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QUALITY MANAGEMENT SYSTEM


SHYMKENT UNIVERSITY STUDENT SAFETY POLICY

QMS SHU PU -01-63-2026

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1. Introduction

The Student Safety Policy at Shymkent University (hereinafter referred to as the "University") (hereinafter referred to as the "Policy") is aimed at ensuring safe conditions for students' academic, scientific, and personal growth. The University places special emphasis on creating a sustainable environment where each student can thrive in an atmosphere of safety and integrity, free from any form of violence, discrimination, or violations of rights and freedoms.

The key principles of this policy are maintaining the physical, psychological, and informational safety of students, as well as supporting their health and well-being. The University aims to create an educational environment where students' rights are protected, and they are shielded from any threats or risks that could affect their education and personal lives.

2. Policy Goals

The goals of the student safety policy at Shymkent University are as follows:

- Ensure a safe educational and social environment for all students.
- Establish clear procedures for preventing, detecting, and responding to student safety threats.
- Promote students' physical and psycho-emotional well-being.
- Implement measures to protect students from violence, discrimination, bullying, and other forms of aggression.
- Ensure the protection of students' personal data and information security.
- Create a sustainable support system for students in crisis situations, such as illness, injury, psycho-emotional problems, or emergencies.

3. Principles of Safety and Integrity

3.1. Comprehensive Safety


- Student safety encompasses all aspects of their life at the University: physical, psychological, social, and informational safety.
- Students should feel safe both in academic buildings and dormitories, on campus grounds, and online (in the context of using educational resources and communication).

3.2. Psychological Support and Well-being

- The University creates a comfortable atmosphere for open discussions of psycho-emotional issues, preventing stigmatization and supporting mental health.

3.3. Opposition to Violence and Discrimination

- The University strictly prohibits any form of violence, bullying, discrimination, harassment, or aggression, whether by students, faculty, staff, or third parties.

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3.4. Transparency and Accountability

- The University is committed to ensuring full transparency on student safety matters and accountability for all safety-related incidents, including through regular reports to students and their parents (upon request).

3.5. Crisis Resilience and Preparedness

- The University develops plans for protecting students in case of emergencies such as natural disasters, fires, terrorist threats, or civil unrest.

4. Strategies and Measures to Ensure Student Safety

4.1. Security of Campus and Infrastructure

- The University provides 24-hour security for academic and residential buildings, as well as campus grounds.
- Regular campus patrols, video surveillance, and access control systems are in place to prevent unauthorized access to academic and residential buildings.
- Regular safety checks of academic buildings and dormitories, installation of fire safety systems, lighting, and emergency exits.

4.2. Anti-Bullying and Anti-Discrimination


- Implementation and enforcement of programs to prevent violence, bullying, and discrimination among students.
- Conducting training and seminars for students and faculty on the importance of respecting the rights and freedoms of all participants in the educational process.
- Creation of anonymous channels for students who are victims of bullying or discrimination to report, with guarantees of confidentiality and protection.

4.3. Psychological Support

- The University provides access to psychological support services, including individual consultations, group training, psychological courses, and crisis assistance.
- Specialized support programs are organized for students experiencing stress, depression, or other psycho-emotional problems.
- Creation of conditions for student support groups and events aimed at improving students' psycho-emotional health.

4.4. Personal Data Protection and Information Security

- The University ensures the protection of students' personal data in accordance with personal data protection legislation.
- All systems and platforms for exchanging educational information must be secure, with limited access for third parties and data leak protection systems.
- Students are trained in the basics of information security, including personal data protection and cybersecurity.

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4.5. Emergency Assistance and Crisis Management

- The University develops and implements action plans in case of emergencies such as natural disasters, civil unrest, student injuries, or medical emergencies.
- Students are provided with information about available emergency services, including security, medical assistance, psychological support, and other important contacts.
- Organization of regular emergency response drills for students and staff.

5. Communication and Student Support

5.1. Channels for Reporting and Information

- The University creates various channels for students to report any safety threats, incidents, or problems, including a hotline, email, and direct communication with deans' offices and security services.
- Regular information bulletins and events aimed at raising students' awareness about safety rules and available protective measures.

5.2. Student Safety Training

- The University conducts mandatory courses and training on personal safety, behavior in emergencies, and psycho-emotional support.
- Safety-related topics are included in the curriculum, such as seminars and lectures on psychology, human rights, and online safety.

