

«Turan» University



**TURAN
UNIVERSITY**

Approved
at the meeting of the Academic Council
of «Turan» University»
Protocol No. 11 of 28.08.2018

STUDENT CODE

Almaty

2018

Table of contents

General code of conduct3
Academic code of conduct for students at Turan University8
Policies against discrimination and harassment11
Student complaints and appeals policy and procedure12

General code of behavior

Preamble

“Turan” University provides flexible, high-quality educational services. The University aims to support the educational and scientific community, where freedom of expression in both written and oral forms is very important. Members of the University’s community should treat each other with respect. High citizenship requires cooperation, tolerance, acceptance, inclusivity, courtesy and patience, which is reflected in the manner of behavior.

Students are at all levels of educational programs (bachelor's degree, master's degree, PhD).

The Mission of the University Student:

- to become an in-demand specialist.
- to take a worthy part in the cultural, social, economic and political life of the Republic of Kazakhstan.

Basic moral principles of a student of University:

The student is guided by such basic moral principles as:

- * humane treatment of people;
- *respect for the rights, honor and dignity of the individual;
- *decency;
- *honesty;
- *truthfulness;
- *responsibility and fidelity to accepted obligations;
- *adherence to principles.

Goal

The purpose of this policy is to acquaint students of “Turan” University with the rules of conduct when they communicate with the management, faculty, advisors or employees of the University, among themselves in situations that do not relate to academic issues. In addition, there are procedures for filing complaints and appeals in accordance with this policy.

Statement of responsibility and rules of conduct

Students are fully responsible for their academic performance and the implementation of academic goals.

Students must:

- act in accordance with the requirements of the University's internal policy;
- meet your financial obligations in a timely manner;
- take care of the property of the University.

It is expected that the interaction between students and the university / faculty will be exclusively professional in nature. Accordingly, any behavior that threatens the safety or well-being of members of the university's community or substantially disrupts the work of "Turan" University is prohibited and should be the basis for disciplinary measures, including expulsion from the university. The university prohibits harassment, any offensive actions, physical threats and other violent acts.

Violations

The behavior of students who violate the code of conduct within the walls of "Turan" University during the implementation of educational activities or activities related to the University, or any other behavior that negatively affects the University's community, is the basis for disciplinary measures by the University. The University reserves the right to apply to the appropriate civil or criminal law enforcement Agency if it deems it appropriate. Violations of the General code of conduct may include, but are not limited to the following:

- *violations related to the activities of the University – organization of exams, online courses, assessment, educational activities, research, management and meetings. These actions may also be considered as a violation of the Academic code of conduct;

- *unauthorized entry/access and use of any University network, building, facility, room, or office. Services include, but are not limited to, time, venues, and venues for special events;

- * misappropriation/improper use or damage of the University's property, including misappropriation or possession of property belonging to the University; intentional damage to the property of the University or other members of the University; distribution of virus programs in University networks, programs or other electronic media, which leads to failures in the operation of systems or other equipment;

- *physical violence and other dangerous activities, including actual physical violence or the threat of physical violence; damage to another person's property; threat/blackmail; creating conditions that endanger the health, safety or well-being of others or may cause damage to property; possession, use or distribution of firearms, ammunition, explosives or dangerous substances or other weapons;

- *harassment-written or verbal harassment includes the use of threatening or obscene language that is offensive or discriminatory to students, faculty, Trustees, management, or employees of the University;

- *sexual harassment - intimidation, bullying or coercion of a sexual nature, as well as unwanted or improper promise of remuneration in exchange for sexual services, other verbal or physical (hugging, touching, assault for the purpose of rape) harassment of a sexual nature; distribution of pornographic or offensive photos/materials; unwanted physical contact, including touching, stroking, pinching, etc.;

- *submission or use of forged documents, such as transcripts, diplomas, statements that are completely or partially forged/modified, incomplete, obtained under false pretexts or otherwise by deception (collectively referred to as forgery of documents);

- *evasion or refusal to submit identification documents at the request of a University employee acting on behalf of the University, concerning the performance of its duties;

