

	JSC Almaty Technological University	
	QUALITY MANAGEMENT SYSTEM	
	QMS DOCUMENT	
	<i>Regulations on the psychological support service</i>	MC ISO 9000:2015, MC ISO 9001:2015 MC ISO 37001:2016
	ATU-PMD-RTSU-5.3-2023-63	Date of introduction: «__»____ 2023

№ 01-OYII-04/283 от 16.01.2023

APPROVED
Rector of “ATU” JSC

T.Kulazhanov
«__»____ 2023 y.

**Regulations on the structural unit
QUALITY MANAGEMENT SYSTEM
Regulations on
the psychological support service
ATU-PMD-RTSU-5.3-2023-63**

AGREED
First Vice-Rector

B.Nurakhmetov
«__»____ 2023 y.

PREFACE

This Regulation has been developed by the psychological support service of JSC "ATU".

This Regulation is approved by the Rector with a personal signature on the title page and is put into effect from the date of signing.

This Provision is mandatory for employees of the psychological support service.

This Regulation has been developed in accordance with the procedures of DP ATU-QAM -DP-7.5-2023-02.

Periodic verification of this Provision is carried out by the Vice-Rector for BP, not exceeding 36 months, in accordance with the ATU- QAM -DP-7.5-2023-02.

Amendments to this Regulation are developed based on the results of its application or when changing the requirements specified in paragraph 4 of this Regulation.

To consider the Provision on the Department of social and psychological support of ATU- PMD-RTSU invalid-5.3-2022-63 from 22.04.2022 year.

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1 NAME OF THE DOCUMENT

1.1 "Regulations on the psychological support service"
ATU-PMD-RTSU-5.3-2023-63

2 DEVELOPER

2.1 Psychological support Service of JSC "ATU".

3 PURPOSE OF THE DOCUMENT DEVELOPMENT

3.1 This Regulation defines the organizational and methodological basis for the activities of the psychological support service in JSC "ATU", regulates the organization of psychological support for the activities of all subjects of the educational process, defines the tasks, functions and basic principles of this type of activity, the duties of teachers and psychologists, the content and procedure for performing the functions assigned to them.

4 REGULATORY REFERENCES

- 4.1 MS ISO 9001:2015 "Quality management system. Requirements";
- 4.2 MS ISO 9000:2015 Quality Management System. Basic provisions and vocabulary;
- 4.3 MC ISO 37001:2016 (Anti-Corruption Management System - requirements and application guidelines);
- 4.4 The Labor Code of the Republic of Kazakhstan No. 414-V dated 11/23/2015 (with amendments and additions as of 18/11/2022);
- 4.5 The Law of the Republic of Kazakhstan "On Education" No. 319-III dated 27.07.2007 (with amendments and additions as of 01.01.2023);
- 4.6 The Law of the Republic of Kazakhstan dated August 8, 2002 No. 345-II "On the Rights of the Child in the Republic of Kazakhstan" (with amendments and additions as of 18.11.2022);
- 4.7 The Law of the Republic of Kazakhstan on Civil Protection (with amendments and additions as of 02/01/2023);
- 4.8 The Decree of the President of the Republic of Kazakhstan "On approval of the State Program for the Development of Healthcare of the Republic of Kazakhstan "Salamatty Kazakhstan" for 2011-2015 (with amendments and additions as of 05.05.2018);
- 4.9 On approval of the Concept of Anti-Corruption Policy of the Republic of Kazakhstan for 2022 - 2026 and amendments to some decrees of the President of the Republic of Kazakhstan. Decree of the President of the Republic of Kazakhstan dated February 2, 2022 No. 802;
- 4.10 Law of the Republic of Kazakhstan dated November 18, 2015 No. 410-V "On Combating Corruption" (with amendments and additions as of June 05, 2023);
- 4.11 Decree of the President of the Republic of Kazakhstan dated December 26, 2014 No. 986 "On the Anti-Corruption Strategy of the Republic of Kazakhstan for 2015-2025" (with amendments and additions to as of May 27, 2020);

