

 NAZARBAYEV UNIVERSITY	Autonomous organization of education Nazarbayev University		
	Approving body:	Provost	
Academic Policies and Procedures for Graduate Programs of the autonomous organization of education Nazarbayev University			
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Initiator:	Rebecca Lee Carter, Registrar and General Director for Student Progress		
Related documents	1. APP for Graduate programs		

1. General Provisions

1. These Academic policies and procedures for graduate programs of the autonomous organization of education Nazarbayev University (hereinafter – Policies) contain academic policies and procedures for graduate programs at autonomous organization of education Nazarbayev University (hereinafter – University). These Policies apply to all students enrolled in any University graduate programs except the Nazarbayev University Zero year program, Doctor of Medicine and Residency programs in the School of Medicine. In case of conflicts, the provisions of these Policies take precedence over previous rules. Program requirements may be more stringent than as described in this document. Such requirements must be indicated in the approved School/Program handbook (hereinafter – Handbook).

2. The Academic Year Calendar

2. Graduate programs operate on the basis of the academic year divided into three academic periods: Fall and Spring semesters, and a Summer term. Orientation period takes place for new students at the beginning of the Fall semester to allow students to adapt to the University and program requirements.

3. Registration Policy

3. In the majority of programs, students register via the online registration system. Students are notified, via email, of the dates for the registration period prior to the event. In programs not subject to online registration, students will be registered



by their School administration. The required course registrations are specified in the specific Handbook.

4. All University graduate students are required to maintain registration in every academic period. Students not maintaining continuous registration are subject to dismissal.

5. The Office of the Registrar (hereinafter – Office), the Office of the Dean of the School, and instructors in the School will have access to online registration lists throughout the registration process and during the academic period.

6. University students enrolled in graduate programs in one School may enroll in courses in another School with the permission of the Vice Deans of the Schools, following the regulations for their program as outlined in the Handbook.

4. Attendance

7. Students are expected to attend all classes in courses for which they are registered at the University.

8. Penalties, as set forth in relevant internal documents of the University, will be applied if attendance falls below that stated in course syllabi or Handbooks. Students are required to be present at orientation and to remain until the academic period is completed (which includes final examinations).

9. Students who do not attend classes from the first day may be penalized or dropped from the class based on the Handbooks responsible for that course.

10. At the start of each academic period, the course instructor is responsible for informing students in the course documentation of the attendance rules, its impact on their learning opportunities and on their potential grade. Faculty have the right to lower grades or initiate a drop/withdrawal from a course if there is a violation of the attendance policy.

11. Only the instructor may approve a student's request to be absent from class. In the event of a dispute, the matter may be reported to the Vice Dean of the School. The determination of the Vice Dean shall be final.

5. Credits

12. University uses the European Credit Transfer System (ECTS).

13. Credit is awarded for the achievement of specified learning outcomes at or above a minimum pass level when successfully completing the assessment and other specified requirements of a course.

6. Requirements for Program Completion

14. To complete any graduate degree at University, students are required to earn a specific number of ECTS credits as approved by AC for each program.



15. Specific credit requirements for each program for which they are enrolled, provided in the Handbook, typically require satisfactory completion of core and elective graduate courses as well as research milestones.

7. Transfer of Credits from Outside University

16. Subject to program-specific guidelines, credit for courses taken at other accredited higher educational institutions in Kazakhstan or abroad may be transferred to a student's University record:

1) To transfer credit from another university, a School submits a completed "Transfer Credit Evaluation Form" and an official transcript confirming the credits awarded and the grade received to the Office.

2) Transfer credits may not be awarded for courses that have been applied to a previous degree.

3) Graduate credit may not be awarded for undergraduate courses.

4) In cases where the status of a course completed at another institution is in doubt, the Vice Dean shall make a determination which will govern all future instances in which a student seeks to transfer credits from the same courses from the same institution.

5) Transfer credit is not awarded for courses in which the student earned a grade lower than B (or equivalent).

17. Grades earned at other universities will be recorded as a "TC" on the student's transcript and are not included in computing the student's CGPA or GPA at University.

18. Courses taken at other institutions which are graded on a Pass/Fail system are not eligible for transfer for letter-graded University courses.

19. A maximum of 25% of total approved program course credit requirements may count toward any graduate degree as transfer credit.

20. Transfer credit must be approved by the Vice Dean of the School.

21. A student who has earned credit at another institution prior to enrolling in University must request that those credits be transferred at the time of his or her admission to University, subject to the approval of the relevant School.

