NJSC «K.Zhubanov Aktobe Regional University»

«APPROVED»
Chair of the Management Board – Rector
K.Zhubanov Aktobe Regional University
L.Karabassova
« 30 » 11 2022

INSTRUCTION ON THE PREPARATION AND ISSUANCE OF DUPLICATE DIPLOMAS

For official use only
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APPROVED AND ENTERED INTO FORCE :
by the Chair of the Management Board – Rector of K. Zhubanov Aktobe Regional University pursuant to the resolution of the Academic Council (Minutes №5 dated « 30 » 11 2022)

VALID UNTIL: superseded by a new version.

REPLACES: Version 6.0

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1 SCOPE

1.1 This Instruction establishes the procedures for the preparation, completion, and issuance of duplicate diplomas of higher and postgraduate education.

1.2 This Instruction shall be mandatory for all relevant structural units of the University.

2 NORMATIVE REFERENCES

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

2.1 Law of the Republic of Kazakhstan «On Education» No. 319-III, dated 27 July 2007.

2.2 State Mandatory Standard for Higher Education, approved by Order No. 2 of the Ministry of Science and Higher Education of the Republic of Kazakhstan, dated 20 July 2022.

2.3 Forms of State-Recognised Educational Documents and the Rules for Their Registration and Issuance; Basic Requirements for the Content of Institution-Issued Educational Documents and the Rules for Their Registration and Issuance; and the Form of the Certificate Issued to Persons Who Have Not Completed Their Studies at Educational Institutions, approved by Order No. 39 of the Ministry of Education and Science of the Republic of Kazakhstan, dated 28 January 2015.

2.4 Code of Academic Integrity for Students, Academic Staff, and Employees of K. Zhubanov Aktobe Regional University (approved by the decision of the Academic Council, Minutes No. 13, dated 12 August 2020).

3 ABBREVIATIONS

The following abbreviations are used in this Instruction:

- RK – Republic of Kazakhstan;
- MES – Ministry of Education and Science;
- MSHE – Ministry of Science and Higher Education;
- HEI – Higher Education Institution;
- SSC – Student Service Centre.

4 GENERAL PROVISIONS

4.1 The issuance of a duplicate document of higher or postgraduate education is a public service provided by the University.

4.2 Duplicate educational documents and their supplements (hereinafter referred to as the duplicate) shall be issued to replace documents that have been lost or damaged, as well as to individuals who have changed their surname, given name, or patronymic (where applicable).

The following documents shall serve as the basis for the issuance of a duplicate:

- an application addressed to the Rector of the University submitted by the graduate whose educational document has been lost or damaged;

- the applicant's identity card (passport) and/or an electronic identity document obtained through the Digital Documents Service;
- where the applicant has changed their surname, given name, or patronymic (where applicable), and/or where the educational document has been damaged, the original educational document shall be submitted.

4.3 To obtain a duplicate educational document, individuals who are not citizens of the Republic of Kazakhstan and who do not possess an electronic digital signature shall apply directly to the educational institution.

5 PROCEDURES FOR THE PREPARATION AND ISSUANCE OF DUPLICATE DOCUMENTS OF HIGHER AND POSTGRADUATE EDUCATION

5.1 To obtain a duplicate, the applicant shall submit an application addressed to the Rector of the University through the State Corporation "Government for Citizens" (hereinafter referred to as the State Corporation) or via the e-Government web portal (www.egov.kz) (hereinafter referred to as the Portal).

5.2 A duplicate shall be issued free of charge no later than 15 working days from the date of submission of the application.

5.3 If the applicant submits the application after the end of the working day or on weekends or public holidays in accordance with the labour legislation of the Republic of Kazakhstan, the application shall be registered on the next working day.

5.4 The State Corporation shall forward the completed applications (together with the supporting documents, where applicable), accompanied by two copies of the register, to the University by courier and/or postal service in accordance with the established schedule.

5.5 The University's Office shall receive and register the documents on the day of their receipt and forward them to the Student Service Centre (SSC).

5.6 Within five (5) working days, the University's authorised staff shall process the application and forward either the duplicate or a reasoned refusal to provide the public service to the State Corporation by courier and/or postal service no later than one day before the expiry of the statutory service period. Where the application has been submitted through the Portal, the applicant shall be notified of the readiness of the duplicate educational document, indicating the place where the result of the public service may be collected, or shall receive a reasoned refusal.

5.7 Duplicates of higher and postgraduate education diplomas shall be issued on the basis of an Order of the Rector of the University following endorsement by the Archive and the Director of the Department of Academic Affairs.

5.8 All documents serving as the basis for the issuance of a duplicate shall be retained in the applicant's personal file.

5.9 The decision to issue a duplicate diploma of higher or postgraduate education shall be made by the Rector of the University.

5.10 Duplicates shall be issued on the version of the official diploma form in force at the time the decision to issue the duplicate is made and shall be signed by the Rector of the University and the Vice-Rector for Academic Affairs.

5.11 A duplicate of a state-issued diploma of higher or postgraduate education shall be issued to graduates who completed their studies before 1 January 2021.

5.12 The duplicate of a state-issued document shall bear the stamp «Duplicate Issued in Place of Original No. _____» in the upper right-hand corner.

A duplicate of a University-issued document shall bear the stamp «Duplicate Issued in Place of Original, Issued on (date) _____» in the upper right-hand corner.

5.13 The basis for issuing duplicates of institution-issued postgraduate diplomas conferring the degree of Doctor of Philosophy (PhD) shall be the decision of the Committee for Quality Assurance in Science and Higher Education of the Ministry of Science and Higher Education of the Republic of Kazakhstan and the Order of the Rector of the University.

5.14 The result of the public service shall be the issuance of a duplicate document of higher or postgraduate education.

6 AMENDMENTS AND REVISIONS

6.1 Amendments and revisions to this Instruction shall be made in accordance with the applicable legislation, regulatory documents governing higher education, and the University's internal regulations.

6.2 If this Instruction is amended, all superseded copies held by the University shall be withdrawn and replaced with the updated version.

AGREED BY:

Member of the Management Board
for Academic Affairs - Vice-Rector L.Myasnikova