

# INSTRUCTIONS ON THE PROCEDURE FOR REGISTRATION AND ISSUANCE OF DUPLICATE DIPLOMAS

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**Aktobe Regional University named after K. Zhubanov**

**“APPROVED”**

**Chairman of the Board – Rector of Aktobe Regional University named after K. Zhubanov  
L.Karabassova**

**“30” 11 2022**

## INSTRUCTIONS ON THE PROCEDURE FOR REGISTRATION AND ISSUANCE OF DUPLICATE DIPLOMAS

Edition for official use

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### THIS INSTRUCTION HAS BEEN DEVELOPED BY

Director of the Academic Affairs Department – S.Bisheken

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### APPROVED AND PUT INTO EFFECT

By the Chairman of the Board – Rector of Aktobe Regional University named after K. Zhubanov, based on the decision of the Academic Council (Protocol №5 dated “30” 11 2022)

**VALIDITY PERIOD:** until replaced by a new version

**INTRODUCED:** replacing version 6.0

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## 1 SCOPE OF APPLICATION

1.1 This Instruction defines the procedure for registration, rules for the preparation and issuance of duplicate diplomas of higher and postgraduate education.

1.2 This Instruction is a mandatory guide for the relevant structural units.

## 2 NORMATIVE REFERENCES

This Instruction has been developed in accordance with the following regulatory documents:

2.1 The Law of the Republic of Kazakhstan dated 27.07.2007 №319-III "On Education".

2.2 The State mandatory standard of higher education. Order of the MSHE RK dated 20.07.2022 №2.

2.3 The forms of state-issued educational documents and the rules for their registration and issuance, the basic requirements for the content of self-issued educational documents and the rules for their registration and issuance, as well as the forms of certificates issued to persons who have not completed their education in educational institutions. Order of the MES RK №39 dated 28.01.2015.

2.4 The Code of Academic Integrity of students, teachers and staff of the K.Zhubanov ARU (decision of the Academic Council, Protocol №13 dated 12.08.2020).

### **3 ABBREVIATIONS**

The following abbreviations are used in these instructions:

- RK - the Republic of Kazakhstan;
- MES - Ministry of Education and Science
- MSHE - Ministry of Science and Higher Education;
- OHPE– Organization of higher and postgraduate education;;
- SSC - Student Service Center.

### **4 GENERAL PROVISIONS**

4.1 “Issuance of a duplicate document on higher and postgraduate education” is a public service provided by the university.

4.2 Duplicates of educational documents and their appendices (hereinafter referred to as duplicates) are issued instead of those that have been lost or have become unusable, as well as to persons who have changed their last name (first name, patronymic (if any)).

The basis for issuing a duplicate is:

- a statement from a student who has lost or corrupted a document addressed to the head of the university;
- student's identity card (passport) and/or an electronic document from the digital document service;
- if the surname (first name, patronymic (if any)) is changed and/or the document of education is damaged, the original document of education is attached.

4.3 In order to obtain a duplicate of educational documents for individuals who are not citizens of the Republic of Kazakhstan and do not have an electronic digital signature, they must independently contact the educational organization.

### **5 RULES FOR THE PREPARATION AND ISSUANCE OF DUPLICATE DOCUMENTS ON HIGHER AND POSTGRADUATE EDUCATION**

5.1 In order to receive a duplicate, the recipient sends it to the university through the non–profit joint-stock company State Corporation Government for Citizens (hereinafter referred to as the State Corporation) or the e-Government web portal [www.egov.kz](http://www.egov.kz) (hereinafter referred to as the portal) an application addressed to the head of the university.

5.2 A duplicate is issued free of charge no later than 15 business days from the date of submission of the application.

5.3 In the case of a service recipient's request after the end of working hours, on weekends and holidays, according to the labor legislation of the Republic of Kazakhstan, registration of an application for the provision of public services is carried out on the following business day.

5.4 The State Corporation sends the completed applications (with a package of documents, if available) with two copies of the register to the university via courier and (or) postal communication according to the schedule.

5.5 The University's Office accepts and registers the documents on the day they are received, and transmits them to the DSP.

5.6 The university staff, within 5 (five) business days, review and deliver a duplicate or reasoned response about the refusal to provide public services to the State Corporation via courier and/or postal service no later than one day before the deadline for the provision of public services, and if an application is submitted through the portal, send a notification to the service recipient about the availability of a duplicate of the educational document indicating the place of receipt of the result of the public service or a reasoned refusal response.

5.7 Duplicate diplomas of higher and postgraduate education are issued on the basis of the order of the Rector of the University, in accordance with the visas of the archive staff and the Director of the Department of Academic Activities.

5.8 All documents serving as the basis for issuing a duplicate are stored in the applicant's personal file.

5.9 The decision to issue a duplicate diploma of higher and postgraduate education is made by the Rector of the university.

5.10 Duplicate documents are issued on the letterheads of the sample valid at the time of the decision to issue a duplicate, and are signed by the rector of the university, Vice-rector for Academic Affairs.

5.11 A duplicate of the state diploma of higher and postgraduate education is issued to graduates of the university who completed their studies before January 1, 2021.

5.12 The stamp "Duplicate instead of the original" is affixed to the issued state-issued document form in the upper-right corner. №\_\_\_\_\_", and on the documents of its own sample, in the upper right corner, a stamp is affixed "A duplicate issued instead of the original (date) \_\_\_\_\_".

5.13 The basis for issuing duplicate diplomas of its own sample on postgraduate education with the award of the degree of Doctor of Philosophy (PhD) is the decision of the Committee for Quality Assurance in the Field of Science and Higher Education of the Ministry of Education and Science of the Republic of Kazakhstan and the order of the Rector of the University.

5.14 The result of the provision of public services is the issuance of a duplicate document on higher and postgraduate education.

## **6 CHANGES AND ADDITIONS**

6.1 Amendments and additions to the Instructions are made in accordance with legislative acts, regulatory documents in the field of education and university regulations.

6.2 In the event of a change, all copies of the Instruction that are no longer valid at the university must be withdrawn and replaced with new ones.

**AGREED:**

**Vice-Rector for Academic Affairs L.Myasnikova**