22. Transfer credit at the time of admission can only be granted for work done in the preceding five academic years.

8. Re-admission

23. If a student was previously enrolled as a master student at University and returns to pursue the same program, all courses taken at University in the master program in the preceding 5 (five) academic years will be recorded in the transcript and included in computing the student's CGPA.

If a student returns to pursue a master degree in the different program, courses taken in the previous master program may be transferred to a student's University record and be considered as transferred credits. The rules from section 7 will be applied.



24. If a student was previously enrolled as PhD student at NU and returns to pursue a PhD degree, all courses taken at their PhD program preceding 5 (five) academic years will be recorded in the transcript and included in computing the student's CGPA at University.

9. Grading System

25. The Common Grading Scale of Table 1 is applied to letter-graded courses in all University graduate programs:

Table 1 Graduate Letter Grading		
Letter Grade	Grade (quality) points	Explanation
A	4.00	Excellent; exceeds the highest standards in the assignment or course
A-	3.67	Excellent; meets the highest standards for the assignment or course
B+	3.33	Very good; meets high standards for the assignment or course
B	3.00	Good; meets most of the standards for the assignment or course
B-	2.67	More than adequate; shows some reasonable command of the material
C+	2.33	Acceptable; meets basic standards for the assignment or course
C	2.00	Acceptable; meets some of the basic standards for the assignment or course
C-	1.67	Acceptable; while falling short of meeting basic standards in several ways
F	0	Failing; very poor performance

26. A grade of "P" (Pass) or "F" (Fail) will be reported for students enrolled in program elements approved for such grading.

A "Pass" will not be used in calculating the student's GPA or CGPA; a "Fail" grade is assigned 0 grade points for purposes of calculating the GPA and CGPA. The grade of "Pass" is equivalent to a C or above.

10. Administrative Grades

27. Special administrative grades and notations are used on transcripts which apply to all University programs. The administrative notations in Table 2 do not affect the calculation of either the GPA or the CGPA but may impact normal student progression:



Table 2 Administrative Grades		
Grade	Comment	Grade (quality) Points
AU	Audit	N/A
AW	Administrative Withdrawal	N/A
I	Incomplete	N/A
IP	In Progress	N/A
IPS	In Progress Satisfactory	N/A
IPU	In Progress Unsatisfactory	N/A
TC	Transfer Credit	N/A
W	Withdrawal	N/A

28. Audit (AU). The course Audit Option provides students the opportunity to register for a course for enrichment and/or exploration. Audited courses are designated “AU” on the student’s transcript; no grade is recorded and no academic credit is earned. As an auditor, the student is considered a passive learner and may not recite in class or take examinations. Regular class attendance is expected. The credit value of audited courses is included in the program load for purposes of determining fees and maximum credits carried. A student may register for a course on an audit basis provided:

- 1) the course is approved for audit (courses with laboratory or performance skills may not be audited);
- 2) there is space in the course;
- 3) the student has appropriate academic preparation;
- 4) the student has a valid reason for taking the course; and
- 5) permission of the instructor is obtained.

29. Administrative Withdrawal (AW). This grade indicates that a student has been required to withdraw from a course based on:

- 1) disciplinary grounds, following the procedures and standards specified in the internal regulations of the University;
- 2) non-attendance of classes; or
- 3) non-payment of tuition where appropriate following the procedures and standards specified in the internal regulations of University.

30. Incomplete (I). When a student has completed a substantial portion of the requirements for a course but, due to extenuating circumstances, is unable to complete all requirements, the course instructor may assign a temporary grade of “I”:

1) The grade “I” can be given only on the basis of a written prior agreement, which describes the work that is expected and the terms under which it is to be completed, between the student and the instructor and approved by the Dean of the relevant School. The date for completion of work is to be determined by the course instructor.

2) All work must be completed no later than the end of the last week of the subsequent semester. When the work or examination that is required under an “I” agreement is completed, the course instructor shall request a change of the “I” grade



to the appropriate grade for the course, at which time the grade of “I” will be removed from the student’s transcript.

3) A grade of “I” may also be applied to a student who cannot take part in a final examination in a course because of personal health problems or that of the immediate family. A new deadline will be set for completion of the final examination.

4) The grade “I” is assigned 0 (zero) credits, has no grade points and is not included in the calculation of the GPA.