- 4.12 Anti-Corruption Program of the Republic of Kazakhstan for 2015-2025;
4.13 Anti-Corruption Standard of the Ministry of Education and Science of the Republic of Kazakhstan (Order of the Ministry of Education and Science of the Republic of Kazakhstan dated February 07, 2017);
4.14 Regulatory and legal acts of the Republic of Kazakhstan;
4.15 Charter of JSC "Almaty Technological University";
4.16 Program for the formation of an anti-corruption culture among students and teaching staff of JSC "ATU" ATU-DLSaAC-RPA -7.5.1.-2021-03;
4.17 ST "Anti-Corruption Standard of JSC "ATU" ATU-VRUA-ST-7.5.1-2020-14;
4.18 Anti-Corruption Policy approved by the Decision of the Board of Directors No. 1 dated January 26, 2022;
4.19 Documented procedure "Documented information" DP ATU-QMD-DP-7.5-2023-02;
4.20 "Rules of documentation and documentation management" ATU-K- RPA -7.5.1-2019-01;
4.21 Rules of internal labor regulations of ATU- PMD-DP-7.1.2-2020-01-02;
4.22 Orders and orders of the rector.

5 TERMS AND DEFINITIONS

Term	Definition
Advisory activities	Providing students focused on resolving significant life situations and restoring emotional balance through psychological counseling.
Anti-corruption education	A continuous process of education and training carried out for the purpose of moral, intellectual, cultural development and the formation of an active civic position of rejection of corruption by a person.
Anti-corruption standard of JSC "ATU"	An internal regulatory document defining the actions and decisions of teaching staff, employees and students aimed at strict compliance with the established rules and prevention of corruption in the field of образовательных услуг
Anti-Corruption Commission	Commission on Discipline, Ethics, Academic Integrity and Anti-Corruption.
Anti-corruption management system	A set of interrelated or interacting elements of JSC "ATU" for the development of policies and objectives, as well as processes to combat corruption, bribery.
Anti-corruption policy	Legal, administrative and organizational measures aimed at reducing corruption risks, forming an anti-corruption culture, increasing public confidence in the activities of ATU JSC.
Corruption offense	An unlawful guilty act (action or omission) that has signs of corruption, for which administrative or criminal liability is established by law.
Correction	Active purposeful psychological impact on individual psychological functions and processes in order to restore their optimal functioning.

Department of Legal Support and Anti-Corruption	A structural subdivision of JSC "ATU", ensuring compliance and strengthening of legality in the activities of JSC "ATU", protection of its rights and legitimate interests, compliance of internal acts, contracts, agreements, contracts, etc. with the current legislation, conducting claim work, strengthening contractual, financial, labor discipline, compliance with the Anti-Corruption Policy of JSC "ATU" and the organization of control over the implementation of measures aimed at combating corruption.
Formation of an anti-corruption culture	Activities carried out by anti-corruption entities within their competence to preserve and strengthen a value system in society that reflects intolerance to corruption.
Management system	A management system for the management and management of an organization in relation to quality.
Psychological prevention	Prevention of the occurrence of deviations in the social and psychological health of all subjects of the educational environment of the university.
Psychological diagnostics	In-depth study of individual characteristics and inclinations of the individual, its potential in the learning process, in vocational training, as well as identification of the causes and mechanisms of learning disabilities, development and social adaptation.
Psychological education	Formation of students' need for psychological knowledge, the desire to use them in the interests of their own personal, intellectual and professional and creative development.
Psychological help	The field of practical application of psychology, focused on improving the socio-psychological competence of people and providing psychological assistance to both an individual and a group or organization.
Psychological service	This is the area of a specially organized system of psychological support for public education, the purpose of which is to help in solving the problems of personal development of students.
State youth policy	A system of social, political, organizational, legal and other measures aimed at supporting young citizens and implemented by the State for the purpose of social formation and development of youth, the fullest realization of its potential in the interests of the whole society.
Social adaptation	The process of active adaptation of the individual to the conditions of the social environment; the type of interaction of the individual with the social environment.
Student	A person studying in an educational organization that implements educational programs of technical and vocational, after secondary, higher, postgraduate education.

