

## **REGULATIONS ON STUDENT DORMITORIES**

## 1. GENERAL PROVISIONS

This Regulation has been prepared based on the Order of the Minister of Science and Higher Education of the Republic of Kazakhstan dated 30 December 2022 №219 «On Approval of the Rules for Allocation of Places in Dormitories of Higher and Postgraduate Education Institutions».

1.1. Student Dormitories №1, №2, №3, and the Youth House (*hereinafter – «Student Dormitories»*) are intended for accommodation of students arriving from other countries, cities, regions, and remote districts for the duration of the academic year (*students residing within the city are not considered*).

1.2. Student Dormitories must ensure the necessary sanitary living conditions.

1.3. Accommodation of students in the Dormitories without the corresponding permission is prohibited.

1.4. The Dormitories may accommodate students, as well as teaching staff and university employees.

1.5. Student Dormitories must be equipped with common rooms and sanitary facilities in accordance with sanitary norms.

1.6. Overall organization of work to strengthen and develop the material base of the Dormitories, as well as the effective organization of leisure activities for residents, is entrusted to the Department of Social Affairs and Youth Policy and the Department of Administrative and Economic Support.

1.7. A special commission is established for the accommodation of students in the Dormitories, which makes decisions on arising issues.

1.8. A tenancy agreement is concluded between the residents of the Dormitories and the university administration (a sample agreement is attached).

1.9. Applications for accommodation in the Dormitories are accepted annually in August (at the beginning of the academic year) through the university's mobile application. The period for reviewing the application and providing a response to the student is 2 working days from the date of submission. Information on available places is monitored through the indicated mobile application.

### 2. Procedure for Accommodation and Eviction in Student Dormitories

2.1. Places in Student Dormitories are provided in the following order:

- orphans and students left without parental care, as well as citizens of the Republic of Kazakhstan among youth who lost or were left without parental care before reaching adulthood, persons with disabilities of groups I or II, persons with disabilities from childhood, and children with disabilities (the categories of citizens specified in subparagraph 1 of paragraph 12 of these Rules) – the state, during their studies in higher and/or postgraduate education institutions, compensates expenses for accommodation in dormitories in an amount not exceeding twenty-nine monthly calculation indices established as of January 1, 2023, per year, in accordance with Resolution of the Government of the Republic of Kazakhstan dated 12 March 2012

№ 320 «On Approval of the Amounts, Sources, Types, and Rules for Providing Social Assistance to Citizens Receiving Social Assistance».

- persons with disabilities of group III, persons whose one or both parents are persons with disabilities, persons receiving the state social allowance in the event of the loss of a breadwinner, persons receiving state targeted social assistance, veterans equated in benefits to veterans of the Great Patriotic War, persons from rural youth admitted to study under educational programs determining the socio-economic development of rural areas, kandasys, as well as citizens of the Republic of Kazakhstan who have completed the established term of compulsory military service, for the duration of the first year of study in state higher and/or postgraduate education institutions, more than fifty percent of the voting shares (participation shares in the authorized capital) of which belong to the state, or higher education institutions in which a state educational order is placed.

- students participating in the project «Mangilik El Zhastary – to Industry» («Serpin – 2050»).

- first-year students who have received the Altyn Belgi distinction, students holding a certificate of a winner or prize-winner of Presidential, international, or republican Olympiads and/or competitions, as well as applicants who graduated from an educational institution with honors with a confirming document (certificate, diploma, or attestat).

- students admitted under the state educational order with high scores in the Unified National Testing or Comprehensive Testing, entrance exams in specific subjects, or in the form of testing conducted by the educational institution.

- in the case of equal scores in the Unified National Testing or Comprehensive Testing, entrance exams in specific subjects, or testing conducted by the educational institution, the financial situation of the student is taken into account in accordance with the Rules for the Formation, Allocation, and Accounting of Funds Provided as Financial and Material Assistance to Students and Pupils of State Educational Organizations from Families Eligible for State Targeted Social Assistance, as well as from families not receiving state targeted social assistance, whose per capita income is below the subsistence minimum, and orphans, children left without parental care living in families, children from families requiring emergency assistance due to extraordinary situations, and other categories of students and pupils as approved by Resolution of the Government of the Republic of Kazakhstan dated 25 January 2008 № 64.

