

**MINISTRY OF SCIENCE, HIGHER EDUCATION AND INNOVATION OF THE
KYRGYZ REPUBLIC**

ASIAN INTERNATIONAL UNIVERSITY NAMED AFTER SATKYNBAI TENTISHEV

AGREED

Vice-Rector for Quality of Education and
Labor Discipline

Edigeev Zh.A.

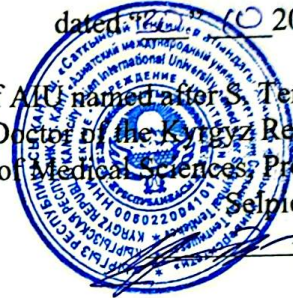
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APPROVED

by the decision of
the Academic Council of AIU
Protocol № 2

dated "30" 10 2025

Rector of AIU named after S. Tentishev
Honored Doctor of the Kyrgyz Republic,
Doctor of Medical Sciences, Professor
Seipiev T.T.



QUALITY MANAGEMENT SYSTEM

REGULATION ON THE APPEAL COMMISSION

QMS – AP – 8 – 2025

AGREED

Administrative Director

Alakov Ch.K.

[Signature]
"30" 10 2025

COMPILED BY

QMS Specialist at the Quality of Education
and Labor Discipline Department

Karagulova M.Sh.

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"30" 10 2025

Kant – 2025

1. General provisions

- 1.1. This Regulation determines the structure and composition, powers and functions, organization of work, procedure for submission and consideration of appeals by the Appeal Commission of the Asian International University named after S. Tentishev, hereinafter AIU.
- 1.2. The Appeal Commission ensures observance of the rights of citizens in the field of education established by the current legislation of the Kyrgyz Republic.
- 1.3. An appeal based on the results of competitive tests is an argued written statement of an applicant addressed to the chairperson of the Appeal Commission about violation of the established procedure for conducting the competitive test, which led to a decrease in the grade, or about the erroneous grade assigned to him for the results of the competitive test, as well as a written statement of students and residents addressed to the chairperson of the Appeal Commission about violation of the established procedure for conducting the examination, which led to a decrease in the grade, or about the erroneous grade assigned to him.
- 1.4. The Appeal Commission of the university in its work is guided by the Law of the Kyrgyz Republic "On education", the Charter of AIU, this Regulation.
- 1.5. The right to submit an appeal have: applicants entering AIU in all directions, students, residents and postgraduate students who participated in entrance tests or examinations in current control and intermediate attestation conducted by AIU.
- 1.6. An appeal is an argued written appeal statement of an applicant, student, resident or postgraduate student addressed to the chairperson of the Appeal Commission of AIU about violation of the established procedure for conducting entrance tests, boundary control and final attestation of students or disagreement with its results. Consideration of an appeal is not a re-taking of the examination. During consideration of an appeal only the correctness of evaluation of the results of passing boundary control and final attestation of students is checked.
- 1.7. Appeals are not considered on questions:
- of content and structure of examination tasks;
 - related to violation by applicants of rules of behavior at the examination;
 - related to violation by students of rules of behavior at the examination;
 - incorrect filling of examination work forms;
 - related to violation by the student of instructions on fulfilling examination work;
 - review of results of tests conducted in the form of computer testing, due to exclusion of errors of the automated process of calculation of results.
- 1.8. Appeals from third persons, including from relatives of applicants and students, are not accepted and are not considered.
- 1.9. Reference to poor health of an applicant or student is not a ground for appeal and is rejected without consideration.
- 1.10. An appeal is submitted by an applicant or student personally on the next day after announcement of results of entrance tests or grade for current control and intermediate attestation of students. At the same time the applicant or student has the right to familiarize himself with his examination work in the procedure established by the university.
- 1.11. The Appeal Commission ensures acceptance of appeals during the entire working day.
- 1.12. Consideration of appeals is carried out during the day after the day of familiarization with examination works.
- 1.13. A repeated appeal for applicants and students who did not appear for it within the specified period is not appointed and is not conducted.

- 1.14. The applicant or student has the right to be present at the consideration of the appeal.
- 1.15. For submission of an appeal and participation in its consideration the applicant must have with him a document verifying his identity.
- 1.16. When conducting a written test before submission of an appeal the applicant (authorized person) has the right to familiarize himself with his examination work in the presence of a member of the organizational committee.
- 1.17. During consideration of an appeal only the correctness of the assigned grade for the answer of the applicant or student is checked. Members of the admission commission are invited and in the presence of the applicant answers to questions are analyzed. Also if the examination or test was conducted in oral form, recordings from video surveillance cameras are reviewed and the correctness and objectivity of the assigned grade are collegially evaluated by members of the commission. Consideration of an appeal is not a re-examination making corrections into works is not allowed.
- 1.18. Based on the results of consideration of the appeal, study and analysis of the content of the examination work the Appeal Commission makes a decision:
- on refusal to satisfy the appeal and leaving the grade without change;
 - on satisfaction of the appeal and change of the examination grade (both in case of its increase and decrease).
- 1.19. Decisions of the commission are formalized by protocols and, if necessary, changes of the grade of the examination work of the applicant or student are entered into the examination ведомость. In case of oral questioning the applicant or student at the discretion of the commission may be asked a question from any ticket of his choice and, if necessary (in case of correctness and argued answer), changes of the grade are entered into the grade sheet.
- 1.20. In case of disagreements in the Appeal Commission regarding the assigned grade, voting is conducted, and the grade is approved by majority of votes.
- 1.21. The decision of the Appeal Commission formalized by protocol is communicated to the applicant or student (under signature) and is stored in the personal file as a document of strict accountability.
- 1.22. The decision of the Appeal Commission is final and is not subject to revision.
- 1.23. Protocols of the commission together with applications for appeal, examination sheets and answer forms are transferred to the student personnel department.

