

On approval of the standard of state service “Acceptance of Documents for the Competition on the Placement of the State Educational Order for Training of Personnel with Technical, Vocational and Post-Secondary Education”

Invalidated Unofficial translation

Order of the Minister of Education and Science of the Republic of Kazakhstan dated August 7, 2017 № 397. Registered with the Ministry of Justice of the Republic of Kazakhstan on September 25, 2017 № 15740. Abolished by the Order of the Minister of Education and Science of the Republic of Kazakhstan dated April 9 , 2020 No. 136

Unofficial translation

Footnote. Abolished by Order of the Minister of Education and Science of the Republic of Kazakhstan dated April 9, 2020 No. 136 (effective ten days after the date of its first official publication).

In compliance with sub-paragraph 1) of Article 10 of the Law of the Republic of Kazakhstan of April 15, 2013 “On State Services” **I DO HEREBY ORDER:**

1. That the attached standard of state service ““Acceptance of Documents for the Competition on the Placement of the State Educational Order for Training of Personnel with Technical, Vocational and Post-Secondary Education” shall be approved.

2. In the manner prescribed by the law, the Department of Technical and Vocational Education of the Ministry of Education and Science of the Republic of Kazakhstan (N. Zh. Ospanova), shall:

1) ensure the state registration of this Order with the Ministry of Justice of the Republic of Kazakhstan;

2) within ten calendar days from the date of the state registration of this order, send a copy hereof, both in paper and electronic form in Kazakh and Russian to Republican State Enterprise on the Right of Economic Management “Republican Center of Legal Information” for official publication and inclusion into the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan;

3) within ten workers after the state registration of this order, send a copy hereof to the official publication in periodicals;

4) place this order on the Internet resource of the Ministry of Education and Science of the Republic of Kazakhstan;

5) within ten working days after the state registration of this order with the Ministry of Justice of the Republic of Kazakhstan, submit the information on implementation of measures provided for in subparagraphs 1), 2), 3) and 4) of this

paragraph to the Department of Legal Services and International Cooperation of the Ministry of Education and Science of the Republic of Kazakhstan.

3. The control over the execution of this order shall be entrusted to Deputy Minister of Education and Science of the Republic of Kazakhstan B. A. Assylov.

4. This order shall become effective ten calendar days after the day of its first official publication.

*Minister of Education and Science
of the Republic of Kazakhstan*

Y. Sagadiyev

"AGREED"

Minister of National Economy
of the Republic of Kazakhstan

_____ T. Suleimenov

September 5, 2017

Approved by
Order of the Minister
of Education and Science
of the Republic of Kazakhstan
№ 397 of August 7, 2017

Standard of state service “Acceptance of Documents for the Competition on the Placement of the State Educational

Order for Training of Personnel with Technical, Vocational and Post-Secondary Education”

Сноска. Стандарт в редакции приказа Министра образования и науки РК от 02.04.2018 № 125 (вводится в действие по истечении десяти календарных дней после дня его первого официального опубликования).

Chapter 1. General provisions

1. State service “Acceptance of Documents for the Competition on the Placement of the State Educational Order for Training of Personnel with Technical, Vocational and Post-Secondary Education” (hereinafter referred to as the state service).

2. The standard of state service has been developed by the Ministry of Education and Science of the Republic of Kazakhstan (hereinafter referred to as the Ministry).

3. The state service shall be provided by the Ministry, local executive bodies of regions, the cities of Astana and Almaty, districts and cities of regional significance (hereinafter referred to as the service provider).

Applications shall be accepted and the results of the provision of state service shall be issued through “State Corporation“ Government for Citizens” Non-Profit Joint-Stock Company (hereinafter referred to as the State Corporation).

Chapter 2. Procedure for the provision of state service

4. The term for the provision of state service:

1) from the date of delivery of the package of documents by the service recipient to the State Corporation - 10 working days;

When applying to the State Corporation, the day of admission shall not be included in the time period for rendering the state service. The service provider shall ensure the delivery of the result of the state service to the State Corporation, no later than one day before the expiration of the term for the provision of state service.

2) the maximum allowable waiting time for delivery of a package of documents by the service recipient to the State Corporation shall be 15 minutes;

3) the maximum allowable time for servicing a service recipient in the State Corporation shall be 20 minutes;

5. Form of provision of the state service: on paper.

6. The result of the provision of a state service shall be a notification of the acceptance of documents for a competition on the placement of a state educational order for training of personnel with technical, vocational and post-secondary education in educational institutions in an arbitrary form, or a reasoned response to the refusal to provide a state service in cases and on the grounds provided for in paragraph 10 of this standard.

