

 <b>NAZARBAYEV UNIVERSITY</b>	<b>Autonomous organization of education Nazarbayev University</b>		
	<b>Approving body:</b>	Provost	
<b>Academic Policies and Procedures for the Nazarbayev University Foundation Year Program</b>			
<b>Date of approval:</b>	07.03.201907 .03.2019	<b>Date of entering into force</b>	07.03.201907. 03.2019
<b>Decision/Minutes No.:</b>	No. 17-Н/К17-Н/К		
<b>Bylaw classification:</b>	2.8. Academic Policies and Procedures		
<b>Initiator:</b>	Robert Doebler General Director of Center for Preparatory Studies		
<b>Related documents</b>	no related documents		

### Abbreviations

APP	Academic Policies and Procedures for NUFYP
NU	Nazarbayev University
CPS	Center for Preparatory Studies
NUFYP	Nazarbayev University Foundation Year Program
OR	Office of the Registrar
HOD	Head of Discipline
EAP	English for Academic Purposes
SCHOOL/S	Nazarbayev University's Schools with undergraduate programs

### 1. General Provisions

1. These Academic Policies and Procedures are for the Nazarbayev University Foundation Year Program. The APP are to be construed in conjunction with the Nazarbayev University Charter and other internal regulations including but not limited to the NU Student Code of Conduct and Disciplinary Procedures and NU's admission regulations.

### 2. Admission to NUFYP

2. Admission to NUFYP will be in accordance with separate admissions policies duly adopted as regulations of NU. Changes in admission standards shall not apply retroactively.



### 3. Academic program

3. **Academic Calendar.** NUFYP operates on the basis of an academic year divided into two periods: Fall and Spring Semesters. Induction/ Orientation week takes place at the beginning of the Fall Semester to assist students in adapting to university life and to the program requirements. The NUFYP Academic Calendar indicates the important dates of both semesters including orientation and the start and end of classes, and final examination period.

4. **Academic Curriculum.** NUFYP is a one-year, academic preparatory program designed to help students increase academic knowledge — primarily English and Mathematics — and broaden their educational background.

1) All students\* will study English for Academic Purposes and Mathematics, and elective courses in both semesters.

2) In addition, NUFYP students will take the Personal Development Module designed to help them develop academic and life skills required to commence successful undergraduate study at NU. (The course is not considered in the progression criteria.)

\*Students with special needs may take fewer elective courses.

### 4. Cause for Concern Reports

5. Course instructors will inform the Senior Teaching Fellow for Student Advising of any student with whom there is a cause for concern based on academic performance, attendance or behavioral issues. The template for identifying students with Cause for Concern is provided in Appendix 1 hereto.

### 5. Grading System

6. All NUFYP courses will be graded as a percentage (with the exception of the Personal Development Module (PDM) which is not graded, although attendance is mandatory). The table below describes the skills within different bands:

%	Characterization	Description
90-100	Outstanding	<ul style="list-style-type: none"> <li>• Student provides evidence of an outstanding level of achieving all the course learning outcomes.</li> <li>• Student demonstrates original critical evaluation and analysis of arguments and problems.</li> <li>• Student consistently applies appropriate skills and methods that indicate complete understanding of the subject matter.</li> </ul>
80-89	Excellent	<ul style="list-style-type: none"> <li>• Student provides evidence of an excellent level</li> </ul>



