REPORT

on the results of the work of the external expert commission on assessment of compliance with the requirements of the international accreditation standards of the organization and continuing professional education program

BI Univeristy LLP

in the period from November 27 to November 28, 2023

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External Expert Commission

«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО АККРЕДИТАЦИИ И РЕЙТИНГА»

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(I)LIST OF DEFINITIONS AND ABBREVIATIONS

AMS – Administrative and Managerial Staff
JD – Job Descriptions
EEC – External Expert Commission
RK – Republic of Kazakhstan
QMS – Quality Management System
IDP - Individual Development Plan
Company – BI-Holding LLP
EP – educational programs
LLP – Limited Liability Partnership

(II) INTRODUCTION

In accordance with Order No.160-23-OD dated 02.10.2023 of the Independent Agency for Accreditation and Rating, from November 6-7, 2023, the External Expert Commission assessed the compliance of BI Univeristy LLP with the standards of international accreditation of the organization and the continuing professional training program (approved by Order of the Director General of the IAAR No. 9-21-OD dated January 18, 2021).

The report of the External Expert Commission (EEC) contains an assessment of the submitted educational organization according to the IAAR criteria, recommendations of the EEC for further improvement of the organization of education and parameters of the institutional profile of programs.

The composition of the EEC:

1 *Chairman of the EEC* – Gulvira Sovetbekovna Akybayeva, Candidate of Economics, Karaganda University named after academician Ye.A. Buketov (Republic of Kazakhstan) *Off-line participation*

2 *IAAR Expert* **–** Natalia Vladimirovna Tsopa, Professor, Doctor of Economics, Director of the Institute "Academy of Construction and Architecture", Head of the Department of Technology, Organization and Management of Construction, Federal State Educational Institution of Higher Education "Crimean Federal University named after V.I. Vernadsky" (Russian Federation) *On-line participation*

3 *IAAR Expert* **–** Almagul Medikhatovna Kanagatova, PhD, CEO of Global Nomad Education (Republic of Kazakhstan) *Off-line participation*

4 *IAAR Expert, Employer* – Yerlan Khamzenovich Bekenov, Deputy Director of Orta Invest LLP, Master's Degree (Republic of Kazakhstan) *Off-line participation*

5 *IAAR Expert, Listener* - Aruzhan Muratkyzy Tynymbayeva, Master (Republic of Kazakhstan) *Off-line participation*

6 *IAAR Coordinator* – Malika Akhyadovna Saidulayeva, Project Manager of the Independent Agency for Accreditation and Rating (Republic of Kazakhstan) *Off-line participation*

(III) REPRESENTATION OF THE EDUCATIONAL ORGANIZATION

The BI-Group Company established the BI-Group Corporate University in 2012. In 2017, it was transformed into BI University (formerly Profi Time Astana LLP). The most important goal of BI University is to ensure the system reliability and sustainable development of the company by increasing the value of human capital.

Through systematic continuous multi-level training, the corporate university established in the company provides:

1. Formation of common values and standards of business communication for all employees, i.e. the development of a modern corporate culture, the maintenance of ideology, without which it is impossible to imagine a strong company.

2. Introduction of unified business process management technologies (sales, people management, customer service) at all levels of the organization and their regular updating.

3. Building permanent internal communications for the transmission and clarification of management decisions (from top to bottom), receiving feedback from those who implement these decisions (from bottom to top), establishing effective interaction between individual departments (horizontally), including for broadcasting ideology and technology to all levels of the company.

4. Formation of modern business skills among employees, primarily behavioral and communicative.

By solving these tasks, the corporate university ensures the long-term competitiveness of the group of companies of BI-Group. Increasing the efficiency of its activities and readiness for constant changes, the need for which is dictated by the modern market environment, is today the basis of BI-Group's business success strategy.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

The international institutional accreditation of BI Univeristy LLP according to IAAR standards is being conducted for the first time.

(V) DESCRIPTION OF THE EEC VISIT

The work of the EEC was carried out on the basis of the approved Program of the visit of the Expert Commission on Institutional Accreditation of BI Univeristy LLP in the period from November 27-28, 2023.

In order to coordinate the work of the EEC, an introductory meeting was held on 24.11.2023, during which powers were distributed among the members of the commission, the schedule of the visit was clarified, and agreement was reached on the choice of examination methods.

To obtain objective information about the quality of the organization of education and the entire infrastructure of the university, to clarify the content of self-assessment reports, meetings were held with the Director, the Deputy Director, heads of structural units, teachers, and students. In total, 32 representatives participated in the meetings (Table 1).

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

Category of participants	Quantity
Director	1
Deputy Director	1
Heads of structural units	4
Teaching staff	12
Listeners	14
Total	**32**

During the visit, the members of the EEC got acquainted with the state of the material and technical base, visited 5 classrooms and a library.

At the meeting of the EEC IAAR with the target groups of BI Univeristy LLP, clarification of the mechanisms for implementing the center's policy and specification of individual data presented in the organization's self-assessment report were carried out.

No classes were attended during the accreditation period.

In order to confirm the information provided in the Self-Assessment Report, external experts requested and analyzed the working documentation of the center.

As part of the planned program, recommendations for improving the accredited educational organization of BI Univeristy LLP, developed by the EEC based on the results of the examination, were presented at a meeting with the management on 28.11.2023.

(VI) COMPLIANCE WITH THE STANDARDS OF INSTITUTIONAL ACCREDITATION

6.1 Standard "Strategic Development and Quality Assurance"

✓ *The organization demonstrates the development of its own mission, vision, development strategy and quality assurance policy based on the analysis of external and internal factors with the broad involvement of various stakeholders.*

✓ *The organization demonstrates the functioning of an internal quality assurance system*

✓ *The organization implements EP management processes in accordance with the Quality Assurance Strategy and Policy, and is responsible for the quality of the EP as a whole.*

✓ *The organization demonstrates consistency in reviewing the development strategy and quality assurance policy, improving the internal quality assurance system.*

Evidentiary part

BI University's activities are carried out in accordance with the University's Development Strategy for 2020-2025, which states the mission, goals, objectives and long-term vision of the BI University corporate university, reflecting its place and role in the group of companies ща BI-Group and in the foreign market.

BI University mission: preservation and development of the intellectual potential of the personnel of BI-Group and business partners through integrated, continuous and advanced training of professional personality in a multi-level corporate educational environment; industry training and retraining of socially confident, adaptive and competitive personnel in the construction labor market, in the formation of modern management culture of the Company in order to promote new technologies in production.

The draft BI University Development Strategy was discussed in all departments of the university and submitted for discussion by the Academic Council. Taking into account the comments and suggestions received, the final draft of the Corporate University Development Strategy for 2020-2025 was formed, approved by the BI University Academic Council (Minutes No. 1 dated 22.01.2020).

Information about the mission and key development prospects of BI University is available to users on the Company's corporate portal https://www.biu.kz /

The current management system of BI University is formed at two levels: at the level of BI-Holding LLP (Company) and at the level of BI University.

To implement the mission, goals and objectives, BI University has created and operates 3 units (Development Department, Training Department, Department for Working with Business Partners), which plan, organize and ensure the execution of work, monitoring the implementation of strategic and current plans of the university, etc.

The BI University Academic Council is the highest form of collegiate management of the university. Meetings of the University Academic Council are held in accordance with the approved plan for the academic year (regularity - 1 time per month). The composition of the members of the BI University Academic Council is approved by the order of the Director of BI University for a period of 3 years. The members of the Academic Council include representatives from the line of Divisions with experience in the construction field and corporate experience of at least 5 years.

