



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТИҢ  
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО  
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

## REPORT

**on the results of the work of the external expert committee  
for compliance with the requirements of institutional accreditation standards  
RSE on REU "West Kazakhstan state University  
named after M. Utemisov" MES  
24" to "26" April 2019.**

**Uralsk**

**April 26, 2019**

**INDEPENDENT AGENCY ACCREDITATION AND RATING**  
**External expert committee**

**Addressed to**  
**Accreditation**  
**Council of the IAAR**



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**April 27, 2019**

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## (I) LIST OF SYMBOLS AND ABBREVIATIONS

**EP** – Educational programmeme  
**MC** – Model Curriculum  
**RW** – research work  
**QMS** - quality management system  
**RSE** – Republican State Enterprise  
**REM** – on the Rights of Economic management  
**ICT** – information and communication technology  
**EDA** – educational and methodical advice  
**ECD** – educational complex of the discipline  
**IWST** – independent work of the student with the teacher  
**IWGSWT** – independent work of a graduate student with a teacher  
**IWS** – independent work of the student  
**UNT** – Unified National Testing  
**CT** – Complex Testing  
**JSC** – Joint Stock Company  
**WKO** – West Kazakhstan Region  
**SRW** – Student's research work  
**SSW** – Student's scientific circles  
**EAEA** – External assessment of educational achievements  
**SAC** – State Attestation Commission  
**WC** – Working curriculum  
**NIS** – Nazarbayev Intellectual School  
**IC** – Individual Curriculum  
**CED** – Catalog of elective disciplines

## (II) INTRODUCTION

In accordance with the order No. 28-19-OD dated March 19.03.2019 of the Independent Agency for Accreditation and Rating, from April 24 to April 26.2019, an external expert Commission carried out the institutional accreditation of the West Kazakhstan state University named after M. Utemisov to the standards of specialized accreditation of IAAR (NO. 10-17-OD of 24 February 2017, fifth edition).

The report of the external expert Commission (EEC) contains an assessment of the compliance of the activities of the West Kazakhstan state University named after M. Utemisov within the framework of specialized accreditation criteria of IAAR, recommendations of the EEC for further improvement of the parameters of the specialized profile.

The composition of the EEC:

*Chairman* - Vladimir N. Kosov, Doctor of Physical and Mathematical Sciences, Professor, Director of the Center for Applied Research of the Kazakh National Pedagogical University named after Abay (Almaty)

*Observer* - Niyazova Guliyash Balkenovna, project manager for institutional and specialized accreditation of universities (Nur-Sultan).

*The foreign expert* is Yevgeny Alekseyevich Palkin, professor, Ph.D., laureate of the USSR State Prize, vice-rector for scientific work of the Russian New University (Moscow).

*Foreign expert* - Toshmatov Makhmud Negmatovich, Ph.D., professor, first vice-rector of the Technological University of Tajikistan (Dushanbe).

*National expert* - Berdenov Zharas Galimzhanovich, PhD, and an associate professor of the Department of Physical and Economic Geography of the Eurasian National University named after L.N.Gumilev (Nur-Sultan).

*National expert* - Ainur Gabdulina, Ph.D., Senior Lecturer, Department of History of Kazakhstan, Kazakh Agrotechnical University named after S. Seifullin (Nur-Sultan).

*National expert* - Kamkin Victor Alexandrovich, PhD, associate professor of the department of agrotechnology at Pavlodar State University named after S.Toraigyrov (Pavlodar)

*The national expert* is Movkebaeva Galiya Akhmetvalievna, Doctor of History, Professor of the Department of International Relations and World Economy of the Kazakh National University named after Al-Farabi (Almaty).

*National expert* - Myasnikova Lyudmila Nikolaevna, Ph.D., associate professor of Aktobe Regional State University named after K.Zhubanova (Aktobe)

*National expert* - Saparova Yulduz Azimkhanovna, Ph.D., associate professor of South Kazakhstan State University named after M.Auezov (Shymkent)

*The employer* is Abulkairova Aigul Kuspanovna, head of the human capital development department of NCE Atameken of the West Kazakhstan region (Uralsk)

*The employer* is Safullin Yeldos Nabiolliyevich, deputy director for educational and methodical work of the Institute for Advanced Studies of Pedagogical Employees of the NCE «Өрлеу» in the West Kazakhstan region (Uralsk).

*Student* - Aydinova Əsemgul Ədilzhankyzy, 3-year student of the College of Music named after Kurmangazy (Uralsk).

*Student* - Kuneev Musa Sansvayuly, 4-year student of EP "5B070800 Oil and Gas Business" of the West Kazakhstan Agrotechnical University named after Zhangirhan (Uralsk).

*Student* - Salhaeva Ədemi Zhanatkyzy, 2nd year student of EP "5B020300 History" of the West Kazakhstan Innovation and Technology University (Uralsk)

*Student* - Temirbolat Gulzhaynar Daurenkyzy, studying 3 courses of EP "5B060200 Informatics" (Uralsk)

### **(III) REPRESENTATION OF THE EDUCATION ORGANISATION**

The Republican state enterprise on the right of economic management "West Kazakhstan State University named after M. Utemisov" is one of the oldest universities in Kazakhstan. Its history begins in 1932, when, in the city of Uralsk, the decision of Kazraykom created the second pedagogical university in the republic after the Kazakh Pedagogical Institute, which was named after the USSR Deputy People's Commissar for Education M.N. Pokrovsky. In 1937, it was renamed the Ural Kazakh Pedagogical Institute named after A.S. Pushkin.

In 1982, in honor of the 50th anniversary of the activities, for great services in the training of teachers of the country, the Ural Pedagogical Institute was awarded the Order of the Badge of Honor.

In 1996, the Ural Pedagogical Institute was transformed into the West Kazakhstan Humanitarian University. On February 14, 2000, the Government of the Republic of Kazakhstan established the West Kazakhstan State University, which united three universities in the West Kazakhstan region: West Kazakhstan Humanitarian University. A.S. Pushkin, West Kazakhstan Agrarian University and the Institute of Arts named after Dauletkey. On November 5, 2002, the WKSU is reorganised through the separation of the West Kazakhstan Agrarian Technical University from it. May 30, 2003, by the Decree of the Government of the Republic of Kazakhstan No. 497, the West Kazakhstan State University is given the name of Makhambet Utemisov.

Educational activities WKSU in accordance with the state license number 12019665, issued by the Committee on the Control of Education and Science of the Republic of Kazakhstan on 12/11/2012 and the Charter of the university, approved by order of the Committee of State Property and Privatization MF RK No. 819 of August 23, 2012

In the structure of WKSU them. M. Utemisov includes 6 faculties (natural and geographical; physical and mathematical; pedagogical; philological; history, economics and law; culture and art), as well as a scientific library, editorial and publishing center, information technology center, testing laboratory of ecology and biogeochemistry and a number of other divisions: the institute "Ruhani zagryu", the institute of multilingualism, the center of internationalization, the center of advanced training, the center of sociological research, the center of pre-university training, the center of career, the center of distance onnogo training, student service center, department of double-diploma education, etc.

The university's faculties have 22 departments that train personnel in 52 educational undergraduate programmes and 24 educational programmes of the magistracy. Currently, the university has more than 5.5 thousand students and undergraduates, including the programme "Serpín".

ZKGU implements the principle of corporate governance through the expansion of the functions of collegial bodies - the Supervisory Board and the Academic Council. The principle of information openness of the university is implemented - the university is widely represented in the information space of the region and the republic. ZKGU effectively operates a feedback mechanism - regular surveys of students and teachers, school graduates and employers are held, the rector's blog, a helpline, questions and suggestions boxes for the management of the ZKGU, etc. are in place.

The university has a modern scientific and educational laboratory base, a developed social infrastructure. On the balance of the university there are 7 educational buildings, 3 student dormitories, 2 sports halls, 2 open sports grounds, a recreation complex, an agrobiostation. The testing laboratory of ecology and biogeochemistry is accredited and registered in the register of the State system of technical regulation of the Republic of Kazakhstan. In the educational buildings there are 243 classrooms, there are 22 educational laboratories, 26 teaching rooms, computer labs.

The university is constantly updating the park of computer and interactive equipment - there are more than a thousand computers connected to a local network, access to the Internet is

provided at a speed of 120 Mbit / s, in all educational buildings of the university access to Wi-Fi is provided.

For informational support of the educational process at the university, the AIS "Makhambet" and "Platonus" are used. The learning management system "Moodle" provides educational and methodical work of the Center for Distance Learning and departments.

The scientific library of WKSU has more than a million units of storage, includes ten reading rooms.

International cooperation of the University is carried out on the basis of 140 contracts with foreign and domestic universities, research centers and other scientific organisations in Europe, Asia, America, CIS countries. The geography of academic mobility of teachers and students covers the USA, Germany, Italy, Poland, Great Britain, India, South Korea, Russia, Belarus, Ukraine. The university takes part in international programmes DAAD, GLOBAL Ugrade, ERASMUS MUNDUS.

The system of social partnership WKSU is built on active interaction with consumers. The Alumni Association and the Council of Employers have been established. More than 800 agreements on practical training have been concluded, polls have been conducted of the heads of the practice bases; the content of educational programmes is updated with the recommendations of employers.

Activities WKSU named after M. Utemisova received wide recognition both in Kazakhstan and abroad. This is evidenced by the prestigious international awards received by the university - the SPI Gold Medal, the Euro Education 2006: Integration of European Experience, the European Quality, United Europe, the Leader of the National Economy and others.

Innovative activity of the university was noted in four international forums. At the III Kazakhstan International Exhibition "Education and Science in the XXI Century" WKSU was awarded diplomas "For the development and implementation of integrated educational programmes" and "For the best automated university management system." At the IV Kazakhstan International Exhibition "Education and Science of the XXI Century," the university was awarded a diploma "For the best university publication."

The University was one of the first in Kazakhstan to sign the Bologna Declaration and restructured the educational process in accordance with the requirements of the loan technology.

Confirmation of compliance ZKGU them. M. Utemisov's high modern requirements for the quality of education was the successful completion of institutional and specialized accreditations conducted by reputable foreign and domestic accreditation agencies.

In 2010, the university passed institutional accreditation according to international standards in the NMES RK. In 2012, the university passed the international accreditation of 11 educational programmes in the Russian independent agency AQCECD. In 2013, the WKSU successfully passed the state certification, as well as the accreditation of three educational programmes in the German agency ACQUIN. In 2014, the Independent Agency for Accreditation and ZKGU Rating passed the next institutional accreditation in 2014, and in 2015 and 2017 - specialized accreditation of 71 educational programmes.

In the National Ranking of Universities of the Republic of Kazakhstan in 2015, WKSU was ranked 9th. In the National ranking of specialties of the IAAR 2016, more than ten higher education institutions of the university took quite high places.

In the General ranking of universities in 2017 of the Republican rating agency WKSU ranked 25th. In the National ranking of universities RK-2018, conducted by the IAAR, the university received 11th place, in the direction of "Education" - 10th place, in the direction of "Musical Art" - 2nd place. According to the data of the International Rating Agency Webometrics Ranking of World Universities, the university's website ranked 18th in the ranking of university websites.

In the rating of JSC "Center for the Development of Labor Resources" in terms of demand for and employment of graduates of WKSU ranked 12th in the list of 101 universities and entered the TOP-20.

#### IV DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

WKSU named after M. Utemisov is institutional accreditation the IAAR. As a result of the previous assessment conducted in 2014, WKSU was accredited for a period of 5 (five) years

#### V DESCRIPTION OF THE EEC VISIT

The visit of the external expert Commission to WKSU was carried out on the basis of the approved and previously agreed programme of the visit of the expert Commission on specialized accreditation of West Kazakhstan state University named after M. Utemisova in the period from 24 to 26 April 2019.

In order to coordinate the work of the EEC on 24.04.2019, an introductory meeting was held, during which the powers were distributed among the members of the Commission, the schedule of the visit was clarified, agreement was reached on the choice of methods of examination.

In order to obtain objective information on the evaluation of the University members of the EEC used such methods as visual inspection, observation, interviewing employees of various departments, teachers, students, graduates and employers, questioning of the teaching staff, students.

In accordance with the requirements of the standards, the programme of the visit covered meetings with the rector, Vice-rectors, heads of departments, deans, heads of departments of the University, teachers, students, graduates, employers and employees from various departments, interviewing and questioning of teachers and students. A total of 357 people took part in the meetings (table 1).

**Table 1 - Information about employees and students who took part in meetings with the EEC of the IAAR:**

Category of participants	Amount
Rector	1
Vice Rector	3
Heads of departments	23
Faculty Deans	6
Heads of Chairs	5
Teachers	102
Students	130
Graduates	55
Employers	32
Total	357



During the visual inspection, EEC members got acquainted with the state of the material and technical base, visited the faculties and departments implementing accredited educational programmes, the Museum of the University, the scientific library, training laboratories, specialized classrooms: rare editions Fund, Herbarium Fund, sports and recreation complex, laboratories of ecology and biogeochemistry, hostel №2.

The activities planned during the visit of the EEC IAAR contributed to the familiarization of experts with the bases of practices of the EP.

EEC members attended training sessions

In accordance with the accreditation procedure, a survey of teachers was conducted.

External experts requested and analyzed the working documentation of the University. Along with this, the experts studied the Internet positioning of the University through the official website of the University <https://wksu.kz>

All conditions were created for the work of EEC, access to all necessary information resources was organised. On the part of the team of WKSU named after M. Utemisov was ensured the presence of all persons specified in the programme of the visit, in compliance with the established time.

As part of the planned programme, recommendations for improving the accredited educational programmes of the West Kazakhstan state University. M. Utemisova, developed by EEK on the results of the examination, were presented at a meeting with the leadership of 26.04.2019

## **VI COMPLY WITH INSTITUTIONAL ACCREDITATION STANDARDS**

### ***6.1 Standard "Strategic development and quality assurance»***

#### ***The evidence part***

EEC confirms that the West-Kazakhstan state University named after M. Utemisova developed a Strategic development plan for the period 2017-2021. The strategic plan in August-October 2018 was considered at a meeting of the Supervisory Board of WKSU and approved by the Academic Council of the University. The strategic plan of the University is posted on the website of the University and is available to all interested parties. The Strategic plan provides an analysis of the current situation and risk management. According to the strategic plan, the University is aimed at solving the following strategic development priorities: ensuring quality training of competitive personnel; modernization of the content of higher and postgraduate education; improvement of management and monitoring of the development of higher and postgraduate education; development of infrastructure of higher education institutions; increasing the contribution of science to the sustainable development of the country's economy; modernization of science infrastructure and optimization of research institutions; strengthening the scientific potential and the status of the scientist; international integration and management.

EEC notes *that the University has formed a system of constant updating of strategic documents, which ensures the implementation of the principle of goal-setting in the activities of the University.*

*Strategic documents of the University are developed on the basis of the analysis of available resources – material, financial, information, personnel, etc. take into Account the international relations of the University (allowing training, academic exchanges), virtual resources (video training courses posted in the Internet space, employment site, social networks), image potential (the University is the largest center of science, culture and education of WKO, guide*

state programmes –Ruhani Zhangyru, Mangilik El, etc., the organiser of the regional competition of startup projects, etc.).

EEC notes that *the most important condition for the development of strategic documents was the involvement of all stakeholders*. The Involvement of stakeholders in the development of strategic documents is carried out both through the councils and associations created at the University, and through discussion on the website of the University and in social networks.

The discussion was based on the results of the *analysis of the external and internal environment of the University*, the labor market and the demand for University graduates in the field, the long-term analysis of the development of the market of educational services. A number of documents adopted by the WKSU, such as the Concept of monitoring the internal and external environment of the wksu. M. Utemisov, the programme of vocational guidance WKSU named after M. Utemisova, allow *to analyze the activities of the University on a systematic basis*.

In the development of strategic documents, and in particular the current strategic plan, first of all, attention *was paid to the identification of problems of development and prevention of risks, strengths and weaknesses of the University*.

According to the General rating of universities for 2017, held by the Republican rating Agency, WKSU took the 25th place. According to the National ranking of universities of Kazakhstan-2018, held by IAAR WKSU named after M. utemisova took 11th place. EP University occupy high places in the ranking of Atameken. According to the webometrix rating, the website of the University takes 38th place out of 101 universities in Kazakhstan.

Employment of graduates according to the SCPP as a whole exceeded 80% in the last five years. These data are confirmed by JSC "Center for human resources development", which, in 2019, monitored the employment of graduates in the universities of Kazakhstan, according to the results of monitoring WKSU took 12th place in the country.

The survey of employers in order to determine the preparedness of graduates showed that a very high, high and sufficient level of preparedness of graduates of WKSU is considered by the absolute majority of respondents.