- senior students with high performance in academic, scientific, and social activities.

- other students of higher and/or postgraduate education institutions.

- in accordance with Main Direction 1 «Student contingent under the programmes of foreign branch campuses established on the basis of a higher education institution» and Task 3.2 of the Development Program of NJSC «K. Zhubanov Aktobe Regional University» for 2023-2027, aimed at developing academic mobility and expanding the contingent of foreign students, for the purpose

of attracting foreign students, free accommodation in student dormitories is provided to foreign students admitted to the Heriot-Watt International Faculty.

2.2. Accommodation in Student Dormitories is carried out by students through the university's mobile application. Applications must include electronic versions of documents confirming the right to accommodation (in pdf, jpeg, or png formats): identity documents, certificates confirming social status, and payment receipts for accommodation. A medical certificate on health status is issued after permission to move in is granted.

2.3. Monthly, the processes of accommodation and eviction of students in Student Dormitories, as well as refunds of payments, are carried out based on an official letter from the Department for Social Affairs and Youth Policy or a protocol from the Student Dormitory, as well as by an order of the Vice-Rector for Social and Educational Work. Orders are sent to the Accounting and Reporting Department for execution.

2.4. After accommodation, the Head of the Student Dormitory ensures temporary registration of students at the dormitory address in accordance with the current legislation of the Republic of Kazakhstan.

2.5. Eviction of students from the Student Dormitory is carried out by order of the Vice-Rector in the following cases:

- at the personal request of the student;
- based on the decision of the Student Dormitory Council (in case of violation of internal rules);
- in case of expulsion of the student from the university;
- at the end of the academic year.

2.6. After eviction, the Head of the Student Dormitory removes the student from temporary registration in accordance with the current legislation of the Republic of Kazakhstan.

### **3. Rights and Obligations of Residents in Student Dormitories**

#### **3.1. Rights and Obligations of Residents in Student Dormitories:**

1. To review and sign the accommodation agreement prior to moving in, after the application has been confirmed; if the student is under 18 years old, the agreement must be signed jointly with a parent or legal representative.

2. To retain the assigned place in the room (section, room) for the duration of extended studies, in accordance with internal rules.

3. To use the educational and cultural facilities, equipment, and inventory of the Student Dormitory.

4. To participate in elections of the Student Dormitory Council and to be eligible for election to its composition.

5. To pay the annual accommodation fee at the time of application confirmation (calculated based on a 10-month academic year).

6. To accommodate siblings (brothers/sisters) from the same family together.

7. To receive a refund in case of participation in academic mobility programs, transfer to another educational institution, voluntary withdrawal, or academic leave – based on orders from the Academic Department, with partial retention of the current academic year's accommodation fee; the refund is processed via the mobile application and by the order of the responsible Vice-Rector, indicating the exact move-out time, confirmation by the Department for Social Affairs and Youth Policy, and the amount refunded by the Student Accounting Department.

8. To receive a full refund if the student decides to leave within 48 hours after moving in; the basis for the refund is the student's application to terminate accommodation.

9. To strictly comply with the Dormitory rules, safety regulations, fire safety rules, sanitary regulations, and the terms of the accommodation agreement.

10. To carefully use rooms, equipment, and inventory, conserve water and electricity, maintain cleanliness in rooms and common areas, close windows, and switch off lights, water, and electrical appliances when leaving the room.

11. To ensure daily cleaning of premises.

12. To compensate for material damage caused to household appliances or equipment of the Dormitory, in accordance with Article 917 of the Civil Code of the Republic of Kazakhstan and the terms of the accommodation agreement.

13. To observe quiet hours from 22:00 to 09:00; violation of this rule entails administrative liability in accordance with Article 437 of the Code of the Republic of Kazakhstan on Administrative Offenses.

### **3.2. Participation of Dormitory Residents in Extracurricular Activities:**

1. Participation in landscaping and greening of the Dormitory territory.
2. Active participation in public events of the university or Dormitory.

### **3.3. Disciplinary Measures for Violations of Dormitory Rules**

Violations of Dormitory rules are strictly prohibited. Disciplinary measures are applied depending on the nature of the violation.