All internal regulatory and methodological documents of the university used in the management of BI University activities are posted on the internal corporate portal https://cloud.bi-group.org/cu/DSM/Forms/AllItems.aspx and they are distributed on paper in structural units.

Marketing research of the corporate education market in Kazakhstan has shown that BI University is a highly competitive organization in the field of providing additional educational services in the construction sector. An analysis of educational institutions and advanced training centers providing similar services, such as the corporate university "Samruk-Kazyna" and the innovation and educational consortium "Corporate University" at KBTU, Republican Center for Advanced Training in the Architectural and Construction Industry LLP, showed that BI University is actually a monopolist in the

field of advanced training and retraining personnel in the construction industry.

The quality policy is communicated to the staff and visiting faculty of BI University. The University's quality objectives are defined in the Quality Policy and Objectives, which are consistent with the strategic goals and objectives of the University. Among the goals of BI University are training personnel who meet the needs of the industrial and innovative development of the group of companies of BI-Group to maintain the competitiveness of the company, developing the necessary competencies for the organization, creating a diversified educational environment that promotes high-quality professional development of students through the introduction of organizational changes, hiring and retaining valuable employees, developing corporate culture and broadcasting company values to staff.

The responsibility for updating the Goals and bringing them to the heads of structural units lies with the Director of BI University, heads of departments of BI University. The Director of the University and heads of departments are responsible for the development, control of execution, and analysis of the effectiveness of measures to achieve quality goals.

The Quality Policy at BI University consists of the quality of the educational process, the quality of the educational process and the quality of the training of students. Production workers with extensive practical experience, the best coaches of Kazakhstan and foreign countries are involved in conducting classes (http://www.bi-group.org/ru/bi-university), teachers of universities of the Republic of Kazakhstan and employees of BI University (Serikbekuly Askhat - Coach, UP Consulting LLP, Almaty, Titov M.M. – Coach from Sibstrin University, Novosibirsk, Bazarova G.T. and Tarassov I.A., well-known coaches from Moscow, heads of the Company's management system, heads of the Company's technical department, etc.).

In order to ensure the quality of training for students of BI University programs, long-term managerial and professional programs based on competencies are implemented (MBA BI-Group, MBA KBTU, Big Engineer (ICC and EDS)). Learning outcomes are defined as sets of competencies that include the knowledge, understanding and skills of the student, which are defined for each module of the program and for the program as a whole, and which are necessary for the Company's personnel to effectively implement specific functionality. The advantages of the competence-based approach include maintaining flexibility and autonomy in the structure and content of the curriculum.

BI University management systematically monitors and analyzes the state of the university's education system, makes informed decisions related primarily to monitoring activities to implement the Mission and Development Strategy of BI University and aimed at improving the quality of the educational process and learning outcomes. The quality of the training programs and the quality of teaching is controlled by the department of methodologists, the quality of the acquired professional competencies is controlled at the exit of the training programs by lecturers, as well as according to the results of the assessment of university staff and Company employees.

The principles of organizing the training of students at BI University differ from studying at universities and in "open" programs. At BI University, training is conducted systematically, in stages, in the interests of the Company — in accordance with its immediate and long-term goals and plans. Corporate training is aimed at adapting new knowledge to the current needs of the Company, mastering the general trends in the development of the construction industry, familiarization with innovations in technology and management, with changes in global markets.

The external assessment of the quality of the educational process at BI University is carried out by the HR Department of the Company according to the methods developed by them. The following indicators are evaluated: continuity of training programs, their effectiveness (assessment of results and individual progress of students), efficiency (cost compliance with planned results), accessibility, adaptability (to the characteristics of students), resourcing (availability of personnel, material, educational and methodological resources), innovation, uniqueness, completeness of implementation.

The basis of internal mechanisms for evaluating the effectiveness of training is self-examination (self-control at the level of BI University staff and students, self-assessment).

The evaluation of BI University's activities includes the opinion of students about the quality of teaching.

Analytical part

The content and semantic load of the evaluation criteria of the Standard "Strategic Development and Quality Assurance" indicates the existence of measures taken by BI University to improve quality in various types of activities. BI University demonstrated the development of its own Mission, Vision, Development Strategy and Quality Assurance Policy.

However, the Commission notes that the following issues related to this standard are not fully reflected in the self-report and were not confirmed during the visit of the EEC.

The management of BI University has not demonstrated the individuality and uniqueness of the mission and development strategy.

The uniqueness and advantage of EP management processes over similar educational programs has not been sufficiently confirmed, this opinion was confirmed during the interviewing of managers. During the interview, the heads of departments explained the Quality Assurance Policy taking into account general trends at the corporate university there is no clear vision regarding indicators or criteria for quality assurance, there is no systematic approach and understanding of overall quality management.

Strengths/best practices:
According to this standard, no strengths have been identified.

Recommendations of the EEC:
Develop criteria for quality assurance indicators and systematize quality management procedures. Deadline is December 2024.

The conclusions of the EEC according to the criteria:
• *Strong – 0*
• *Satisfactory – 4*
• *Suggest improvements – 0*
• *Unsatisfactory – 0*

6.2 Standard "Leadership and Management"

✓ *The organization implements the management processes of OPVE/EP, including planning and resource allocation, in accordance with its mission and strategy.*

✓ *The organization guarantees the availability of appropriate administrative and academic staff, employees for the implementation of the EP, proper management and allocation of resources.*

✓ *The organization demonstrates a clear definition of those responsible for business processes, an unambiguous distribution of staff responsibilities, differentiation of functions of collegial bodies, involvement of key stakeholders in the work of collegial management bodies, innovation management within the framework of OPVE/EP management.*

✓ *The organization demonstrates the development of annual activity plans based on the development strategy, conducting an analysis of the effectiveness of changes, including within the framework of OPVE/EP management.*

✓ *The organization demonstrates a mechanism for identifying risks and making decisions based on them, as well as a procedure for regularly checking the effectiveness of implemented decisions and activities.*

✓ *The organization demonstrates the openness and accessibility of managers and administration to students, teachers and other interested persons, as well as the training of management and employees in the "Management in Education" programs.*

Evidentiary part

The basic principles of management and building an organizational management structure are defined in the Regulations on BI University and the Charter. The form of collegial management of the university, based on transparency and collegiality, is the Academic Council.

The activities of the structural units of the University are regulated by the regulations on the

structural units of BI University, which describe: the structure of the unit, the mission, goals and objectives of the unit, ways to achieve the strategic goals of the unit and the BI University, the competencies of the structural unit are defined.

The management of current activities is carried out by the Director of BI University, heads of structural units.

The Director, acting on the basis of the Regulations on BI University, coordinates and manages the strategic and operational objectives of the university's development.

The organizational and managerial structure of BI University BI Group is subordinated to the implementation of strategic goals, is determined by the tasks of effective management, ensures the decision-making process and control of real execution, contributes to the achievement of the mission, goals and objectives.

The activities of BI University and its structural units are based on strategic and annual planning, regulated by Internal Labor Regulations, relevant Provisions describing the purpose, organizational subordination, staff, and regulatory framework.

The internal labor regulations were approved by the decision of the HR Department with the Director of BI University.

The regulations on the structural unit/center establish the status, appointment, structure, main functions and tasks of the unit, powers, responsibilities and rights, interaction with other units, as well as forms of encouragement for employees of the unit.