EEC *confirms that the positioning of the University is carried out on the basis of resource assessment, involvement of stakeholders, large-scale surveys, marketing analysis, attracting the results of independent evaluation. The data of this comprehensive analysis allows us to conclude about the most important competitive advantages of WKSU in the region and priority areas of development*.

Development strategy, Strategic plans of WKSU which are constantly updated enable the University to contribute to the development of the domestic system of higher and postgraduate education; implement the requirements of legal documents and regulations of the Ministry of education in the field of education; focus on national traditions and international trends in higher education; maintain a leading position in the region and take a worthy place in the national, Eurasian and international educational space.

*Vision WKSU is – the Continuous development of higher and postgraduate education on the basis of the integration of education, science and industry, in order to ensure high quality training and sustainable development of the University.*

The mission of WKSU is defined as follows: *Preservation and augmentation of traditions of one of the oldest universities of Kazakhstan, on the basis of the Eurasian ideas of intercultural dialogue and the national consent allowing WKSU named after M. Utemisova to be the center of modernization of the region. Training of highly qualified specialists using advanced training technologies and modern educational infrastructure, accumulation and dissemination of humanitarian, natural-scientific and technical knowledge.*

Vision, mission and strategy of WKSU is a succinctly formulated prospects for the development of the organisation, reasonably associated with the assessment of the initial conditions, both external and internal, *fully consistent with the goals and objectives of the national education system, the development of the country and the region.*

The strategic documents of the University include a Guide to the quality of education, developed on the basis of ESG standards. This document is published and posted on the official website <http://www.wksu.kz> The results of research of scientists of the University, more than twenty monographs and textbooks are protected by copyright certificates and are widely used in the educational process. The results of master's theses and theses are mainly practice-oriented, which is confirmed by the acts of implementation – more than 100 acts of implementation in recent years.

The activities of the University to develop documents on specific areas of activity and processes that specify the policy of quality assurance is permanent.

So in 2016-2017, about twenty internal regulations aimed at ensuring social security of students, improving the quality of education were developed: - Academic policy of WKSU named after M. utemisova, Rules of academic integrity, Regulations on the competence model of the teacher, Regulations on monitoring the quality of the educational process, the Provision of the educational process on credit technology, Regulations on the formation of educational programmes, Regulations on the activities of advisors, approved the draft Charter of the non-profit joint stock company WKSU named after M. utemisova, etc.

2017-2018. developed about ten internal regulations aimed at ensuring social security of students, improving the quality of education: the Code of academic integrity of the faculty and students of WKSU, the Regulations on the competition startup projects of students, undergraduates and young scientists "Start-up WKSU", the Position of the student center "Tugan Zher", Policy in the field of research activities of WKSU named after M. Utemisova.

The University implements planning at different levels – in areas, departments, faculties, etc.. The structure of the plans, the terms of approval are defined in the planning Matrix, posted on the internal website of the University and available to users. The monitoring mechanism is to assess the effectiveness of operational planning, compare objectives and results on the basis of reports. *Thus, the annual self-assessment of the University allows you to monitor the implementation of its strategic objectives.*

The University management is open to suggestions of all interested persons, the hours of reception of the rector and Vice-rectors are set, boxes for appeals are placed in the buildings, the rector's blog operates.

In General, the quality culture in WKSU is based on the strategic planning activities of the University and the systematic correlation of the strategy, the development of a system of warning measures risks according to the mission of the University national challenges in education, the involvement of the stakeholders – employers, students, teachers, market research, participation in procedures of external evaluation, development of concept papers developed system of planning and monitoring the openness and transparency of the activities of the University, availability of leadership.

The mission, strategy and policy of quality assurance are aimed at solving the main task of higher education – ensuring the connection between research, teaching and learning. The culture of quality assurance in WKSU has a multi-level character and is constantly being improved.

### *Analytical part*

During the meetings and study of the documents submitted to the WKSU, the members of the EEC note that the University demonstrates the focus of the mission, strategic goals and vision to meet the needs of the state, society, sectors of the real economy, potential employers, students and other stakeholders. At the same time, the University needs to carry out serious work on the revision of the Strategic plan of the University based on the analysis of external and internal factors with the broad involvement of a variety of stakeholders.

The analysis showed that in WKSU the culture of quality assurance is aimed at solving the main problem in the field of education, but at the same time the University needs to develop mechanisms to ensure the relationship between research, teaching and learning.

The strategic development plan of the University, annual work plans of faculties, departments and other structural units, individual plans of teaching staff, modular educational programmes are developed in the context of the mission and vision of the University.

*According to the results of the survey, 49.5% assessed the involvement of PPP in the process of managerial and strategic decision-making as "very good", 47.3% - as "good".*

### ***Strengths/best practices***

□ The activities of the University are aimed at ensuring the competitiveness of the country through quality training for the real sector of the economy by improving the quality of education, integration of science, education, creating favorable conditions for all participants in the educational process.

□ Published quality assurance policy, mission and strategy compliance with the resources aimed at the development of the University.

□ Development of documents on specific areas of activity and processes (plans, programmes, regulations, etc.), specifying quality assurance policies.

***Conclusions EEC criteria: strong-3; satisfactory-4.***

## ***6.2 Standard «Leadership and management»***

### ***The evidence part***

EEC notes that the management and management of the WKSU, including planning of its activities, allocation of resources, monitoring and evaluation of the effectiveness of achieving the goals, are carried out in accordance with the Mission and Strategy of the University and are aimed at ensuring their implementation. Modern, rather flexible management structure of WKSU quickly responds to changes in the internal and external environment of the University and allows you to create the most opportunities to achieve its strategic goals, implementing the University process approach.

The WKSU operates and improves the intra-University system of quality assurance. Quality planning includes setting goals and defining activities to achieve them. Operational goals and activities in the field of quality are formed on the basis of the strategic goals of the University. Completeness, timeliness and effectiveness of the quality Plan activities related to the activities of individual units are monitored by the heads of units. The results of the quality plan are included by the representative of the quality management in the report on the analysis of the quality management system by the management.

The quality management system regulates the requirements for qualification, the procedure for hiring, professional development and certification of employees. Qualification requirements are defined in "Qualification characteristics of positions of scientific and pedagogical workers of WKSU named after M. Utemisova", in job descriptions.

In order to continuously improve the quality system, additions are developed and made to the intra-University normative documentation in the areas of work – research, teaching, educational, educational in accordance with the parameters of the Bologna process and normative documents. Changes and additions to regulations on divisions, job descriptions, maps of processes, forms, are made in cases of change of organisational structure, the staff list, redistribution of functions between officials and divisions.

In the effective management of the University includes a risk assessment and management. The risk assessment is fixed in the strategic plan of the University development, the analysis of possible threats is carried out when summarizing the activities of the University. With the aim of identifying and predicting risks include the analysis of the external and internal environment and in particular material and technical resources; staffing; level of development of social partnership; international cooperation; vocational guidance and training; competitive environment, employment, etc. According to the results of risk assessment decisions are made on the announcement of the competition for positions, travel to career guidance in other areas, the purchase of equipment, changes and additions to the development plan of the EP, etc.

In 2017, the University adopted a risk management policy. The need for the introduction of this policy in WKSU is due to the following: adapting existing approaches in the field of risk management directly to the risk management activities of the University; risk management is the final link in the chain of monitoring processes as a source of information for the risk management process uses information from all components of the monitoring process (measurement and analysis of process indicators; internal and external audits; self-assessment of the effectiveness of the QMS; measurement and analysis of customer satisfaction); stage-by-stage risk assessment in WKSU provides an integrated scientific approach to risk management; in order to develop adequate preventive actions, risk criticality is assessed based on the dependence of the degree of importance of risk on the calculated score.

EEC confirms that the assessment of the effectiveness of changes in the University is based on the monitoring of the main indicators of quality and timing of the planned activities. During the semester, the University analyzes the implementation of the main indicators of the University, faculties and departments, which are compared with the planned indicators. The analysis of the effective use of resources, planned activities to improve the performance of the University. The effectiveness and efficiency of the planning system as a whole at the University reaches 90-95%, which allows us to conclude about the high efficiency of the University staff.

Thus, the management of the University is carried out through processes. With the introduction of new processes aimed at achieving quality indicators of the University, new units are created, which in turn develop plans based on the objectives of the activity.

In WKSU by results of internal audit of discrepancies the head of division develops the plan of corrective actions for their elimination or reduction of their influence which is made out in the form of the QMS/EMS form.08.03.01 – corrective action plan or QMS/EMS preventive action plan.08.04.01. They shall be agreed with the head of the relevant unit and, if necessary, with other officials. As a result of corrective or preventive actions, changes are made to the procedures, documentation, management system, job descriptions to prevent repetition of these inconsistencies or similar inconsistencies.

The powers of officials and functions of the University units are determined by job descriptions and regulations, which are constantly updated. In the period of 2016-2017 has been revised 6 position, 22 the job description. In 2017-2018, 8 regulations and 17 job descriptions were developed.

In 2015-2016 academic year also developed internal regulations governing the most important issues of the University: the Rules for the appointment of state scholarships to full-time students and social assistance in the 2015-2016 academic year; Rules for the issuance of the European diploma Supplement; Regulations on the research Institute "Makhambet"; Regulations on the research Institute "Algorithm"; Time standards PPP, etc.

Management of the educational process at the University is carried out through the management of EP. This is due to the regulatory requirements for the organisation of education – SCES in the specialty; standard curricula; standard curricula of disciplines. Faculty of the University made proposals for developers of SCES specialties, a number of departments have their representatives in the national educational councils (RNEC).

The University on the basis of the Strategic development plan of WKSU annually develop plans for the University as a whole, its departments, as well as plans for the activities of faculty members. The University carries out planning at different levels.

Plans, in turn, contain information about the deadlines; responsible for the execution; the planned result; the position of the person approving the document. In the preparation of the draft plans take into account that planned activities must contribute to achievement of the planned objectives and results; to meet the strategic objectives of WKSU and to be resourced. Completeness, timeliness and effectiveness of the planned activities are controlled by the heads of departments. The effectiveness of the planned activities is evaluated by the University management on the basis of reports of departments. The full range of reports is contained in the University-wide reporting Plan.

WKSU is committed to ensuring the quality and the activities that are performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility. The main purpose of outsourcing at the University is to focus directly on educational activities (implementation of the EP) and to obtain a higher level of service to this activity without increasing budget costs.

EEC notes that the University has a policy of transparency in its activities. This policy makes it possible to promptly obtain a variety of information on various aspects of the life of the University, including the procedures and content of binding decisions, to all interested persons. The results of sociological surveys of students, teachers and employees, indicating that the vast majority of them (about 4/5) are satisfied with the transparency of the procedures for the organisation and implementation of the educational process, confirm that the University has wide access to information about its activities.

Stakeholders are actively involved in the management of the University. The University has a student government, student deans, youth associations. The University established the Committee for youth Affairs, which is composed of the rector of the student, student body President, student Ombudsman. Representatives of student activists are members of the Academic Council of the University. Employers and social partners participate in the work of the Supervisory Board and the Board of employers of the University, they are included in the composition of the boards of faculties and committees of the faculties at the WC and CED.

The University has mechanisms to ensure the openness and accessibility of managers and administration for students, faculty, parents and other stakeholders. An effective tool for measuring the level of satisfaction of teachers, staff and students of the University is the annual sociological surveys conducted by the center for sociological research of the University. In order to have an adequate understanding of this state of health and effectively correct it, it is necessary to systematically monitor it, which is especially important in the context of solving the problems of social modernization of Kazakhstan's society.

In WKSU successfully implemented an educational project "Introduction of innovative technologies in the educational process", in which the annual competition of scientific and methodological works of faculty of the University. The purpose of this project – the search for new ways to improve the quality of training, translation of the experience of faculty of the University and to stimulate the work of teams of departments on educational and methodological support EP and areas of training, improving the effectiveness of training. New technologies presented in the projects of teachers are aimed at overcoming stereotypes in teaching various disciplines, developing new approaches, developing creative abilities of students. The result of innovation and project activity is a real innovative product (electronic textbook, training simulator, innovative training, etc.). The works of the contest participants are published in the annual collection "School of excellence".

WKSU named after M. Utemisova actively participates in international, national and regional professional associations. The University is a member of 16 international associations and projects: European scientific society (Hanover, Germany); Eurasian Association of universities (Moscow, Russia); American bar Association (USA); Association of higher education institutions REGENA; Association of educational institutions "Education Network"; Edmund Muskie ; Magna Charta Observatory; Scholarships of Turkey; SES project (Bonn, Germany); us Diplomatic mission; Edmund Muskie; DAAD (Deutscher Akademischer Austausch Dienst, Germany); Erasmus +; Center for international programmes "Bolashak"; European Association of universities (EUA, Belgium); Association of Asian universities.

WKSU named after M. Utemisova to provide leadership training programmes for management education. For the newly appointed heads of departments of the University organised a course "Management in education" in which were trained 20 heads of departments. In April 2018, a seminar was organised for two dozen students on the topic "Modern pedagogical technologies in higher education institutions in the framework of the updated content of education". At the University in the 2018-2019 academic year the heads of the University – Vice-rector, Directors of departments, heads of departments, chief accountant, deans of faculties of the University were trained at the training seminars "project Management" conducted by "Digital Academy" LLP from Astana. At the end of the seminars received certificates.

External evaluation of the quality of the educational process WKSU held in the process of passing the University institutional and specialized accreditation. The University successfully passed the institutional accreditation in 2014 (the University received IAAR accreditation for a period of 5 years), the last specialized accreditation procedure – in 2017 (46 OP were accredited by the IAAR). Preparation for these procedures, work at the University of EEC IAAR became an important event in the life of the University. Recommendations given by the members of the EEC to improve the quality of the educational process of WKSU were carefully analyzed and identified as key tasks to improve its activities, implemented in it EP.

As a result, in the General ranking of universities in 2017 of the Republican rating Agency WSU took 25th place. In the National ranking of universities of Kazakhstan-2018, held IAAR University took 11th place; in the institutional ranking of universities in the areas of training of specialists WKSU took in the areas of "Education" 10th place, "Music art" 2nd place. In the rating of JSC "Center for human resources development" WKSU took 12th place in the list of 101 universities and entered the TOP 20.

#### ***Analytical part***

Experts note that WKSU named after M. Utemisova is in the process of management, planning and resource allocation in accordance with the stated strategy and available resources.

EEC confirms the openness and accessibility of the rector, Vice-rectors and deans for students, faculty, parents and other stakeholders.

During the visit, the experts were convinced that the WKSU is implementing structural changes to improve the effectiveness of the development Strategy. In particular, the Department of strategic development and quality, the Department of academic activities, the Department of infrastructure development, the Center of information technology, the Center to University training, career Center, Distance learning center, center for sociological research, Center for physical culture and healthy lifestyles, student service Center were created.

Experts note that the assessment of the effectiveness of changes is carried out on the basis of monitoring the main quality indicators of the entire University, faculties and other structural units.

During the visit, the experts found that the WKSU distribution of duties of staff is determined by job descriptions and regulations, which are constantly updated. In the past two years alone, 14 regulations and 39 job descriptions have been developed.

*During the interviews and questionnaires, it was noted that teachers positively assess the availability of management (very good – 77, 40%, good – 19.3%), the level of feedback of staff and management (very good – 59.1%, good – 39.8%).*

#### ***Strengths/best practices***

Management processes, including planning and allocation of resources are carried out in accordance with the University development strategy.

The UNIVERSITY demonstrated a strategic risk management analysis.

The organisational structure of the University ensures transparency of the University management system.

Active involvement of students and teaching staff in the work of collective management bodies.

Openness and accessibility of the University management to all stakeholders.

Active participation of the University in international, national and regional professional associations.

#### ***The recommendations of the EEC***

1. To carry out on an ongoing basis the analysis and implementation of innovative proposals.

2. Consider learning manual EP programme of management education.

***Conclusions EEC criteria: strong – 6; satisfactory – 10.***

### ***6.3 Standard «Information management and reporting»***

#### ***The evidence part***

WKSU has implemented information management processes, including collection and analysis procedures. In accordance with the recommendations of the Standards and guidelines for



quality assurance in the European higher education area (ESG), information on the internal and external environment of its functioning is systematically collected, analysed and used for decision-making.

Collection and analysis of statistical data characterizing various aspects of University life is carried out by all structural units of WKSU.

Various information systems, information and communication technologies and software are used in information management.

