«APPROVED»
Chairman of the Board – Rector
«Mukhametzhan Tynyshbayev ALT
University» JSC
M. Zharmagambetova
«25» september 2025

WORK INSTRUCTION

RULES FOR ORGANIZING WORK WITH YOUTH

WI-ALT-17

Almaty, 2025

CONTENTS

1. PURPOSE AND SCOPE

1.1. This work instruction is intended for use at "Mukhametzhan Tynyshbayev ALT University " JSC (hereinafter –"ALT University" JSC) within the functioning of the Integrated Management System.

1.2. The purpose of this work instruction is to promote the ideas of national unity among the citizens of the Republic of Kazakhstan, encourage a healthy lifestyle, and foster in young people a conscious attitude towards Kazakhstani patriotism and moral values. It aims to create an environment of creativity and mutual support within student groups, cultivate a responsible attitude toward studies, stimulate students' academic engagement, and facilitate participation in organizing reviews and competitions for the best study groups, faculties, and student dormitories. Additionally, it includes involvement in addressing the social and everyday issues of student youth within the scope of its activities, conducting explanatory work among youth regarding reforms implemented in the Republic, cooperating with national and city youth organizations, and developing students' creative potential.

2. NORMATIVE REFERENCES

This work instruction refers to the following normative documents:

2.1. 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

2.2. National legislative framework:

Law of the Republic of Kazakhstan dated 27.07.2007 No. 319-111	-	On Education
Law of the Republic of Kazakhstan dated 18.11.2015 No. 410-V	-	On Combating Corruption
Law of the Republic of Kazakhstan dated 13.05.2003 No. 415-11	-	On Joint-Stock Companies
Law of the Republic of Kazakhstan dated 09.02.2015 No. 285-V	-	On State Youth Policy

2.3. Normative references to internal regulatory documents:

CF-ALT-01	-	Documented Information Management
CF-ALT-02	-	Internal Audit
CF-ALT-03	-	Nonconformity and Corrective Action Management
CF-ALT-04	-	Management Review of IMS
CF-ALT-05	-	Risk Identification, Assessment, and Management
CF-ALT-06	-	Information Exchange, Engagement, and Consultation
WI-ALT-19	-	Anti-Corruption Policy
WI-ALT-40	-	Internal Regulations
WI-ALT-11	-	Guidelines for Ensuring Academic Integrity
WI-ALT-02	-	Advisor-Curator Regulations
WI-ALT-38	-	Regulations on the Disciplinary Board for Student Accountability
WI-ALT-83	-	Rules for Allocation and Accommodation in Student Dormitories of "ALT University" JSC

WI-ALT-83 - Rules for Allocation and Accommodation in the Student Dormitories of "ALT University" JSC

3. TERMS, DEFINITIONS, AND ABBREVIATIONS

3.1. This work instruction uses terms and their definitions in accordance with international and national standards ST RK ISO 9001-2016, ST RK ISO 50001-2019, ST RK ISO 14001-2016, ST RK ISO 45001-2019, legal acts of the Republic of Kazakhstan, and internal regulatory documents of "ALT University" JSC.

3.2. 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
DSWSW	-	Department of Student Welfare and Social Work
Vice-Rector for CSR	-	Vice-Rector for Corporate and Social Development
SD	-	Student Dormitory
SG	-	Student Government
SC	-	Student Clubs

4. RESPONSIBILITIES AND AUTHORITIES

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

4.2. Responsibility for implementing the work instruction "Rules for Organizing Work with Youth" lies with the Director of the Department of Student Welfare and Social Work, in accordance with this work instruction.

4.3. The management representative has the authority to require the elimination of nonconformities with the criteria of this process, both on an operational basis and based on the results of certification, inspection, and internal audits of the Integrated Quality Management System of "ALT University" JSC.

5. MAIN PROVISIONS

5.1. Owner of the Work Instruction.

The owner of the work instruction "Rules for Organizing Work with Youth" is the Director of the Department of Student Welfare and Social Work (DSWSW). The Director of DSWSW is responsible for the organization, functioning, and compliance with the requirements of this process, "Organization of Work with Youth", as well as for ensuring the effectiveness and efficiency of the process.

The Director of DSWSW also bears personal responsibility for the proper development of all documentation included in the process of planning the University's student welfare and social work activities.