The assessment of the activities of the structural units of the university on the compliance and competent attribution of issues is carried out at meetings of the Academic Council in accordance with the work plan. By order of the Director of BI University, commissions are created to verify the activities of structural units, the results of which are considered at a meeting of the Academic Council. Based on the results of the audit, appropriate decisions are made, which are brought to the attention of employees in the form of a copy of the decision.

To evaluate the work of BI University as a whole, its structural units and the effectiveness of individual employees, the university has developed a system of key performance indicators (KPIs).

The management of BI University forms strategic goals, and to specify them, corporate key indicators are defined – KPIs, according to which target values are planned for the end of the strategic planning horizon: performance indices and scores of indicators that are used to monitor the implementation of the strategy.

To evaluate the activities of the university as a whole, the KPI system reflects the performance indicators of both the BI Group and the university, teams. Thus, the planned indicators of BI Group for employee training for 2020 are training at least 2,240 people, the goal is 2,800 people, the threshold is 3,080, the fact in 2020 is 2,425, in 2021 – 3,861, in 2022 – 4,563, the plan for 2023 is 5,300. For BI University, the plan for training Business Partners and B2B is at least 560 people, the goal is 700, the threshold is 770. The planned indicators of the university include: B2C training, attracting new business partners through the tender platform of BI Parthners, implementing a Distance Learning System, training workers in educational branches, improving the efficiency of branches in Almaty, Atyrau, Shymkent, Tashkent.

In recent years, the organizational structure of the university has undergone significant changes.

Analytical part

The Commission notes the high qualifications of the Rector and the Academic Council to ensure leadership and effective educational leadership.

The Development Strategy of BI University and the main activities for its implementation are clearly defined.

The correspondence of the organizational management system of the university to the mission, goals and objectives has been established.

Possession of information concerning possible risks to which an organization is exposed contributes to the development of measures to counter such risks. This, in turn, creates the basis for enhancing and strengthening the corporate culture of BI University, which has a preventive character.

It was noted during the commission's visit that there were no well-developed theoretical and methodological systems for evaluating the effectiveness of developing and implementing strategic plans. Weak horizontal coordination between departments has been established. It should also be noted that the practice of implementing EP to third-party organizations and consumers is not used, with the exception of corporate participants of the BI Company.

During the visit of the EEC, it was noted that the managers did not have certificates for the program "Management in Education".

Strengths/best practices:
According to this standard, no strengths have been identified.

Recommendations of the EEC:
Formalize the process of allocating those responsible for business processes, an unambiguous distribution of staff responsibilities. Deadline is January 2025.

Work out the internal regulations on the work of collegial management bodies with an indication of the function. Involve stakeholders in the composition of collegial bodies. Deadline is until January 2025.

Organize advanced training courses under the program "Management in Education" for the heads of BI University by March 2025.

At a meeting of collegial bodies in 2024, to consider the issue of entering the market of educational services within the framework of additional education in Kazakhstan.

The conclusions of the EEC according to the criteria:
• *Strong – 0*
• *Satisfactory – 5*
• *Suggest improvements – 1*
• *Unsatisfactory – 0*

6.3 Standard "Educational program and learning outcomes"
✓ *The organization has mechanisms for the development and approval of an EP. The EP is designed in accordance with the set goals, including learning outcomes. The general structure, composition and duration of the EP are described, the components are clearly established, practice and theory are integrated, and the requirements of national legislation are taken into account.*

✓ *The learning outcomes of the EP are clearly defined, explained and take into account the national qualifications framework, and the qualifications framework in the European Higher Education Area (FQ-EHEA).*

✓ *The development and updating of the content of the EP is carried out in accordance with the needs of the international labor market and the requests of stakeholders: the state, society, the employer and the student.*

✓ *The content of the program and its components (modules/disciplines) are logically linked, take into account professional standards and scientific achievements in the subject area of knowledge and are focused on learning outcomes.*

✓ *The types of educational activities carried out, teaching methods, interdisciplinarity and practice orientation of the EP components, cooperation with scientific and educational organizations ensure the achievement of learning goals and results.*

✓ *The organization demonstrates the competitive advantages of the EP (based on comparison with similar programs in terms of content, target audience, learning outcomes and cost) in the education and labor market (regional/national/ international).*

✓ *The organization demonstrates the effectiveness of training, the professional development of graduates and the potential relevance of the EP.*

Evidentiary part
The Academic Policy of BI University is a system of measures, rules and procedures for planning

and managing educational activities and effective organization of the educational process aimed at implementing student-oriented learning and improving the quality of additional education.

Basic information about the training courses being formed for the current calendar year is posted on the portal of BI-Group. The schedule of training sessions is approved by the Director of BI University and is posted on the information stands of BI University and on the internal portal of the Company. Information about the teachers who lead the classes, the schedule of consultations of teachers with indication of time and audience is placed on the stands of BI University and is contained in the work programs of the training courses.

Lecturers and trainers develop course curricula for all study programs at BI University. The list of short-term courses is formed at the request of the HR Department and individual units of the BI-Group. The placement of information on the portal and e-mail distribution for employees about training programs is carried out by the manager of BI University. The program of each course is available not only on the BI portal, but also on the information stands of BI University. The HR Manager collects applications (according to a template) from the Company's employees and generates lists of listeners. The signing of an agreement with the divisions on reimbursement of tuition costs is carried out by the Coordinator, the manager of BI University.

The learning trajectory is formed by the choice of training program modules and is determined depending on the set of required competencies at each workplace. The HR Manager acts as an adviser (over 96%).

When conducting courses at BI University, various types of student activities are used. Academic educational activities with a leading role of lectures and seminars, business games, simulation modeling, and analysis of specific professional situations are used as basic methods.

In the course of training in individual programs (MBA BI Group, PM School, IPMA), the method of design technologies is used, as a result of which a certain material object or an algorithm for its creation must be developed, as well as the necessary documentation and technology to solve important production tasks of the Holding and divisions. The project method involves the detailed development of the problem (technology), which should result in a real, practical result, formalized in one way or another and the protection of the project before the commission.

BI University tutors also use problem-based learning, in which students study the subject in the context of complex, multifaceted and close-to-reality problems (Effective Communication programs, Business communications, Management coaching, etc.). Working in groups, students are responsible for their group, the organization and direction of the learning process with the support of a tutor.

Analytical part

An analysis of accredited educational institutions for compliance with the criteria of the Standard "Educational program and learning outcomes" shows that the qualifications obtained by graduates upon completion are clearly defined, explained to students, and correspond to a certain level of NSQ. The site has full information about the EP and the academic degree/qualification awarded upon completion https://www.biu.kz/longterm. The labor intensity of accredited educational programs is clearly defined in astronomical hours.

During the visit, it was established that   BI University is constantly developing and updating the content of the EP and bringing them in line with the needs of the international labor market and the requests of stakeholders, however, this information in the context of the EP is not available on the website, and the results of training within the framework of the programs are not presented.

BI University's Academic Policy is aimed at improving the quality of education and implementing student-centered learning. The emphasis in the organization of the educational process at BI University is on active didactic management and control of learning, assessment of the quality of independent work of students, which fully corresponds to "student-directed or student-centered education". Criteria and methods for evaluating academic achievements are presented in the course handouts and are available to every student.

