	JSC «Kazakh University of Technology and Business named after K. Kulazhanov»
	QUALITY MANAGEMENT SYSTEM
	Documented Procedure

APPROVED
Rector of
JSC «KazUTB named after K. Kulazhanov»
_____ L.K. Baibolova
«__» september 2026

PROCEDURE FOR PUBLIC INFORMATION DISCLOSURE AND MANAGEMENT OF OFFICIAL INFORMATION
KazUTB-DSD-DP-7.4-2026-12

Astana, 2026

Version: 2.0	**CE: _____**	**Regisration №_____ on EDM**

FOREWORD

This Documented Procedure (DP) has been developed by the Department of Strategic Development of JSC «K. Kulazhanov Kazakh University of Technology and Business».

This Documented Procedure (DP) shall be approved by the Rector of JSC «K. Kulazhanov Kazakh University of Technology and Business» by personal signature on the title page.

This Documented Procedure (DP) is mandatory for all structural units of JSC «K. Kulazhanov Kazakh University of Technology and Business» insofar as their activities relate to the University's Quality Management System (QMS).

This Documented Procedure (DP) shall be reviewed periodically by the Director of the Department of Strategic Development at least once every three years.

Amendments to this Documented Procedure (DP) shall be introduced based on the results of its implementation within JSC «K. Kulazhanov Kazakh University of Technology and Business» or in response to changes in the requirements of applicable regulatory or governing documents.

The Documented Procedure «Public Information Disclosure» (KazUTB-QMD-DP-8.4.3-2025-13), dated 18 June 2025, shall be considered obsolete and superseded.

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1. TERMS AND DEFINITIONS

Terms	Definitions
Document Review	Analysis of documents submitted by the organization or a structural unit (SU) to determine the conformity of the documented management system with the audit criteria
Document Review	The obligation to report truthfully and accurately
Fair Presentation	Information that an organization is required to control and maintain, together with the medium on which it is contained
Documented Information	Individuals or legal entities, groups of individuals, or organizations that may affect the decisions made by the University or may themselves be affected by those decisions and by the University's activities (e.g., students, academic staff, employers, government authorities, investors)
Interested Parties (Stakeholders)	Information security.
Confidentiality	An action taken to eliminate the cause of a nonconformity and prevent its recurrence
Corrective Action	Information created, received, or approved by authorized public authorities, officials, or the organization's management within their competence, recorded in physical or electronic form, and having legal or regulatory status.
Public Information	Information about the organization's activities published on the Internet in a structured format that enables automatic processing, reuse, and redistribution without technological or legal restrictions.
Official Information	The principle of organizational operation that ensures openness, accessibility, completeness, and clarity of information regarding its activities, decisions, financial and operational performance, and results for all interested parties.
Open Data	принцип работы организации, обеспечивающий открытость, доступность, полноту и понятность информации о её деятельности, принимаемых решениях, финансово-хозяйственном состоянии и результатах работы для всех заинтересованных сторон.
Transparency	The principle of organizational operation that ensures openness, accessibility, completeness, and clarity of information regarding its activities, decisions, financial and operational performance, and results for all interested parties.
University Website	интерактивные сетевые платформы и сервисы, предназначенные для создания, публикаций и обмена контентом, а также для осуществления коммуникации и взаимодействия между пользователями и организацией в виртуальном пространстве.
Social Media	Interactive online platforms and services intended for creating, publishing, and sharing content, as well as for communication and interaction between users and the organization in the digital environment.

Confidential Information	— information with restricted access that has been entrusted to, or has become known to, an individual by virtue of official, contractual, or professional duties, the disclosure (release or unauthorized dissemination) of which may cause harm to the interests of the organization or individuals
ESG (Environmental, Social, Governance)	— a set of principles and standards for organizational management based on environmental responsibility (**E – Environmental**), social responsibility and people management (**S – Social**), and high standards of corporate governance (**G – Governance**).
IQAS (Internal Quality Assurance System)	— a set of regulated processes, procedures, resources, and criteria within a university (or organization) aimed at systematic monitoring, evaluation, maintenance, and continuous improvement of the quality of educational programs and other services.
Interested Users	— internal and external entities (individuals or legal entities) that have a justified need to obtain, analyze, and use information about the organization's activities for making their own decisions.
Feedback	— a two-way communication process involving the receipt of responses, assessments, suggestions, comments, or complaints from interested parties in order to analyze the effectiveness of the organization's activities and subsequently adjust its processes.