All information management processes are automated on the basis of the corporate computer network of the University. Local corporate messenger "Commfort" supports the exchange of individual and group messages and file exchange between departments and faculties of the University. For information support of the educational process in the University is used AIS "Makhambet". AIS "Platonus" is used to support the processes of collection, analysis and management of information, assessment of students' knowledge by organising exams by computer testing and providing online applications of the student service center. The learning management system "Moodle" provides educational and methodical work of the distance learning center and departments for full-time students. The programme complex "Scheduling training sessions" is used to prepare the database and scheduling training sessions. Mobile application "Keste" is designed to view the electronic schedule from Android mobile devices. Automated system "anti-Plagiarism" is intended for verification of graduation in the internal database of the University. Integrated library automation system "IRBIS" supports information management of library processes, maintenance of electronic catalog. The programme "Creation of electronic shells" provides support for the automation of the creation of electronic textbooks. IBM SPSS Statistics Standard is a modular software package for in-depth analysis of statistical data.

Modification of the specified tools at change of requirements to character and structure of information is made by improvement of own developments and introduction of finished products.

The information obtained during the monitoring on the internal and external environment of the WKSU is purposefully used to improve its internal quality assurance system. Systematic collection and analysis of this information allows us to determine in a timely manner how the University meets the needs and expectations of its students, teachers, employees and other stakeholders and promptly take measures to improve this satisfaction. To do this, the University uses both the analysis of statistical data and such alternative sources of information as sociological surveys; "mailboxes" for written appeals of students and teachers to the management of the University; rector's blog, etc.

Collection and analysis of information in WKSU are mainly carried out during the preparation of interim and final reports on the work of the faculty of the University, all its departments and the University as a whole, in the context of the main components of the educational process and their resource support. For example, teachers of the University regularly fill in tutor's journals, individual work plans that record the performance of their academic load, prepare semester and annual reports on their work. Reports with information on certain indicators are prepared, submitted and analyzed in accordance with the reporting Plan of WKSU named after M. Utemisova and work plans of the University departments with a periodicity of month, quarter, semester, school year, calendar year and financial year.

Information constituting official or commercial secret at the University is protected on the basis of the Civil Code of the Republic of Kazakhstan, the Criminal Code of the Republic of Kazakhstan and

The labor Code of the RK. In accordance with the rector's order No. 013-593/1 dated 29.08.2015, all employees undertake not to disclose information constituting official or commercial secret and take measures to protect its confidentiality. Responsible for information assurance person is identified the staffing level of their acquaintance with their requirements is through job descriptions.

Security need software products of its own design, enterprise LAN, online University, electronic textbooks, etc., the information technology Center provides protection used software – licensing of software products; electronic resources published in the Internet using https and backup; enterprise network – configuring firewalls; computer hardware, installing antivirus tools; confidential information – access control; corporate information – using authorization and authentication tools. University websites are backed up once a week.

Teachers and staff of the University *are involved in the process of collecting and analyzing information* primarily as its sources, presenting management reports on their work, containing actual data on its implementation and their analysis. They participate in decision-making on the basis of the collected and analyzed information through their representatives in the collegial management bodies. Also, students, faculty and staff take part in sociological surveys as respondents.

The WKSU has *established and actively operates communication mechanisms with students, faculty and other stakeholders, including conflict resolution mechanisms*. These mechanisms include monitoring tools, dialogue platforms in the face of collective management bodies, student self-government. In 2018, the University *opened a student service Center*, which has become an important element of communication at the University.

WKSU *systematically measures the level of satisfaction of the University with the needs of teachers, employees and students and takes measures to improve it*. An effective mechanism for obtaining information characterizing this satisfaction is sociological monitoring. The tools of this *monitoring are annual sociological surveys* conducted by the center for sociological research in the framework of the following research projects: "Assessment of social well-being of students of WKSU named after M. Utemisova", "Assessment of social well-being of teachers and employees of WKSU named after M. Utemisova", "students' Opinion on the effectiveness of the educational process in WKSU named after M. Utemisova."

The WKSU *annually assesses the effectiveness and efficiency* of its activities. Under the performance refers to the degree of implementation of the planned activities of the University, the level of achievement of the planned goals. To determine it in the University practiced annual reporting on the implementation of the work Plan of WKSU and its departments, when summed up the work done and, accordingly, determined its *effectiveness*. Thus, the criteria that determine the effectiveness of the University are the planned activities, their goals. Analysis of the implementation of the work Plan of the University shows that the effectiveness of planning in General for the University reaches 90-95%, which leads to the conclusion about the high efficiency of its team.

*The effectiveness* of the University is determined by the ratio between the results achieved and the resources used. For its evaluation, statistical data on the following criteria are collected and analyzed: the results of student recruitment; academic performance and quality of knowledge in the context of faculties, EP and disciplines;

the movement of the contingent; employment of graduates; the staff of the University; its financial situation (income), etc. the Effectiveness of the University is also evaluated based on the analysis of the results of sociological surveys of students, teachers and employers. As external experts for the evaluation of the effectiveness and efficiency of the activities of the University are invited employers, members of the Supervisory Council of WKSU and alumni.

In the process of collection and analysis of information in WKSU takes into account the following *mandatory indicators*: the dynamics of the contingent of students in the forms of training, courses, languages of instruction, groups, areas of training and other parameters; level of achievement, achievements of students and expulsion; satisfaction of students with the implementation of educational programmes and the quality of education at the University; availability of educational resources and support systems for students; employment and career development of graduates. This information is presented both in text form and in the form of tables and diagrams.

With all members of the faculty, staff and students of WKSU named after M. Utemisova, in accordance with the Law of the Republic of Kazakhstan № 94 – V of 21.05.2013 "On personal data and their protection", PP. 24) item 2 of Art. 23 of the Labor code of the Republic of Kazakhstan, agreements *on processing of their personal data are made out*. It explains the need for such registration, its objectives, related mutual obligations and lists the categories of information required. Students, teachers and staff of the University document their consent to the processing of this data by filling in and signing the form.

To obtain rapid access of students, faculty and researchers to the world of scientific information using modern information technology available at the University of remote access to foreign full-text resources. Research the University library has access to electronic databases abroad – Clarivate Analytics, Springer Link, Science; to information resources CIS – polpred.com, electronic library system "LAN" and to domestic databases – Republican interuniversity electronic library, "Library of the First President of the Republic of Kazakhstan – the Leader of the Nation".

The resources of these databases, electronic scientific libraries allow us to provide the necessary information for the study of all profiles practiced at the University – social and humanitarian, scientific and technical, as well as all areas of training implemented at the University.

#### ***Analytical part***

The analysis of the submitted documents confirmed that the main information flows are formed for the management of educational, educational and other processes. Databases collected within the framework of the University, allow it to generate a variety of reports based on the analysis and processing of the information received.

The use of rating analysis contributes to the effective personnel policy, identification of individual abilities and professional skills, full responsibility for the assigned case at all levels, legal and social protection of staff, heads of departments and deans. Its results are used by the management of the University in making decisions on the extension of contracts, appointments in determining the amount of allowances and salaries of teaching staff, heads of departments, deans and their deputies.

The Commission of the EEC confirms that the structure and amount of information collected, the sources, the periodicity, the time interval of the person responsible for the accuracy and timeliness defined by the internal normative documents of University, the job descriptions of heads of structural divisions.

Thus, the WKSU collects and analyzes information to improve the internal quality assurance system, which is carried out through the monitoring system of the University and the quality of education.

### ***Strengths/best practices***

- Availability of a system of regular reporting at all levels of the organisational structure, including the assessment of the effectiveness of the unit, EP, research.
- The internal system of support of educational process creates favorable conditions for the rational use of the time budget and management of information flows
- Ensuring the protection of information, identification of responsible persons for the accuracy and timeliness of information analysis and provision of data
- Functioning of the information collection, analysis and management system based on the use of modern information and communication technologies and software
- Effective definition of the order and protection of information at the level of EP allows to make decisions on the basis of facts, to identify and predict risks.

### ***Recommendation of the EEC***

To pay constant attention to updating information on EP on the University website and bring it to students and all interested persons.

***The conclusions of the EEC criteria: strong 12, satisfactory-5, suppose to improve –not.***

### ***6.4 Standard "Development and approval of educational programmes»***

#### ***The evidence part***

The development and approval of educational programmes is carried out in accordance with the provisions of nominative legal acts in the field of higher and postgraduate education, as well as the Academic policy of the University. Procedures for the development of EP in WKSU documented and consists of external and internal quality assessment procedures EP. The procedure of external quality assessment and approval of the EP at the University is carried out in 3 stages: 1. The purpose, objectives and content of the EP are discussed and agreed with representatives of potential employers and other stakeholders through the employers ' Council of WKSU ; 2. External expert evaluation of EP by leading experts and successful practitioners in the field; 3. External review of EP by employers.

The procedure of internal quality assessment and approval of the EP is carried out in 4 stages: 1. Development of EP and discussion at a meeting of the Department; 2. Discussion of EP and decision at a meeting of the faculty Council; 3. Discussion of the EP and the decision at a meeting of the University of UMS; 4. Discussion and approval of the EP at a meeting of the Academic Council.

The basis for the development of EP in WKSU are the following state normative legal acts: "On amendments to the order of the Minister of education and science of the Republic of Kazakhstan dated April 20, 2011 № 152 "On approval of the Rules of the educational process on credit technology training"; "On approval of the Model rules of educational organisations of the relevant types" Order of MES № 595 dated October 30, 2018; "On approval of Standard rules for admission to educational institutions implementing educational programmes of higher and postgraduate education" Order of MES № 600 dated October 31, 2018; "On approval of standard educational programmes of the cycle of General subjects for organisations of higher and (or) postgraduate education" Order of MES № 603 dated October 31, 2018; "On approval of state educational standards

education at all levels of education" Order of the Ministry of education № 604 of October 31, 2018; "Classifier areas of training with higher and postgraduate education" Order of the Ministry of education № 569 of October 13, 2018

Internal regulatory documents regulating the development of EP are the following: "regulations on the development of educational programmes" approved by the academic Council (Protocol № 1 from 26.09.2016 g); "regulation on the criteria for the evaluation of educational programmes, educational activities", approved by the rector 28.04.2014 G.; "regulation on the formation of the catalog of elective disciplines" approved by the rector 30.03.2016 G., etc. (see <https://inside.wksu.kz>)

The goals of the EP in WKSU are determined in accordance with the requirements of SCES of higher education, the model curriculum, the mission of the University and provide competence training for the relevant field of professional activity, taking into account the current state of science and socio-economic needs of society.

The purpose of the op bachelor – the formation of students ' moral, psychological, pedagogical and professional competencies of professional activity, personal development incentives, the formation of professional and moral culture of the future specialist ("I-professional").

The purpose of the op bachelor is the development of key competencies required for any professional activity (the ability to work with information, to enter into communication, possession of the socio-legal basis of individual behavior in society, etc.) and special competencies developed for each specialty, taking into account the requirements of employers and social needs of society, reflecting the specifics of a certain professional activity.

The purpose of the master's programme is consistent with the mission of the University and aimed at personal development of the student and improve his scientific level. The purpose of the master's degree programme is to deepen and expand professional competencies formed in the bachelor's degree, training of scientific personnel capable of carrying out teaching and research activities.

The purpose of the EP is not only to instill knowledge and skills in specific disciplines, but also to create conditions for the personal development of students, expanding their creative potential and social competencies. Thus, the purpose of education on EP 5B010300 Pedagogy and psychology is formulated taking into account the requirements of the list of qualifications and positions for graduates of this educational programme with a degree of "Bachelor of education". Bachelors of education of this EP as a specialist of the highest level of qualification without category can hold a position – teacher-psychologist.

During the visit, the Commission found that the objectives of training in WKSU declared in the mission and strategic development plans of the University ("Mission WKSU named after . M. Utemisova", "Strategic plan of the West Kazakhstan state University named after M. Utemisov for 2017-2021", etc.). In the context of the EP learning objectives provides free access to the sites of faculties and departments (see [www.wksu.kz](http://www.wksu.kz)).

At the University, the typical model of the graduate is presented in the "Regulations on the formation of OP" in paragraph 4.10. (see <https://inside.wksu.kz>)

Experts note that the WKSU developed a Competence model of the graduate. The model of the graduate is developed by the Department and approved by the Dean of the faculty.

The graduate model includes a description of:

- educational objectives of the educational programme;
- the list of qualifications and positions that a graduate can hold in accordance with the Standard qualification characteristics of positions;
- qualification characteristics of the graduate of the educational programme;
- areas of professional activity (CR – 6,7);

- object and subject of professional activity;
- types and functions of professional activity;
- typical tasks of professional activity (by areas);
- content of professional activity;
- requirements to key and special competences of the graduate.

At the design and development stage, the graduate model is agreed with employers and representatives of business structures. When discussing and approving the model of the graduate, representatives of various organisations, practitioners, experts and reviewers who participated in the development stage through participation in expert surveys, consultations and have the right to vote in decision-making on the model are invited to the meetings of departments and faculty Councils. In accordance with the level of training, the content of the graduate model also changes.

Verification of the model of the graduate of WKSU named after M. utemisova confirmed by numerous positive reviews of employers and a high percentage of employment (80 %) of our graduates.

Examples model of a graduate is presented in "regulations on the formation of the EP" (see <https://inside.wksu.kz>). At the re-designed EP is conducted by an external examination of 3 criteria:

1. Relevance of the programme (compliance of the target segment of its content and methodology of training; demand for graduates of the programme; correctness and completeness of the definition of its competitive advantages).

2. The content of the programme (compliance with the list of disciplines stated goals and objectives; compliance with the profile of training, consistency and consistency of study, the correctness of the name, the adequacy of the volume and adequacy of forms of study; versatility, the ability to deepen knowledge, compliance practices and research part of the needs of science and technology);

3. Assessment of the competence model of the graduate (the list of competencies of the graduate, their completeness; the attractiveness of the competence model for applicants).

Employers, representatives of practice bases, authoritative and competent experts in this field are involved in carrying out examinations.

Experts are determined by the issuing Department, in agreement with the Dean of the faculty and Vice-rector for educational and methodical work. The expert is given the entire list of documents disclosing the main content of the EP. Within 1-2 weeks, the expert examines the documentation and prepares an expert opinion. In some cases, several experts may be appointed in the development of related EP. On the basis of expert opinion, the decision in the EP (recommendation for implementation, an indication of necessary improvements, etc.) (see <https://inside.wksu.kz>).

In WKSU qualification obtained at the end of the EP is determined in accordance with the current SCES of higher education, Typical qualification characteristics of positions in Kazakhstan, professional standard "Teacher", approved by NCE RK "Atameken" (order № 133 from 08.06.2017).

The availability of the content of disciplines for students is provided by the system of pre- and post-requisites, allowing to take into account the existing knowledge, skills, competencies before studying or following the completion of a particular discipline. Thus, the study of disciplines on the cycle of IFA 1 course is based on the content of knowledge of students on the basis of the study of the school programme. The disciplines of cycle DB and PD 2-4 of the course are developed in a logic of gradual complication of scientific disciplines and specialization. For example, on EP 5B010200 Pedagogy and methodology of primary education in 1-2 courses are studied discipline "Pedagogy", "Introduction to the teaching profession", "Methods of educational work in primary school", "Psychology of child development", 3-4 courses are studied discipline cycle "Theory and technology of updated education", "Methods of cognitive learning in the PS»,

"New approaches in teaching and learning", "Pedagogical skills", etc.

The relevance and modernity of the content of academic disciplines, fundamental and compliance with new scientific directions is provided by the annual update of the content of EP, catalog ED (minutes of meetings of the Department of pedagogy and methods of primary education №5 and №6, January-February 2018). Employers, heads of basic organisations of practices are involved in the preparation of the catalog of ED. For example, the Committee CED, it is natural-geographical faculty is composed of the following employers and managers of basic organisations of practices: Director of West Kazakhstan regional center of youth tourism and ecology, V. P. Fomin, Director of the regional ecological-biological center Kirikova F. T., head of GU "Department of employment and social programmes in Oral" Turemuratova J. M., Director of school №23 L. Y. Yushin, Director of SS No. 7 Protasov V. A., geography teacher of the highest category, the Director of studies on educational work of school-Lyceum №27 of Oral Abuova A. S. The opening of groups with English language training, as well as the introduction of additional educational programmes "Theory and technology of updated education", "New approaches in teaching and learning", "Extracurricular work in biology", "Methods of organisation of design and research work" on EP 5B011300 - Biology is associated with the desire of employers about the demand for specialists with two specialties, especially specialists with knowledge of English. On the recommendation of the employer, the maintenance of an additional EP "Youth tourism" will allow graduates of EP 5B011600 - Geography to have the right to work in the field of youth tourism.

During the visit, the Commission found that the WKSU adopted the "Regulation on certification of professional competences of graduates by employers", approved by the Educational and methodical Council of the University (Protocol No. 4 of December 24, 2015). When assessing the level of professional qualification of graduates, employers together with the issuing Department prepare control and evaluation materials (CAM) for independent evaluation by experts.

The procedure for assessing the qualifications of graduates consists of three stages: 1) the theoretical stage – checking the basic and special competencies in the profession; 2) the practical stage – checking the level of proficiency in practical skills in the profession, competencies; 3) filling out the questionnaire by an independent expert.