5) A grade of “I” that is not completed by the end of the last week of the subsequent semester automatically reverts to the grade indicated in the agreement between the course instructor and the students. If no grade is indicated in the agreement and the instructor does not submit the change of grade request, the grade of “I” will revert to an “F”.

6) In no case shall a student be granted a degree while there are unresolved “I” grades on their record.

31. In-Progress (IP, IPS, and IPU). An in-progress grade is assigned as an interim grade for students registered in courses which are approved to extend over several academic periods, commonly research projects or theses.

1) In-progress grades do not contribute to the semester GPA or CGPA calculation.

2) The final letter or P/F grade as appropriate is recorded and ECTS credit awarded in the academic period of completion of the course requirements.

3) In-progress grades may not be used for courses approved for standard delivery.

4) Grades of “IPS’/IPU” indicate satisfactory/unsatisfactory assessment of work in progress and may be used to determine student academic standing.

5) A grade of “I” may not be used for courses eligible for in-progress grading.

32. Withdrawal (W). The grade “W” denotes a student who has withdrawn from the course and who has not completed the course requirements.

1) The grade “W” is automatic; in a context in which a grade of “W” is appropriate, the instructor may not assign any other grade.

2) A “W” grade is not included in the calculation of the student’s CGPA and does not count toward completion of the requirements for graduation.

11. Assigning Grades

33. Final grades are awarded to each student, in each registered course, at the end of the designated evaluation period.

12. Grade Submission

34. Instructors must submit all final grades no later than the midnight on the date posted in the Academic Calendar. Faculty should enter grades directly in the



MyRegistrar system. The Office will make all final grades available for students on the date stated in the Academic Calendar.

13. Calculation of GPA and CGPA

35. Grade points are calculated by multiplying the number of credits by the grade points of the grade awarded for each course.

36. The Grade Point Average (GPA) for one academic period is computed by dividing the sum of the earned grade points by the total graded credits attempted in this period.

The Cumulative Grade Point Average (CGPA) period is computed by dividing the sum of the earned grade points by the total graded credits attempted in the whole period of study.

The total graded credits attempted, not the credits earned toward graduation, are used in computing the GPA and CGPA.

14. Academic Standing

37. Academic Progress. To continue in any graduate program at University, a student must be in Good Academic Standing at the conclusion of each grading period as determined by:

- 1) a minimum CGPA for letter-graded courses; and
- 2) timely completion of program-specific research and other academic milestones.

38. The minimum CGPA for Good academic standing is defined as follows:

- 1) the Graduate School of Business: $CGPA \geq 3.00$;
- 2) the Graduate School of Education: $CGPA \geq 3.00$;
- 3) the Graduate School of Public Policy: $CGPA \geq 2.67$;
- 4) the School of Engineering and Digital Sciences: $CGPA \geq 2.67$;
- 5) the School of Sciences and Humanities:

M.Sc. and PhD in Biological Sciences, Applied Mathematics, Chemistry and Physics - $CGPA \geq 2.67$

Other programs: $CGPA \geq 3.00$;

- 6) the School of Medicine: $CGPA \geq 2.67$;
- 7) the School of Mining and Geosciences: $CGPA \geq 2.67$.

39. A student who fails to satisfy the program-specific conditions for Good Academic Standing at the conclusion of each academic period will be automatically placed on academic probation.

40. A student on academic probation who fails to satisfy the program-specific conditions for Good Academic Standing at the conclusion of the next academic period is subject to dismissal.

41. A student in good academic standing who receives a grade of "IPU" will be placed on academic probation and will receive an academic intervention/plan



initiated by the supervisory committee and approved by the Program Director; a student on academic probation who receives a grade of “IPU” is subject to dismissal.

15. Change of Final Course Grade

42. The final letter or Pass/Fail grade assigned to a student by the course instructor or designated faculty member at the end of term is the student’s final grade for that course.

1) No grades can be changed after the first day of the next semester or after the final decision on appeal.

2) No grades can be changed after a degree has been granted.

43. Resit of a final course examination is not permitted with the exception for comprehensive examinations as provided in the Handbook.

44. Procedures for final course grade change:

1) If a student’s grade has been assigned incorrectly due to a technical or procedural error, or miscalculation of grade, the course instructor should complete a “Change of Grade” form from the Office.

2) The Change of Grade form must be signed by the course instructor and Vice Dean of the relevant School.

3) The Vice Dean will review the requested change to ensure that University policies have been followed.