The results of the survey of students of BI University courses show high satisfaction with the level of teaching, the professional competence of teachers, the quality of the organization of practical, lecture

classes, and the organization of graduate design. The results of the questionnaire survey show 100% satisfaction on all these issues, during the interview, the members of the EEC also noted the high activity of BI University students.

The analysis of academic performance shows that, in general, academic performance in all long-term programs is quite high. Most of the students study "well" and "excellent" (more than 80%). According to the IPMA Program, students show the highest results. According to the BigEngineer Programs in the EDS direction, the best academic performance is noted in 2021, and in the ICC direction – in 2023.

Strengths/best practices:
The organization demonstrates the effectiveness of training, the professional development of graduates and the potential relevance of the EP.

Recommendations of the EEC:
Publish the list of EPs with the indication of learning outcomes on the website by January 2024.

The conclusions of the EEC according to the criteria:
• *Strong – 1*
• *Satisfactory – 6*
• *Suggest improvements – 0*
• *Unsatisfactory – 0*

6.4 "Standard Learner Admission, Performance, Recognition and Certification"
✓ *The organization has pre-defined, published and consistently applied rules governing all periods of the student's "life cycle", i.e. admission, academic performance, recognition and certification.*

✓ *The admission conditions are defined, take into account the characteristics of the target groups and support the achievement of the goals of the EP.*

✓ *The objectives of the EP are presented, accessible to students, and cover skills and professional competencies*

✓ *The organization should present the application of the "European Credit Transfer and Accumulation System" (ECTS) and the implementation of the modularity of the EP.*

✓ *The certificate and the application/transcript reflect the learning outcomes. Recognition of learning outcomes is applied taking into account the Convention on the Recognition of Qualifications Related to Higher Education in the European Region (Lisbon, 2017)*

Evidentiary part
The organization of the educational process is carried out in accordance with regulatory documents: the Law of the Republic of Kazakhstan "On Education" (July 2007), Standard Rules of activity of organizations implementing educational programs of additional professional education (Resolution of the Government of the Republic of Kazakhstan No. 94 dated February 3, 2005), as well as internal regulatory documents of the University. The provisions on training in the BIG ENGINEER, MBA BI Group Programs are regulatory factors operating within the Company and are available to all program participants in the corporate folder. The schedule of courses for students is also available on the internal portal. Each group of listeners is assigned to employees of the Corporate University unit, who help them navigate the educational space, perform the role of advisors, including individual consultations for listeners. They introduce students to the Rules of Internal Regulations, the rights and obligations of course participants, and the point-rating system for evaluating students' knowledge.

To enroll students in professional education programs (MBA-BI Group, Big Engineer, Big Service, IPMA), there are admission rules for the program approved by the Director of BI University. Recruitment is carried out according to the requests of the Holding Divisions and the HR Department's training plan. The list of students is formed by the HR Department and provided to the management of BI University.

In general, the structure of the contingent of students in long-term and short-term programs is stable. Information on the programs is presented in the tables.

The contingent of students enrolled in long-term training programs, people

No.	Program	2020	2021	2022
1	MBA BI Group	40	41	59
2	Big En Advanced	41	36	39
3	BIG CEP (Chief Engineers of the Project)	170/148	702/686	240/120
4	PreMBA	328	365	184
5	BIGen Basic	41/28	40/31	25/20
6	IPMA	31	41	96

The analysis of the student body for 2021 showed that employees of the Company's TOP management are trained mainly under the IPMA (65%), PreMBA (22%) and MBA BI Croup (15%) programs. The Company's IT specialists are trained mainly in the programs Big En Advanced (43%), BIG CEP (39%), BIGen Basic (9%)

The contingent of students enrolled in short-term training programs, people.

No.	Program	2020	2021	2022
1	Superpower of constructive criticism	-	177	-
2	Project management skills	55	-	-
3	Business game "Survival in the Arctic"	25	-	-
4	Leader of the trip "Personal effectiveness"	378	155	-
5	Professional accountant	-	48	-
6	Emotional intelligence	-	18	85
7	Client-centricity	-	58	150
8	Executive Development Project	-	-	51
9	Purposeful thinking in business	-	-	346
10	Developing the competence of EPC projects	15	12	18
11	Geodesy in construction	20	15	-

12	Waterproofing of parking lots	-	26	-
13	DipIFR Certification	-	-	20
14	CIMA P-2 Certification	10	8	-
15	Dojo School Training	164	-	-
16	Master class by Ramil Mukhoryapov	-	-	68
17	Accrual method and cash method	-	-	48
	Total:	667	517	786

Uniform learning standards have been established for all students. BI University programs are divided into groups available to staff depending on their position in the Company.

BI University has introduced uniform assessment criteria and conditions for conducting final knowledge control. For students of long-term programs, a prerequisite for completing their studies is to study all disciplines of the course, receive positive grades during intermediate control and final control of students' knowledge. Students who successfully complete the training program receive a diploma of a single standard for the assignment of qualifications.

Special attention at BI University is paid to students who, for one reason or another, do not cope with academic requirements. The dynamics of the number of students who interrupted the course of study is also changing, as is the recruitment, so in 2021 there were 73, and in 2023 there were 84 people. This category of students is given the opportunity to repeat the course program at the request of the HR Service.

BI University regularly conducts qualitative and quantitative analysis of statistical indicators of the student body. Unity BPM is used as a technology platform. The student contingent management system supports information interactions through electronic document management of the following structural units of BI University: accounting, HR Department, BI University units, Divisions.

Analytical part

On the website of BI University https://biu.kz/#rec478322538 information is provided regarding the applicable rules governing all periods of the student's "life cycle".

The conditions for admission to the EP are defined in the Regulations of the MBA BI Group.

Interviews with trainees confirmed that the objectives of the EP are presented, accessible to trainees, covering skills and professional competencies.

It should be noted that monitoring of students' academic performance/attendance according to training programs is regularly carried out at BIU. Expulsions of students, in the broadest sense, including all cases of dropping out of the university before graduation/certificates are a rather painful issue for BI University and the Company. The majority of students are employees of the Company – 80%. The main task of BI University is to meet the needs of the Company's employees in improving their educational level, obtaining professional competencies, which contributes to increasing the competitiveness of the Company.

At the same time, during the visit it was revealed that there is a decrease in the contingent of BI University students, so if in the periods from 2012 to 2017 the average contingent was up to 600, then over the past 2-3 years it has significantly decreased to 200 people per program, and there is also a problem of non-recognition of BI University certificates by third-party companies.

Strengths/best practices:

According to this standard, no strengths have been identified.

14

Recommendations of the EEC:

Expand the ways to inform stakeholders about any planned or undertaken actions in relation to EP and ensure their implementation and monitoring to increase the number of BI University students. Publish the changes on the BI University website on an ongoing basis.

The conclusions of the EEC according to the criteria:
• *Strong – 0*
• *Satisfactory – 5*
• *Suggest improvements – 0*
• *Unsatisfactory – 0*

6.5 Standard "Student-centered learning, teaching and assessment"

✓ *The organization ensures the adequacy and feasibility of the individual plan of students, their active role in the joint construction of the educational process, and also takes into account the interests, needs and characteristics of students.*

✓ *The organization flexibly uses various teaching and learning methods, including innovative ones, which allows faster progress in learning.*

✓ *Educational and methodological materials of the EP, criteria for evaluating educational achievements are relevant and available to students in electronic form, focused on learning outcomes.*

✓ *The rules and forms of monitoring and evaluation of academic achievements correspond to the planned learning outcomes. The organization ensures that the set learning outcomes are achieved by the students.*

✓ *The organization conducts regular feedback with students in order to identify the degree of satisfaction with the quality and learning environment.*

Evidentiary part

At the BI-Group Corporate University, education is regulated on the basis of Academic Policy, procedures for the development, approval and implementation of educational programs have been developed, thanks to which the quality of programs is ensured and student-centered learning is achieved.