- *Indecent conduct in relation to University property or University activities;

- *obscene behavior when using digital media (audio, video, or photos) in classrooms;
- *misleading or attempting to deceive / mislead advisors/faculty, staff, or other students regarding personal identification during online classes, during testing, or in relation to any activity or function of the University;
- *cyber attacks/threats or any email messages that are threatening or offensive to another student, management, faculty, adviser, or University employee;
- *logging in/using systems under a false name/username;
- *unauthorized appropriation and / or use of another person's personal data;
- *submission of distorted information to an official University's body or official;
- *submitting false or misleading information to University representatives;
- *refusal to act as a witness during a non-academic disciplinary hearing;
- *other actions that violate University's policy.

The disciplinary process

Competence of the Dean's office:

- *review of incidents involving misconduct;
- *managing disciplinary processes;
- *maintaining records of all actions related to violations of the students' behavior.

A complaint related to a violation of the non-academic code of conduct must be submitted to the Dean's office in writing. The Dean's office, headed by its head, considers it within 5 days (five working days) in order to make a decision or determine whether it is appropriate to further consider the issue at a higher level. If, in the opinion of the Dean's office, the complaint should be considered formally, the student will receive a written notification of the charges, as well as information about the scheduled hearing at the Disciplinary Board meeting.

Rights and responsibilities of students

The student must:

- *provide information about any witnesses who will be present at the hearing three days before the hearing;
- *submit a copy of any document that the student wishes to present as evidence three days before the hearing.

The student will:

- *be notified of the charges against him in writing before the hearing;
- *be informed of the evidence on which the prosecution is based;
- *be able to prepare a response to any charges;
- *be provided with confidentiality throughout the entire process.
- *have the right to waive any of these rights.

The student will receive:

- *a copy of the investigation report before the hearing;
- *written notification of charges and sanctions in a timely manner.

Hearings

All hearings are held in the University's building. Students who are unable to attend the hearing personally for any reason can attend it by phone or conference call. The University will conduct a single audio / video recording of the hearing.

The student has the right to use the services of a consultant before the hearing, but the student is responsible for providing their information, and therefore the adviser is not allowed to speak or participate directly in the hearing.

The student will be allowed to view the investigation report (a copy that will be submitted before the hearing).

The student has the right to present their version of what happened, as well as supporting documentation and witnesses.

All records of the hearing will be stored at the University. The recordings are the property of the University and cannot be reproduced without special permission.

The hearing is closed to the public. Other witnesses are subject to confirmation.

The decision must be made on the basis of unconditional evidence.

All expenses incurred by the student will be paid by the student.

The disciplinary Board will review the report, consider the evidence, and decide whether there was a violation or not. If it is determined that a violation has occurred, disciplinary action will be taken against the student. A written decision will be submitted later. A copy of the decision notifies the student of the decision and any sanctions that have been imposed, and is sent to the student by mail.

One or more of the following sanctions may be imposed:

- *written warning;
- *a written reprimand for a specific violation, warning that continued or repeated misconduct may result in additional disciplinary action;
- *exclusion from events organized by the University. A student who receives this sanction may be banned from attending University-sponsored events for a certain period of time, but not more than 180 days. These restrictions can be extended to participate in online events sponsored by the University;
- *temporary suspension from the educational process;
- *revocation of the awarded degree;
- *revocation of the rector's grant;
- *exclusion from the University.

Temporary suspension from the educational process

A student may be suspended from the University for a certain period of time, but not more than for one year. A suspended student cannot participate in any University-funded activity and will not be able to stay within the University's walls. Students who are suspended from their studies are not eligible for reimbursement of tuition fees. In case of emergency, one of the University's Vice-rectors has the right to deny the student access to the University's facilities, events, or electronic sites until a hearing or disciplinary action is taken. All academic staff should be notified of such temporary suspensions.

The University reserves the right not to award a bachelor's/master's degree until the disciplinary process is completed.

Revocation of the awarded degree

A bachelor's or master's degree may be revoked for fraud, misrepresentation, or other violation of University rules.

