



**“APPROVED”
Chairman of the Board – Rector
JSC “Mukhamedzhan Tynyshbayev
ALT University”
“27” March 2025**

**WORKING INSTRUCTIONS
REGULATIONS ON THE SOCIAL COUNCIL
WI – ALT - 91**

ALMATY 2025

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1. SCOPE OF APPLICATION

1.1. This work instruction is intended for use in the Joint Stock Company “Mukhamedzhan Tynyshbayev ALT University” (hereinafter – JSC “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, ST RK ISO 45001-2019.

NORMATIVE REFERENCES

This work instruction contains references to the following regulatory documents:

1.1. Normative references to international and national standards:

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

1.2. Republican legislative framework:

Law of the Republic of Kazakhstan dated July 27, 2007 No. 319-III	-	On Education
Law of the Republic of Kazakhstan dated November 18, 2015 No. 410-V	-	On Combating Corruption
Law of the Republic of Kazakhstan dated May 13, 2003 No. 415-II	-	On Joint Stock Companies

1.3. Normative references to internal regulatory documents:

KP-ALT-09	-	Social work
KP-ALT-08	-	Educational (upbringing) work
WI-ALT-17	-	Rules for organizing youth work
PP-ALT-01	-	Management of documented information
PP-ALT-02	-	Internal audit
PP-ALT-03	-	Management of nonconformities and corrective actions
PP-ALT-04	-	Management review of the Integrated Management System (IMS)
PP-ALT-05	-	Identification, assessment and risk management
PP-ALT-06	-	Communication, participation and consultation
WI-ALT-19	-	Anti-corruption policy
WI-ALT-38	-	Regulation on the Disciplinary Council for considering students' disciplinary responsibility
WI-ALT-40	-	Internal regulations
WI-ALT-42	-	Student social package of JSC “Mukhamedzhan Tynyshbayev ALT University”

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2. TERMS, DEFINITIONS AND ABBREVIATIONS

2.1. The terms and their definitions used in this work instruction comply with the international and national standards ST RK ISO 9001-2016, ST RK ISO 50001-2019, ST RK ISO 14001-2016, ST RK ISO 45001-2019, the regulatory legal acts of the Republic of Kazakhstan, and the internal regulatory documents of JSC “ALT University”.

2.2. The following designations and abbreviations are used in this work instruction:

IMS	-	INTEGRATED MANAGEMENT SYSTEM
WI	-	WORK INSTRUCTION
DAPQ	-	DEPARTMENT OF ACADEMIC POLICY AND QUALITY
JI	-	JOB DESCRIPTION
DP	-	REGULATIONS ON STRUCTURAL UNITS
VRCS	-	VICE-RECTOR FOR CORPORATE AND SOCIAL DEVELOPMENT
DSWR	-	DEPARTMENT OF EDUCATIONAL AND SOCIAL WORK
LD	-	LEGAL DEPARTMENT
AO	-	ACCOUNTING OFFICE

3. RESPONSIBILITIES AND AUTHORITIES

3.1. All employees of JSC “ALT University” are responsible for the proper application of the requirements of this work instruction in their activities.

3.2. Responsibility for the implementation of the work instruction “Regulation on the Social Council” is assigned to the heads of structural units and chief specialists, within which the main provisions, tasks, and functions of the Council are defined in accordance with this work instruction. The Management Representative is authorized to require the elimination of nonconformities with the criteria of this work instruction, both on an operational basis and based on the results of certification, inspection, and internal audits of the Integrated Quality Management System of JSC “ALT University”.

4. GENERAL PROVISIONS

4.1. Owner of the work instruction.

The Vice-Rector for Corporate and Social Development (hereinafter – CSR) is responsible for the organization, functioning, and compliance with the requirements of this work instruction “Regulation on the Social Council”, as well as for ensuring the effectiveness and efficiency of the work instruction.

The Vice-Rector for CSR also bears personal responsibility for the quality development of all documentation included in the social work planning process of JSC “ALT University”.

This Regulation on the Social Council (hereinafter – the Council) defines the procedure for providing social scholarships and tuition fee benefits (discounts) for students of JSC “ALT University”. It determines the further development and improvement of social protection and enhancement of the living standards of students of JSC “ALT University”.

The Council is a permanent collegial body of JSC “ALT University” and operates in accordance with the Charter of JSC “ALT University”, this Regulation, and other internal

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documents of JSC “ALT University”.

The composition of the Council is approved annually at the beginning of the academic year by the Order of the Chairman of the Board – Rector of JSC “ALT University”, and consists of an odd number of members. The Council is established by the Order of the Chairman of the Board – Rector annually at the beginning of the academic year. The Council is formed from among the senior management staff of JSC “ALT University” for a term of office of 1 (one) academic year.