#### **3.3.1. The following violations result in a disciplinary penalty in the form of a strict warning:**

1. Repeated unexcused tardiness;
2. Unauthorized relocation from one room to another;
3. Up to three remarks (warnings);
4. Use of televisions, radios, tape recorders, or other loud devices in the room, as well as loud singing or noise during night hours;
5. Unauthorized changing or additional installation of locks on room doors;
6. Use of electric heaters and extension cords not approved by brand/type;
7. Storage of garbage containers in the room;
8. Systematic absence from the Dormitory without valid reason and without prior notice.

**3.3.2. Grounds for eviction from the Dormitory include the following serious violations** (strict warning or absence of remarks is not a standalone basis for eviction):

1. Insulting the dignity of other students, participation in fights or similar actions, theft (based on recommendation letters or notifications from the Police Department);

2. Rude treatment or swearing at staff;

3. Absence without valid reason for more than 10 days, whereby the assigned place is not preserved, and the student is subject to eviction;

4. Smoking in rooms, corridors, or common areas;

5. Allowing unauthorized persons into rooms through doors, windows, or other areas, and leaving them overnight;

6. Consumption of alcoholic beverages or being under the influence of alcohol in the Dormitory, participation in gambling, including card games;

7. Possession, use, and distribution of narcotic and psychotropic substances;

8. Possession and carrying of cold, gas, traumatic, or firearms of any type;

9. Conducting activities of a religious extremist nature;

10. Concealing facts of serious violations of Dormitory rules; the university administration applies measures up to the point of eviction;

11. Violation of fire safety rules or instructions for using electrical appliances (including improper use of fire alarm buttons);

12. At the end of the academic year, students who repeatedly violated internal rules, committed offenses, or returned rooms in improper condition are entered by the Head of the Dormitory into the «blacklist» (based on acts, protocols, photo, and video materials). Their right to accommodation in the following academic year is restricted.

3.4. In case of eviction from the Dormitory for violation of internal rules, the advance payment for accommodation is not refunded. The student is not entitled to accommodation in the Dormitory in the following academic year.

#### **4. Responsibilities of the Relevant Structural Units**

4.1. Responsible structural units of the university are obliged to:

1. Create the necessary conditions for students' accommodation and rest, independent study (*reading rooms, etc.*), as well as for organizing and conducting cultural and leisure activities;

2. Provide the Student Dormitory with equipment, furniture, beds, and other resources in accordance with Dormitory standards;

3. Provide the Student Dormitory with personnel for technical maintenance (*security guards, cleaners, electricians, plumbers, etc.*);

4. Ensure proper heating and lighting conditions in accordance with sanitary standards;

5. Timely carry out current and major repairs of the Student Dormitory;

6. Ensure compliance with the established access regime to the territory of the Student Dormitory;

7. Ensure the availability of an emergency medical assistance point and an isolation room for temporary placement of residents in urgent medical situations (*as directed by medical personnel*).

## **5. Responsibilities of the Heads of Student Dormitories**

5.1. The Heads of Student Dormitories are responsible for the direct supervision of Dormitory staff and are obliged to:

1. individually familiarize students with the internal rules of the Dormitory and the accommodation agreement upon check-in;

2. provide residents with necessary resources, equipment, and inventory, as well as replace beds in accordance with sanitary standards;

3. maintain the Dormitory premises (common areas and non-residential facilities) and its territory in cleanliness and order;

4. submit residents' proposals for improving living conditions to the Department of Social Affairs and Youth Policy (to the Director of the Department);

5. inform faculty deans and the Head of the Department of Social Affairs and Youth Policy about cases of violation of Dormitory rules;

6. ensure temporary registration of students residing in the Dormitory;

7. promote the development of student council self-governance, as well as effective use of students' free time (organization of educational and cultural activities);

8. monitor compliance with Dormitory rules by residents and adherence to general internal regulations of the Dormitory;

9. the Head of the Dormitory, together with the responsible manager of the relevant structural unit, submits a memorandum to the Vice-Rector for Social and Educational Work with proposals for incentives at various levels and for free accommodation for one academic year to encourage members of the student council, floor monitors, and other active individuals who assisted in organizing residents' daily life and effectively managing leisure activities, as well as those who acted as advisors during student placement. The Vice-Rector submits the proposal to the commission on Rules for Granting Tuition Fee Discounts at NJSC «K. Zhubanov Aktobe Regional University», where an appropriate decision is made;

10. in the event of a violation by a student who received the right to free accommodation for one academic year in the Dormitory for active participation in accordance with the Rules for Granting Tuition Fee Discounts at NJSC «K. Zhubanov Aktobe Regional University», of the internal regulations, this benefit is revoked from the date of issuance of the order based on the disciplinary violation report, and the student must pay for accommodation in the Dormitory (accommodation fees are accrued and payable from the date of the order).