Exclusion from the University

This is a complete suspension of the student from the educational process. Notification is a mandatory procedure. Students excluded from the University are not entitled to a refund of tuition fees. An order to expel a student, which is a last resort, is signed by the rector in accordance with all requirements. An excluded student receives a notification of expulsion by e-mail and regular mail.

Academic code of conduct for a student at “Turan” University

Academic honesty

The academic code of conduct of a student at Turan University provides a description of what can be considered as an academic dishonesty. Students must strictly adhere to the rules of the code. In case of finding out the facts of academic dishonesty, disciplinary measures will be applied to the student up to the expulsion from the University.

Teachers of “Turan” University strive to convey to the students the seriousness of the concept of "plagiarism", which is defined as borrowing someone else's work in any form without confirmation by references to sources and presenting it as their own. If plagiarism is detected when a student submits written papers (test papers, term papers, essays, diploma papers, dissertations), disciplinary measures are applied to the student in accordance with the policy of the Academic code of conduct of the University "Turan".

Academic code of conduct

The goal of Turan University is to provide its students with high-quality education at the highest level, while maintaining academic integrity. The University strives to show its students the need to maintain academic integrity, which is an important component of a quality academic experience.

Turan University expects from its students to observe their academic rights and responsibilities at the highest level. In particular, it is assumed that students will carefully read and follow all the basic principles of the educational program; achieve success in teaching in an honest way; perform all the necessary tasks, observe the set deadlines and follow the set procedures; observe the code of mutual respect when working with mentors, teachers and other students; behave with dignity in accordance with the standards and codes of their future professions; update official data about changes in name, address, phone number or email address; meet financial obligations in a timely manner. Students who fail to perform their duties may be subject to disciplinary action, including suspension of studies, expulsion from the University, or financial penalties. All students of Turan University are responsible for reviewing the policy of the **Academic code of conduct** and their behavior in accordance with the set-out principles.

Goal

The purpose of this code is to familiarize students with certain policies of their behavior at the University, as well as to identify violations and their consequences. The code also consists of cases of appeal by students who believe that they were unfairly accused of violating academic integrity.

Non-compliance with the rules of the code

The University considers any failure to comply with the rules of the Academic code of conduct to be a serious breach of trust that threatens the academic environment of the entire University’s community. If there is evidence of academic dishonesty, it is considered that the student has violated the rules of the Academic code of conduct.

These facts include, but are not limited to:

*fraud

- *falsification of information or citations;
- *falsification of documents;
- *forgery;
- *getting unauthorized access to exams;
- *intentionally changing data for a research project;
- *plagiarism;
- *representation of credentials that are false or modified in any way;
- *interference in the learning process of other students;
- *use of other people's statements or ideas without a corresponding link to the source of information;
- *assisting another student in acts of academic dishonesty and / or passing a course work / project, passing an exam for another student;
- *purchase or sale of course materials, including exam materials, test answers, and other training documents;
- *unauthorized transfer of educational and scientific materials that are the intellectual property of Turan University.

The disciplinary process

Advisors-curators, employees or students of Turan University can report violations of the Academic code of conduct. Specific facts about violations of the Academic code of conduct must be submitted in writing to the Dean's office of the relevant faculty.

Plagiarism

Any evidence of plagiarism, even "unintentional", is a violation of the Academic code of conduct. If the plagiarism incident occurred once due to a student's mistake or as a result of not knowing the proper citation requirements, the teacher / adviser may apply certain training punishment measures to the student, such as additional practical training, rewriting assignments, or any other type of training punishment. The teacher / adviser must notify the student and the Dean of the relevant specialty by email.

If the case of plagiarism turns out to be intentional and / or occurs more than once, the teacher/adviser should inform the Dean of the faculty. The Dean's office, in turn, will consider information about the violation (violations) from both the teacher/adviser and the offending student, if necessary. The Dean will personally make a decision on this issue, and the student will be notified in writing of the specifics of the charge and the sanctions that will be imposed. If a student disputes the charge or does not agree with the sanction, they must submit a written request to the Dean for a hearing within 5 (five) working days of receiving the notification, otherwise they will be deemed to agree with the sanctions imposed on them.