		<p>of achieving all the course learning outcomes.</p> <ul style="list-style-type: none"> <li>• Student demonstrates sophisticated critical evaluation and analysis of arguments and problems.</li> <li>• Student consistently applies appropriate skills and methods that indicate excellent understanding of the subject matter.</li> </ul>
70*-79	Very Good	<ul style="list-style-type: none"> <li>• Student provides evidence of a very good level of achieving the course learning outcomes.</li> <li>• Student demonstrates critical evaluation and analysis of arguments and problems.</li> <li>• Student almost always applies appropriate skills and methods that indicate a very good understanding of the subject matter.</li> </ul>
65**-69	Good	<ul style="list-style-type: none"> <li>• Student provides evidence of a good level of achieving the course learning outcomes.</li> <li>• Student demonstrates critical evaluation and analysis of arguments and problems.</li> <li>• Student generally applies appropriate skills and methods that indicate understanding of the subject matter.</li> </ul>
60***-64	Satisfactory	<ul style="list-style-type: none"> <li>• Student provides evidence of a satisfactory level of achieving non-language course learning outcomes.</li> <li>• Student demonstrates weak critical evaluation, but may demonstrate some analysis of arguments and problems.</li> <li>• Student sometimes applies appropriate skills and methods that indicate understanding of the subject matter.</li> </ul>
50-59	Pass	<ul style="list-style-type: none"> <li>• Student provides minimal or at times incomplete evidence of achieving the course learning outcomes.</li> <li>• Student demonstrates little critical evaluation and analysis of arguments and problems.</li> <li>• Student inconsistently applies appropriate skills and methods that indicates a weak understanding of the subject matter.</li> </ul>
<50	Unsatisfactory	<ul style="list-style-type: none"> <li>• Student provides insufficient or incomplete evidence of achieving the course learning outcomes.</li> <li>• Student demonstrates very little or no critical evaluation and analysis of arguments and</li> </ul>



		<p>problems.</p> <ul style="list-style-type: none"> <li>• Student seldom or rarely applies appropriate skills and methods that indicate a unsatisfactory understanding of the subject matter.</li> </ul>
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\*Performance at this level and above meets the requirements for unconditional progression in Mathematics

\*\*Performance at this level and above meets the requirements for unconditional progression in EAP

\*\*\*Performance in this range meets the requirements for condition progression in Mathematics

## 6. Grading Standards and Records

7. CPS is responsible for the record and storage of assessment documents not returned to the students and control of their condition and safekeeping prior to transferring them to the NU archives.

8. NUFYP students' elective courses are averaged for progression purposes. Progression rules and criteria are specified in separate internal documents.

9. Student Reports written by NUFYP teaching fellows will be made available to the OR at the end of the academic year for the use by the Schools' Progression Committees.

10. There is no university credit given for NUFYP courses.

11. There is no calculation of grade point averages for students in NUFYP.

## 7. Administrative Grades

12. The following notations apply to NUFYP.

Grades	Comments
W	Withdrawal. A withdrawal indicates a student has withdrawn from the course and has not completed the course requirements. The HOD/teaching fellow cannot assign any other grade. A withdrawal from a course is effective upon the student's submission of a Withdrawal Form to the Office of the Registrar with the signature of the General Director. A student who takes a Leave of Absence during a semester will automatically receive a W for all courses.
AW	Administrative Withdrawal. AW indicates that a student has been ordered withdrawn from a course based on: <ol style="list-style-type: none"> <li>1) On disciplinary grounds, following procedures and standards specified in the NU Student Code of Conduct, or</li> <li>2) Non-payment of tuition following the procedures and standards specified in the internal regulations of NU.</li> </ol>
I	Incomplete. When a student has completed a substantial portion of



	<p>the requirements for a course but, due to extenuating circumstances, is unable to complete all requirements, the HOD may assign a temporary grade of Incomplete. An Incomplete grade can be given only on the basis of a written prior agreement between the student and the HOD and approved by the General Director. The agreement will describe the additional work that is expected and the terms under which it is to be completed. The date for completion of work is to be determined by the HOD, but all work is to be completed no later than the end of the following semester. When the work that is required under and “Incomplete” agreement is completed, the HOD shall request a change of the “I” grade to the appropriate grade for the course, at which time the grade “I” will be removed from the student’s transcript. In practice, an Incomplete grade is possible only in the first semester of NUFYP, and generally given only for a student who has missed the final exam due to extenuating circumstances.</p>
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### 8. Final Course Grades

13. Final grades are assigned to students for each scheduled course at the end of both semesters (except for the Personal Development Module as noted above).

14. CPS submits grades for the students’ classes via My Registrar database by 5:00 p.m. (17:00) on the date posted in the NUFYP Academic Calendar. The OR will make all final grades available to students on the date stated in the NUFYP Academic Calendar.