## **6. Control System in Student Dormitories**

6.1. After check-in, students' permission to reside is displayed through the mobile application.

6.2. Entry and exit to/from the Dormitory are allowed from 6:00 to 23:00 from April 15 to October 15; during the rest of the year – from 6:00 to 22:00. In cases where a student is absent from the Dormitory for a valid reason, they must notify the Head of the Dormitory; the corresponding record is logged in the register.

6.3. Relatives and guests of Dormitory residents must present identification documents. Entry of relatives and guests is allowed only with the permission of the Head of the Dormitory and in the presence of the student. In such cases, the duty officer at the entrance (security guard) makes a corresponding record in the register.

6.4. Relatives of students residing in the Dormitory may visit during the hours established by the administration. The student is responsible for the timely departure of relatives and for ensuring they comply with the internal rules. Unauthorized persons are prohibited from staying in the Dormitory at night.

6.5. Removal of oversized items from the Dormitory is allowed only with special permission from the Head of the Dormitory. When such items are removed, the Head makes a record in a special register.

## **7. Student Disciplinary Council of the Dormitory**

7.1. A Student Disciplinary Council is formed in the Dormitory from among residents who voluntarily submit an application or are elected by the general decision of the residents.

7.2. The Student Disciplinary Council is a permanent representative body of the Dormitory and operates based on the Dormitory's internal rules.

7.3. The main objectives of the Student Disciplinary Council are:

- developing self-governance skills among residents;
- ensuring the rights of students in management matters;
- coordinating the work of floor/section representatives;
- engaging residents in voluntary community work in the Dormitory and surrounding areas.

7.4. The main tasks and powers of the Student Disciplinary Council include:

- protecting and representing the rights and legitimate interests of students residing in the Dormitory;
- conducting preventive and explanatory work on Dormitory rules;
- supporting socially significant initiatives of students;
- assisting in resolving social and domestic issues of residents;
- participating in organizational matters related to student check-in, relocation, and check-out in coordination with the Dormitory administration;
- participating in conflict resolution among residents and reviewing cases of violations of internal rules;
- making proposals to the university administration to improve living conditions;

- participating in organizing cultural, educational, and social events in the Dormitory.

7.5. Members of the Student Disciplinary Council are elected by resident vote. Floor/section representatives are elected at the general meeting of residents of the corresponding floor (section). The composition of the council is approved by the Student Parliament.

7.6. Decisions on matters submitted for discussion are made by a majority vote. Information discussed at council meetings shall not be disseminated among other residents.

7.7. Floor/section representatives monitor proper use of Dormitory property and equipment, and maintenance of cleanliness and order in rooms. Identified violations are reported to the Head of the Dormitory. Regular monitoring and control are conducted.

7.8. The structure of the Student Disciplinary Council includes:

- Chairperson of the Council;
- Council members;
- Floor/section representatives.

7.9. The Chairperson is elected from among council members by open or secret vote for a term of up to two years.

7.10. The Student Disciplinary Council collaborates with the Dormitory, the Department of Social Affairs and Youth Policy, and the university administration. University, departmental, and faculty staff may attend council meetings.

7.11. The council interacts with the university board based on principles of cooperation. Representatives of the Rectorate and other university structural units may attend council meetings.

7.12. The council has the right to:

- participate in reviewing social and domestic issues affecting residents;
- participate in reviewing cases of internal rule violations;
- submit proposals to the university board regarding resident statements and complaints.

7.13. The council is obliged to:

- protect and represent the rights and legitimate interests of students;
- conduct explanatory work with residents regarding Dormitory rules;
- consider all resident statements and appeals in a timely manner;
- support socially significant initiatives of residents;

Inform the university Rectorate and Dormitory administration about its activities and decisions.