersonal communication, and conflict resolution	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
6	Individual consultations with students with special educational needs. ALT Connect: assistance and support for students with special educational needs	1st-4th year	During the year	Relieving emotional tension, developing students' skills in overcoming stressful situations.	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
7	Development of “Methodological recommendations for psychological and pedagogical support for persons with disabilities and special educational needs during higher professional education at ALT University”	1st-4th year	December	Recommendations for curators and teachers working with SEN. Development of methodological recommendations for universities.	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
8	Development of regulations on protection against harassment	1st-4th year	November	Recommendations for curators and teachers working with SEN. Development of methodological recommendations for universities.	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
9	Advise faculty members on preventing, resolving, and avoiding conflicts and conflict situations with	1st-4th year	During the year (upon request)	Psychological support, awareness, education.	Head of the OIEaMH, DESW, Deputy Director for SW,

Work plan of the Office of Inclusive Education and Mental Health at M. Tynyshpaev University for the 2025-2026 academic year

	students. “Teaching Without Conflict: Practical Advice for Educators”				advisors
10	Holding meetings and training sessions with students in ALT University student residences. Topic: “Stop Aggression: the ability to listen and be heard.”	1st-4th year	October February	Help students develop disciplined skills, become more organized, gain inspiration and confidence, view the world positively, and teach them to solve problems quickly and constructively	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
11	Development of an algorithm for suicide prevention measures for universities	For universities	September	Algorithm of actions for suicide prevention	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
12	Development of an algorithm for action in cases of completed suicide	For universities	September	Algorithm of actions to prevent suicide	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
13	Introduction of a brief “memo for advisors” (risk indicators + emergency contact details)	1st-4th year	September	Developing a memo for advisors on signs of suicide	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
14	Creating a “roadmap” — where students	1st-4th year	September	Route map of appeals	Head of the OIEaMH,

Work plan of the Office of Inclusive Education and Mental Health at M. Tynyshpaev University for the 2025-2026 academic year

	should turn if they or a friend notice dangerous thoughts				DESW, Deputy Director for SW, advisors
15	Appointment of a crisis coordinator and persons responsible for institutions	1st-4th year	September	Crisis coordination	Head of the OIEaMH, DESW, Deputy Director for SW, advisors
16	Maintaining a page on the university's social media with useful content about mental health: advice on “how to help a friend in a difficult situation.”	1st-4th year	During the year	Informing students	Head of the OIEaMH, DESW, Deputy Director for SW, advisors