Where to get help

Documents and studies

Not sure where to start? Contact the Student Service Center.

+7 (7252) 39-57-57 · ext. 1045

Call and ask to be connected to extension 1045.

Placements, support and contacts — page 8. Appeals and urgent help — page 9.

I need help with	Who to contact and what to do
A certificate of enrolment	**Student Service Center, ext. 1045.** State which certificate you need, its purpose and the required language.
A transcript, GPA or an incorrect Platonus record	**Registrar's Office.** Specify the record you need or the error. For a disputed grade, check the appeal deadline on page 9.
A syllabus, timetable or course registration	**Your lecturer, academic adviser or Dean's Office.** Ask the lecturer for the syllabus. Ask your adviser or Dean's Office about the timetable, individual study plan and registration.
Missed classes or outstanding academic requirements	**Your Dean's Office or academic adviser.** Explain the problem and ask about consultations, make-up work and the applicable procedure.
Transfer, reinstatement, credit recognition or academic leave	**Your Dean's Office. Master's and doctoral students — their department.** Check the required documents and application deadline.
A copy of a document in my student file	**Your Dean's Office.** Name the document. If it is not in Platonus, the office will direct you to the Student Records Department.
My original education documents after withdrawal	**Start with your Dean's Office.** Get a clearance form and visit the listed units. Then collect the original from the Student Records Department.
An assignment, sources or AI use	**Your lecturer or academic department.** Check whether AI is permitted before doing the work. The library can help with sources and references.
Platonus or Moodle access	**KTIC — IT support.** Report the system, time and error message. Ask the lecturer about access to a particular Moodle course.
A technical fault during an exam	**Tell the proctor or examiner immediately.** Ask them to record the fault. If it affected your result, submit an appeal by the deadline on page 9.

Give your name, programme, group, question and contact details. Ask when and how you will receive a reply. Keep passwords private.

Placements and student support

Use the Dean's Office or department for your programme and level of study.

I need help with	Who to contact and what to do
Placement location, timetable or supervisor	**Your Dean's Office or the academic department.** Interns contact the Internship Dean's Office. Residents contact the Residency Dean's Office.
A placement logbook or feedback on a skill	**Your clinical supervisor or academic department.** Refer unresolved organisational issues to your Dean's Office, then the Clinical Department.
Simulation or skills practice	**The academic department or Practical Skills Center.** Check the timetable and equipment. Skills assessment appeals are explained on page 9.
An additional course or certificate	**Center for Competencies and Continuing Professional Education, ext. 1054.** Ask about enrolment, the timetable and the document awarded.
Research or bioethics	**Your research supervisor or academic department.** Check research approval and permission to use data before starting.
The medical office or a routine medical examination	**Ask the Student Service Center for the medical office location.** For routine examinations, contact the Clinical Department, ext. 1031.
A dormitory place	**The Dormitories webpage.** Check the application procedure. Contact dormitory management about moving in or living conditions.
Tuition fees or a scholarship payment	**Finance and Economics Office or Accounting.** State the period and question. Check academic eligibility with your Dean's Office or the Registrar.
Learning adjustments or accessibility support	**Your Dean's Office.** Explain the support you need. Submit health documents directly to the authorised staff member.
A visa or migration documents	**International Faculty, ext. 1026.** International residents, master's and doctoral students start with their own unit. Check deadlines early.
Academic mobility or an exchange	**Your Dean's Office.** Ask for a referral to International Cooperation to check the programme, documents and recognition of learning outcomes.
A project, volunteering or an idea to improve learning	**Youth Policy Department, Dean's Office or student representative.** Briefly describe your idea and the help you need.

Contact the Career Department about vacancies, career planning and graduate work obligations.
c.career@skma.edu.kz

Extensions for academic enquiries

Unit	Ext.	Unit	Ext.
Faculty of Medicine	**1023**	Faculty of Pharmacy	**1022**
International Faculty	**1026**	Internship Dean's Office	**1024**
Residency Dean's Office	**1028**	Doctoral and Master's Studies	**1095**
College Academic Office	**1058 / 1057**	Clinical Department	**1031**

Appeals and urgent help

In immediate danger call

112 Emergency services **103** Ambulance **102** Police

Report a risk or injury at a clinical site to the staff member on duty or your supervisor immediately.

I disagree with my grade

Contact the Appeals Committee secretary. Ask the Registrar's Office where to submit. File a written appeal with your reasons in person.

Assessment	Submission deadline
Midterm assessment or exam	By 13:00 on the day after the grade is entered in the portal.
Final assessment	By 13:00 on the next working day after the exam or defence of the diploma thesis or project.
Practical skills or external assessment	A separate procedure applies. Ask the committee secretary at the assessment site immediately.

Submit the written application to the committee by the deadline. Contacting the Student Service Center or IT support does not register an appeal. College students follow the College rules.

Academic Policy and appeal procedures

Pressure unfair treatment or corruption

Report pressure, harassment or an ethics or academic integrity concern to the Compliance Officer. You may contact the Ethics and Academic Integrity Council directly about matters within its remit.

anticorruption@skma.kz
Report corruption **+7 (7252) 39-42-83** Working days 10:00–17:00.

Compliance and reporting channels

I want to talk to a psychologist

+7 775 299 81 62
Book directly with the Psychological Service. Main building, room 30. Consultations are confidential.

Safety and other requests

Threats, bullying, extortion, drug-related offers or suspicious work. Tell your academic adviser or Dean's Office. Save messages. Keep your bank card, account and SIM card under your control. For immediate danger, call 102 or 112.

A safety issue or fault in a building or dormitory. Tell the staff member on duty or dormitory management. Give the location and problem. Contact your Dean's Office if it remains unresolved.

My request is unresolved or I need legal help. Contact the service manager, then the Vice-Rector responsible for that area. Your Dean's Office can refer you for legal or social support.