2. ABBREVIATIONS AND DESIGNATIONS USED

Abbreviation	Full Name
JSC «KazUTB named after K. Kulazhanov»	Joint Stock Company «Kazakh University of Technology and Business named after K. Kulazhanov»
KazUTB-DSD-DP-7.5-2026-01	Documented Procedure "Documented Information"
KazUTB-DSD-DP-6.1-2026-03	Risk Management
DSD	Department of Strategic Development
IS	International Standard
This DP	Documented Procedure "Procedure for Public Information and Management of Official Information" KazUTB-DSD-DP-7.4-2026-12
QMSD	Quality Management System Department
Schedule Plan	Annual Internal Audit Schedule Plan
QMS	Quality Management System
ACMS	Anti-Corruption Management System
SU	Structural Unit
EDMS	Electronic Document Management System

3. GENERAL PROVISIONS AND PROCEDURE DESCRIPTION

3.1 This procedure establishes a unified procedure for the preparation, verification, approval, publication, updating, storage, and monitoring of official information on the activities of Joint Stock Company «Kazakh University of Technology and Business named after K. Kulazhanov».

3.2 This procedure is a document of the Quality Management System (QMS) and the Internal Quality Assurance System (IQAS) of JSC «KazUTB named after K. Kulazhanov» and is applied by

all structural units involved in the preparation, approval, publication, and updating of official information.

3.3 The procedure has been developed to implement the principles of openness, transparency, accessibility, and reliability of information on the University's activities in accordance with the legislation of the Republic of Kazakhstan, the requirements of the international standard ISO 9001:2015, the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015), the requirements of accreditation and ranking agencies, as well as the internal regulatory documents of JSC «KazUTB named after K. Kulazhanov»

3.4 JSC «KazUTB named after K. Kulazhanov» ensures the provision of complete, objective, reliable, up-to-date, and timely information to all interested parties through official information channels.

3. Public information disclosure is carried out with regard to the educational, scientific, international, innovative, financial and economic, social, educational, and other activities of JSC «KazUTB named after K. Kulazhanov» within the limits established by the legislation of the Republic of Kazakhstan and internal regulatory documents.

3.6 This procedure applies to all structural units of JSC «KazUTB named after K. Kulazhanov» involved in the creation, approval, publication, dissemination, updating, and monitoring of official information.

3.7 Public information disclosure is carried out in compliance with the following principles:

- legality;
- openness and transparency;
- reliability;
- objectivity;
- timeliness;
- relevance;
- completeness of information;
- accessibility of information for all categories of interested parties;
- responsibility for the accuracy of published information;
- compliance with the requirements of the legislation of the Republic of Kazakhstan on personal data, copyright, and information protection.

3.8 Official information is published in the state, Russian, and English languages to the extent necessary to comply with the requirements of the legislation of the Republic of Kazakhstan, support international activities, and ensure access for foreign citizens to information about the activities of JSC «KazUTB named after K. Kulazhanov».

3.9 The information published by JSC «KazUTB named after K. Kulazhanov» shall be based on approved documents, official data, and verified information. Responsibility for the completeness, reliability, and timely provision of information lies with the structural unit that prepared the relevant materials.

3.10 Public information disclosure is one of the processes of the Internal Quality Assurance System (IQAS) and is aimed at ensuring transparency of the activities of JSC «KazUTB named after K. Kulazhanov», increasing the trust of interested parties, developing academic reputation, fulfilling the requirements of accreditation agencies, and continuously improving the activities of JSC «KazUTB named after K. Kulazhanov»

4. PROCESS GOALS AND OBJECTIVES

4.1 The purpose of the "Public Information Disclosure" process is to ensure openness, transparency, and accessibility of the activities of JSC «KazUTB named after K. Kulazhanov» by providing timely, reliable, objective, complete, and up-to-date information to all interested parties, as well as ensuring compliance with the requirements of the legislation of the Republic of Kazakhstan, international quality assurance standards in education, the Quality Management System, the Internal Quality Assurance System (IQAS), and the requirements of accreditation and ranking agencies.