Stages of certification tests are carried out at the end of professional practice in the 4th year. The University has developed a pilot project for certification of professional competencies of graduates, agreed with the Chairman of the Council of employers of the University S. R. Mergaliev This project has been tested by employers on economic EP and EP "Jurisprudence". In 2017-2018 academic year on EP 5B020500 Philology: the Kazakh language was certified on the basis of the Center of culture and art. K. Myrzaliev. (A sample Protocol, see <https://inside.wksu.kz>).

Experts note that the complexity identified in the Kazakhstan credits and ECTS credits. The WKSU amended the "Rules of the educational process on credit technology training" (October 12, 2018 № 563), where the complexity of one Kazakh academic credit (30 academic hours) corresponds to 1 erts credit (25-30 academic hours). The recalculation of the complexity of one of the Kazakhstan academic credit in the documentation, effective before 1 January 2019, the ratio is from 1:1.7 ECTS. The articulation and transfer of credits in the framework of the EP provides service in the office of the Registrar.

For the development of professional competencies of students, taking into account their personal characteristics, the structure of educational programmes provides for various activities: educational work (lectures, seminars, laboratory, essays, term papers(projects), oral presentations, video conferences, etc.),

professional practices, final certification (passing a comprehensive examination in the specialty, the defense of the thesis or the state exam in major disciplines). At the University, various activities in the educational process are regulated by the "Regulations on the evaluation criteria of EP, educational activities" (from 28.04.2014). Activities of students are described in the emcd, guidelines for the organisation and conduct of classroom, independent work, developed at the graduate departments.

For the development of joint EP WKSU signed an agreement on cooperation in the field of undergraduate and graduate education with the SSU. N. D. Chernyshevsky on OP Geoinformatics, 5B011200 Pedagogical chemistry, 5B07200 Chemical technology of organic substances, 5B060900 Geography, 6M011300 Biology.

#### ***Analytical part***

The experts of the EEC noted that the University clearly defines the mechanism for the development, review, and approval of educational programmes.

Due to the active involvement of workers in the design of programmes, involved practitioners in the educational process, applicable to various types of educational activities, the development of enterprises of competence, EP University focused on the current requirements and competencies of the labor market, expressed in the form of modern models of competencies of graduates. The University uses a wide range of forms of work with the business environment.

Despite the large number of cooperation agreements concluded by the University with international entities and scientific organisations, experts distinguish the insufficiency of the work carried out to harmonize the content of EP and develop joint EP with leading foreign and Kazakh universities.

The University creates conditions for high-quality organisation of practice and dual training: more than 100 long-term and short-term contracts for conducting practices have been concluded, 21 people are actively involved in the classes.

The survey of faculty conducted during the visit of EEC IAAR showed a very good and good assessment - 99.0 % of the attention of the University management to the content of the OP. The content of EP "very good" meets the needs of PPP -71,0.%, "good" - 28,0%.

#### ***Strengths/ best practices***

Procedures for the development of the EP and their approval at the institutional level have been defined and documented.

Availability of the developed models of the graduate of EP describing learning outcomes and personal qualities.

Annual review of the content of curricula and training programmes, taking into account changes in the labour market, employers' requirements and social demands of the society.

Qualifications obtained at the end of the EP are clearly defined and correspond to a certain level of the NSC.

Practice-oriented disciplines of EP due to the provision of practice bases, including large enterprises in the region, the involvement of practitioners in the design of EP and their implementation.

The structure of the EP provides for different activities corresponding to the learning outcomes.

#### ***The recommendations of the EEC***

1. To continue work on carrying out external examinations of the contents of EP.
2. To continue work on the development and implementation of joint educational programmes with foreign educational organisations.

***Conclusions EEC criteria: strong – 5; satisfactory – 7.***



**6.5 Standard "Continuous monitoring and periodic evaluation of educational programmes»**  
**The evidence part**

During the visit, EEC found that the WKSU periodically collects and analyzes data characterizing the quality of the educational process, assesses them and makes decisions aimed at ensuring the achievement of the University's strategic goals, the most complete satisfaction of the needs of students, society and the state. To improve the efficiency of this work, giving it more systematic at the University adopted the Concept of monitoring the internal and external environment of the WKSU named after M. Utemisova.

The monitoring and periodic evaluation of the EP conducted in WKSU is focused on the analysis of the content of programmes from the standpoint of their scientific and social relevance, providing for the reflection in the content of their specific disciplines of modern scientific achievements, as well as their compliance with the needs of society and the professional environment. In addition, the monitoring is subject to the load, performance and graduation of students; determines the effectiveness of the assessment procedures of students; identifies expectations, needs and satisfaction of students with training on EP; the educational environment created at the University, student support services and their compliance with the goals of the EP are analyzed.

According to the vast majority of students (from 2/3 to 4/5) WKSU students have good opportunities to participate in the organisation of the educational process, their needs and assessments are taken into account in determining the content of training programmes, the development and evaluation of training courses and teaching materials.

In the development and approval of educational programmes and disciplines of choice are involved employers who are members of the academic Committee on WC and CED faculties. When selecting employers to participate in the academic committees, basic education, position, and representativeness are taken into account.

In order to study the interests of employers in the development of educational programmes annually held meetings, joint meetings of the Department, round tables with employers with the participation of stakeholders and individuals, as well as a survey, interviewing. Based on the analysis of the data obtained in this way, decisions are made as necessary to make specific changes to the EP.

Employers are involved in the development of EP, are the leaders of diploma projects (works), methodologists on practical training of students, take part in the final certification of graduates, take an active part in the promotion of employment of our graduates.

To implement educational programmes in the educational process involved practitioners as part-time, co-heads of theses, heads of practices, chairmen and members of the SAC.

Employers regularly conduct master classes, consultations for students, which allows to implement practice-oriented training. It is practiced to conduct classes directly in the production environment.

During the meeting, the experts were convinced that the management of the EP conducts an annual review of the content of working curricula, modular educational training programmes, working training programmes, CED taking into account changes in the educational labor market, the wishes of students and teachers, as well as involves employers, students and stakeholders in decision-making. the following tools are used To make changes: analysis of strategic documents, resolutions of the Ministry of education and science; questionnaires, surveys, consultations, talks, seminars, final conference on practice, meeting, round table with employers, etc. As noted above, a thorough analysis of the results of surveys and joint meetings

provides the ability to make effective decisions on the introduction of changes in the content and form of EP.

The need to change the content of curricula and educational programmes is determined on the basis of an expert assessment of the current state, where the role of experts can act as employees of the Department, employers, students and all interested persons.

Analysis of changes in the labor market is carried out on the basis of reports of the Ministry of education and science, meetings with representatives of employers.

The wishes of students and the opinion of teachers are considered at the meetings of the departments, where the decision on how to meet them.

Proposals for changes in the content of educational programmes are made by all interested persons at a meeting of the Department, at a meeting of the academic Committee on WC and CED. and in the same collegial way make a decision.

Revision, correction of EP at the University are carried out in compliance with the principles of student-centered learning, transparency and taking into account the needs of consumers of educational services. Therefore, students, employers and other stakeholders are purposefully involved in these procedures.

Modern conditions of the educational process put forward new requirements for the planning, organisation and implementation of the educational process at the University. The process and procedure of development and approval of educational programmes is carried out in accordance with the requirements of SCES (31.10.2018, №604). While involving all relevant entities of the University, faculty, Department, faculties, departments, etc. mechanisms for the implementation of open and vowels, decision-making collegial. The scientific level and goals of the University EP meet the requirements, are consistent with the mission of the University and meet the needs of potential consumers.

All departments conducted a survey of employers in order to determine the content of additional educational programmes. Working curricula, catalogs of elective subjects, additional training programmes are revised annually, updated to take into account changes in the labor market, employers' interest, the desire for innovation, which contribute to improving the quality of training and adaptation of graduates in the workplace.

#### *Analytical part*

The analysis of the submitted documents showed that all activities carried out on the results of monitoring are reflected in the documentation in the form of decisions of the TB, rector's office, etc.; decisions taken in units; activities on the results of internal audits; activities on the results of external audits; activities on the results of the analysis of the QMS; corrective measures on the results of identified and potential inconsistencies. Monitoring and evaluation of educational achievements of students is based on academic honesty and corresponds to the academic policy of the University.

Thus WKSU operates continuous monitoring and periodic evaluation of the quality of the EP, which involved the University, the Department, the Dean, management Department academic activities. This process includes: survey of students, graduates, teachers, employers, analysis of the condition of students; information support of the educational process, resource and provision of EP; analysis of the system of evaluation of students; assessment of the level of competence of teaching staff; the degree of compliance with the requirements of EP.

Experts note that the revision of the EP is carried out once a year, taking into account changes in the labor market, the needs of employers, the latest achievements of science in specific disciplines and the social demand of society.

Every year, changes are made to each educational programme, taking into account the views of students and employers.

Experts note that the University has defined its requirements for the format of monitoring and periodic evaluation of the EP, prohibiting them in 8 regulations. At the same time, monitoring and evaluation of the EP direction to achieve the goals of the OP, as well as the full development of competencies and learning outcomes.

The needs of students in the formation of EP can be satisfied when choosing elective subjects. Additional adjustment occurs during the organisation and conduct of professional practices. Despite this, it is necessary to continue work on the continuous monitoring of the EP for compliance with the regulatory requirements of the MES.

#### ***Strengths/ best practices***

□ The University carries out organisational activities to monitor the EP in terms of changing the needs of society and the professional environment, the load, performance and release of students, as well as the educational environment and support services and their compliance with the goals of the EP.

□ Monitoring at different levels of management of educational processes takes into account the changing needs of society and the professional environment.

#### ***Recommendation of the EEC***

To ensure the publication of the results of the revision of the content and structure of educational programmes in the context of changes in the market, the requirements of employers, social demands of society on a regular basis.

***Conclusions EEC criteria: strong 3, satisfactory-7, suggest improvements –no.***

### ***6.6 Standard "student-Centered learning, teaching and performance evaluation»***

#### ***The evidence part***

The WKSU implemented a system of student-centered learning. The Commission of the EEC has made sure that the University provides: respect and attention to different groups of students and their needs, providing flexible learning paths; the use of different forms of teaching; flexible use of a variety of pedagogical methods, etc. In addition, the University provides equal opportunities for students, regardless of the language of instruction to form an individual educational programme. The University has a service of advisors, which is designed to assist in the development of the educational programme. Office of the Registrar WKSU provides for the registration of students on disciplines and shaping their individual educational plans. For students who have expressed a desire to obtain additional competencies and explore additional loans, classes are organised on the basis of the center of excellence of WKSU

Teaching staff makes extensive use of innovative teaching methods. These are technologies of project activity and interactive teaching methods such as critical thinking strategies, case-technologies, role-playing and business games, trainings. Teachers of the Department actively use simulation (game method, game design, simulation training, role-playing, training with the performance of the official role, business games, economic situations, analysis of documents, etc.) and non-simulation (training without performing the official role, discussion with brainstorming and without it, problem situations, etc.) innovative teaching methods.

EEC confirms that the University rather reasonable publication activity, for example, in 2018, the faculty of the University issued the following educational and methodological manual on "Methodology of educational work in preschool institutions" (Chabieva D. G.), " "Ways of using game elements in teaching younger students"»

(Ismagulova Zh. S.), "Theoretical pedagogy" (Abugalieva GS), "Clinical psychology" (Kuldasheva N. U), "Organisation and conducting classes in special medical groups" (Sergaziev I. M.), "Workshop of laboratory classes in analytical chemistry" (Mendaliev D. K.) "Workshop on organic chemistry" (Gumarov M. H.), etc.; published with the stamp of the Rums MES RK "Differential equations" (Kulzhumieva A. A.), "Personal management" (Tlesova A. T.), etc. But own research in the field of teaching methods of academic disciplines were not presented to the Commission of the EEC.

At WKSU , learning outcomes are directly correlated with learning levels and qualifications frameworks. High correlation is provided by the fact that the results of training EP are determined in accordance with the scope, object, subject, types, functions and typical tasks of professional activity specified in the NSC. In addition to the content of EP and umkd, learning outcomes are specified in the tasks for independent work, guidelines for practical training, writing term and diploma papers, writing a master's thesis/project. In WKSU named after M.Utemisova there is a unified system of evaluation with a description of the learning outcomes of students on the point-letter system ("Regulations on evaluation criteria EP training activities", approved by the rector of 28.04.2014).

### *Analytical part*

The Commission EEC confirms the fact that academic support for students not successful in the disciplines or whose absences due to illness, family circumstances, the faculty arranges extra classes, and consultations. Classes are held at a convenient time for teachers and students, the departments have a schedule of consultations.

The Board of EEC made sure that In WKSU named after M. Utemisova created conditions for inclusive education: a system of psychological support and ensure rapid adaptation to learning in the student group, curatorial support and mentoring; availability of educational resources and classrooms (ramps, reach resources for wheelchair users); there is an adapted system of individual training, provision of didactic and methodological materials, guidelines; implemented distance learning technology. The center of psychological and pedagogical support "Zhan zhyluy" was established at the pedagogical faculty, where 23 students with disabilities who require active psychological and pedagogical support are registered. Social and psychological consulting work is actively carried out with students.

WKSU introduced advanced training courses "World of children" for University teachers to ensure understanding and application of criteria-based assessment, to achieve the objectives of the updated educational programme.

Innovation is the project "USM (University – School – Mastery)", launched in 2018, which is a joint development of the International laboratory of Pedagogical innovation Center of pedagogical skills AEO NIS, with the involvement of Nazarbayev Intellectual school of physics and mathematics direction in Uralsk and with the support of the Department of education and akimat of West Kazakhstan region.

The Commission of EEC made sure that the mechanism of appeal of results of the current and boundary control, and also results of intermediate certification is provided in intra-University normative documents and in the reference guide for trained.

During the visit, the Commission was convinced that the University implements the principle of continuous monitoring of students' attitudes and wishes on the quality, organisation and implementation of the EP and makes decisions on their improvement.

At the same time, the Commission of EEC notes the fact that the organisation of work on

conducting their own research in the field of teaching methods of academic disciplines is not put on a systematic basis.

*According to the results of the survey on the relationship between student and teacher 89.9% of students answered "very good", 9.3% "good"; objectivity and fairness of teachers 93% evaluated as "very good", 5.4% as good.*

#### ***Strengths/best practices***

- The University ensures respect and attention to different groups of students and their needs, providing them with flexible learning paths.
- The University demonstrated the transparency and objectivity of the mechanism for assessing learning outcomes, including appeal.

#### ***The recommendations of the EEC***

1. To organise work on carrying out own researches of PPS in the field of a technique of teaching of academic disciplines in the context of student-centered training and receiving a culture of MES RK and REMC.

2. Publish criteria and methods for assessing the quality of EP.

***Conclusions of the EEC on the criteria: strong -2, satisfactory-7, suggest improvements - 1.***

#### ***6.7 Standard "Students»***

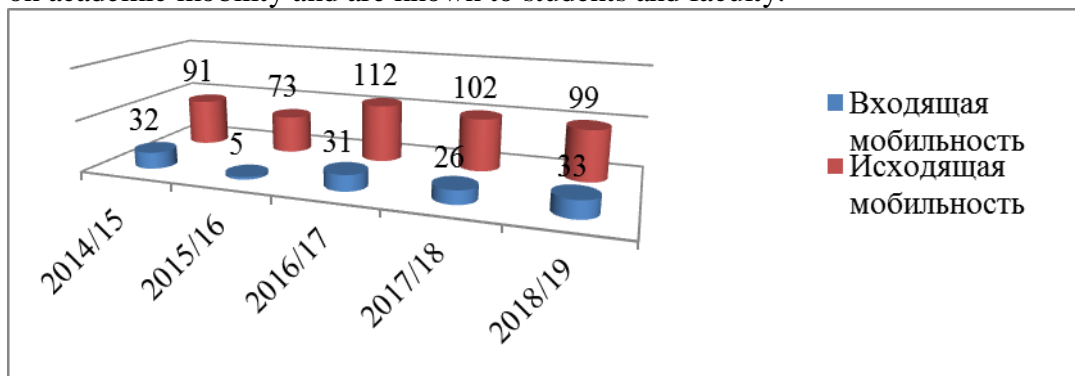
##### ***The evidence part***

The WKSU has a multi-faceted and transparent policy of formation and support of the contingent of students, which includes procedures governing the entire life cycle of students, from the organisation of their recruitment, admission to the University and until its completion. These procedures are reflected in a number of approved and published by the University documents: "Career guidance programme", "Regulations on the Department Registrar's Office", etc.