6 ABBREVIATIONS AND DESIGNATIONS USED

Reduction	Full name
“ATU” JSC	“Almaty Technological University” Joint-stock company
ATU-QMA-DP-7.5-2023-02	Documented procedure "Documented information"
ATU-K-RPA-7.5.1-2019-01	Regulation on the procedure "Rules of documentation and management"

ATU-PMD-DP-7.1.2-2020-01-02	Documented procedure "Internal Labor regulations"
ATU-VRUA-ST-7.5.1-2020-14	Anti-corruption standard of the Joint-Stock Company "Almaty Technological University"
ATU-DLSaAC-RPA-7.5.1.-2021-03	Quality Management System Program for the formation of an anti-corruption culture among students and teaching staff of JSC "ATU"
Current situation	"Regulations on the psychological support service" ATU-PMD-PSP-5.3.-2023-63
DEQM	Department of Education Quality Management
DLSaAC	Department of Legal Support and Anti-Corruption
HEI	Higher education institution
JD	Job description
PSS	Psychological support service
RK	Republic of Kazakhstan
SD	Structural division
SPS	Social and psychological support
QMS	Quality management system
TS	Teaching staff
QMA	Quality management and accreditation
UA	Upbringing affairs

7 GENERAL PROVISIONS

7.1 PSS is a necessary component of the higher education system, ensuring the development of personal, intellectual and professional-creative potential of society. The PSS provides social and psychological support for the activities of university students.

7.2 SPS is a system of organizational and practical measures aimed at improving the effectiveness of the activities of all subjects of the educational process based on the use of psychological technologies and the mobilization of the psychological potential of the individual.

7.3 The PSS is a structural subdivision of JSC "ATU", the staffing of the PSS includes the positions of the head and the leading specialist of the PSS. PSS employees perform their functions according to the JD and the employment contract.

7.4 In its activities, the PSS is guided by the Law of the Republic of Kazakhstan "On Education", other regulatory and legal acts of the Republic of Kazakhstan in the field of education, State and International Education Standards, the Charter of JSC "ATU" and Internal Labor Regulations, anti-corruption policy, as well as this regulation.

7.5 Recruitment and dismissal of PSS employees is carried out by order of the Rector of JSC "ATU" on the proposal of the Vice-Rector for UA, on the basis of competitive selection according to the "Regulations of competitive selection of employees of JSC "ATU"".

8 THE PURPOSE AND MAIN OBJECTIVES OF THE PSS

8.1 The purpose of the PSS is psychological protection of students, promotion of personal, intellectual and professional-creative development of students; support and strengthening of their mental health; creation of favorable socio-psychological and psychological-pedagogical conditions for educational activities and socialization.

8.2 Tasks of the PSS:

8.2.1 promotion of personal, intellectual and professional-creative formation of subjects in the process of studying at the university;

8.2.2 identification of the main problems of participants in the educational process and determination of the causes of their occurrence, ways and means of their resolution;

8.2.3 assistance to students in social adaptation to changing socio-economic conditions of life;

8.2.4 assistance in the acquisition by students of psychological knowledge, skills and abilities necessary for obtaining a profession, career development, and achieving success in life;

8.2.5 socio-psychological assistance in the formation of students' ability to self-determination and self-development;

8.2.6 assistance to the teaching staff in the harmonization of the psychological climate in JSC "ATU"

8.2.7 prevention and overcoming of deviations in the social, psychological and physical health of all subjects of the educational environment of JSC "ATU"

8.2.8 psychological support of students.

8.2.9 The PSS participates in the promotion of corruption intolerance among students, and ensures compliance with the anti-corruption policy.

9 PSS FUNCTIONS

9.1 The functions of the PSS in the field of psychological education:

9.1.1 preparation of materials and information messages for the purpose of promoting a healthy lifestyle, improving the psychological culture of students;

9.1.2 organization of training of students in methods of self-diagnosis, mental self-regulation and psychological mutual assistance individually or through socio-psychological training.

9.2 The functions of the PSS in the framework of psychodiagnostic activity:

9.2.1 conducting psychodiagnostic studies in order to study the personal, intellectual and psychophysiological characteristics of students, assessing and analyzing the dynamics of their professional and personal development, preparing recommendations.

9.3 The functions of the PSS in the field of psychological prevention:

9.3.1 providing psychological assistance to students in the process of their adaptation to the conditions of study at the university;

9.3.2 organization of psychological work on prevention of maladaptation states and destructive forms of behavior (use of psychoactive substances, deviant behavior) among students;

9.3.3 development of recommendations for the management of JSC "ATU" on the use of organizational and socio-psychological methods of prevention and prevention of destructive behavior in working with students.

