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1301300 queries were received by phone, 141 by e-mail. All of them were recorded, registered, investigated and responded.

The majority of them are inquiries and information about the test exams at IX and XI classes of secondary schools, teachers' recruitment, organization of education of children in need of special care, study abroad, recognition of education documents, transfer of students studying abroad to universities of Azerbaijan, application of per capita funding mechanism at education establishments, assessment of student knowledge via credit system at private institutions, forms for the organization of session exams at higher and secondary special education institutions, rules for providing students studying based on public expenditure with scholarship, school uniform, provision of teachers with teaching load, counting the salaries of teachers, issuance of education documents, etc.

There were a total of 71 enquiries received by the Service. They were about problems existing at general, vocational, secondary special and higher education establishments.

The Service received a total of 39 enquiries concerning general and pre-school education establishments. Thus, last month the Hotline received 14 enquiries from Baku, 3 from Ganja, 1 from Sumgayit, as well as 2 enquiries from each Absheron, Agdam, Jalilabad, Agjabedy, Sheky, and one enquiry from Goygol, Shamkir, Yardimli, Lankaran, Samukh, Shamakhi, Imishli, Tovuz, Bilasuvar, Barda districts. The most enquiries were about problems with heating systems, raising money to buy technical equipment and other issues.

The calls received by the Service and concerning with the execution of the order of the Ministry of Education on 'Organization and conduction of winter exam session of 2011/12 academic year at higher and secondary special education institutions' were promptly investigated. This help to implement relevant measures to ensure the transparent and impartial assessment of student knowledge and eliminate negative cases.

The Service received over 200 enquiries during the winter exams session from higher and secondary special education establishments in the 2011/2012 academic year. 22 out of 32 calls about complaints and eliminations were received from public, 4 from private universities, and 6 from secondary special education institutions.

The inquiries received from universities were about the conduction of semester examinations in writing and test form, the application of the Bologna system, organization of educational and work experience, study at Master's level, payment of fees, rules of granting scholarships to students at private education institutions, etc. The queries received from Baku State University, Azerbaijan State Economic University, Azerbaijan Technical University, Azerbaijan Institute of Teachers, Azerbaijan State Agricultural University, Sumgait State University and other universities were mostly complaints of students about their assessment results, where they are asking to assist to raise their assessments through the appeal process. Employees of the Ministry of Education jointly with the NGOs have monitored universities from which the queries were received and provided the objective assessment of knowledge of these students based on their exams results.

There were received queries from private universities of Tafakkuri University and Baku Asian University. These queries were also investigated with the complainant's participation.

The Service received queries from secondary special education institution as well, including Azerbaijan Financial Economic College, Baku State Social Economic College, Technical College of Baku, Agjabedi Pedagogical College, and Baku Basic Medical School No. 2. The queries were mostly about dissatisfaction with assessments in examinations. The relevant investigation was held at these colleges and complainants were informed about it results.

All structure unites were informed on results of investigations held based on the queries, and they were also recommended to eliminate these shortcomings in the future.

Information and comments on queries received and investigated by the Hotline Service in January

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were brought to public attention through the media, such as 'News' programme of AZTV (11.01.2012), Azerbaijan State Radio 2 (09.02.2012), Radio Azadliq 2 (03.02.2012), Kaspi, Uch dNogte and Merkez newspapers, etc.