Form for the provision of public services: on paper.

7. The state service shall be provided to legal entities free of charge (hereinafter referred to as the service recipient).

8. Operating schedule:

1) The operating schedule of the service provider shall be from Monday to Friday inclusive, with the exception of weekends and holidays, according to the labor legislation of the Republic of Kazakhstan, in accordance with the established operating schedule of the service provider from 9.00 am to 05.30 pm, with a lunch break from 01.00 pm to 02.30 pm.

2) in the State Corporation - from Monday to Saturday inclusive, in accordance with the established work schedule from 9-00 am to 20-00 pm without lunch break, with the exception of Sundays and holidays, in accordance with the labor legislation of the Republic of Kazakhstan.

Reception shall be carried out in the order of "electronic" queue, upon the choice of the service recipient without expedited service, it shall possible to "book" the electronic queue through the "electronic government" web portal.

9. The list of documents for the provision of public services provided by the service recipient (or his/her representative by proxy) to the State Corporation when applying:

1) an identity document of the service recipient (required for identification);

2) a statement addressed to the chairman of the Commission for the placement of the state educational order for training of personnel with technical, vocational and post-secondary education pursuant to the form in accordance with Appendix 1 to this standard.

The service provider and employee of the State Corporation shall receive the information about identity documents, state registration (re-registration) of a legal entity, a document confirming ownership of real estate from the relevant state information systems through the e-government gateway.

An employee of the State Corporation shall receive the consent of the service recipient to use the information constituting a secret protected by law contained in information systems when providing public services, unless otherwise provided by the laws of the Republic of Kazakhstan.

Upon receipt of documents through the State Corporation, the service recipient shall be issued an acknowledgement on receipt of the relevant documents.

In the State Corporation, the issuance of ready-made documents shall be carried out on the basis of a signed acknowledgement on the receipt of relevant documents, upon presentation of an identity document (or his/her representative by notarized power of attorney).

In the absence of the service recipient upon the expiration of the period, provided for in paragraph 4 of this standard, in accordance with the Rules of the State Corporation “Government for Citizens”, approved by order of the Minister for Investment and Development of the Republic of Kazakhstan No. 52 dated January 22, 2016 (registered in the Register of State Registration of Regulatory Legal Acts under No. 13248), the State Corporation shall provide storage of the pledge agreement for one month, after which it shall transfer it to the service provider for further storage.

When the service recipient addresses after one month, upon the request of the State Corporation, the service provider shall send the finished documents to the State Corporation within one business day for delivery to the service recipient.

10. The service provider shall refuse to provide state services for the following reasons:

1) establishment of the inaccuracy of the documents submitted by the service recipient for receiving the state service, and (or) the data (information) contained therein;

2) in relation to the service recipient, a court decision has entered into legal force, on the basis of which the service recipient is deprived of a special right related to the receipt of a state service.

If the service recipient submits an incomplete set of documents, according to the list provided for in paragraph 9 of this standard of state service, the employee of the State Corporation shall refuse to accept the application and shall issue an

acknowledgement pursuant to the form in accordance with Appendix 3 to this standard of state service.

Chapter 3. Procedure for appealing against decisions, actions (inaction) of the service provider and (or) its officials,

the State Corporation and (or) their employees regarding the provision of state services

11. Appeal of decisions, actions (inaction) of service providers and (or) their officials regarding the provision of state services: a complaint shall be submitted in writing, as well as via the portal for appeals:

for the attention of the head of the Ministry at the address indicated in paragraph 14 of this standard of state service;

addressed to the head of the local executive body in the field of education or his/her deputy at the address specified in paragraph 14 of this standard of state service.

Confirmation of the acceptance of the complaint shall be its registration (stamp, registration number and date shall be affixed to the second copy of the complaint or in the cover letter to the complaint) in the office of the service provider indicating the name and initials of the person who accepted the complaint, the time and place of receiving the response to the complaint.

The complaint of the service recipient received by the service provider or the State Corporation shall be subject to consideration within five working days from the date of its registration.

A reasoned response about the results of the complaint shall be sent to the service recipient by mail or shall be handed over at the office of the service provider or the State Corporation.

In case of disagreement with the results of the provided public service, the service recipient shall file a complaint with the authorized body for assessing and monitoring the quality of the provision of public services.