Work on the adaptation of foreign students and undergraduates to the educational process is carried out by the leadership of the host departments and faculties (deans, heads, coordinators for academic mobility) in accordance with the Order of the Minister of education and science of the Republic of Kazakhstan dated December 9, 2008 N 638 (with changes and additions dated January 20, 2015 № 19, October 5, 2015 № 591) and "Regulations on academic mobility of WKSU " and is to adapt the foreign student to the new language environment, new requirements and knowledge control system; organisation of educational process at the University. Foreign students who come within the framework of academic mobility to the University from universities abroad, undergo social adaptation at the receiving departments of the faculty, where they developed an individual curriculum, familiarization with the system of training in WKSU, fixed group and individual tutor from among the faculty staff. All documentation of foreign students (visa support, registration, accommodation in a hostel) is carried out by the center of internationalization. For example, for two students from the American State University of the Mississippi valley, Tazheve Wright (specialty "Biology") and Lavester white ("Chemistry"), who came for semester training in the 2016/2017 academic year, social adaptation was organised by the faculty of natural geography together with the staff of the center for internationalization. In order to guarantee proper recognition of qualifications and prior education, the WKSU ensures that its actions are in line with the Lisbon Convention EST 165 of 11 April 1997. The University cooperates with the Center of the Bologna process and academic mobility of MES in a number of key areas: information and analytical support, the implementation of the principles of the Bologna Declaration, the implementation of the basic parameters of BP, teamwork to ensure comparable recognition of qualifications, etc.

academic mobility and the external dimension of internationalization.

WKSU has concluded more than 140 contracts with foreign and domestic partner universities. The mechanism of recognition of learning outcomes mastered in the course of academic mobility, additional, formal and non-formal education is defined in the University. All recognition procedures are reflected in the Regulations on the Registrar's Office, the Regulations on academic mobility and are known to students and faculty.



In 2018, 5 students were sent to universities of the Russian Federation to Ulyanovsk state pedagogical University named after N. N. Ulyanova, 1 student – in SGIK (Samara, Russia), 1 student – in Kalmsu (Russia), etc.

Along with the border areas of the Russian Federation, close cooperation in the framework of exchange programmes established with universities abroad – Poland (University of Casimir the Great, University of Economics), Germany (University of Johannes Gutenberg in Mainz, University of Otto fot Gerick), Italy (University in Florence, University of Naples "Oriental"), USA – state University of the Mississippi valley, etc.

The UNIVERSITY also pays attention to the development of internal mobility with universities such as SKSU. Auezova, AGU im. Zhubanov, Kazakh state teacher training University (Almaty), University Yessenov (Aktau), KSU. Korkyt ATA and others.

Every year, the career Center and the Department are actively working with companies and organisations to form a database of practices for students. If in may 2018 there were 714 contracts with the bases of practices, then on 01.02.2009 their number reached 840.

In WKSU career center in conjunction with the faculties and departments are working to promote employment and monitoring of employment of graduates. In order to create an effective system to promote employment of University graduates, work is underway to conclude cooperation agreements with state authorities. The University holds an annual career Day, and meetings with employers. April 18, 2018 In WKSU held "career Day" (job fair), which was attended by about 60 enterprises of the city and region. 12 April 2018 for graduates of specialties of the direction "Education", "Art" and "Services" the personal distribution in which representatives of regional, 12 regional and city departments of education, management of culture, documentation and archives of WKO and regional departments of culture, and also representatives of Atyrau and Mangystau areas participated was carried out. The result of such effective work was an increase in the percentage of employed (it reached 80%), the geography of employment of University graduates has expanded, now it covers all areas of the Western region of Kazakhstan. In the ranking of 101 University of the country by the end of 2018, prepared by the specialists of JSC "Center for development of human resources" by order of the Ministry of labour and social protection of the population and published on the website of the Electronic labor exchange, based on the analysis of information about the actual employment of graduates who graduated from the University in 2015-2017, WKSU entered the top twenty, taking 12th

place (<https://kursiv.kz/news/obrazovanie/2019-01/top-20-vuzov-kazahstana-po-vostrebovannosti-ikh-vypusknikov>).

In WKSU named after M. Utemisova created the necessary conditions for the creative development and participation of students in research. Students are involved in the implementation of research departments, including participation in funded research projects, conferences, seminars, round tables, competitions, etc. for Example, in 2018. in the implementation of the contractual scientific project "Development of methodology for the secondary use of clay drilling mud, water-based drilling mud and clay drilling mud drilling mud oil-based after thermomechanical processing" and grant research project "Codification of neologisms in the modern Kazakh language: cognitive and linguo-didactic aspects" was attended by 2 undergraduates and 1 student as researchers and laboratory assistants. Students are also actively involved in the research of departments in the framework of initiative projects, etc. In WKSU student government is active. The student administration includes student deans, heads of youth public associations, scholars. Currently, as part of the student administration members of the following youth associations – Debate center "Akikat", "Zhas economist", "Zhas Otan", club "Dostyk", club "Kyz Zhibek", community fellows. All of them play an important role in the formation and development of the personality of future highly qualified specialists, the disclosure of their potential, the formation of their leadership qualities, responsible civic Patriotic position and contribute to their active involvement in solving urgent problems of WKO.

WKSU students are members of the Collegiate bodies of the University. So the composition of the Academic Council of the University consists of the student 4 courses of Serikkali Eldos and 3rd year student of the Kazakh Kindergartens. The anti-corruption Commission of the University also includes in its membership students: undergraduates of 1 course Dubasova A. J. and A. K. Kenzhegalieva

At WKSU the West Kazakhstan regional public organisation Association of graduates of WKSU named after M. Utemisova. The Association provides assistance to University graduates, is a platform for mutually beneficial cooperation between graduates and the University, helps to strengthen the position of the University in the market of educational services. Members of this Association take part in events held in WKSU , such as "Personal distribution of young professionals", "Open day", "career Day", etc. The best graduates of the University are Li Beda – twice Hero of the Soviet Union; I.N. Tasmagambetov – extraordinary Ambassador of Kazakhstan to Russia; B. S. Aitimova – the Deputy of Senate of Parliament of Kazakhstan; Sh.A.Utemisov – Deputy of the Majilis of the Parliament of Kazakhstan and many others.

### ***Analytical part***

The Commission of the EEC was able to verify that the University does not discriminate on any grounds; ensures openness, consistency and reliability of procedures and criteria used in the evaluation and recognition of qualifications; provides all the required information; provides access to further education in higher education, etc.

The Commission States that the University and the leadership of the EP contribute to the development of mobility of students through co-financing of costs (transportation costs, medical insurance or payment), development of joint educational programmes with foreign universities-partners, attracting foreign scientists with the aim of improving language competence of students and of their theoretical training. In 2018, within the framework of the

Erasmus programme with the state University of Casimir the Great in Bydgoszcz (Poland), Fatihova A. was sent under the mobility programme. (2-year master's student of the specialty "Pedagogy and psychology") and the head of the Center of internationalization Zubkov Vs, who was trained under the programme internships at the international center of the University of Casimir the Great. The methodologist and consultants of the internationalization center do a lot of work to inform students and faculty about the possibilities of academic mobility (consultations, providing access to educational resources, including online, monitoring of progress through the coordinators of international centers, etc. Over the past 3 years, about 600 students were involved in clarifying the rules of participation in academic mobility.

The Commission of EEC confirms that the programmes of practices meet modern requirements and are focused on production. Employers, representatives of practice bases took an active part in development of practice programmes, all tasks of the Intern are coordinated with employers. Employers not only provide a basis for practical training, but also participate in the evaluation of the results of practical training of students.

In accordance with the Strategic plan of WKSU named after M. utemisova for 2017-2021 the University is implementing the project "USM (University – School – Mastery)". The concept of the project was approved by the decision of the Academic Council of the University (Protocol No. 2 of 29.10.2018). It is aimed at the introduction of the updated content of education in schools, it provides an integrative practice for students of pedagogical EP WKSU

The Commission confirms that the University takes into account the needs of different groups of students, providing flexible learning paths. Measures to support gifted students include scholarships, financing of participation of students in Olympiads, sports competitions, international competitions, festivals and awards for winning them, involvement in public work, to engage in research activities, sports, etc.

#### ***Strengths/best practices***

- Demonstrated the policy of formation of the contingent of students from admission to graduation.
- The University effectively implements a variety of techniques and technologies for adaptation and support of newly arrived and foreign students, as well as supports gifted students.
- Active work to provide students with places of practice, assistance in employment of graduates.
- The University provides graduates with documents confirming their qualifications, including the achieved learning outcomes, as well as the context, content and status of the education received and the evidence of its completion.
- Availability and application of a mechanism to recognize the results of academic mobility of students, as well as the results of additional, formal and non-formal education.
- The University creates conditions for external and internal mobility of students, provides information and Advisory support in obtaining external grants for training.
- The leadership of the EP provides students with places of practice, promotes employment of graduates and maintains contact with them.

*According to the results of the survey on the question of clarification before admission rules and strategies of the educational programme (specialty) (91.5%) rated "very good" (7.8%) - as "good"; timely evaluation of students 89.1% "very good" and 9.3% rated "good".*

#### ***The recommendations of the EEC***

1. To continue work on expanding the range of multi-lingual EP.
2. Identify areas of work and interact with the Association of University graduates, to ensure coordination of its activities for more active participation in the formation of the OP, to promote employment of graduates, to work with the graduate course on their active participation in the activities of the Association of University graduates.

***Conclusions EEC criteria: strong 8, satisfactory-4, suggest improvements – no.***



## 6.8 Standard "Teaching staff»

### The evidence part

The key provisions of the personnel policy at the University are defined in such documents as the quality Policy of WKSU and The strategic plan of WKSU for 2017-2021. The University has developed a number of documents that reflect the various aspects of personnel policy. The regulation on the HR policy of WKSU determines the procedure for hiring, determining the needs for personnel and their selection, training, evaluation (<https://inside.wksu.kz>). Employees sign Consent to the collection and processing of personal data. Instruction on safety and labor protection is carried out.

### Quantitative and qualitative composition of University staff

Personnel potential	Unit	2016 2017	2017 2018	2018 2019
The number of full-time faculty only: among them:	number	343	344	344
-with academic degrees and titles	num/%	172/50,0	172/50,0	172/50,0
-doctors of science, professors	number	24	17	17
-candidates of Sciences, associate professors	number	145	150	147
- PhD doctors	number	3	5	8
Staffing of PPP according to the staff schedule:	%	100	100	100
The average age of PPS with scientific degrees and titles:	year	50,3	50,8	51,4

The average age of teaching staff is 43 years, including those with a degree and academic title - 51.4 years. Currently, the share of staff teaching staff with degrees and titles at the University of their staffing is 50%. Of the 344 staff teaching staff, 256 people (74%) teach in the state language, 96 people (28%) in English.

The University's need for teaching staff is determined on the basis of the calculation of hours at the Department and in General at the University, as well as on the basis of the contingent of students.

It should be noted that over the past three years the University has seen the growth of teachers with an academic master's degree – 156 people. The University management pays special attention to the training of PhD doctors, including abroad. In total, more than 30 University teachers are trained in Kazakhstan, Russia, Turkey, Germany. Currently, the University pays for the training of 21 employees, including 1 in doctoral and 20 in graduate school.

The University actively involved specialists in the educational process. So, at the Department of legal disciplines are part-time workers – Nurtazin M. S., Deputy head of the Department of the Agency for civil service Affairs and anti-corruption in WKO; Ischanov G.S, Chairman of the institution "Law office"; iskalieva V.N, senior assistant Prosecutor of WKO. At the Department of Economics and management - Fomin V. P., Director of the state enterprise "Regional center of youth tourism and ecology of the regional Department of education of akimat of WKO". At the Department of music education and vocal - Akhmetov A.A, singer of the regional Philharmonic. G. Kurmangalieva; O. M. Voitekhovich, artist of the orchestra of Russian folk instruments (Bayan). At the Department of traditional music and performing arts

work Nurymbetova Zh. I. (kobyz), Regional Philharmonic them. G. Kurmangalieva; Yarikov O. V., (tuba); Krikov L. D. (violin), Regional Symphony orchestra.

When lecturing, laboratory and practical work, conducting IWSGT and IWS introduced into the educational process in the relevant disciplines of the results of research scientists of the University. According to the results of the research programmes are compiled and read special courses and elective courses for students.

The strategic plan of the center provides for training of teaching staff both within the University and Central universities of Kazakhstan, as well as abroad. Changes in the financing system have led to a diversification of forms and means of training. Professional development is carried out in national universities, in the Republican center "Orleu", within the grant "Best teacher", in WKSU, abroad, both at the expense of the University and teachers. In addition, the Center of advanced training along with advanced training of teachers of the University provides retraining and advanced training of teachers of schools of the region, as well as teachers of universities and colleges. Thus, in 2019, courses on the methodology of teaching pedagogical disciplines for teachers of the medical College were held. In 2019, it is planned to improve the skills of 130 teachers and employees of the University in 2020 – 140, in 2021 – 150. Special English courses are organised annually to prepare young teachers for admission to the master's and doctoral programmes.

Periodically, the University organises courses for teachers on the system of academic mobility, with the invitation of foreign experts. So, for the teachers of the faculty of culture and art were organised master classes by professors of Samara state Academy of culture, of Gorbunova I. A. Prikhodko, L. I., Professor of the Polish University "Casimir the Great" Dorota Hours Yachnik held a seminar training for teachers of the pedagogical faculty on problems of defectology. Every year the course "Use of IT - technology in the educational process" are about 70 teachers. Courses are organised within the University to train teachers of distance learning. In 2019, 52 teachers took the course "distance learning Technology".

Over the past 3 years, the total number of attracted teaching staff from the countries of near and far abroad amounted to 34 teachers. Attraction of foreign teachers is mainly in the framework of cooperation under the programme ERASMUS, SES, on the basis of the Order of MES №214 from 1.03.2018 "On the involvement of foreign scientists in teaching." Only for the 2018 calendar year attracted 13 foreign scientists to teach in OP: Martin Ernst Rudolf Arndt, Chistov Adam Taborek, Slawomir Kaczmarek, Dorota Hours Yachnik, Laura Maclellan of Incalcaterra, Barbara-Joseph Lewandowska-Tomaschuk, Narcissus Shukuralieva – the Casimir the Great University (Bydgoszcz, Poland). Turchin A. S. – "MASPO" international Academy of advanced Professional education of the Russian Federation, St. Petersburg; Konstantinova O. A.– SSU. N. G. Chernyshevsky, Russia, Saratov; Gorbunova I. A. Samara state Institute of culture, Russia; RAM Niranjana – University Kurukshetra, Kurukshetra G., India; Z. B. Red'ko Moscow state pedagogical University, Russia; Stefan Raeder, Germany.

Exchange of teachers is mainly carried out with the Kazan Federal University (FR), SGU im. Chernyshevsky (Russia), Kalmyk state University (Russia), Perm, Perm state University (Russia), CIC Samara (Russia), University Orientale (Italy), University of Casimir the Great (Poland), Higher School of Economics (Poland), University of Johannes Gutenberg in Mainz (Germany), University Otto von Guericke (Germany), University of Sungkonghoe (South Korea) and etc. The results of the development of academic mobility with partner universities were agreements in the organisation of SOP – Kalmyk State University, Russia under the programme "Management", RUDN RF – "International relations" and DDP: BSU, Ufa RF – programme on defectology; Ufa state oil technical University of the Russian Federation – "Economics and management of the oil and gas complex" and "Interlanguage communication in professional activities". At the moment, the opening of the DDP for master's degree with the Higher school of Economics in Poland in the specialty "International relations" is being considered.

Among the teaching staff, leading classes for University students: holders of grants "the Best teacher of the University" – 19 people; holders of state scholarships – 4 people; holders of

the badge "Kazakhstan respublikasynyn Bilim Beru icin kurmetti kyzmetkeri" – 13 people; holders of the badge "S. Altynsarin" – 9 people; awarded the badge "Kazakhstan Respublikasynyn elimin Yes mitwa Republic enbegi ushin" – 14 people; are members of the public academies of Sciences – 3 people.

Faculty of the University actively participates in the life of society, creates a cultural environment. Teachers participate in events dedicated to the Day of the city, are experts in creative competitions of the city and the region, are the initiators of creative, thematic exhibitions, members of the jury of the city and regional competitions. Teachers of the faculty of culture and art at the invitation of local Akimat in the delegation of the region leave with concerts, creative reports of professionals of the regional Philharmonic. Teachers Gabdrakhmanov S. T., J. J. Zhaksygaliev lectures in the branches of the Academy of public service of West Kazakhstan region, akimat of WKO, regional court; Professor A. S. Kdirshaev – in the military garrison. Teachers of the Department of Kazakh Philology, history of Kazakhstan, world history and LDS speak on regional television on topical issues: the introduction of multilingualism, the transition to the Latin alphabet, the results of archaeological excavations in the sacred places of the region, etc.