5.2. Description of Customers and Outputs of the Work Instruction.

№	Output	Customers			
		YPO	Institutes	Departments	Education Service Consumers
1.	Student Government Plan	X			X
2.	Work Plans of Student Clubs	X			X
3.	Work Plans of Sports Sections				X

					X
4.	Creatively Developed Individual				X
5.	Harmoniously Developed Individual				X

5.3. Description of Suppliers and Inputs of the Work Instruction

№	Input	Supplier		
		Education Service Consumers	Institutes	Institutes
1.	Developed Individual	X		
2.	Plans for Student Welfare Activities		X	X

5.4. Description of Resources for the Work Instruction

The resources for implementing the process of organizing work with youth include the following:

5.4.1. Human Resources

Students participating in the social life of JSC "ALT University". Individuals engaged in student activities are part of the Student Government, which serves as the overall management system for social and educational activities at JSC "ALT University", based on the public opinion, interests, and needs of students.

The Student Government operates in collaboration with state and non-state entities, as well as natural and legal persons. Its activities are carried out in accordance with the Constitution of the Republic of Kazakhstan, the Civil Code of the Republic of Kazakhstan, the Law of the Republic of Kazakhstan "On State Youth Policy", and the Charter of the University.

5.4.2. Infrastructure. JSC "ALT University" provides free access to the assembly hall and other premises outside of class hours, as well as a dedicated space necessary for organizing students' cultural life, including available household, cultural equipment, and inventory.

During practical activities, each student has access to the local computer network of JSC "ALT University" and the opportunity to use available information resources.

5.4.3. Working Environment. The administration of JSC "ALT University" ensures the necessary conditions for organizing work with youth in accordance with established safety, fire protection, and sanitary-hygienic requirements.

To develop the educational and material base and to organize youth activities, financial resources of the University are attracted in accordance with established procedures. Expenses for maintenance, material, and technical support are covered by JSC "ALT University".

5.5. Procedure for Implementing the Work Instruction

5.5.1. Organization of work with youth is carried out in two directions: the work of vice-directors for student welfare and social work at the institutes, and the work of student groups.

5.5.2. Planning the process of organizing work with youth is based on the objectives of the University, the wishes of the students, and the resources of JSC "ALT University".

- The Youth Work Plan is included in the overall plan of student welfare and social work of the University, which is approved by the Chairman of the Board – Rector of JSC "ALT University" in coordination with the Vice-Rector for Corporate and Social Development (CSR).

- The work plan of the Student Government (SG) of JSC "ALT University" is approved by the Vice-Rector for CSR and coordinated with the Director of the Department of Student Welfare and Social Work.

- The work of the Student Government follows sequential stages forming a work cycle: studying the students and setting specific planning tasks; implementing the plan (performing the work); analyzing and evaluating the results. New tasks are then set once previous ones are completed, following the established sequence.

5.5.3. The Student Government must define goals, objectives, content, and program. The following approaches may be used to develop the program:

− First (traditional) approach: outlines the content of student development in different areas (intellectual, civic, moral, aesthetic, labor, and physical);

− Second approach: the main goal of education is the formation of a basic personal culture;

− Third approach: the foundation of value-based relationships of an individual includes attitudes toward people, society, nature, work, and knowledge.

5.5.4. For organizing work with youth, the Student Government uses various methods and forms. These may include: Mass forms: campaigns, debates, scientific conferences; Group forms: sports sections, discussions, advisory hours; Individual forms.

5.5.5. Based on the analysis of collected data, members of the Student Government are offered a choice of interest-based clubs (creative, organizational, sports sections, etc.)

5.5.6. Execution of the Plan:

− Organizing joint student activities based on their interests and personal characteristics;

− Participation of students and student groups in events organized by institutes and the University;

− Participation in events organized by city and district administrations for community improvement, celebrations of significant events, and other cultural and recreational activities;

− Development of the Student Government based on a life management system jointly chosen with students;

− Organization of developmental activities, excursions, visits to theaters, concerts, exhibitions, museums, and other cultural events;

− Awareness of students' living conditions in the dormitories and providing assistance to improve their cultural and everyday environment.