Regulatory documents corresponding to this standard are posted at https://forms.gle/qaxzx5JuKjDqiHSKA . Responsible for the development, formation and storage of a set of documents is the University Development Department, which is approved by the BI University Academic Council, and the Director of BI University.

In the course of work on the content of the EP, the following tasks are solved:

- determination of the full list of EP disciplines (disciplines of compulsory component, disciplines of students' choice);

- provision of the necessary integrity of the educational program, combining the fundamental nature of training with the interdisciplinary nature of professional activity of a specialist;

- determination of the ratio between the classroom load and independent work of students;

- establishment of an appropriate ratio between the theoretical and practical components of the content of education;

- determining the most effective types of training sessions, educational technologies, etc. from the point of view of achieving the set goals.

The report provides detailed information on ensuring the quality system of educational and didactic materials. All syllabuses are compiled on the basis of the necessary criteria, which can be adjusted, various forms of expertise are involved in the study of the best syllabus models.

The best teaching staff are attracted to the university, who prepare a high-quality educational and methodological complex. Teaching staff are constantly trained to find the best syllabus models and improve teaching methods.

The report provides detailed information on the developed assessment procedures for students. All procedures are clear and accessible.

It is noteworthy that the top management of the Company is involved in the development of the EP. The HR Department forms a strong base, based on interviews, a list of priority training topics is formed, a model of corporate competencies is formed, then a portfolio of short-term courses is formed and adjustments are made to the courses of long-term educational programs.

Analytical part

In the course of its work, the commission confirms that BI University has developed an academic policy of a student-oriented approach. In general, BI University's educational programs are designed for internal employee training and are based on a single concept and methodology covering all levels of managers and middle and senior level specialists. It is noteworthy that in addition to BI University employees, representatives of the Company, HR Services, its divisions, leading specialists and managers are directly involved in the development of Educational Programs. Students also take an active part in the development of educational programs, make their suggestions and recommendations. Which are dominant in the organization of courses and the involvement of trainers.

Each Educational Program is developed and discussed with representatives of all stakeholders, as well as all educational programs, correspond to the goals and are consistent with the mission of the organization

Since 2016, professional standards developed by Atameken National Chamber of Entrepreneurs of the Republic of Kazakhstan on construction and related fields of professional activity have been taken into account in the development of the EP.

When developing EP programs at BI University, special attention is paid to the quality of the EP, systematic work is carried out on the design of the EP. The EP is based on the modular principle, which characterizes a flexible approach, mobile, the module is focused on achieving the appropriate planned learning outcome, i.e. competence. For example, modules are highlighted in the BIG En EP: Construction Production Technology, Personal Efficiency, and Instrumental Methods in Project Management.

The university has created an educational environment that focuses on independence in the selection of modules, teaching staff, while clear criteria and procedures are outlined.

The report reflects the classifications obtained as a result of the development of programs.

The Commission was convinced that the process of updating the EP depends on the needs of the Company and the corporate order for new EP, for example, a Pre MBA management training program was developed, which included courses in management, marketing and sales management, accounting and finance, personnel management and legal courses. The program is intended for employees of engineering, technical and administrative management activities at the Middle-1 and Middle-2 levels, employees of the Middle 1 and Middle-2 levels with corporate experience of at least 1 year, employees from the list of successors applying for leadership positions

Control procedures have been defined to ensure the quality of educational programs, to undergo external and internal expertise.

Appropriate procedures have been developed to monitor the quality of the EP, and various policies have been prescribed to determine students' satisfaction with the quality of the EP. For example, quality control of the development of an educational program includes ongoing monitoring of academic performance, intermediate certification of students, and state final certification.

The report presents the training system at BI University with its own levels of organizational hierarchy of management.

It should be noted that the analysis of documents, as well as interviews with focus groups, showed the implementation of educational programs mainly in Russian, there is no methodological content in the state language.

An important component of the quality assurance system of education at BI University is its fundamental openness**.** There are all the necessary tools, policies, and regulatory documents for an effective, continuous mechanism for internal quality assessment and examination of educational programs. On the Company's website https://company.bi.group/kz/bi-university a special section provides

information on the educational activities of BI University. At the moment, systematic work is being carried out to improve the site and the internal platform.

Strengths/best practices:
According to this standard, no strengths have been identified.

Recommendations of the EEC:
Carry out work on the implementation of the EP in the state language, which will significantly strengthen the university in the market of additional education. Prepare a plan for the implementation of programs in the state language by June 2024.

The conclusions of the EEC according to the criteria:
• *Strong – 0*
• *Satisfactory – 5*
• *Suggest improvements – 0*
• *Unsatisfactory – 0*

6.6. Standard "Teachers"

✓ *The organization has objective and transparent recruitment and professional development processes for teachers and staff to ensure the competence of teachers to achieve the planned learning outcomes.*

✓ *The organization demonstrates the compliance of academic and pedagogical qualifications and professional experience of teachers with the requirements and tasks of the EP and the ability to flexibly adapt to changing requirements.*

✓ *The organization provides internal interaction and cooperation of teachers on a systematic basis in order to develop and integrate the components of the EP (modules/disciplines) to its goals and planned learning outcomes.*

✓ *The organization demonstrates the use of various methods to motivate teachers to make extensive use of innovations and advanced technologies.*

✓ *The organization has developed and implements a program for the professional development of teachers and staff (both professional and pedagogical qualifications); assessment and recognition of their academic activities.*

✓ *The organization is responsible for the quality of the work of teachers and staff and the provision of favorable conditions for their effective work.*

Evidentiary part
The members of the EEC have carefully studied the issue of implementing the Standard "Teachers" at the university. Achieving the mission and vision of BI University involves the development of key competitive advantages, among which human resources occupy a significant place.

The Personnel Policy of BI University, which is a structural unit of the BI Group Holding, is implemented in accordance with the requirements of the legislation of the Republic of Kazakhstan and proceeds from the provisions of the BI University BI Group Development Strategy for 2020-2025, the Personnel Policy of BI Group for 2020-2025.

The Code of Ethics of the BI-Group Corporate University has been developed and approved, which was adopted by the decision of the Academic Council and approved by the order of the Director of the University (05.12.2012) and re-approved on 30.03.2017. The Code of Ethics was developed and posted on the bi.portal internal portal and on the BI University information stand.

Comprehensive system of certification of teaching staff has been developed: mechanisms and criteria have been provided. The Talent Review Methodology is used to identify the most promising internal coaches from among the Company's employees who have the necessary potential to ensure further professional growth at the university. The result of the capacity assessment procedure is: employee ratings and teaching staff, Individual reports on individual employees, creation of a

"competence profile".

The assessment of the pedagogical activity of lecturers and trainers is carried out in the form of a questionnaire of listeners after each training course. The questionnaire is based on the set "quality standards": the training course is well structured, students can easily highlight the main thing;   the lecturer knows the course material, is fluent in it and teaching methods;   the students understand and accept the teacher, and are generally satisfied;   the lecturer is pleased to work with students and help them master the proposed course.