4) The approved form is submitted by the School to the Office (no forms are accepted from students) for review and approval and entry to the student’s record.

16. Grade Appeal

45. Grade appeals. All Graduate students have the right to appeal any grade that they believe is in error. The error must be based on one of the following criteria:

1) error in calculation;

2) error in the application of the class grade policy as presented in the Course Syllabus;

3) incorrect entry of the grade into the database;

4) “I” marking of an assessment;

46. Appeal process for an assessment grade.

1) A student must first consult with the course instructor within 3 (three) working days of the receipt of the contested grade.

2) The course instructor has 3 (three) working days in which to address the concern and file a Change of Grade if needed or deny the request.

3) If a student is still dissatisfied, they may appeal to the Dean or Vice Dean of the relevant School within 3 (three) working days upon the receipt of the denial from the course instructor.

4) The Dean or Vice Dean shall consult with the instructor before making any decision; the decision of the Dean or Vice Dean shall be final.

47. Appeal of final course grade.



1) The student must first consult with the course instructor or program director as outlined in the Handbook within 3 (three) working days of the date the grades are posted on the MyRegistrar system. The date to be used for calculating the time for an appeal of a final course grade is the date that grades are released to students, as published in the Academic Calendar.

2) The course instructor/program director must respond to the student with the next 3 (three) working days. That time may be extended by the Vice Dean if the course instructor/program director is shown to have been unavailable during the period following the student's receipt of their final grade.

3) If the student still believes that the grade is incorrect or the course instructor/program director has not replied within 3 (three) working days, they may appeal to the Dean or Vice Dean of the relevant School, or within 3 (three) calendar days after.

4) The Dean or Vice Dean shall consult with the course instructor before making any decision. If the Dean or Vice Dean decides to grant an appeal, he or she will communicate the new grade to the Office directly using forms supplied by that office.

5) The decision of the Dean or Vice Dean shall be final.

17. Course Retake

48. Graduate students who receive a course grade that would prevent academic progress in their program of study may, with permission of the Vice Dean of the School, be allowed to retake that course; the School is under no obligation to provide a special offering of the course.

49. There is no limit to the number of times a student may retake a course or the number of eligible courses for which retakes are permitted. All attempts will remain in the student record and on the transcript, and will be counted to the semester GPA, semester earned credits, semester attempted credits and total attempted credits. Only the last retake will be counted in the final CGPA and total earned credits.

18. Extension of Study

50. Extension of study provides for graduate program extension beyond the period defined within the approved Program Proposal from the initial program commencement date.

51. Extensions for students' study are considered without exceeding the limited time periods that are defined in the Regulatory Framework for Graduate Programs and Courses (hereinafter – NU Graduate Framework).

52. Students who are approved for an extension are considered active students and continue to receive benefits available to University's students under terms and conditions established by the University within the agreement on provision of educational services on additional period of study.



53. Students may be considered for extension of study for an additional academic period without exceeding the limited time periods defined by the NU Graduate Framework if they are unable to meet graduation requirements by the end of the last academic period of their final program year; such extensions of study:

- 1) are subject to submission of a Deferral of Degree Completion Form;
- 2) require approval of the Dean;
- 3) are limited to one academic period.

54. Students who fail to complete their program at the end of an extension period may apply for a further extension without exceeding the limited time periods defined by the NU Graduate Framework.

55. Students on Leave of Absence must officially return from a leave to be eligible for a program extension.

56. Students are subject to dismissal if a program extension is not approved.

57. The School shall identify potential students who need additional period of study. A list of such students shall be sent by the School to the Office via EDMS.

58. The School shall contact students who need additional period of study. Such students on consultation with their supervisor or advisor, develop a Program Completion Plan including any taught elements or research milestones which must be approved by the Dean.

59. The student shall submit the following to the School:

- 1) Signed Program Completion Plan
- 2) Signed Acceptance Form
- 3) Copy of the valid state ID
- 4) Valid mobile number

60. The School shall forward the student to the Bursar's Office for any questions regarding tuition fee.

61. The School will submit original documents to the Office and scanned copies via EDMS. The Office will register students for the approved additional period of study for courses indicated in the Program Completion Plan. In case of any issues, the changes must be communicated via EDMS. The Office sends the list of students for additional period of study to the Bursar's Office with corresponding documents.

62. The Bursar's Office prepares agreement and gets the signature. The copy of the agreement shall be submitted to the Office for inclusion in the student's permanent file.