#### ***Analytical part***

The Commission confirms that the personnel procedures are open to faculty and staff of the University, the information is posted on the website of the University, published in the newspaper "Orken".

Commission of EEC made sure that potential teachers in General conformity with the development strategy of the University and the specifics of the EP. In the vast majority of specialties WKSU, the proportion of teaching staff from the number of full-time teachers, including basic and core disciplines meet the qualification requirements. For a number of educational programmes, the share of teaching staff with academic degrees and titles and leading classes in basic and core disciplines, requires an increase – this is an art specialty. Currently, to solve this problem, teachers who have scientific degrees, honored workers of culture, etc.

The management of the University provides an opportunity for teachers and employees to travel to both Kazakhstan and foreign universities to improve their skills, participate in competitions, learn new information and educational technologies, etc. The incentive system includes an increase in the rating of teachers and corresponding to this increase in their moral and material encouragement. University and the management of the EP provides support to young professionals, providing the opportunity to study in master's and doctoral studies, including abroad, to hold positions of teacher, senior teacher and so on, depending on the qualification requirements.

The Commission of the EEC confirms that for the implementation of educational programmes, practitioners are widely involved as part-time specialists who lead a number of practice-oriented disciplines, are co-heads and reviewers of theses/ projects, heads of professional practice, members of the committees on WC and CED, members of the IGAO.

The activities of departments, faculties, teachers are covered on the pages of the newspaper "Orken" and on the website of the University, as well as in the city and regional media.

The Commission of EEC was convinced that the University encourages public activity of teachers, creates conditions, counts the done work at determination of an additional payment to a salary.

According to the results of the survey on equal opportunities of all teaching staff 44.1 responded very well, 51.6% well, the adequacy of the recognition of the potential and abilities of teachers 44.1% and 50.5%, respectively, with respect to academic mobility - 52.7 % evaluated very well, 46.2% = good.

#### ***Strengths/best practices***

- The University has an objective and transparent personnel policy, including recruitment, professional growth and development of staff, ensuring the professional competence of the entire staff of the faculty.

- The University provides career and professional development opportunities for faculty.
- The University is taught by the practitioners of the relevant industries.
- Management of the University conducts an effective rating evaluation of the faculty.
- The University provides targeted actions for the development of young teachers.
- PPP is actively involved in the cultural and social life of the city and the region.

#### ***The recommendations of the EEC***

1. Expand the use of PPP information and communication technologies in the educational process (on-line training, e-portfolio).

2. Consider the possibility of developing massive open online courses as part of continuous training.

***Conclusions of EEC on criteria: strong 5, satisfactory-6, suggest improvements -1.***

#### ***6.9 Standard "Research work»***

##### ***The evidence part***

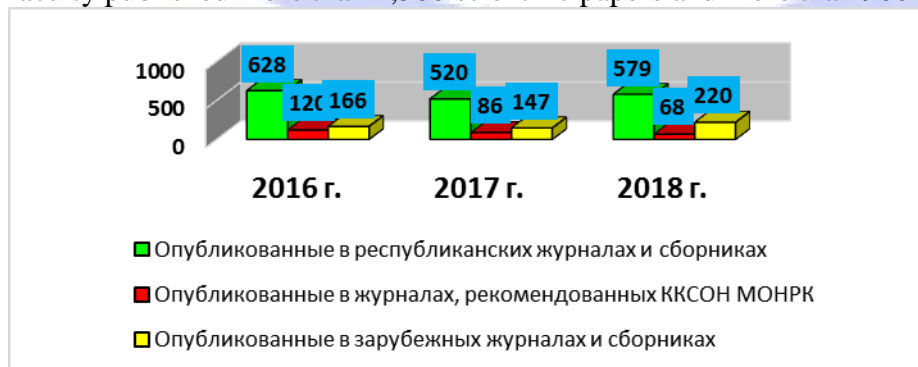
In the framework of research activities WKSU conducts fundamental, applied, innovative, exploratory research and development work on natural (biology, chemistry, ecology, geography, mathematics, physics, etc.), social and humanitarian (pedagogy, history, Philology, law, Economics, sociology, political science, etc.) and natural technology (chemical technology, information systems and computer technology, etc.) scientific areas, ie in accordance with the implemented EP.

For example, for the further development of research at the University was established research laboratory of natural heritage, geobotany and biodiversity monitoring, research laboratory of archeology, Ethnology and anthropology; own funds were allocated for financing of scientific projects on a competitive basis, etc.

The WKSU created the necessary conditions for the creative development and participation of students in research. Students are involved in the implementation of research departments, including participation in funded research projects, conferences, seminars, round tables, competitions, etc. for Example, in 2018. in the implementation of the contractual scientific project "Development of methodology for the secondary use of clay drilling mud, water-based drilling mud and clay drilling mud drilling mud oil-based after thermomechanical processing" and grant research project "Codification of neologisms in the modern Kazakh language: cognitive and linguo-didactic aspects" was attended by 2 undergraduates and 1 student as researchers and laboratory assistants. Students are also actively involved in the research of departments in the framework of initiative projects, etc.

Every year on the basis of the University scientific conferences, round tables, competitions are held, where the results of research activities of faculty and students are presented. In 2016-2018, 9 international, 18 national and 16 regional scientific conferences were organised and held, as a result of which collections of materials were published

As a result of research activities and assistance in the publication for 2016-2018, the faculty published more than 2,500 scientific papers and more than 900 scientific articles (pic. 2).



pic. 2 Dynamics and structure of scientific publications of the teaching staff for 2016-2018.

In General, for 2016-2018 PPP WKSU on the results of the research were published 78 monographs, 355 textbooks and teaching AIDS, 42 e-books and other scientific-methodical works, which are systematically used in the educational process.

During 2016-2018 and in the current 2019, more than 30 foreign and domestic scientists were involved in the educational process of the University. Professor, University Sungkonghoe (Republic of Korea) Lee Jung Hyun in the period from 01.09.2016 till 31.12.2017 G. conducted classes on such disciplines as "bases of information security", "Protection of information", "Modern approaches to information protection" on the EP 5B060200-Informatics, 5B0111000-Informatics 5B011200-Chemistry 5B011300-Biology 5B060600-Chemistry, 5B010900-Mathematics; Professor, University of Casimir the Great (Poland) Dorota Janine of Life Asnik in the period from 20.11.2018 G. for 15.12.2018 G. classes in the subjects "principles of accounting", "Fundamentals of defectology", "Psihodiagnostika of personality in scientific research", "Fundamentals of defectology", "Psihodiagnostika of personality in scientific research" on the EP 5B010300-Pedagogy and psychology, 6M010300-Pedagogy and psychology; Professor, University of Zagreb (Croatia) Arndt Martin Ernst Rudolf in the period from 10.10.2018 07.11.2018 on the city to conduct classes in the subjects "Philosophy", "German", EP 5B020200 - International relations, 5B011900-Foreign language: two foreign languages; Professor of the University of Casimir the Great (Poland) Slavomir kachmarek in the period from 10.11.2018 to 8.12.2018 held classes in the disciplines of "Theoretical biology", "Molecular biology", "Bioindication research methods", "Environmental aspects of modern biotechnology", "Fundamentals of Microbiology and Virology" on EP 5B011300-Biology, 5B060800-Ecology; Professor of the University of Casimir the Great (Poland) Kzhishtov Adam Tuburek in the period from 01.11.2018 to 28.11.2018. he conducted classes in the disciplines of "Algorithmization and programmimg", "Databases and information systems" on EP 5B011100-computer Science, 5B070300-Information systems, 5B070400-Computer hardware and software, etc.

Over the past 3 years, the registration of topics and reports of scientific projects of scientists in JSC "national center of state scientific and technical expertise". more than 40 grant, contractual and initiative scientific projects were held. For example, the topics and reports of the following research projects of the faculty of the University were registered: "Participation of Kazakhstan in the integration processes within the EAEU: risk, opportunities, scenario"; "Literary local lore: spiritual revival (the creative heritage of writers of the Urals of the XX – early XXI century)»; "Codification of neologisms in the modern Kazakh language: cognitive and linguo-didactic aspects"; "Innovative development of the agricultural sector of Kazakhstan: the current state of the problem and prospects" and others.

To protect intellectual property and copyright in WKSU is working on the organisation of patent and licensing activities. In 2016-2018, the staff of the University received 15 certificates of state registration of intellectual property.

The University publishes a scientific journal "Bulletin of WKSU", which is recognized by the scientific community of the country and is included in the list of recommended by the Committee for control of education and science of MES RK scientific publications for the publication of research results. The journal "Bulletin of wksu" also presents the results of research faculty and students, part of the cost of publishing which are covered by the University.

In the field of research WKSU cooperates with Bashkir state University, Saratov national research state University. N. D. Chernyshevsky Institute of language, literature and art. G. Ibragimova, Orenburg state University, Kazan (Volga region) Federal University, Kalmyk state University, etc. (Russia), Kazimierz Veliky University, University Of Economics (Poland), University. Th. Gutenberg (Germany) and others In 2016-2018 together with scientists of higher educational institutions, research institutes and scientific associations of Russia conducted research in the framework of the following topics of international research consortia and agreements: "Spiritual heritage of the Turkic peoples" (foreign partners: Kazan state University, Institute of language, literature and art. G. Ibragimov); "Study of changes in nature, population

and economy of the border areas of the Republic of Kazakhstan and the Russian Federation for the period of XVIII–XXI centuries. Pallas and modern field research" (foreign partners: Orenburg state University Public organisation "St. Petersburg Union of Scientists"); "Territorial socio-economic integration of the border regions of the Republic of Kazakhstan and the Russian Federation: trends, problems and prospects" (foreign partners: Bashkir state University, Institute of socio-economic research of the Ufa scientific center of the Russian Academy of Sciences; "Peoples of the Caspian region: past, present and future" (foreign partner: Kalmyk state University); "Processes and prospects of Eurasian integration" (foreign partners: Information analytical center "Eurasia-Volga region", Autonomous non-profit Association "Commonwealth of peoples of Eurasia"); "Scientific and methodological approaches to the formation of a competent specialist" (foreign partner: Kalmyk state University); "Interaction of cultures of border States: education, art, culture, ethnopedagogics" (foreign partner: Saratov national research state University. N. G. Chernyshevsky); "Actual problems of theory and practice of inclusive education" (foreign partner: Orenburg state pedagogical University), etc. Based on the results of joint research within the framework of the above mentioned international research consortia and agreements, valuable results were obtained, which were recognized both in Kazakhstan and abroad. For example, within the international research consortium "Territorial socio-economic integration of the border regions of the Republic of Kazakhstan and the Russian Federation: trends, problems and prospects" 2 monographs and 8 articles were published in collections of foreign scientific conferences and domestic periodicals.

In many academic disciplines, the results of scientific research PPP. For example, scientists of the Department of geography on the basis of the grant project №4605/GF4 "Development of the strategy of formation, development and functioning of industrial clusters in West Kazakhstan and Aktobe regions" (2015-2017) published a monograph "Prospects of formation, development and functioning of industrial clusters in West Kazakhstan and Aktobe regions" and 22 scientific articles that are used in teaching the disciplines of socio-economic geography of Kazakhstan, geography of West Kazakhstan region, etc. According to the results of the research faculty of the Department of choreography, cultural and leisure work has been published the monograph "ethno-cultural education in Kazakhstan" and the textbook "the Cultural-tinyu kyzmeti", which are used in educational process on disciplines "basic problems of the theory of culture", "Methodology of teaching special disciplines", "Technology of cultural and leisure work", etc. On years of research scientists at the Department of biology and ecology was established unique the herbarium and published a catalog of plants. The collected materials and the results of research included in the lecture course and established herbarium Fund is used in practical classes and IWSGT in the disciplines of systematics of plants, plant ecology, etc. Also WKSU cooperate with foreign scientists in the implementation of projects funded by the Committee of science of the Ministry of education and economic contracts. For example, over the past 3 years in the implementation of 2 grant and 1 contractual research projects involved 7 scientists from the Bashkir state University (g. Ufa, Russia), Saratov state law Academy, Saratov national research state University. N. D. Chernyshevsky (Saratov, Russia).

Together with partner universities of near and far abroad, the University participates in grant projects of foreign countries. For example, WKSU together with Samara state socio-pedagogical University (Samara, Russia), Conservatory of music San Pietro a Mayella (San Pietro a Mayella, Italy) participated in the grant project Erasmus+ on "Creating entrepreneurial thinking in music and performing arts in the higher education system of Russia and Kazakhstan".

Foreign scientists are involved as performers, co-heads, consultants and experts.

For more than 85-year history WKSU formed scientific schools at all faculties of the University. For example, at the Department of biology and ecology of the faculty of natural geography, the scientific school was founded by d. b. n., Professor V. V. Ivanov, which was continued by professors M. M. Fartushina and T. E. Darbayeva. Scientific research includes the biological cycle of desert and steppe complexes, the current state of the soil and vegetation cover

of Western Kazakhstan, the transformation of biogeocenoses near the Karachaganak gas condensate field, etc.

At the faculty of Philology scientific school founded DF.N., Professor K. Zhumaliev. Research K. Zhumaliyeva in the field of history of the Kazakh literature, makhambetovna, theory of Kazakh literature, regional literature was continued by M. Tleuzhanov, by A. Kasymbaeva, by K. Myrzagalieva, O. Burketown, S. Karabasov. Currently, their students continue research in this direction.

#### *Analytical part*

WKSU carries out research in accordance with the priority directions of state policy reflected in the state programmes of development of education and science, development and functioning of languages, industrial and innovative development of the Republic of Kazakhstan, etc. According to section 4 "Priority directions of development of science in WKSU " Strategic plan of WKSU named after . M. utemisova for 2017-2021 it is planned to increase the contribution of science to the sustainable development of the country's economy; modernization of science infrastructure and optimization of research institutes; strengthening the scientific potential and status of the scientist; international integration and management.

In order to promote the recognition of the results of research faculty, undergraduates and students of the University is working to ensure: scientific conferences, exhibitions, round tables, etc.; participation of faculty and students in international, national, regional scientific exhibitions, conferences, competitions, etc.; registration of topics and reports of grant, contractual and initiative projects in JSC "national center of state scientific and technical expertise"; state registration of rights to objects of author's right in the Ministry of Justice of the Republic of Kazakhstan; release and distribution of monographs, collections, manuals, information sheets; publication and coverage of the results of scientific research in the media, etc.

There is a system of motivation to attract students to research. Students who have won in University competitions of research works, student conferences, competitions, round tables, etc. are awarded with diplomas, certificates, letters of thanks and valuable gifts.

The rector of the University allocates funds for travel by faculty and students in order to ensure the participation in scientific conferences, competitions, contests, exhibitions and other Scientists of the University actively participates in the scientific-theoretical and scientific-practical conferences held on the basis of higher educational institutions and scientific institutions of Kazakhstan, Russia, Poland, Ukraine, Czech Republic, Uzbekistan, Germany, USA and other countries. The results of research of scientists of the University are introduced into the educational process in the relevant disciplines in lecturing, laboratory and practical work, conducting IWSGTand IWS. According to the results of the research programmes are compiled and read special courses and elective courses for students. Monographs, textbooks, electronic textbooks, articles of the faculty, published in various collections, journals, are used by students in the performance of term papers, theses and master's theses.

Forms of financing of scientific research in WKSU named after M. Utemisova is the attraction of funds from the state budget, economic entities, allocation of own funds.

In 2016-2018, 11 research projects were implemented at the University at the expense of external financing, 5 of them were financed from the national budget (Committee of science of RK), 4 from the regional budget (KGP "Kogamyk kelisim" apparatus of the West Kazakhstan region, "Department of internal policy of WKO"), 1 project by the economic entity (the agreement) (the "Company" Karachaganak petroleum operating b.in.) and 1 project overseas institution (Orenburg state University). The amount of funds raised in 2016 amounted to 7.8 million tenge, in 2017 – 9.6 million tenge, in 2018 – 47.8 million tenge.

In order to develop research activities, the University management is working to attract leading scientists and practitioners. The University provides service apartments, provides a salary Supplement, pays for advanced training courses and scientific training, develops scientific and technical base for scientific research, etc.

In General, the analysis of the organisation of research activities of the University shows that the active participation of teaching staff and students in research, joint projects with foreign partners, the introduction of results in the educational process and other strengths of WKSU require further and continuous support in terms of the development of internal and diversification of sources of project financing, motivation system and material support of teaching staff published scientific works in the ranking journals of with impact factor, commercialization of RW results, etc. WKSU management pays special attention to the need to diversify sources of funding for research projects and commercialize the results of RW.

According to the results of the survey, the faculty estimated the support of the University and its management of research initiatives of the faculty – very good - 66.7%, 30.1%- good

***Strengths/best practices***

- Active involvement of students in research activities.
- Presentation of scientific positions of researchers, faculty and students at various scientific sites, including the publication of scientific results in the Bulletin of WKSU
- Developed method of determining the allowances to the official salaries of teaching staff.