Since almost all lecturers and coaches at BI University are employees hired on the basis of individual employment contracts, they do not make individual work plans. For internal trainers, the HR Department draws up an individual development plan, which is a program of actions (activities) to develop specific skills necessary to achieve the set development goals

Analytical part

The Personnel Policy of BI University is implemented in accordance with the requirements of the legislation of the Republic of Kazakhstan and is based on the provisions of the BI University BI Group Development Strategy for 2020-2025, BI Group Personnel Policy for 2020-2025.

The purpose of the Personnel Policy is to create a system for the formation, development and management of the university's personnel with a high level of professionalism. During the interview, the members of the EEC revealed that the implementation of the Personnel Policy implies the responsibility, first of all, of the heads of BI University, line managers who are responsible for personnel management, using the proposed HR tools in order to motivate staff.

The formation of the teaching staff is carried out in strict accordance with the qualification requirements for universities. During the interview, it was revealed that the average age of teaching staff at the university is 51 years, including candidates of sciences – 52 years, associate professors – 55 years, doctors of sciences, professors – 59 years.

The necessary information on conducting a systematic assessment of the quality of education through a questionnaire was provided during the EEC. The questionnaire is based on the set "quality standards. The results of the survey show that, in general, the satisfaction of listeners is 91%. The remaining 9% are not always satisfied with the teaching methodology, presentation of the material and the degree of mastering the course.

During the interview and in the report, it is reflected that individual work plans of teaching staff are not drawn up, since all lecturers and coaches of BI University are employees hired on the basis of individual employment contracts. The HR Department draws up an individual development plan for internal trainers. Systematic work is carried out according to this standard, all policies have been developed.

The organization has a well-developed system of professional development and professional development. It is noteworthy that the training of BI University employees who are internal lecturers at advanced training courses can be carried out both on the basis of BI University itself, as well as in specialized training centers of the Republic of Kazakhstan. Priority areas of professional development for the lecturers have been identified.

The formation of the teaching staff is carried out in strict accordance with the qualification requirements for universities of the Republic of Kazakhstan. The main mission of the BI University teacher and employee is self-development; self-education; self-improvement; constant replenishment and updating of their knowledge in order to master the breadth and consistency of thinking.

The requirements for internal coaches are spelled out in the Regulations on Internal Coaches. Managerial experience, age limit, work experience in the company. They are trained and certified. Coaches-external experts give an assessment of the potential.

External software trainers are selected based on recommendations and ratings at various tender sites.

The Talent Review Methodology is used to identify the most promising internal coaches from among the Company's employees who have the necessary potential to ensure further professional growth at the university.

The confirmation of the level of competence of teachers is the effectiveness and quality of teaching, assessed at BI University by conducting open training sessions, mutual visits to classes, as well as conducting a questionnaire on the quality of courses on the internal bi.portal. The results of these activities serve as a basis for extending the labor contracts of teaching staff.

Strengths/best practices:
According to this standard, no strengths have been identified.

Recommendations of the EEC:
Involve teaching staff on an ongoing basis to conduct classes in the state language, as well as to publish information on coaches, teachers and disciplines on the website.

The conclusions of the EEC according to the criteria:
• *Strong – 0*
• *Satisfactory – 6*
• *Suggest improvements – 0*
• *Unsatisfactory – 0*

6.7 Standard "Educational resources and student support system"

✓ *The organization ensures that the necessary, accessible and relevant educational resources are available. Educational and methodological materials are relevant and correspond to the content of the EP.*

✓ *Material, financial, information resources and student support services are sufficient to implement the EP and achieve the planned learning outcomes. The quantity and quality of media, laboratory and IT equipment of classrooms meet the needs of the EP.*

✓ *The organization regularly evaluates and updates the material and technical equipment and equipment for their compliance with the requirements of the EP and ensuring the quality of training.*

✓ *The organization creates conditions for teachers and students to make extensive use of existing and new information and communication technologies in the educational process, in self-study, communication with colleagues, and also provides access to relevant training data and information systems.*

✓ *Teachers have access to the resources necessary for planning and implementing teaching methods, evaluating students, and developing innovations in training programs. Teachers and staff, including the curator of the EP, provide academic and consulting support to students on a regular basis.*

✓ *The provided learning conditions and student support are available and ensure the achievement of the planned learning outcomes.*

Evidentiary part
BI University has the necessary material resources for the high-quality implementation of educational programs. All classrooms meet the requirements of sanitary standards, fire safety and fully ensure the implementation of curricula and programs. The members of the EEC are provided with information containing information about the Financial Strategy of BI University. There are regulatory documents, policies that are approved annually by the Academic Council, estimates of income and expenses. The University consistently fulfills the approved estimates. To support the educational process, there is the necessary equipment, educational equipment and a library, the staff has developed an internal LMS platform.

The University budget is drawn up for 1 calendar year on the basis of corporate orders and approved by the Director of BI University and a member of the Board of Directors. The report shows the dynamics of growth in the provision of paid services in the context of years. For example, the Pre MBA Program in 2021 (fact) was KZT 1,250,000, 2022 (fact) - 2,680,000, in 2025 it is planned to be KZT 2,898,688.

The infrastructure of BI University is an office space in a modern Class A business center located at

the address: Saraishyk str., Astana. The total area of the operated premises is 1,020 m2, of which classrooms and halls are 579 m2, staff offices and common areas are 120 m2. The material and technical base of the university corresponds to. Information is provided on the number of computers of the latest generation on the balance sheet of BI University in the context of 5 years.

Internet access is provided with a data transfer rate of 100 Mbit/sec. The BI University library has more than 8000 pieces of paper media and more than 100 electronic media.

Financial strategy of BI University includes: strategy of financial resources formation, strategy of financial resources distribution, strategy of financial security of the organization, strategy of improving the quality of financial activity management, which allows to form the needs of the university as a basis for action, reveals the uniqueness and potential of BI University.

The company has its own internal electronic portal located at: biu.kz; website and LMS at https://lms.bi.group .

Analytical part

Classrooms are equipped with modern technical training facilities. BI University has all the conditions for the provision of educational services. To effectively support the educational process, the management annually develops a plan of financial and economic activities in accordance with legislative requirements.

When conducting interviews with the members of the EEC, sufficient information is provided to understand the structure of financial resources and to understand the Financing Policy of the organization. BI University's expenses are financed from funds received for the provision of paid educational services. Currently, there is a stable trend of increasing the university's income.

The members of the EEC revealed that the university has opportunities for further improvement of educational activities.

BI University has a competitive remuneration system, a differentiated payment system is used. Various types of remuneration are used: direct financial remuneration; indirect financial incentives (which includes BI University programs on social protection of employees); non-material incentives. The report presents the schemes of the BI University Employee Compensation Fund, Expenses for social programs. From 2023 onwards, BI University predicts an increase in the salary fund of at least 7% annually based on the staffing of existing and newly hired staff.

According to the Charter, the University's Academic Council participates in collegial financial management at BI University. BI University's financial strategy is sustainable, based on the principles of transparency, and the Company's portal reflects the activities of relevant services.

The BI University Library is a collection of the latest business literature by the world's leading authors on various topics.

Educational and business literature is updated systematically, there is a vision of the organization. The report contains various tables: New arrivals by type of literature: books.

The university has created a modern material and technical base, the university's network infrastructure is developing, the largest acquisition occurred in 2020, which amounted to 48% of the total amount of expenses for the 3 years under review.