4.2 Main objectives of the process:

4.2.1 Ensuring openness and transparency of the activities of JSC «KazUTB named after K. Kulazhanov» through the publication of official information on the implementation of educational, scientific, international, innovative, financial and economic, social, and other activities .

4.2.2 Ensuring compliance with requirements:

- the legislation of the Republic of Kazakhstan;
- ISO 9001:2015;
- ESG 2015 (Standard 1.8 «Public Information»);
- internal regulatory documents of the University;
- requirements of accreditation agencies;

4.2.3 Ensuring all interested parties are provided with complete, objective, reliable, up-to-date, and timely information necessary for decision-making related to education, employment, cooperation, academic mobility, scientific activities, and other areas of activity of JSC «KazUTB named after K. Kulazhanov».

4.2.4 Ensuring timely publication of information on the official website of JSC «KazUTB named after K. Kulazhanov» and other official information resources.

4.2.5 Organization of interaction between structural units in the preparation, approval, publication, and updating of official information.

4.2.6 Ensuring continuous updating of information posted on the official information resources of JSC «KazUTB named after K. Kulazhanov».

4.2.7 Formation of a unified information space of JSC «KazUTB named after K. Kulazhanov» ensuring consistency and uniformity of official information regardless of the distribution channel.

4.2.8 Ensuring accessibility of information for all categories of interested parties, including international students, foreign partners, employers, graduates, and persons with special educational needs.

4.2.9 Increasing the level of trust of interested parties in the activities of JSC «KazUTB named after K. Kulazhanov» through ensuring the reliability, transparency, and openness of published information.

4.2.10 Formation of a positive academic and business reputation of JSC «KazUTB named after K. Kulazhanov» at the national and international levels through objective coverage of the results of its activities.

4.2.11 Ensuring information support for processes:

- student admission;
- implementation of educational programs;
- scientific activities;
- international cooperation;
- academic mobility;
- educational activities;
- graduate employment;
- internal quality assurance.

4.2.12 Ensuring public awareness of the results of internal and external quality assessments of education, institutional and specialized accreditation processes, ranking results, monitoring outcomes, and other quality evaluation procedures.

4.2.13 Ensuring the publication of information on the mission, vision, development strategy, quality policy, internal quality assurance system, educational programs, learning outcomes, admission rules, academic policy, tuition fees, international activities, scientific activities, human resources potential, achievements of students and faculty members, as well as other information required for publication.

4.2.14 Ensuring the functioning of feedback mechanisms with interested parties, including the opportunity to submit requests, proposals, complaints, and receive official clarifications.

4.2.15 Conducting monitoring of the completeness, relevance, reliability, and effectiveness of official information published on the information resources of JSC «KazUTB named after K. Kulazhanov», followed by the implementation of measures for continuous improvement of the process.

4.3 Information subject to mandatory publication on the official website shall be posted:

- the full and abbreviated name of the University;
- organizational and legal form;
- information about the management;
- licenses for educational activities;
- addresses of buildings;
- location map;
- organizational structure;
- mission;
- vision;
- development program;
- IQAS;
- IRD;
- information on educational activities
- accreditation and rankings
- scientific activities;
- international activities and academic mobility;
- financial reporting;
- news and events

4.4 Each structural unit shall ensure the accuracy, completeness, objectivity, and relevance of the information provided for publication on the official information resources of JSC «KazUTB named after K. Kulazhanov».

4.5 Restrictions on the publication of information:

- containing personal data without appropriate legal grounds;
- constituting state, commercial, or official secrets;
- containing confidential information;
- infringing copyright and related rights;
- the dissemination of which is restricted by the legislation of the Republic of Kazakhstanан.

4.7 **Procedure for the preparation, approval, publication, and updating of information**

4.7.1 The process of preparation, approval, publication, and updating of official information is carried out to ensure openness, transparency, reliability, and timely informing of stakeholders about the activities of JSC «KazUTB named after K. Kulazhanov».