***The recommendations of the EEC***

1. To develop a set of measures for the implementation of joint research projects with foreign scientists and educational organisations.

***Conclusions of EEC on criteria: strong 5, satisfactory-6, suggest improvements -1.***

***6.10 Standard «Finance»***

***The evidence part***

The source of financing of economic activity of the University is carried out at the expense of funds allocated from the national budget for the training of students, undergraduates under the state programme, as well as at the expense of extra-budgetary funds received for educational services under contracts for paid services, for contractual activities and other income, i.e. depends on the results of the University's work on the implementation of the mission and strategy.

The University carries out procurement of goods, works and services in accordance with the plan of state purchases through the web portal of public procurement. In 2018, the revenue increased due to the increase in admission to the new academic year, as well as by reducing the number of graduates. Admission 2161 students and undergraduates, and the release of 1483 students and undergraduates. Timely receipt of funds, both on the state budget and outside the budget allows to make timely payments according to the plan of financial and economic expenses.

In 2018, the University provided social support:

<b>№</b>	<b>Name</b>	<b>2017 year, thousand tenge</b>	<b>2018 year, thousand tenge</b>
	One-time allowance for students from among orphans and children left without parental care when entering the University (2 MCI) and completion and employment (4 MCI)	127,1	101,0
	Students from among orphans and children left without parental care, paid compensation for the purchase of clothing and shoes	3427,1	3661,0
	Students from among orphans and children left without parental care, paid for food	7134,3	8007,1
	Total expenses	10688,5	11769,1



### *Analytical part*

The Commission of the EEC was convinced that the University is financially stable. The financial condition of WKSU on solvency, use of financial resources and capital, fulfillment of obligations to the state and other economic entities, the coefficient of profitability and profitability is stable. The UNIVERSITY has a sufficient number of financial resources, the distribution and use of which ensures the implementation of core activities and the development of the University on the basis of capital growth at the expense of budgetary and extra-budgetary revenues while maintaining solvency in terms of an acceptable level of risk.

The Commission made sure that the issues of financial and economic activities are controlled by the relevant services of the University, are systematically considered at the meetings of the Academic Council of the administration and financial management is carried out by the optimal allocation of funds.

The implementation of social expenses for the University staff is mainly carried out at the expense of extra-budgetary funds.

During the interview with the faculty, various structures of the University, the experts had the opportunity to make sure that in addition to the allowances for official salaries, employees are paid a bonus for public holidays twice a year in the amount of salary. Since September 2018, a quarterly prize for all employees of the University has been introduced. In accordance with the provision, material assistance is provided upon application of the staff. Much attention is paid to the issues of financial support and incentives for both University staff and employees who are on a well-deserved vacation. On a regular basis, financial assistance is provided to veterans of the great Patriotic war, members of the labor front and veterans of the University.

#### ***Strengths/best practices***

- The University has demonstrated its readiness to form development scenarios consistent with the development strategy, taking into account the risk assessment.
- The University demonstrated the existence of an internal audit system.
- The University demonstrated an external independent audit.

#### ***The recommendations of the EEC***

No

***Conclusions EEC criteria: strong 3, satisfactory-3, suggest improvements –no.***

### ***6.11 Standard "Educational resources and student support systems»***

#### ***The evidence part***

Currently, on the balance of WKSU there are 7 academic buildings, a testing laboratory of ecology and biogeochemistry, 3 student dormitories, 2 gyms, 2 outdoor sports grounds, a health complex, an agrobiostation, a garage for official vehicles. Number of classrooms for academic buildings is 243. The total area of educational buildings, workshops, laboratories, gyms, sports grounds, dormitories, where classes are held with students is 42562.5 sq. m., educational area – 21461.6 sq. m.

Students and staff of the University serve three canteens for 227 seats, as well as three buffets for 56 seats. The canteens and buffets have all the necessary equipment, the premises meet the requirements of sanitary standards.

The total area of sports halls and sports grounds is 4254,3 sq. m. There is a medical center in which 1 doctor and 2 medical workers work, who provide first aid, make preventive vaccinations, etc. In WKSU there is an editorial and publishing center, its capacity is more than 700 p. l. per year. All buildings and structures of the University are regularly repaired. Currently, preparatory work is underway to build a new hostel.

The University has a modern scientific and educational laboratory base. Testing laboratory of ecology and biogeochemistry is a structural unit of the University. The laboratory is accredited and registered in the register of the State system of technical regulation of Kazakhstan

№ KZ.7100000.06.09.00860 dated 29 December 2006. The laboratory was re-accredited in 2011 and 2016.

The University has 22 educational laboratories.

The functions of educational laboratories for language specialties are performed by 1 multimedia and 2 computer rooms.

The University has scientific and methodical offices, which are the basis for humanitarian and natural-scientific EP. They are provided with computer equipment and necessary literature, handouts, etc. Currently, *the Park of computer equipment* of WKSU is 1015 PCs based on Intel processors. On average, 1 computer has 6 students at a rate of – 20. Students ' access to computers located in the electronic reading room and teaching rooms is possible not only during school hours, but also throughout the working day.

For information support of the educational process at the University used AIS "Makhambet". AIS "Platonus" is used to support the processes of collection, analysis and management of information, assessment of students ' knowledge by organising exams by computer testing and providing online applications of the student service Center.

The automated system "Antiplagiat" is designed to check for plagiarism of students ' theses, master's theses and research results. Integrated library automation system "IRBIS" supports in formation management of library processes, maintenance of electronic catalog.

Every year, a variety of video products are prepared for the development of distance *learning technologies*. Accredited for the period has trained more than 800 kinds of different videos: video lectures, workshops, seminars, videos and movies in teaching, educational and promotional topics.

Much attention is paid to the use of multimedia in the classroom. In order to improve the quality of education and training of students at the University uses about 50 multimedia installations, portable or installed permanently in the offices.

Library Fund WKSU on 01.01.2019 is 1 046 188.units. XP., the volume of educational, methodical and scientific literature has 973 389 units., including, in the Kazakh language – 410 110 units. HR., etc., languages – 9 816 units. The Fund of the electronic library is 15433 units.

Research the University library has access to following electronic databases Clarivate Analytics, Springer Link, Science; polpred.com, electronic library system "LAN"; Republican interuniversity electronic library, "Library of the First President Of The Republic Of Kazakhstan – Leader Of The Nation". All the work of the scientific library is reflected on the website [www.library.wksu.kz](http://www.library.wksu.kz)

#### *Analytical part*

WKSU principle of student-centered learning, the University's management pursues a policy aimed at providing the educational process with the necessary number of modern, accessible and diverse educational resources, as well as support structures for students. Strengthening and development of material and technical base of the University, modernization of information technologies and means used in it, optimization of its organisational structure are aimed at creating the most favorable environment for education in the University.

The Commission of the EEC made sure that the University has created a single corporate telecommunications network, which is a platform for the development, implementation and use of ICT. Developed in WKSU mobile application "Keste" is used to view teachers and students of the University electronic schedule from mobile devices Android. An electronic bookcollector shell has been developed to create electronic tutorials with easy-to-use editing and testing commands. The programme "Creation of electronic shells" provides support for the automation of the creation of electronic textbooks. Developed web application "Electronic herbarium WKSU . M. utemisova" [gf.wksu.kz](http://gf.wksu.kz) This service is intended for placement and cataloging of digitized materials of the wksu herbarium Fund. Created resource "Fund of rare books WKSU named after M. utemisova" <http://rbf.wksu.kz/>, this service contains digitized versions of the rare books Fund.

On the territory of academic buildings deployed Wi-Fi network, through which students and teachers have free access to the Internet to provide coverage in various buildings from 50% to 70%.

WKSU training facilities generally comply with sanitary and fire regulations, in all departments of the University are kept logs on the registration of instruction on safety, fire safety and anti-terror.

WKSU seeks to take into account the needs of different groups of students. The groups that require additional attention and support in the University include the following categories of students: first-year students; students on the programme "Serpin", nonresident students and people from rural areas; students from low-income families; working students; students with disabilities; foreign students.

In order to ensure physical and psychological accessibility of the educational environment for students with special educational needs, special equipment is purchased; volunteer work of the student asset is organised; the University academic buildings are equipped with ramps; the interface of the official site of the WKSU is revised in order to ensure its availability for this category of students. In WC of all specialties in the component of choice includes an adaptive module that allows you to individually correct violations of educational and communicative skills of students. In the development of IWP for students with disabilities and persons with disabilities in the variable part (optional component) of the educational programme includes specialized disciplines of the adaptive module based on the individual needs and capabilities of students.

A special orientation week is organised for first-year students of the University. Students from low-income families are provided with financial support, if necessary, they are given a delay and discounts on tuition fees, if possible, they are primarily transferred to study on the grant.

The organisation of socio-cultural and educational adaptation of foreign students is directly engaged in the management of faculties and host departments (deans, heads of departments, coordinators for academic mobility). Control over their social and cultural adaptation is carried out directly by the Vice-rector for educational work of WKSU and student self-government of faculties. They are interviewed about the traditions of Kazakhstan and cultural values of Kazakhstan, organised a visit to the museums of the city, assisted in the development of new activities and behaviors.

#### ***Strengths/best practices***

□ At the University have processes in support of various groups of students, including informing and consulting.

□ At the University there is a sufficient base of material, financial and human resources; library resources, both educational and scientific and methodical literature on paper and electronic carriers, the specifics of the EP.

□ At the University is conducted examination of research results, final papers and dissertations for plagiarism.

#### ***The recommendations of the EEC***

To continue the work on providing "barrier-free" physical access and psychological and pedagogical support for students with disabilities and disabled people, to mark the stairs, to provide a version for the visually impaired on the website.

***Conclusions EEC criteria: strong 3, satisfactory-6, suggest improvements –no.***

### ***6.12 Standard "Public Information»***

#### ***The evidence part***

The University website contains information materials on the activities of the University, including the expected results of training, qualification, teaching, training, evaluation procedures, passing scores and educational opportunities provided to students and undergraduates. The materials of test items and examination papers, syllabus. <http://wksu.kz/>

To create an effective system to promote employment of University graduates, the University annually holds a career Day and meetings with employers. Significant assistance in employment of graduates is provided by the Association of graduates of WKSU and the Council of employers. During the year, together with the University career Center, they organise and conduct presentations and meetings of students with representatives of organisations and enterprises for internships and further employment. An important factor in the promotion of employment of graduates and the continuing support of the communication with them is the website of the career Center – [www.tylek.wksu.kz](http://www.tylek.wksu.kz).

The press service of the University and IT center provided preparation and placement of a large number of information and analytical, image and other materials in the media in 2016-2018. It was released 122 new block (in Kazakh and Russian languages). All of them are posted on the WKSU website ([wksu.kz](http://wksu.kz)) and on the channel Yu-tub video news WKSU <http://www.youtube.com/user/wksutv/>.

Information and advertising material for students and high school students was placed on the pages of regional and national media.

In 2016-17 academic year were released the following presentation, advertising, documentary, etc. materials about the activities of the University – booklets A5 (1200 copies) and A4 (700 copies); flyers A5 (15000 copies); posters A3 (350 copies); booklets specialties (500 copies); calendars A6 (4000 copies); table calendars A5 (100 copies); special issues of the University newspaper "Orken" (3500 copies); notebooks (500 copies); ahhh!), presentation magazines in two languages A4 (300 copies.).

#### ***Analytical part***

WKSU purposefully provides a variety of information about its activities, including programmes implemented in it, expected learning outcomes, information about qualifications, teaching, learning, assessment procedures, passing points and educational opportunities provided to students, as well as information about employment opportunities for graduates.

The provision of data to be placed on the Internet resources of the University, in addition to information posted by educational units and teachers on the educational portal, is carried out by all interested structural units of the University. Information is provided in three language versions: Kazakh, Russian and English.

#### ***Strengths/best practices***

- The University publishes information about the possibility of qualification by the end of the EP
- Published information contains information about passing scores and training opportunities provided to students.
- Published information contains data on employment opportunities for graduates.

#### ***The recommendations of the EEC***

To carry out work on updating and organising regular updating of information on the website of the University, in terms of implemented EP with the indication of expanded personalized information about the PPP, including in English.

***The conclusions of the EEC criteria: strong - 3, satisfactory 8, a - 1.***

## **(VII) REVIEW STRENGTHS/ GOOD PRACTICES FOR EACH STANDARD**

Standard "Strategic development and quality assurance»

- The activities of the University are aimed at ensuring the competitiveness of the country through quality training for the real sector of the economy by improving the quality of education, integration of science, education, creating favorable conditions for all participants in the educational process.

Published quality assurance policy, mission and strategy compliance with the resources aimed at the development of the University.

Development of documents on specific areas of activity and processes (plans, programmes, regulations, etc.), specifying quality assurance policies.

Standard "Management and management»

Management processes, including planning and allocation of resources are carried out in accordance with the University development strategy.

The UNIVERSITY demonstrated a strategic risk management analysis.

The organisational structure of the University ensures transparency of the University management system.

Active involvement of students and teaching staff in the work of collective management bodies.

Openness and accessibility of the University management to all stakeholders.

Active participation of the University in international, national and regional professional associations.

Standard "information Management and reporting»

Availability of a system of regular reporting at all levels of the organisational structure, including the assessment of the effectiveness of the unit, EP, research.

The internal system of support of educational process creates favorable conditions for the rational use of time budget and information flow management

Ensuring the protection of information, identification of responsible persons for the accuracy and timeliness of information analysis and provision of data

Functioning of the information collection, analysis and management system based on the use of modern information and communication technologies and software

Effective definition of the order and protection of information at the level of EP allows to make decisions on the basis of facts, to identify and predict risks.

Standard " Development and approval of educational programmes»

Procedures for the development of the EP and their approval at the institutional level have been defined and documented.

Availability of the developed models of the graduate of EP describing learning outcomes and personal qualities.

Annual review of the content of curricula and training programmes, taking into account changes in the labour market, employers' requirements and social demands of the society.

Qualifications obtained at the end of the EP are clearly defined and correspond to a certain level of the NSC.

Practice-oriented disciplines of EP due to the provision of practice bases, including large enterprises in the region, the involvement of practitioners in the design of EP and their implementation.

The structure of the EP provides for different activities corresponding to the learning outcomes.

Standard "Continuous monitoring and periodic evaluation of educational programmes»

The University carries out organisational activities to monitor the EP in terms of changing the needs of society and the professional environment, the load, performance and release of students, as well as the educational environment and support services and their compliance with the goals of the EP.

Monitoring at different levels of management of educational processes takes into account the changing needs of society and the professional environment.

Standard "student-Centered learning, teaching and performance assessment»

• The University ensures respect and attention to different groups of students and their needs, providing them with flexible learning paths.

• The University demonstrated the transparency and objectivity of the mechanism for assessing learning outcomes, including appeal.

#### Standard "Students»

- Demonstrated the policy of formation of the contingent of students from admission to graduation.
- The University effectively implements a variety of techniques and technologies for adaptation and support of newly arrived and foreign students, as well as supports gifted students.
- Active work to provide students with places of practice, assistance in employment of graduates.
- The University provides graduates with documents confirming their qualifications, including the achieved learning outcomes, as well as the context, content and status of the education received and the evidence of its completion.
- Availability and application of a mechanism to recognize the results of academic mobility of students, as well as the results of additional, formal and non-formal education.

The University creates conditions for external and internal mobility of students, provides information and Advisory support in obtaining external grants for training.

- The leadership of the EP provides students with places of practice, promotes employment of graduates and maintains contact with them.

#### Standard "Teaching staff»

- The University has an objective and transparent personnel policy, including recruitment, professional growth and development of staff, ensuring the professional competence of the entire staff of the faculty.
- The University provides career and professional development opportunities for faculty.
- The University is taught by the practitioners of the relevant industries.
- Management of the University conducts an effective rating evaluation of the faculty.
- The University provides targeted actions for the development of young teachers.
- PPP is actively involved in the cultural and social life of the city and the region.

#### Standard "Research work»

- Active involvement of students in research activities.
- Presentation of scientific positions of researchers, faculty and students at various scientific sites, including the publication of scientific results in the Bulletin of wksu.
- Developed method of determining the allowances to the official salaries of teaching staff.

#### Standard "Finance»

- The University has demonstrated its readiness to form development scenarios consistent with the development strategy, taking into account the risk assessment.
- The University demonstrated the existence of an internal audit system.
- The University demonstrated an external independent audit.

#### Standard "Educational resources and student support systems»

- At the University have processes in support of various groups of students, including informing and consulting.
- At the University there is a sufficient base of material, financial and human resources; library resources, both educational and scientific and methodical literature on paper and electronic carriers, the specifics of the EP.
- At the University is conducted examination of research results, final papers and dissertations for plagiarism.