5.6. Responsibility Matrix for Performing Operations Included in the Work Instruction

№	Process Stage	Responsible Structural Units (Position)			
		Director of DSWSW	Head of Youth Policy Office	Institute (Deputy Director for Student Welfare)	Student Government
1.	Planning	C	C, R, I	I	R,I,P
2.	Implementation	C	C, R, I	I	R,I,P
3.	Monitoring of Youth Work Organization	C	C, R, I		R,I,P
4.	Analysis of Youth Work Organization Based on Monitoring Results	C	C, R, I		R,I,P
5.	Decision-Making on the Level of Student's Creative Potential Corresponding to the Requirements of a Harmoniously Developed Individual	C	C, R, I		R,I,P
6.	Summarizing the Implementation of Youth Work Organization	C	C, R, I		

Note:C – Control, coordination of work, decision-making, approval; R – Responsible for performing the process stage; I – Executor of the process stage (collection, analysis of results, methodological support); P – Participant (co-executor, assistance, support)

5.7. Storage of Documented Quality Information of the Work Instruction

№	Document / Information Name	Position Responsible for the Document / Information	Storage Location of Documented Information	
			Electronic Version	Paper Version

1.	Student Government Work Plan	Head of Youth Policy Office	DSWSW	DSWSW
2.	Schedule of Events (campaigns, meetings, round tables)	Senior Specialist of Youth Policy Office	DSWSW	DSWSW
3.	Minutes of Student Government Meetings	Senior Specialist of Youth Policy Office	DSWSW	DSWSW
4.	Student Government Members List	Senior Specialist of Youth Policy Office	DSWSW	DSWSW
5.	Report on the Implementation of the Work Plan for the Reporting Period	Head of Youth Policy Office	DSWSW	DSWSW

6. ANALYSIS AND UPDATING OF THE WI

Based on the analysis conducted at the end of the academic year by the Director of the Department of Student Welfare and Social Work (DSWR), a report on student welfare and social work at JSC "ALT University" is prepared. The report is approved by the Chairman of the Board – Rector of JSC "ALT University", presented at the Academic Council of JSC "ALT University", and formalized as a report-presentation.

The report contains consolidated data and reporting materials on the activities of the Student Government (SG), including decisions aimed at improving the efficiency of the organizational structure and Quality Management System (QMS) processes in the area of youth work, as well as human and organizational-technical resources. The report should include detailed information on the following points:

-Events held at the city and university levels during the reporting period (by the main directions of student welfare activities);

-Information on meetings between the University administration and students and staff, indicating the issues raised at the meetings;

-Evaluation of the activities of existing clubs, student organizations, sports sections, and other student initiatives within the University;

-Measures taken to improve students' learning conditions, accommodation, and daily life (actions undertaken by the management of institutes to enhance learning and living conditions);

-Information on sponsor funds attracted by the Student Government for events (including the name of the sponsoring organization, the amount of funds provided, and the event conducted with sponsor support);

-Analysis of positive trends and existing shortcomings in youth work at the University, along with proposals for improving youth activities.

-Updating of this work instruction should be carried out whenever changes or additions are made to the legislative and regulatory acts of the Republic of Kazakhstan and the internal regulatory documents of the University.

7. IDENTIFICATION, ASSESSMENT, AND MANAGEMENT OF RISKS

7.1 Identification, assessment, and management of risks related to this Work Instruction shall be carried out in accordance with CF-ALT-05.

8. APPROVAL AND IMPLEMENTATION

8.1 Approval of this Work Instruction shall be carried out in coordination with the Vice-Rector for CSR and the responsible specialist for the Integrated Management System (IMS).

9. STORAGE, PROTECTION, RECOVERY, AND WITHDRAWAL OF DOCUMENTS

9.1 The head of the developing unit is responsible for transferring the approved original and the electronic Word version of this Work Instruction for storage to the Department of Academic Policy and Quality (DAPQ).

9.2. Storage, protection, recovery, and withdrawal of documents of this Work Instruction shall be carried out in accordance with CF-ALT-01.

10. DOCUMENT REVISION

10.1 Revisions to this Work Instruction shall be carried out in accordance with -ALT-01.

11. DOCUMENT ACCESS AND CONFIDENTIALITY

11.1 Working copies of this Work Instruction are stored electronically in all units where activities are performed that affect the effectiveness of the Integrated Management System's documented information.

11.2. Access to the documents and confidentiality of this Work Instruction shall be ensured in accordance with CF-ALT-01.