Possible sanctions applied:

- *reducing the rate of assessment;
- *cancellation of loans;

- *cancellation of received certificates or degrees;
- *recording academic sanctions in a transcript;
- *temporary suspension from the educational process;
- *exclusion from the University.

The University reserves the right to check all credits, diplomas and certificates. If a student is found to have any academic misconduct, these credits, degrees, and certificates may also be revoked. Records of all violations of the Academic code of conduct will be entered in the student's personal file.

Under special circumstances, the Vice-rectors of Turan University can immediately suspend a student from accessing the premises, the University's educational portal, from participating in and attending events, pending disciplinary action. Such actions will be reported to the first Vice-rector and rector of the University.

Hearing

When requesting a hearing, it will be held at Turan University within 10 (ten) working days after receiving the request. If students are unable to come to the University, they are allowed to attend the hearing via telephone / video conference. In these circumstances, every effort will be made to adhere as closely as possible to the procedures described in this section.

The student must be able to give evidence and present witnesses. The list of witnesses and copies of exculpatory documents to be presented at the hearing must be presented to the University at least seven days before the hearing.

A student can submit an independent consultant to the hearing.

The Commission must hear and interview witnesses.

The student may propose to the Commission the questions for the witnesses.

The hearing is recorded on audio / video. All recordings and / or audio recordings of the hearing will be stored at the University for one year. Recordings cannot be played without the special permission of the rector of Turan University.

All expenses incurred by the student and any witness will be paid by the student.

If the student (upon receipt of the notification) does not appear at the hearing, the Commission decides to hold the hearing in the absence of the student.

a video recording of the hearing (not the discussion) must be made by the University's staff.

The disciplinary Board reviews all reports and evidences related to allegations of misconduct. The written decision will be published by the Chairman of the Disciplinary Board within 10 (ten) working days after the hearing and will be sent to the student via corporate and regular mail. In its decision, the Disciplinary Board will determine the appropriate sanctions.

Policies against discrimination and harassment

University "Turan" is aimed at developing and maintaining an academic environment free of all forms of discrimination and harassment. The University prohibits sexual harassment and discrimination based on race, religion, color, nationality, marital status, status, gender, pregnancy, and sexual orientation, disability, or citizenship.

Any type of sexual harassment, such as soliciting, requesting sexual services, and any other verbal or psychological attacks of a sexual nature, is prohibited in cases where:

- 1) forcing such behavior becomes an explicit or implicit condition for improving a person's academic performance;
- 2) coercion/deviation from such behavior is used as the basis for academic decisions affecting the individual;
- 3) this behavior interferes with a person's academic performance or creates a hostile academic environment.

A student who believes that he / she or another student has been sexually harassed or discriminated by a University's representative must file a complaint.

It is recommended to stop this type of relationship in a timely manner by filing timely complaints.

Policies against harassment and intimidation

Any of the following actions is prohibited and may result in expulsion from the University:

*sending / distributing messages (including using electronic and/or social networks) anonymously using obscene language, which may cause irritation or alarm to the person described in the message;

*inflicting blows and other injuries or threatening to do so;

*participation in any other action with the purpose of irritating another person, which essentially violates or interferes with the orderly operation of the University or the rights of other students to participate in the educational program.

Providing equal opportunities

Turan University provides equal access to education for all students, regardless of gender, national, racial, religious affiliation and social status. Special conditions are provided for persons with disabilities.

Student complaints and appeals policy and procedure

Preamble

Turan University strives to provide a high level of service to its students in an environment that is favorable for training and professional development. The University also recognizes the independence and dignity of its students. The University creates various mechanisms for handling student complaints. When registering problems or complaints, students should follow the appropriate procedures.

Complaints and appeals policy and procedure

If a student has a complaint about any of the following issues addressed in the General code of conduct, the Academic code of conduct, and the Policy against discrimination and harassment, they have the right to file a complaint or appeal.

Complaints from students

A student's complaint that a policy or procedure was improperly or unfairly applied in his / her specific case, or a complaint about the behavior of an adviser-curator or University employee, will be considered as following.