#### Standard "public Information»

- The University publishes information about the possibility of qualification by the end of the EP.
- Published information contains information about passing scores and training opportunities provided to students.
- Published information contains data on employment opportunities for graduates.

## (VIII) REVIEW RECOMMENDATIONS FOR IMPROVING QUALITY

Standard "Management and management»

1. To carry out on an ongoing basis the analysis and implementation of innovative proposals.

2. Consider learning manual EP programme of management education.

Standard "information Management and reporting»

To pay constant attention to updating information on EP on the University website and bring it to students and all interested persons.

Standard " Development and approval of educational programmes»

1. To continue work on carrying out external examinations of the contents of EP.

2. To continue work on the development and implementation of joint educational programmes with foreign educational organisations.

Standard "Continuous monitoring and periodic evaluation of educational programmes»

To ensure the publication of the results of the revision of the content and structure of educational programmes in the context of changes in the market, the requirements of employers, social demands of society on a regular basis.

Standard "student-Centered learning, teaching and performance assessment»

1. To organise work on carrying out own researches of PPS in the field of a technique of teaching of academic disciplines in the context of student-centered training and receiving a culture of MES RK and REMR

2. Publish criteria and methods for assessing the quality of EP.

Standard "Students»

1. To continue work on expanding the range of multi-lingual EP.

2. Identify areas of work and interact with the Association of University graduates, to ensure coordination of its activities for more active participation in the formation of the EP, to promote employment of graduates, to work with the graduate course on their active participation in the activities of the Association of University graduates.

Standard "Teaching staff»

1. Expand the use of PPP information and communication technologies in the educational process (on-line training, e-portfolio).

2. Consider the possibility of developing massive open online courses as part of continuous training.

Standard "Research work»

To develop a set of measures for the implementation of joint research projects with foreign scientists and educational organisations.

Standard "Educational resources and student support systems»

To continue the work on providing "barrier-free" physical access and psychological and pedagogical support for students with disabilities and disabled people, to mark the stairs, to provide a version for the visually impaired on the website.

Standard "public Information»

To carry out work on updating and organising regular updating of information on the website of the University, in terms of implemented EP with the indication of expanded personalized information about the PPP, including in English.

**Evaluation table «INSTITUTIONAL PROFILE PARAMETERS»  
RSE on REU", West Kazakhstan state University. M. Utemisov" MES**

№	№	Evaluation criterion	Position of the organisation of education			
			Strong	Satisfactory	Implies improvement	Unsatisfactory
<b>Standard "Strategic development and quality assurance»</b>						
1		The University should demonstrate the development of a unique strategy based on the analysis of external and internal factors with the broad involvement of a variety of stakeholders.		+		
2		The University should demonstrate the focus of the mission, vision and strategy to meet the needs of the state, society, sectors of the real economy, potential employers, students and other stakeholders.	+			
3		The University should demonstrate the transparency of the processes of formation, monitoring and regular review of the mission, vision, strategy and quality assurance policy.		+		
4		The University should have a published quality assurance policy, mission and strategy.	+			
5		The University is developing papers on particular fields of activities and processes (plans, programmes, regulations, etc.) that specify policies for quality assurance	+			
6		Quality policy should reflect the link between research, teaching and learning.		+		
7		The University should demonstrate the development of a culture of quality assurance.		+		
<b>Total standard</b>			<b>3</b>	<b>4</b>		
<b>Standard "Management and management»</b>						
8		The University carries out management processes, including planning and allocation of resources in accordance with the strategy.	+			
9		The University should demonstrate the successful functioning and improvement of the intra-University quality assurance system.		+		
10		The University should demonstrate a risk management analysis	+			
11		The University should demonstrate an analysis of the effectiveness of changes.		+		
12		The University should demonstrate the analysis of the identified inconsistencies, the implementation of the developed corrective and preventive actions.		+		
13		The University should demonstrate a clear definition of those				



		responsible for business processes, a clear distribution of staff responsibilities, the division of functions of collegial bodies.		+		
14		An important factor is to ensure the management of the educational process through the management of educational programmes, including the assessment of their effectiveness.		+		
15		The University demonstrates the development of annual action plans, including PPP, based on the development strategy.		+		
16		Commitment to quality assurance should apply to all activities performed by contractors and partners (outsourcing), including joint/double-degree education and academic mobility.		+		
17		The University must provide evidence of the transparency of the University management system.	+			
18		The University should ensure the participation of students and faculty in the work of collegial governing bodies.	+			
19		The University must demonstrate evidence of openness and accessibility of managers and administration to students, teachers, parents and other stakeholders.	+			
20		The University should demonstrate innovation management, including analysis and implementation of innovative proposals.		+		
21		The University should seek to participate in international, national and regional professional alliances, associations, etc.	+			
22		The University should provide training for management (rector, advisors, Vice-rectors, deans, heads of departments, heads of departments) on education management programmes.		+		
23		The University should strive to ensure that the progress made since the last external quality assurance procedure is taken into account in preparing for the next procedure.		+		
<b>Total standard</b>			<b>6</b>	<b>10</b>		
<b>Standard «information Management and reporting»</b>						
24		should ensure the functioning of the system of collection, analysis and management of information through the use of modern information and communication technologies and software.		+		
25		niversity should demonstrate the systematic use of processed, adequate information to improve the internal quality assurance system.		+		
26		niversity should have a system of regular reporting at all levels of the organisational structure, including the assessment of the effectiveness and efficiency of departments, EP, research and their interaction.	+			
27		The University should establish the frequency, forms and methods of evaluation of management of OP, the activities of collegial bodies and structural units, senior management, implementation of research projects.		+		
28		The University should demonstrate the definition of the order and ensure the protection of information, including the identification				

		of responsible persons for the accuracy and timeliness of information analysis and data provision.	+			
29		An important factor is the involvement of students, employees and teaching staff in the collection and analysis of information, as well as decision-making based on them.	+			
30		The University should demonstrate that there is a mechanism for communication with students, employees and other stakeholders, including mechanisms for conflict resolution.	+			
31		The University should measure the degree of satisfaction of the needs of staff, staff and students and demonstrate evidence of elimination of the deficiencies found.	+			
32		The University should evaluate the effectiveness and efficiency of its activities, including in the context of EP.		+		
		<i>Information collected and analyzed by the University should take into account:</i> <i>key</i>				
33		performance indicator;	+			
34		dynamics of the contingent of students in the context of forms and types; level	+			
35		of academic performance, achievement of students and the dismissal;	+			
36		satisfaction of students with the implementation of OP and the quality of education at the University;	+			
37		availability of educational resources and support systems for students;	+			
38		employment and career growth of graduates.	+			

39		Students, employees and teaching staff must document their consent to the processing of personal data. The	+			
40		University should facilitate the provision of all necessary information in the relevant fields of science.		+		
<b>Total standard</b>			<b>12</b>	<b>5</b>		
<b>Standard "Development and approval of educational programmes»</b>						
41		The University should define and document the procedures for the development of EP and their approval at the institutional level	+			
42		The University should demonstrate the compliance of the developed EP with the set goals, including the expected learning outcomes.		+		
43		The University should demonstrate the presence of the developed models of the graduate EP, describing the learning outcomes and personal qualities.	+			
44		The University must demonstrate the external expertise of the EP.		+		
45		The qualifications obtained at the end of the EP should be clearly defined, explained and consistent with a certain level of NSC.	+			
46		The University should determine the impact of disciplines and professional practices on the formation of learning outcomes.	+			
47		An important factor is the ability to prepare students for professional certification.		+		
48		The University must provide evidence of the participation of students, faculty and other stakeholders in the development of EP, ensuring their quality.		+		
49		The complexity of the EP should be clearly defined in Kazakhstan loans and ECTS.		+		
50		The University should provide the content of academic disciplines and learning outcomes level (bachelor, master, doctoral).		+		
51		The structure of the EP should provide for different activities corresponding to the learning outcomes.	+			
52		An important factor is the presence of joint EP with foreign educational organisations		+		

<b>Total standard</b>			<b>5</b>	<b>7</b>		
<b>Standard "Continuous monitoring and periodic evaluation of educational programmes»</b>						
53		The University should monitor and periodically evaluate the EP in order to achieve the goal and meet the needs of students and society. The results of these processes are aimed at continuous improvement of the EP.		+		
		<i>Monitoring and periodic evaluation of the EP should consider:</i>				
54		the content of the programmes in the light of the latest achievements of science in a particular discipline to ensure the relevance of the taught discipline;		+		
55		changes in the needs of society and the professional environment;	+			
56		workload, academic performance and graduation;	+			
57		effectiveness of students ' assessment procedures;		+		
58		expectations, needs and satisfaction of students with EP training;		+		
59		educational environment and support services and their compliance with the objectives of the EP.	+			
60		The University must provide evidence of the participation of students, employers and other stakeholders in the revision of the EP.		+		
61		All stakeholders should be informed of any planned or undertaken actions with respect to the EP. All changes made to the EP must be published.		+		
62		The University should ensure the revision of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society.		+		
<b>Total standard</b>			<b>3</b>	<b>7</b>		
<b>Standard "student-Centered learning, teaching and performance assessment»</b>						
63		The University should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.	+			
64		The University should ensure the use of various forms and methods of teaching and learning.		+		
65		An important factor is the availability of own research in the field of teaching methods of academic disciplines.			+	
66		The University should demonstrate the existence of a feedback system on the use of different teaching methods and evaluation of learning outcomes.		+		

67		The University should demonstrate support for the autonomy of students, with simultaneous guidance and assistance from the teacher.		+		
68		The University should demonstrate that there is a procedure for responding to complaints of students.		+		
69		The University should ensure consistency, transparency and objectivity of the mechanism for assessing learning outcomes, including appeal.	+			
70		The University should ensure that the procedures for assessing the learning outcomes of students are consistent with the planned learning outcomes and the objectives of the programme. Evaluation criteria and methods should be published in advance.		+		
71		The University should identify mechanisms to ensure the development of each graduate learning outcomes and ensure the completeness of their formation		+		
72		Evaluators should be familiar with modern methods of assessing learning outcomes and regularly improve their skills in this area.		+		
<b>Total standard</b>			<b>2</b>	<b>7</b>	<b>1</b>	
<b>Standard "Students»</b>						
73		The University should demonstrate the policy of formation of the contingent of students from admission to graduation and ensure transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) should be defined, approved and published.	+			
74		The University should provide for special programmes of adaptation and support for newly enrolled and foreign students.	+			
75		The University must demonstrate its compliance with the Lisbon Convention on recognition.		+		
76		The University should cooperate with other educational institutions and national centres of the "European network of national information centres for academic recognition and mobility/National academic Information Centres for Recognition"ENIC/NARIC to ensure comparable recognition of qualifications.		+		
77		The University should demonstrate the existence and application of a mechanism to recognize the results of academic mobility of students, as well as the results of additional, formal and non-formal education.	+			
78		The University should provide an opportunity for external and internal mobility of students, as well as assist them in obtaining external grants for training.	+			
79		The University should make maximum efforts to provide students with places of practice, to promote employment of graduates, to maintain communication with them.	+			
80		The University should provide graduates with documents confirming the qualifications obtained, including the				

		results of training, as well as the context, content and status of education received and evidence of its completion.	+			
81		An important factor is the monitoring of employment and professional activity of graduates.	+			
82		The University should actively encourage students to self-education and development outside the main programme (extracurricular activities).		+		
83		An important factor is the existence of an existing Association/alumni Association.		+		
84		An important factor is the availability of a mechanism to support gifted students.	+			
<b>Total standard</b>			<b>8</b>	<b>4</b>		
<b>Standard "Teaching staff»</b>						
85		The University should have an objective and transparent personnel policy, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff.	+			
86		The University should demonstrate the compliance of the staff potential of the faculty with the University development strategy and the specifics of the OP.		+		
87		The University should demonstrate awareness of responsibility for its employees and ensure favorable working conditions for them.		+		
88		The University should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning.		+		
89		The University should determine the contribution of PPP in the implementation of the development strategy of the University and other strategic documents.		+		
90		The University should provide opportunities for career growth and professional development of PPP.	+			
91		The University needs to involve teaching practitioners in the relevant sectors.	+			
92		The University should provide targeted actions for the development of young teachers.	+			
93		The University should demonstrate the motivation of professional and personal development of teachers, including the promotion of both the contribution to the integration of research and education, and the use of innovative teaching methods.		+		
94		An important factor is the active use of PPP information and communication technologies in the educational process (for example, on-line training, e-portfolio, MOE, etc.).			+	
95		An important factor is the development of academic mobility, attracting the best foreign and domestic teachers.		+		
96		An important factor is the involvement of PPP in society (the role of PPP in the education system, in the				

		development of science, the region, the creation of a cultural environment, participation in exhibitions, creative competitions, charity programmes, etc.).	+			
<b>Total standard</b>			<b>5</b>	<b>6</b>	<b>1</b>	
<b>Standard "Research work»</b>						
97	1.	The University should demonstrate compliance with the priorities of research work of the national policy in the field of education, science and innovative development.		+		
98	2.	University should ensure that the research activities of the mission and strategy of the University		+		
99	3.	University should plan and monitor the effectiveness of research.		+		
100	4.	University should demonstrate the presence of the processes of attracting students to research activities. The	+			
101	5.	institution must demonstrate that promoting the submission of scientific positions of researchers, academic staff and students on a variety of scientific venues, including the publication of scientific results. The	+			
102	6.	University should promote the implementation of research results, including consulting and commercialization. The		+		
103	7.	University should promote the recognition of the results of research work, including the registration of scientific projects in the authorized bodies, registration of patents and copyright certificates. The		+		
104	8.	University should strive to conduct joint research with foreign universities.			+	
105	9.	University should seek to diversify the forms of funding for research activities.		+		
106	10.	University should stimulate research activities using various forms of motivation.	+			
<b>Total standard</b>			<b>3</b>	<b>6</b>	<b>1</b>	
<b>Standard "Finance»</b>						
107		The University should form development scenarios consistent with the development strategy, taking into account the risk assessment.	+			
108		The University should demonstrate operational and strategic planning of its budget.		+		
109		The University must demonstrate the existence of a formalized financial management policy, including financial statements.		+		

110		The University must demonstrate the existence of an internal audit system.	+			
111		The University must demonstrate an external independent audit.	+			
112		The University should have a mechanism for assessing the adequacy of financial support for various activities of the University, including the development strategy of the University, the development of OP, research projects.		+		
<b>Total standard</b>						
<b>Standard "Educational resources and student support systems»</b>						
113	1.	The University should demonstrate the sufficiency of material and technical resources and infrastructure. The		+		
114	2.	University should demonstrate the existence of procedures to support different groups of students, including information and advice.	+			
		University should demonstrate compliance of information resources with the specifics of the EP, including compliance in the following areas:				
115	3.	technological support of students and teaching staff in accordance with educational programmes (for example, online training, modeling, databases, data analysis programmes);		+		
116	4.	resources, including the Fund of educational, methodical and scientific literature on General education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;	+			
117	5.	examination of the results of research, final works, theses on plagiarism;	+			
118	6.	functioning of WI-FI in the territory of the organisation of education		+		
119		University should strive to ensure that the training equipment and software used for the development of OP, were similar to those used in the relevant industries.		+		
120		University must ensure compliance with safety requirements in the learning process.		+		
121		University should strive to take into account the needs of different groups of students (adults, workers, foreign students, as well as students with disabilities)		+		
<b>Total standard</b>						
<b>Standard "public Information»</b>						
		<i>The information published by the University should be accurate, objective, relevant and should include:</i>				
122	1.	implemented programmes, indicating the expected learning outcomes;		+		



123	2.	information on the possibility of qualification at the end of EP;	+			
124	3.	information on teaching, training, assessment procedures;		+		
125	4.	information about passing scores and training opportunities provided to students;	+			
126	5.	information on employment opportunities for graduates.	+			
127	6.	University management should use a variety of ways to disseminate information (including the media, web resources, information networks, etc.) to inform the General public and stakeholders.		+		
128	7.	Public awareness should include support and clarification of the country's national development programmes and higher and postgraduate education.		+		
129	8.	The University should publish audited financial statements on its own web resource		+		
130	9.	The University should demonstrate the reflection on the web resource of information characterizing the University as a whole and in the context of the EP.		+		
131	10.	An important factor is the availability of adequate and objective information about the PPP, in the context of personnel.			+	
132	11.	An important factor is the placement of information on cooperation and interaction with partners, including scientific/consulting organisations, business partners, social partners and educational organisations.		+		
133	12.	University should post information and links to external resources based on the results of external evaluation procedures.		+		
<b>Total standard</b>			<b>3</b>	<b>8</b>	<b>1</b>	<b>0</b>
<b>In total</b>			<b>53</b>	<b>69</b>	<b>4</b>	<b>0</b>