4.7.2 All structural units of the University shall ensure the timely provision of information within their respective areas of competence for publication on the official information resources of JSC «KazUTB named after K. Kulazhanov».

4.7.3 Only information that complies with the requirements of the legislation of the Republic of Kazakhstan, the internal regulatory documents of JSC «KazUTB named after K. Kulazhanov», and this procedure shall be subject to publication.

4.7.4 Information shall be published only after verification, approval, and authorization in accordance with the procedure established by this document.

4.7.5 **Process stages**:

4.7.5.1 ***The preparation of*** *information is carried out by the structural unit responsible for the relevant area of activity*.

4.7.5.2 When preparing information, the structural unit shall ensure: accuracy, completeness, relevance, compliance with the language policy, conformity with approved documents, absence of inconsistencies with previously published information, compliance with the legislation of the Republic of Kazakhstan, and compliance with internal regulatory documents (IRD).

4.7.5.3 Before publication, information shall be subject to mandatory verification of: the accuracy of the data, relevance, absence of personal data not subject to publication, and absence of information with restricted dissemination.

4.7.5.4 *The verification shall be carried out by the head of the structural unit providing the information or by a person authorized by them*.

4.7.5.5 Information intended for publication shall be approved by the head of the structural unit.

4.7.5.6 If necessary, the information shall be additionally approved by the Vice-Rector responsible for the relevant area, the Legal and Compliance Service, the Department of Strategic Development (DSD), and other relevant structural units

4.7.5.7 Strategic information containing the official position of JSC «KazUTB named after K. Kulazhanov» shall be published only after approval by the Rector and/or the President.

4.7.5.8 **After approval, the information shall be submitted in accordance with the established IRD form F.DSD-7.4-2026-01 to the person responsible for publishing official information resources — the Marketing and PR Department under the Department of Strategic Development (DSD)**.

4.7.5.9 During publication, compliance with the corporate identity guidelines, adherence to the language policy, accuracy of links, accessibility of files, and correct display of information shall be ensured.

4.7.5.10 Publication timelines:

Type of information	Publication deadline
Orders, decisions	No later than 3 working days after approval (unless other deadlines are established by the legislation or local regulatory documents of JSC «KazUTB named after K. Kulazhanov»).

News and events	On the day of the event or no later than the next working day.
Announcements	No later than 3 days before the start date of the event.
QAA documents	Within 5 working days after approval.
Accreditation	After receiving accreditation certificates.
Rankings	Within 1–2 working days after the official publication of the results.

5. RISKS ASSOCIATED WITH THE PROCESS RISK PREVENTION ACTIONS

5.1 Risks associated with the process:	5.2 Risk prevention actions:
- late submission of information by structural units for publication; - publication of inaccurate, incomplete, or outdated information; - absence of mandatory information on the official information resources of the University; - violation of deadlines for publication and updating of information; - publication of information containing personal data or restricted-access information without appropriate legal grounds; - non-compliance of official information with the requirements of the legislation of the Republic of Kazakhstan, ESG principles, ISO 9001:2015, the Internal Quality Assurance System (IQAS), and accreditation agencies' requirements; - technical failures of the official website or other information resources resulting in limited user access to information; - inconsistency of information published across different official information resources of the University; - decrease in stakeholder awareness due to insufficient effectiveness of communication channels; - reputational risks associated with the dissemination of inaccurate, untimely, or contradictory information	- distribution of responsibilities among structural units for the preparation, approval, publication, and updating of information; - verification of the accuracy, completeness, and relevance of information prior to publication; - approval of official information by responsible officials in accordance with the established procedure; - compliance with established deadlines for the preparation, publication, and updating of information; - regular monitoring of the official website and other information resources to ensure the completeness, relevance, and accuracy of published information; - use of the approved list of information subject to mandatory publication; - compliance with the requirements of the legislation of the Republic of Kazakhstan regarding personal data protection, copyright, and restricted-access information; - provision of technical support for the official website, data backup, and prompt resolution of technical issues; - conducting periodic internal control of the public information process within the framework of QMS internal audits and IQAS monitoring; - implementation of corrective and preventive actions based on the results of internal audits, monitoring, analysis of stakeholder feedback, and external quality assessments