The complaint of the service recipient received by the authorized body for assessing and monitoring the quality of the provision of public services shall be subject to consideration within fifteen business days from the date of its registration.

A complaint about the actions (inaction) of an employee of the State Corporation shall be directed to the head of the State Corporation at the addresses and phone numbers specified in paragraph 14 of this standard of state service.

Confirmation of acceptance of the complaint at the State Corporation, received both by personal delivery and by mail, shall be its registration (stamp, registration number and date of registration shall be affixed to the second copy of the complaint or a cover letter to the complaint).

When applying through the portal, information on the appeal procedure may be obtained by calling the Unified Contact Center 1414, 8 800 080 7777.

When sending a complaint through the portal to the service recipient from the “personal account”, the information about the application shall be available, which shall be updated during the processing of the application by the service provider (notes on delivery, registration, execution, response to review or refusal to review).

12. In case of disagreement with the results of the provided state service, the service recipient shall have the right to apply to the court in the manner prescribed by the legislation of the Republic of Kazakhstan.

Chapter 4. Other requirements, taking into account the peculiarities of the provision of state services

13. Under the current statutory procedure, the acceptance of documents for the provision of state services from the service recipients with a complete or partial loss of ability or ability to self-service, to move independently, to navigate, shall be performed at the place of their residence by an employee of the State Corporation, upon the request via the Unified Contact Center 1414, 8 800 080 7777.

14. The addresses of the places of rendering the state service as well as the contact numbers of the help services of the service provider shall be located on:

- 1) the Internet resource of the Ministry www.edu.gov.kz;
- 2) the Internet resource of local executive bodies in the field of education;
- 3) on the Internet resource of the State Corporation: www.gov4c.kz.

15. The service recipient shall be able to obtain information on the procedure and status of the provision of public services in remote access mode through the "personal account" of the portal, as well as the Unified Contact Center 1414, 8 800 080 7777.

Appendix 1
to the Standard on the Acceptance
of the Documents for the
Competition on the Placement of
the State Educational Order for
Training of Personnel with
Technical, Vocational and Post-
Secondary Education
Document form

Application of a technical and vocational post-secondary educational institution

(filled out in the form of the institution of technical and vocational, post-secondary education)

To the competition organizer

Having studied the requirements for the participants of the competition and the conditions of the competition,

(educational institution name)
will take part in the competition held by the Competition Organizer in the specialties

(specialty code)
in accordance with the documents included in the application.
Appendix: documents for participation in the competition on _____ sheets.
I agree to the use of information constituting a secret protected by law contained in information systems

Head of the organization _____

(signature, full name)

Date of completion

Stamp here

Appendix 2
to the Standard on the Acceptance
of the Documents for the
Competition on the Placement of
the State Educational Order for
Training of Personnel with
Technical, Vocational and Post-
Secondary Education
Document form

Proposals for placing a state educational order for training of personnel with technical and vocational, post-secondary education for the 20 __ / 20__ academic year

(name of the institution of technical and vocational, post-secondary education)
on technical and vocational, post-secondary education

					Based on incomplete	Based on complete
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Code	Specialty name	Qualification	Number of places	Including with tuition in Kazakh	secondary education	secondary education
1	2	3	4	5	6	7

Head of the organization _____

(signature, full name)

Date of completion

Stamp here

Appendix 3
to the Standard on the Acceptance
of the Documents for the
Competition on the Placement of
the State Educational Order for
Training of Personnel with
Technical, Vocational and Post-
Secondary Education
Document form

(full name),
or name of the organization of the
service provider)

(service recipient address)

Acknowledgement of refusal to accept documents

Guided by paragraph 2 of Article 20 of the Law of the Republic of Kazakhstan dated April 15, 2013 “On State Services”, the State Corporation (indicate the address) hereby refuses to accept documents for the provision of the state service “Providing Free Meals to Certain Categories of Citizens, as well as to Persons Under Guardianship (Custodianship) and Patronage, Students and Pupils of Organizations of Technical and Vocational, Post-Secondary and Higher Education ”due to the submission of an incomplete set of documents by you according to the list, provided by the standard of state services, namely:

Name of missing documents:

1) _____;

2) _____;

This acknowledgement is made in 2 (two) copies, one for each party.

(full name of the employee of the State (signature) Corporation)

(full name of the service provider) (signature)

Received by: _____

(full name) (signature of the service recipient)

" ____ " _____ 20__ .

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Justice of the Republic of Kazakhstan