Unofficial permission

Students are encouraged to speak directly to the adviser-supervisor or employee who is responsible for the situation that is the cause of the complaint. If this action does not lead to a resolution or such discussion is not considered appropriate, the student can register an informal complaint or submit a formal written complaint.

Unofficial complaint

A student can register an unofficial complaint within thirty (30) days after the event that caused the complaint. However, the earlier the statement is made, the more likely it is that the issue should be resolved satisfactorily. Complaints related to academic issues should be referred to the Dean of the relevant faculty. Other types of complaints must be submitted to the head of the relevant Department of the University. Unofficial complaints can be made by email. The relevant University staff will review the question submitted by the student and determine whether any action is required. The student will be notified of the University's response within 10 (ten) working days after the informal complaint. If the student is not satisfied with the decision and / or attempts to resolve it, they can file a formal complaint.

Formal complaint

An official complaint must be submitted in writing to the Dean of the relevant faculty or the head of the relevant Department of the University. Formal complaints must be filed within sixty (60) days of the incident occurring, and indicate the nature of the complaint and the remedy sought. Any previous attempts to solve the problem should also be described.

The receipt of the complaint will be confirmed within 10 (ten) working days. The final written decision, including any proposed resolution, will be sent to the student within 10 (ten) working days of receiving the complaint. The full list of official complaints will be stored in the appropriate office of the University. Records of the final result of all official complaints will also be stored in a centralized database and the student's personal file.

Administrative (non-academic) appeals

The student has the right to appeal any decision related to disciplinary actions. Appeals concerning the suspension/expulsion/revocation of the awarded degree must be submitted in writing directly to the rector's office. All other appeals must be submitted to the Dean of the faculty. All appeals can be filed within 10 (ten) business days after receiving the disciplinary action. The appeal must contain the information on the basis of which it is submitted. The following grounds for appeal are acceptable:

*evidence of procedural violations that affected the objectivity of the decision;

*evidence that significantly mitigates circumstances or facts that could not be presented to the Dean or at the hearing;

*evidence of excessive severity of the sanction;

*evidence of bias on the part of the investigating officer;

*evidence that the decision made is arbitrary or unfounded and that the charges are not supported by other evidence.

The written decision on the appeal will be published and the student will receive a copy of the decision on the appeal by official and regular mail. An appeal decision can determine the fate of previously imposed sanctions as follows. They can be:

*approved;

*suspended, deferred, or rejected;

*changed or adjusted according to the circumstances;

*considered at the next hearing.

After notification, the University administration must take all necessary measures to register and implement the final decision of the University.

Academic appeals

The student has the opportunity to appeal any decision related to disciplinary actions. The appeal must be submitted in writing to the rector (first Vice-rector) of Turan University within 10 (ten) working days after receiving the decision on the hearing of the disciplinary Council (Commission for academic integrity). The appeal must indicate the grounds on which it was made. The acceptable grounds for appeal are as follows:

*certificate of procedural violations;

*evidence of extenuating circumstances or facts that were not presented at the hearing;

*evidence of improper severity of the sanction;

*evidence of bias on the part of members of the Disciplinary Board;

*evidence about the charges or the decision of the Disciplinary Board are arbitrary or unfounded and that the evidence does not support the charges.

The rector (first Vice-rector) will make a decision within 10 (ten) working days and may request that the previously imposed penalty be:

1) confirmed and completed;

2) delayed or rejected;

3) changed or adjusted according to the circumstances.

The decision of the rector (first Vice-rector) is final.

The student code was reviewed and approved at the meetings of the Presidium of the Committee on Youth Affairs (Protocol # 11, dated 27.06.2018), the rector's office (Protocol # 1,

dated 23.08.2018), and approved by the Academic Council of Turan University (Protocol # 11, dated 28.08.2018).

The code should be brought to the attention of students immediately after the enrollment procedure and posted for public access on the official website of the University "Turan": www.turan-edu.kz.

Ignorance of the **Student Code** does not exclude the student's liability for non-compliance.