6. RESPONSIBILITY AND AUTHORITY

Head / Manager	Authority
Rector	Carries out overall management of the public information process, approves official information of a strategic nature, and ensures the implementation of the principles of openness and transparency of activities
Vice-Rectors responsible for areas of activity	Coordinate the preparation and approval of information within their respective areas of responsibility, ensuring its accuracy, completeness, and timely submission.
Director of the Department of Strategic Development (DSD)	Provides methodological support for the process within the framework of the QMS and IQAS, monitors compliance of published information about JSC "KazUTB named after K. Kulazhanov" with established requirements, and participates in monitoring the effectiveness of the process.
Director of the Digital Center for Research and Information Technologies (DCRIT)	Ensures uninterrupted operation of the official website, technical support for information storage processes, data backup, and information security.
Department of Marketing and Public Relations (DMPR)	Organizes information support for the University's activities, ensures the preparation and publication of official information on the website, in mass media, and official social media accounts, and monitors compliance with corporate identity and a unified information policy.
All employees	Prepare materials for publication, ensure their compliance with applicable regulatory documents, and timely submit information to the unit responsible for publication.

7. CONFIDENTIALITY

7.1 This Procedure is an internal regulatory document of JSC «KazUTB named after K. Kulazhanov» and shall not be provided to third parties, except for certification body experts during certification audits and consumer partners upon approval of the Rector.

F.DSD -7.4-2026-12-01
Information Submission Form for Publication on the
Official Website and Official Social Media Accounts

APPLICATION FORM
FOR INFORMATION PUBLICATION

1. GENERAL INFORMATION

Structural Unit	
Responsible Executor (Position)	
Contact Phone Number, E-mail	
Application Submission Date	

2. Type of Publication

☐ News
☐ Announcement
☐ Event Announcement
☐ Event Results
☐ Congratulations
☐ Interview
☐ Information about an Educational Program
☐ Research Activities
☐ International Activities
☐ Admission Campaign
☐ QMS / IQAS Information
☐ Accreditation
☐ Other _____

3. Publication Channel

☐ Official Website
☐ Instagram
☐ Facebook
☐ LinkedIn
☐ Telegram
☐ YouTube
☐ TikTok
☐ Multiple Platforms
Specify which ones:_____

4. Publication Title

_____

_____

5. Publication Text

_____

_____

6. Event Date (if applicable)

7. Publication Date and Time

□ **Urgent**

□ **By _____ (date)**

□ **After the Event**

9. Attached Materials

☐ Количество

Quantity _____

☐ Video

☐ Press Release

☐ Poster / Event Poster

☐ Order

☐ Program

☐ Presentation

☐ Logos

☐ Other _____

10. Links

Event Link

Document Link

Registration Link

11. Special Requirements

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F. DSD-7.5-2026-01-02 (mandatory)

APPROVAL SHEET

Position	Full name	Date	Signature
Vice-Rector for AA	Askarbekov E.B.	09.09.2026	
Vice-Rector for R&I	Aibuldinov Y.K.	09.09.2026	
Vice-Rector for SA&SD	Berdigaliuly S.	09.09.2026	
Director of the DSD	Orazalina D. K.	09.09.2026	
Director of the MPR	Bagzat A.	09.09.2026	
Head of the QMSD	Ernst A.	09.09.2026	

F. DSD-7.5-2026-01-03 (mandatory)

FAMILIARIZATION SHEET

Position	Full name	Date	Signature

F. DSD-7.5-2026-01-04 (mandatory)

CHANGE REGISTRATION SHEET

The number of the changed In the case of the	Change Notice Number	Number of sheets (pages)				Total sheets (after changes)	Date of submission	Full name of the person making the changes	Signature of the person who made the changes
		changed	replaced	new	cancelled				

F. DSD-7.5-2026-01-05 (mandatory)

PERIODIC INSPECTION RECORD SHEET

Verification Date	full name of the person, who performed the Verification	Signature of the person, who performed the check	Wording of comments