### 9. Appeal of Grades

15. Students have the right to appeal an assessment grade they have received that they believe is in error. The error must be based on the following criteria:

- 1) Error in calculation.
- 2) Error in application of the course grade policy as presented in the course syllabus.
- 3) Incorrect entry of the grade into the database; or
- 4) Incomplete marking of an assessment.

16. In the case of an exam, a student must first consult the Head of Discipline (HOD) within 3 (three) working days of receipt of the contested grade. The HOD has 3 (three) working days in which to address the concern and file a Change of Grade or to deny the request. If a student is still unconvinced the grade was calculated correctly, he or she may appeal to the General Director within 5 (five) days upon receipt of the denial from the HOD. The General Director shall consult with the HOD before making a decision. The decision of the General Director shall be final.

17. **Appeal of first semester course grade.** In the case of a First Semester final course grade, a student must first consult the HOD within 3 (three) working



days of the receipt of the contested grade. 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 NUFYP Academic Calendar. The HOD must respond within the next 3 (three) working days. (That time may be extended by the General Director if the HOD is shown to have been unavailable during the period following the student's receipt of their course grade.) Upon receiving a denial from the HOD, the student may appeal to the General Director within 5 (five) calendar days if the student still believes there is an error. The General Director shall consult with the HOD before making any decision. If the General Director decides to grant the appeal, he or she will communicate the new grade to the OR directly using the forms supplied by that office. The decision of the General Director shall be final.

## 10. Change of Grade

18. The grade assigned to a student by his or her course instructors and approved by the relevant Head of Discipline (HOD) is the student's final grade for that course. Final grades are final and permanent. Final grades for individual courses can only be changed in cases of miscalculation or a technical or procedural error.

19. In the event of an error, the General Director may change a submitted final grade within ten days of the grade being submitted to OR in the semester in which the course was taken.

20. Procedures for a grade change:

1) If a student's grade has been assigned incorrectly due to miscalculation or a technical or procedural error, the relevant HOD must complete a *Change of Grade* form from the OR website.

2) The *Change of Grade* form must be signed by the HOD and the General Director of CPS. When signed, the form will be brought to the OR by a member of the CPS staff (no forms are accepted from students).

3) The request is reviewed by the OR. If any questions or concerns occur they will be directed to the Head of Discipline or General Director.

4) Once the grade change is approved the new grade is entered into the student's academic record.

## 11. Academic Standing, Attendance, and Progression

21. **Academic Standing.** NUFYP expects students to maintain satisfactory academic progress towards successful progression to NU undergraduate schools. Students at the end of semester 1 with a grade below the conditional grade for progression may be required to attend support sessions. If assigned, attendance will be mandatory and recorded as part of attendance in that course for the student.

22. **Attendance.** In accordance with NU Attendance Policy, all students are expected to attend all scheduled classes and tutorials at NUFYP. Students are required to be present at the beginning of the semester and to remain until the semester is complete (which includes final examinations).



23. Students who fall below 90% attendance in any course or mandatory tutorial sessions will have it noted on the Student Report used by the Schools in making progression decisions.

24. Penalties as set forth in relevant internal documents of the NU and NUFYP will be applied if a student's attendance falls below 80% of scheduled classes and tutorials.

25. In CPS the penalty will always include exclusion from any extracurricular activities, but may also include mandatory study periods, monitored upkeep of a planner, possible exclusion from taking an assessment (especially when the student is insufficiently prepared), and may include dismissal from the University.

26. **Progression.** Students will progress according to internal University documents.

27. NUFYP is a one-year foundation course; there is no possibility for re-taking any courses in NUFYP including electives.

## 12. Withdrawal of a Certificate

28. NUFYP reserves the right to withdraw a Certificate of Study should it be discovered that the work upon the basis of which the award was granted was the product of academic misconduct or that the academic records in support of the award were fraudulent.