2. Structure and composition of the Appeal Commission

- 2.1. The personal composition of the Appeal Commission is approved by order of the rector of AIU.
- 2.2. The Appeal Commission carries out its work during one academic year.
- 2.3. The composition of the Appeal Commission includes: chairperson of the commission, dean, head of the department and teachers of the corresponding department, presidents of student parliaments, inspector on quality of education and labor discipline. The work of the Appeal Commission is headed by the chairperson, who organizes in the established procedure the work of the Appeal Commission.

3. Powers and functions of the Appeal Commission

- 3.1. The Appeal Commission is created for observance of uniform requirements and resolution of disputes on evaluating entrance tests of applicants, examination works during intermediate

(boundary) attestation and final attestation of students and protection of rights of students in the university. This may include:

- grades for examinations or other types of academic work;
- decisions of the admission commission on enrollment;
- questions related to academic performance or expulsion.

3.2. The main functions of the Appeal Commission are:

- to accept and consider appeals of students;
- to establish compliance of the assigned grade with accepted requirements of evaluation of works under the given subject control;
- to make a decision on compliance of the assigned grade or on assignment of another grade (both in case of its increase and decrease);
- to formalize a protocol on the adopted decision and bring it to the attention of the student (under signature).

4. Procedure of consideration of an appeal

4.1. Submission of an appeal: the student or applicant submits a written application with presentation of reasons of disagreement with the decision. In the application concrete facts and arguments are indicated. In case of submission of an appeal regarding consideration of a grade for boundary or final control or results of entrance tests the application must be submitted on the same day of conducting evaluation. In case of submission of an appeal on questions of disciplinary penalty or expulsion the application must be submitted on the day of familiarization with the order on punishment or expulsion.

4.2. Consideration of an appeal: the commission considers the appeal on the merits. This may include:

- study of presented materials and arguments of the parties;
- review of examination works or other materials;
- hearing of explanations of the applicant and the teacher (if it concerns a grade);
- if necessary involvement of experts for consultations.

4.3. Making of a decision: the commission makes a decision on the basis of considered materials. The decision is made by majority of votes.

4.4. Formalization and announcement of the decision: decisions of the commission are made by simple majority of votes from the list composition of the commission. In case of equality of votes the chairperson of the commission has the right of decisive vote. Work of the commission is formalized by protocols which are signed by the chairperson and all members of the commission.

4.5. The decision of the commission is formalized in written form (protocol) and is brought to the attention of the applicant. The decision may be the following:

- rejection of the appeal and leaving the initial decision in force;
- satisfaction of the appeal and change of the contested decision.

4.6. Consideration of an appeal must be objective, comprehensive and timely.

4.7. The student or applicant has the right to be present at consideration of his appeal and to give explanations.

4.8. The decision of the Appeal Commission, as a rule, is final and is not subject to revision.

5. Procedure of storage and introduction of changes into the Regulation

5.1. Revision of the Regulation is carried out as necessary, but not less than once in three years. The Regulation may be revised for the purpose of introduction of changes of operational character:

- at change of normative and legislative documents and normative acts regulating educational activity in the Kyrgyz Republic;
- at change of the Charter of AIU, Mission, Policy and strategy of development;
- revision of requirements of educational programs;
- at change of organizational structure;
- at change of staffing schedule;
- at redistribution of functions between subdivisions and officials;
- within the framework of recommendations based on results of international institutional or program accreditation.

5.2. Introduction of changes into approved regulations is carried out by their developer by development of a new document and its agreement and approval in the established procedure.

5.3. Approval of a new version of the Regulation is the basis for withdrawal of previous documents that have lost force.

5.4 The original of the Regulation is stored in EQLDD.

5.5. Copies of the new regulation are replicated by the EQLDD department, distribution among corresponding structural subdivisions is assigned to the human resources department. The head of the structural subdivision bears responsibility for familiarization of his employees with the new version of the Regulation. Responsibility for replacement of the old regulation on the AIU website with the new Regulation is also borne by the head of the department and the employee of the department responsible for updating information on the website.