A survey is systematically conducted among students, lecturers and staff of BI University on the issue of satisfaction and equipment with computer technology and the use of information technology. The survey results also show that 74% of students consider the technical equipment of the educational process to be the strength of the university, 98% of students have computer equipment at home (which allows them to do independent work) and 92% of students are active Internet users.

Strengths/best practices:

The organization regularly evaluates and updates the material and technical equipment and equipment for their compliance with the requirements of the EP and ensuring the quality of training.

Recommendations of the EEC:
None.

The conclusions of the EEC according to the criteria:
- *Strong – 1*
- *Satisfactory – 5*
- *Suggest improvements – 0*
- *Unsatisfactory – 0*

6.8 Standard "Public Awareness"

✓ *The organization informs the public about its activities (including in the context of the EP). The information provided is clear, reliable, objective, relevant and accessible.*

✓ *The organization uses a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested parties.*

✓ *The organization demonstrates the reflection on the web resource of information characterizing the organization as a whole and in the context of the EP. Information about the EP (admission requirements and procedures, program components (modules/disciplines), final control and evaluation procedures, etc., is properly documented and published taking into account the specific needs of students.*

✓ *The organization informs the public about the results of monitoring the implementation of the OP, the results of the analysis of feedback from stakeholders, and an external assessment of the quality of the OPVE/EP.*

✓ *The organization demonstrates transparency and legal certainty of contractual relations between OPVE and students, OPVE and teachers.*

Evidentiary part

The information policy of BI University provides for openness towards society, establishing public relations with contractor companies.

The main sources of information about the mission, goals and objectives of the university and the degree of their achievement are materials on the activities of BI University, presented via Internet resources in the state and Russian languages:
- official website of BI University https://biu.kz/
- the official website of the BI Group Holding https://company.bi.group/ru/structure
- Internal portal BI Life https://life.bi.group/
- social network:
- Instagram @bi.university
- Facebook BI University
- Telegram channel @bi.university

In addition to information about BI University courses, users of the site www.biu.kz information about guest meetings, the latest news, and registration for expected courses and programs are available.

BI University promptly informs all interested parties in writing about the acceptance of documents for long-term programs, as well as heads of departments, HR Service, and also posts an announcement through internal resources.

Analytical part

The main sources of information about the mission, goals and objectives of the university and the degree of their achievement are materials on the activities of BI University, presented via internet resources in the state and Russian languages are the official website of BI University https://biu.kz/; official website of the BI Group Holding https://company.bi.group/ru/structure ; internal portal BI Life https://life.bi.group/ and social networks.

Information about the calendar of the educational process is available on the website www.biu.kz freely available, indicating the date and time, the city of the training, the module/program, the format and duration of the training.

BI University promptly informs all interested parties in writing about the acceptance of documents for long-term programs, as well as heads of departments, HR Service, and also posts an announcement

through internal resources.

BI University admission rules are contained in the Program Regulations, which are posted on the BI Cloud internal portal and are available to the trainees for review. However, the members of the EEC note that there is no information on the site in the context of courses on content, assessment policy, and program conditions. In most cases, everything is discussed in a working manner with the students in the format of recommendations on the program and the implementation of individual plans, and there is no way to independently determine the need and assess the professional need to complete the course, as a rule, the management recommends and is accepted by the students.

Strengths/best practices:
According to this standard, no strengths have been identified.

Recommendations of the EEC:
On the BI University website, post information about educational programs indicating the requirements, final control procedures, and learning outcomes by December 2024.

The conclusions of the EEC according to the criteria:
• *Strong – 0*
• *Satisfactory – 4*
• *Suggest improvements – 1*
• *Unsatisfactory – 0*

6.9 Standard "Continuous monitoring and periodic evaluation of the program"

Evidentiary part
BI University constantly updates the EP in accordance with the amendments and additions to regulatory legal acts in various fields of economics, construction and industry. Administrative management is based on the creation of a highly effective organizational structure focused on ensuring stable links between departments implementing educational, methodological, and business activities to achieve the goals defined in the BI University Development Strategy.

Administrative staff is responsible for the high-quality support of business processes for the provision of educational activities, the lecturing staff is responsible for the quality of teaching activities, teaching materials, compliance of the educational process with the goals and educational results of the relevant educational programs. Thus, during the self-assessment of management and efficiency, it was determined that the organizational, functional, staff structure of BI University corresponds to the mission, goals and objectives of the university, the organizational and managerial structure is built in accordance with modern norms and rules of effective management. BI University documentation, processes and procedures are standardized. There are sufficient qualifications of the Director and the Academic Council to ensure leadership and effective educational leadership.

The monitoring of activities in the study of the role of BI University for students has determined that BI University helps students to master educational programs, learning resources meet the interests of students. The activity of BI University is aimed at the implementation of educational and professional programs of various levels of education and training of specialists. Educational programs at the university are formed in accordance with the National Qualifications Framework, professional standards agreed with the Dublin Descriptors and the European Qualifications Framework, as well as taking into account the trend in the development of the economy of the country and the region, modern requirements of consumers of educational services and the construction labor market for the quality of training and the content of these programs.

It should be noted that BI implements a quality assurance system based on an approved strategy, procedures and mechanisms through which it monitors the effectiveness of the system it has created. The qualifications obtained as a result of mastering educational programs are clearly defined and comply with the requirements of current legislation.

Analytical part

BI University's activities are carried out in accordance with the University Development Strategy for 2021-2025, which states the mission, goals, objectives and long-term vision of the university, reflecting its place and role in socio-economic and educational development. The BI University Development Strategy is symmetrical to the main conceptual documents of the Republic of Kazakhstan, it is a basic document for improving planning and efficiency at the university.

The members of the EEC note that BI University is developing a quality assurance system in accordance with European standards for quality assurance of educational programs. At the same time, there are certain elements of this system, such as the regulation on the point-rating system for evaluating students' knowledge (approved on 24.01.2015), internal examination of the quality of educational programs performed using special algorithms that include feedback mechanisms by listeners and lecturers, trainers; monitoring and auditing of short-term and long-term educational programs in the process of their implementation; external expertise from the professional community and employers (taking into account and analyzing the opinions of employers, course participants and other subjects of the educational process).

At the same time, the education quality assurance system should function as a continuous cycle of internal measures and external evaluation procedures aimed at improving quality, however, it should be noted that despite the existence of separate procedures, there is no systematic approach to the monitoring procedure and determining further measures based on the monitoring results. For example, there is a lack of understanding of the key performance indicators of the implementation of the EP. At the institutional level, the monitoring procedure does not have formal support and description of the algorithm, taking into account all possible performance indicators.

Strengths/best practices:
According to this standard, no strengths have been identified.

Recommendations of the EEC:
The management of BI University should develop and approve mechanisms for collecting information within the framework of monitoring, indicating key performance indicators by March 2025.

Make a plan for monitoring educational programs, taking into account the mission, planned learning outcomes and opportunities for effective implementation of the EP. Deadline is January 2025.

The conclusions of the EEC according to the criteria:
• *Strong – 0*
• *Satisfactory – 3*
• *Suggest improvements – 2*
• *Unsatisfactory – 0*

(VII) OVERVIEW OF STRENGTHS/BEST PRACTICES FOR EACH STANDARD

Standard "Strategic Development and Quality Assurance"
According to this standard, no strengths have been identified.

Standard "Leadership and Management"
According to this standard, no strengths have been identified.