## 13. Examinations

29. **General requirements.** "Examination" refers to the assessment of any course whether by written or online examination, by coursework, by presentation or by any means of academic assessment. Examinations, including final examinations, may consist of in-class examinations, take-home essays, oral examinations or appropriate substitutes, such as, papers or projects or any combination thereof. The examination type is guided by program and course learning outcomes and best practices for preparatory programs.

30. **In-semester examination policy.** Examinations given outside of class time, i.e., on a Friday after 4:30 p.m. (16:30) or any time Saturday or Sunday must be approved by the General Director of CPS. If an examination is administered that falls outside of class time, CPS administration must announce the date and time at least two weeks prior to the examination date.

31. **Final examination schedules.** All scheduled final examinations are scheduled during NUFYP's official final examination period noted in NUFYP's Academic Calendar.

32. **Return of graded assignments.** Course instructors are expected to return all assigned course work in a timely manner or to provide equivalent feedback sufficient to prepare students for the final examination.



**33. Exam Directions.** All rules and directions concerning the administration of examinations shall be explained to the students before the examination of the exam.

**34. Arrival at the Examination Room.** Students are required to arrive at the examination room prior to the start of the examination. Students who arrive after the start of an examination will not be permitted to sit the exam.

1) In such a case, the lead invigilator will complete an incident report and, if applicable, the student can file a Mitigating Circumstances Report with the HOD or Deputy Director.

2) It is the student's responsibility to complete and submit the Mitigating Circumstances Form as soon as possible; it must be prior to the posting of exam results for in-semester exams or the assigning of final grades of a semester to be considered. The NUFYP Student Handbook contains additional information regarding filing for Mitigating Circumstances as well as the form (see also Appendix 2 hereto).

3) If the extenuating circumstances are accepted, the student will be allowed to sit a make-up exam or will be assessed in another appropriate way.

4) Students who miss an exam or arrive late and who do not have valid extenuating circumstances will not be assessed and will receive a zero grade for that examination.

**35. Storage of Final Examinations.** A final examination that is not returned to the students will be stored in a secure location for review purposes.

**36. Language of Examinations.** All examinations are conducted in English unless it is a language examination other than English.

**37. Unauthorized Absence from Examinations.** Students absent from an examination without permission will be given a mark of zero for the examination. Students who are absent from other forms of assessment or do not submit coursework will be given a mark of zero unless mitigating circumstances exist. If mitigating circumstances such as a medical emergency causes a student to miss an examination or another form of assessment, it is the student's responsibility to complete and submit a Mitigating Circumstances Form as soon as possible; it must be prior to the posting of exam results for in-semester exams or assigning of final grades of a semester to be considered. The NUFYP Student Handbook contains additional information regarding filing for Mitigating Circumstances as well as the form (see also Appendix 2 hereto).

## 14. Student Examination Conduct

38. Students will be required to present a current NUFYP student identity card when entering an examination hall, and to display this card on their desks during the examination.

39. Students are required to observe all instructions given by examiners, invigilators, and CPS academic and admin staff responsible for the conduct of the examinations. The following rules apply to all examinations:





1) Talking to anyone other than an invigilator in the examination room is not permitted.

2) Students must not bring in cell phones, smart watches, cameras, pagers or text messaging devices.

3) Students must stop working at the end of the time allowed for the exam. Continuing to work on the examination after the time allowed will be considered academic misconduct.

4) Communicating answers or information to other students either during the examination or to a student who has not yet taken the examination is considered serious academic misconduct. Students who assist others or who receive assistance are subject to disciplinary actions and penalties.

5) NUFYP follows the procedures outlined in the NU Student Code of Conduct for academic misconduct.

## **15. External Reviewers**

40. CPS will seek to employ external reviewers and examiners as an element of the quality assurance process on the basis of a relevant contract. CPS shall determine the manner in which external examiners are involved as authorized by the Provost and subject to University policies and regulations. This may include but is not limited to review of the curricula, assessments, grading rubrics, and procedures.

## **16. End-of-Semester and Final Exam Period Policy Statement**

41. The End-of-Semester period is a time of reduced social and extracurricular activity, starting with the last week of classes and continuing through the final examination period. In this period, students concentrate on academic work and prepare for final examinations. The following rules govern the conduct of classes during the End-of-Semester period.