The Council may include the Chairman of the Board – Rector of JSC “ALT University”, Vice-Rector for Academic Affairs, Chief Financial Officer, Vice-Rector for Corporate and Social Development, Directors of Institutes, Chair of the Trade Union Committee, Director of the Legal Department, Managing Director of the Marketing Department, Director of the Department of Educational and Social Work (hereinafter – DSWR), President of the Student Government, and Chief Expert Specialist of the DSWR.

A Council meeting is considered valid if at least two-thirds of the Council members are present.

Changes and additions to the composition of the Council may be introduced by the relevant order of the Chairman of the Board – Rector.

4.2. Main tasks and functions of the Council

The main task of the Council is to determine the grounds, procedure, and conditions for awarding social scholarships and granting tuition fee benefits (discounts) to students of JSC “ALT University”.

The main functions of the Council are:

- consideration of the Student Social Package of JSC “ALT University” for the current academic year (hereinafter – the Social Package or Package);
- informing students about the Social Package;
- control and collection of documents for students’ personal files applying for social support;
- verification of students’ personal files for compliance with the Social Package;
- consideration of applications and documents of candidates for social support (discounts) submitted by Directors of Institutes;
- preparation of meeting minutes of the Council and issuance of an order on the Social Package;
- monitoring the implementation of the order on the Social Package;
- early withdrawal of social support upon submission by the Director of Institutes;
- analysis of the implementation status of the Social Package;
- development of proposals for improving social protection;
- development and proposal of modern mechanisms for attracting funding and improving social protection;
- preparation of reports;
- interaction with state authorities on issues of student social protection.

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4.3. Organization of the Council’s activities

The Chairperson of the Council is the Chairman of the Board – Rector of JSC “ALT University”. The Deputy Chairperson of the Council is the Vice-Rector for Corporate and Social Development. The Secretary of the Council is the Chief Expert Specialist of the DSWR.

The Chairperson directs the activities of the Council, presides over its meetings, plans its work, and exercises general control over the implementation of decisions. In the absence of the Chairperson, his/her functions are performed by the Deputy Chairperson of the Council.

Council meetings are convened by the Chairperson or, on his/her instruction, by the Deputy Chairperson, as needed, but not less than twice per semester. A Council meeting is considered valid if at least two-thirds of the Council members are present.

Council decisions are adopted by a majority vote of the Council members present at the meeting. In the event of a tie, the Chairperson of the Council has the deciding vote, and in his/her absence – the Deputy Chairperson of the Council. If a Council member disagrees with a decision adopted by the majority vote, he/she has the right to present a written dissenting opinion, which is attached to the minutes of the Council meeting.

Council decisions are made by open voting and are considered adopted if supported by a majority of votes from the total number of Council members. As a rule, within one month from the date of application submission and provision of all required documents for social support, the Council makes a decision on granting social assistance or refusing it.

In necessary cases, the Council has the right to verify the information provided in the application for social assistance, as well as in the documents and/or data submitted by the applicant.

Draft decisions of the Council are prepared by the DSWR and reported at the Council meeting by the Chief Expert Specialist of the DSWR responsible for preparing documents for the assignment of social assistance.

The Council’s decision is formalized in minutes and signed by the Chairperson and the Secretary of the Council. Minutes of Council meetings together with materials on social assistance provision are stored for 4 years. Based on the minutes, an order is issued by the Chairman of the Board – Rector.

5. ANALYSIS AND UPDATING OF THE WI

The updating of this work instruction shall be carried out as amendments and additions are made to the legislative regulatory legal acts of the Republic of Kazakhstan and the internal regulatory documents of JSC “ALT University”.

6. IDENTIFICATION, ASSESSMENT AND RISK MANAGEMENT

The identification, assessment, and risk management of this WI shall be carried out in accordance with DP-ALT-05.

7. APPROVAL AND ENTRY INTO FORCE

The approval of this WI is carried out in coordination with the Management

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Representative (MR) responsible for the IMS.

8. DOCUMENT STORAGE, PROTECTION, RECOVERY AND WITHDRAWAL

The head of the structural unit – developer is responsible for transferring the approved original document and its electronic Word version to the DAPQ for storage.

The storage, protection, recovery, and withdrawal of this WI shall be carried out in accordance with DP-ALT-01.

9. AMENDMENTS TO DOCUMENTS

Amendments to this WI shall be made in accordance with DP-ALT-01.

10. ACCESS TO DOCUMENTS. CONFIDENTIALITY

Working copies of this WI are stored in electronic form in all structural units where activities are carried out that affect the effectiveness of the functioning of the IMS documented information system.

Access to documents and the confidentiality of this WI shall be ensured in accordance with DP-ALT-01.