9.3.4 organization of preventive work on the formation of an anti-corruption culture among students.

9.4 Functions of PSS in the field of psychological correction:

9.4.1 identification of adverse conditions and symptoms of mental overload, decreased mental performance and neurotic breakdowns in students in order to prevent them;

9.4.2 implementation of measures to maintain and restore working capacity and preserve the health of students, organization and maintenance of the psychological regulation cabinet;

9.4.3 development of programs of individual correctional work with students, including together with other specialists – curators of academic groups, teachers, etc.;

9.4.4 assistance in solving identified problems of students through the development and implementation of various socio-psychological programs by methods of group developmental and psychocorrective work.

9.5 The functions of the PSS in the framework of advisory activities:

9.5.1 providing psychological assistance and support in solving personal and family problems.

9.6 The functions of the PSS in the field of psychological work:

9.6.1 conducting psychological research, studying the psychological climate, developing recommendations for its improvement;

9.6.2 assistance in providing assistance to students in solving social issues, social support for students of preferential categories;

9.6.3 organization and conduct of psychological trainings on psychological methods of team building;

9.6.4 psychological counseling of students on prevention and resolution of interpersonal conflicts;

9.6.5 operational analysis of current problems among students by conducting sociological and socio-psychological research, development of recommendations for the management of JSC "ATU".

10 THE POWERS OF THE PSS

10.1. Independently formulate specific tasks of working with students, teachers and other subjects of the educational environment of the university, choose the forms and methods of this work, decide on the order of various types of work, highlighting priority areas.

10.2. Submit competent and reasonable proposals for improving working conditions and other rational proposals to the immediate supervisor for consideration.

10.3. To request in structural divisions, as well as in the relevant institutions, instances, the information necessary to perform the tasks assigned to the PSS.

10.4. To participate in the development of new methods of psychodiagnostics, psychocorrection and other types of professional activity, assessment of their effectiveness.

10.5. Conduct group and individual studies and experiments aimed at solving specific issues of education and personal development of the student.

10.6. To work on the promotion and introduction of modern psychological knowledge through conversations, seminars, speeches, etc

10.7. To participate in the work of collegial bodies on the issues of PSS.

11 RELATIONSHIPS AND CONNECTIONS

11.1 The PSS interacts with the Vice-Rector for UA.

11.2 With all joint ventures of JSC "ATU".

11.3 Interacts with city public authorities, local self-government bodies and organizations, regardless of ownership forms, on issues of local purpose in the field of youth policy.

12 THE FINAL PART

12.1 The decision to amend, supplement and cancel this Regulation is made by the Rector of JSC "ATU".

12.2 The activities of the PSS may be terminated by its liquidation or reorganization by order of the Rector of JSC "ATU".

F. QMA -7.5-2023-02-02 (REQUIRED)

13 APPROVAL SHEET

Post	Full name	Date	Signature
Vice-Rector for UA	Bisalieva D. M.		
Head of DEQM	Demina T.M.		
Head of the	Medeubaeva Zh.M.		
Head of DLSaAC	Yesembayeva B.A.		
Head of the PSS	Alimkhan D.T.		

F. QMA -7.5-2023-02-03 (REQUIRED)

14 INTRODUCTION SHEET

Post	Full name	Date	Signature

F. QMA -7.5-2023-02-04 (REQUIRED)

15 CHANGE REGISTRATION SHEET

Change Number	Change Notification number	Number of sheets (pages)				Total sheets (after changes)	Date of deposit	Full name of the person making the changes	Signature of the person who made the changes
		changed ones	replaced ones	new ones	canceled ones				

F. QMA -7.5-2023-02-05 (REQUIRED)

16 PERIODIC INSPECTION ACCOUNTING SHEET

Date of verification	Full name of the person, who completed it checking it out	Signature of the person, who performed the check	Wording of comments

Согласовано

13.01.2023 16:41 Бисалиева Диляра Магзумовна
13.01.2023 17:03 Нурахметов Бауржан Кумаргалиевич
16.01.2023 08:29 Дёмина Татьяна Михайловна
16.01.2023 09:50 Есембаева Балзада Амангельдиновна
16.01.2023 10:51 Медеубаева Жанар Мирасовна

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