1) During this time course instructors should neither make extraordinary assignments nor announce additional course meetings to “catch up” in course presentations that have fallen behind. Course instructors may choose to conduct optional review sessions and to suggest other activities that might seem appropriate for students preparing for final examinations.

2) No graded homework assignments, mandatory quizzes, or examinations should be given during the last week of classes except in classes where graded homework assignments or quizzes are routine parts of the instruction process.

3) During this End-of-Semester period, instructors cannot schedule any extracurricular event involving compulsory student participation neither can they ask students to attend any committee meetings.

42. No other course work will be due during the final examination period unless it is assigned in advance, and in lieu, of the course’s final examination. Regardless of whether there is a final examination in the course, no classes other than review sessions shall be held during the final examination period. Review sessions should be scheduled for optional attendance, and a serious effort should be made by



course instructors to accommodate students who are unable to attend a scheduled review session.

### **17. Final Provisions**

43. Issues that are not covered in this APP will be regulated by NU and CPS internal policies and regulations and by the NUFYP Student Handbook.



**Appendix 1  
to the Academic policies and  
procedures for Nazarbayev  
University Foundation Year  
Program**

**NUFYP Cause for Concern Report**

Use this form to report concerns regarding a NUFYP student's academic performance, attitude or behavior in class and general physical/ mental health and welfare. Before the report is raised, attempts in the personal tutorial should be made to discuss any of the issues with the student themselves. If a tutor who is raising a concern is not the personal tutor, they should consult the personal tutor first to see if the concern is a common one, or unique to the subject they teach.

**Student Information**

Student Name:

Group:

Student email address:

Tutor Name:

Tutor email address:

**General Nature of the Cause for Concern**

- Academic Performance     Low Attendance     Class behavior
- Erratic/ Non-submission of Course-work     Welfare
- Other

Other (please describe below)

**Description of Concern**

Date:

Location: (e.g. tutorial/class/lab, etc.)

**Summary of Action Requested by Tutor -Step1**



**Suggested Referral Route (please tick)**

- Head of Discipline (relating to academic matters: performance /attendance / course-work)
- Senior Teaching Fellow in Student Advising (relating to welfare requiring referral to Counselling office or GP)
- NUFYP General Director or Deputy Director (in cases of extreme urgency when a student may be at risk to himself/herself or others)

**Action taken –Step 2****Any Further Action required? By whom?–Step 3****Confidential: For office use only to be attached to student file**

Report received by

Date

Follow-up actions (indicate date, action taken and by whom)  
Attach additional sheets if necessary



**Appendix 2  
to the Academic policies and  
procedures for Nazarbayev  
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Program**

**REQUEST FOR CONSIDERATION OF MITIGATING CIRCUMSTANCES**

Note: To be turned in to the Head of Discipline or Deputy Director

**Student Information**

Full Name		
ID		Email
Phone		Pathway Group

**Assessment(s) To Be Considered** (use another page if necessary)

Course	Type of Assessment (e.g., exam, paper, viva)	Date Due	Percentage of Course Grade

**Mitigating Circumstances For Consideration** (use another page if necessary)

Please describe in detail the circumstances that you believe have affected your academic performance.	
Please state the exact dates of the period(s) affected by these circumstances.	
Please list the supporting documents that you have attached in support of your request of mitigating circumstances.	
<b>Student Affirmation:</b> I confirm that the information given is accurate and true to the best of my knowledge. (Note that a false or misleading statement is a violation of the Student Code of Conduct and could result dismissal from CPS.)	
Signature	Date
<b>Head of Discipline's action or recommendation</b> (Note that an assessment $\leq 5\%$ of the final grade is decided by the HOD. Mitigating assessments $> 5\%$ are in consultation with the Deputy Director. This form is filed with the Deputy Director.)	
HOD(s):	Date
Deputy Director	Date

Note: an appeal may be made to the General Director who in consultation with all parties will make a decision. This decision is final.