63. A student enrolled in an extended semester must follow the approved Program Completion Plan and may not change this schedule, drop or add courses or withdraw from this set schedule.

64. Approval of any financial assistance for students enrolled in an extension semester is not guaranteed.

65. The Managing Council of the University may establish discounts, tuition fee waivers, and continuation fees as appropriate for extended graduate studies.

66. The rate for tuition for extended graduate studies is established by the decision of the Managing Council of the University and may be revised annually.



67. During an approved extension semester, students shall be considered for accommodation on campus, depending on availability.

19. Course Assessment and Evaluation

68. Formal and summative assessment of student learning in any course is determined by the instructor and must be clearly stated in the course syllabus distributed to students in the first week of classes.

69. By registering for a particular course students commit themselves to the completion of all course requirements, including the assessment and evaluation procedures chosen and announced by the course instructor.

70. Students who are absent from an assessment without permission of the course instructor or who do not submit coursework for assessment may be awarded a mark of zero for that assessment unless the course instructor/program director determines that there were extenuating circumstances.

1) If a medical or other emergency causes a student to miss an examination or another form of assessment, it is the student's responsibility to contact the course instructor as soon as possible, normally within 48 hours to request a deferred examination.

2) Administration of a deferred assessment shall be agreed to by the instructor but under no circumstances may the deferred assessment take place later than the end of the second week of the following semester.

3) The student will be assigned a grade of "I" for the period between the granting of a deferred assessment and the submission of a final grade.

4) In the event the student fails to appear for the deferred assessment exercise, the grade of "I" will automatically convert to a different grade in accordance with the procedures described for grades of "I" above.

71. No student should have more than two final examinations on a calendar day.

1) Students anticipating conflicts in final examination schedules should seek to resolve such conflicts with the course instructors involved at the beginning of the academic period in order to be able to meet the requirements of all final examinations.

2) If such examinations are scheduled and cannot be resolved at the instructor level, the student may appeal to the Office of the Dean of the School prior to the Examination Period.

3) This policy refers only to officially scheduled final examinations.

20. Final Examination Procedures

72. All rules concerning the administration of examinations must be explained to students by the course instructor before the examination date.

73. Any student shall be permitted to review his or her corrected, graded final examination in the presence of the faculty course instructor.



21. End-of-Semester Period Policy Statement

74. Take-home or other forms of final examinations, given in place of the officially scheduled in-class final examinations, may be distributed in the week preceding the examination period.

75. The language of all final examinations shall be English, except in the specific case of courses designed to teach another language, or in courses specifically designed to provide instruction in another language with or without translation.

22. Student Examination Conduct

76. Students may be required to produce a valid University identity card when entering an examination hall and to display this card on their desks during the examination.

77. Students are required to observe all instructions given by examiners, supervisors, proctors, or other officers responsible for the conduct of examinations. Specifically, but not inclusively the Student Code of Conduct and Disciplinary Procedures specifies that:

- 1) talking or otherwise communicating by any means to anyone other than the proctor in the examination room is not permitted;
- 2) students may not use cell phones, pagers, or any other electronic devices unless authorized to do so;
- 3) students must stop working at the end of the time allowed for the examination; continuing to work on the examination after the allowed time is considered academic misconduct;
- 4) any materials permitted in examination rooms must be approved by the School and by individual instructors as authorized by the President of the University;
- 5) plagiarism in all forms is not permitted.

23. Publication of Final Examination Results

78. Students will be informed of the date when their examination results will be published as per internal program procedures.

24. External Examiners

79. Each graduate program may employ external examiners as an element of the quality assurance process. The manner in which external examiners are employed shall be determined by the School as authorized by the President and subject to the University policies and regulations. Schools will secure the services of such external examiners as required to serve their needs.

25. Graduate Research Milestones



80. All graduate programs require successful and timely completion of specific research milestones such as a research project, research proposal, thesis and defense to demonstrate the student's ability to conduct research.

1) Research milestones completed as a credited course are subject to assessment as such using standard letter grades.

2) Research milestones not taken as a specific course are normally assessed by Pass/Fail grading.

3) Unless specified in the Handbook, the grade for thesis is awarded on successful completion of the defense.

26. Withdrawal of Degree

81. University reserves the right to withdraw an awarded degree should there be discovery of academic misconduct.

82. At the time a degree is withdrawn from a former student, public notification is made.

27. Final provisions

83. Issues that are not covered in these Policies will be regulated by the University internal policies and regulations and Handbook.