Standard "Educational program and learning outcomes"
The organization demonstrates the effectiveness of training, the professional development of graduates and the potential relevance of the EP.

Standard "Learner Admission, Performance, Recognition and Certification"
According to this standard, no strengths have been identified.

Standard "Student-centered learning, teaching and assessment"
According to this standard, no strengths have been identified.

Standard "Teachers"
According to this standard, no strengths have been identified.

Standard "Educational resources and student support system"
The organization regularly evaluates and updates the material and technical equipment and equipment for their compliance with the requirements of the EP and ensuring the quality of training.

Standard "Public Awareness"
According to this standard, no strengths have been identified.

Standard "Continuous monitoring and periodic evaluation of the program"
According to this standard, no strengths have been identified.

(VIII) OVERVIEW OF RECOMMENDATIONS FOR QUALITY IMPROVEMENT

Standard "Strategic Development and Quality Assurance"
Develop criteria for quality assurance indicators and systematize quality management procedures. Deadline is December 2024.

Standard "Leadership and Management"
Formalize the process of allocating those responsible for business processes, an unambiguous distribution of staff responsibilities. Deadline is January 2025.
Work out the internal regulations on the work of collegial management bodies with an indication of the function. Involve stakeholders in the composition of collegial bodies. Deadline is until January 2025.
Organize advanced training courses under the program "Management in Education" for the heads of BI University by March 2025.
At a meeting of collegial bodies in 2024, to consider the issue of entering the market of educational services within the framework of additional education in Kazakhstan.

Standard "Educational program and learning outcomes"
Publish the list of EPs with the indication of learning outcomes on the website by January 2024.

Standard "Learner Admission, Performance, Recognition and Certification"
Expand the ways to inform stakeholders about any planned or undertaken actions in relation to EP and ensure their implementation and monitoring to increase the number of BI University students. Publish the changes on the BI University website on an ongoing basis.

Standard "Student-centered learning, teaching and assessment"
Carry out work on the implementation of the EP in the state language, which will significantly improve the positioning of the university in the market of additional education. Prepare a plan for the implementation of programs in the state language by June 2024.

Standard "Teachers"
Involve teaching staff on an ongoing basis to conduct classes in the state language, as well as to publish information on coaches, teachers and disciplines on the website.

Standard "Educational resources and student support system"
None.

Standard "Public Awareness"
On the BI University website, post information about educational programs indicating the requirements, final control procedures, and learning outcomes by December 2024.

Standard "Continuous monitoring and periodic evaluation of the program"
The management of BI University should develop and approve mechanisms for collecting information within the framework of monitoring, indicating key performance indicators by March 2025.
Make a plan for monitoring educational programs, taking into account the mission, planned learning outcomes and opportunities for effective implementation of the EP. Deadline is January 2025.

(IX)   OVERVIEW OF RECOMMENDATIONS FOR THE DEVELOPMENT OF THE ORGANIZATION OF EDUCATION

None.

(X)   RECOMMENDATION TO THE ACCREDITATION COUNCIL

The members of the EEC came to the unanimous opinion that BI University LLP is recommended for accreditation for a period of 5 years.

Annex 1. Evaluation table "INSTITUTIONAL PROFILE PARAMETERS"

No.		International IAAR Standards ESG Part 1.	Position of the educational organization			
			Strong	Satisfactory	Suggests improvement	Unsatisfactory
Standard 1. STRATEGIC DEVELOPMENT AND QUALITY ASSURANCE POLICY						
1.	1	The organization demonstrates the development of its own mission, vision, development strategy and quality assurance policy based on the analysis of external and internal factors with the broad involvement of various stakeholders.		+		
2.	2	The organization demonstrates the functioning of an internal quality assurance system		+		
3.	3	The organization implements EP management processes in accordance with the Quality Assurance Strategy and Policy, and is responsible for the quality of the EP as a whole.		+		
4.	4	The organization demonstrates consistency in reviewing the development strategy and quality assurance policy, improving the internal quality assurance system.		+		
Standard 2. LEADERSHIP AND MANAGEMENT						
5.	1	The organization implements the management processes of OPVE/EP, including planning and resource allocation, in accordance with its mission and strategy.		+		
6.	2	The organization guarantees the availability of appropriate administrative and academic staff, employees for the implementation of the EP, proper management and allocation of resources.		+		
7.	3	The organization demonstrates a clear definition of those responsible for business processes, an unambiguous distribution of staff responsibilities, differentiation of functions of collegial bodies, involvement of key stakeholders in the work of collegial management bodies, innovation management within the framework of OPVE/EP management.		+		
8.	4	The organization demonstrates the development of annual activity plans based on the development strategy, conducting an analysis of the effectiveness of changes, including within the framework of OPVE/EP management.		+		

9.	5	The organization demonstrates a mechanism for identifying risks and making decisions based on them, as well as a procedure for regularly checking the effectiveness of implemented decisions and activities.		+		
10.	6	The organization demonstrates the openness and accessibility of managers and administration to students, teachers and other interested persons, as well as the training of management and employees in the "Management in Education" programs.			+	
Standard 3. EDUCATIONAL PROGRAM AND LEARNING OUTCOMES						
11.	1	The organization has mechanisms for the development and approval of an EP. The EP is designed in accordance with the set goals, including learning outcomes. The general structure, composition and duration of the EP are described, the components are clearly established, practice and theory are integrated, and the requirements of national legislation are taken into account.		+		
12.	2	The learning outcomes of the EP are clearly defined, explained and take into account the national qualifications framework, and the qualifications framework in the European Higher Education Area (FQ-EHEA).		+		
13.	3	The development and updating of the content of the EP is carried out in accordance with the needs of the international labor market and the requests of stakeholders: the state, society, the employer and the student.		+		
14.	4	The content of the program and its components (modules/disciplines) are logically linked, take into account professional standards and scientific achievements in the subject area of knowledge and are focused on learning outcomes.		+		
15.	5	The types of educational activities carried out, teaching methods, interdisciplinarity and practice orientation of the EP components, cooperation with scientific and educational organizations ensure the achievement of learning goals and results.		+		
16.	6	The organization demonstrates the competitive advantages of the EP (based on comparison with similar programs in terms of content, target audience, learning outcomes and cost) in the education and labor market (regional/national/ international).		+		
17.	7	The organization demonstrates the effectiveness of training, the professional development of graduates and the potential relevance of the EP.	+			
Standard 4. STUDENT ADMISSION, ACADEMIC PERFORMANCE, RECOGNITION AND CERTIFICATION						
18.	1	The organization has pre-defined, published and consistently applied rules governing all periods of the student's "life cycle", i.e. admission, academic performance, recognition and certification.		+		
19.	2	The admission conditions are defined, take into account the characteristics of the target groups and support the achievement of the goals of the EP.		+		
20.	3	The objectives of the EP are presented, accessible to students, and cover skills and professional competencies		+		

21.	4	The organization should present the application of the "European Credit Transfer and Accumulation System" (ECTS) and the implementation of the modularity of the EP.		+		
22.	5	The certificate and the application/transcript reflect the learning outcomes. Recognition of learning outcomes is applied taking into account the Convention on the Recognition of Qualifications Related to Higher Education in the European Region (Lisbon, 2017)		+		
Standard 5. STUDENT-CENTERED LEARNING, TEACHING AND ASSESSMENT						
23.	1	The organization ensures the adequacy and feasibility of the individual plan of students, their active role in the joint construction of the educational process, and also takes into account the interests, needs and characteristics of students.		+		
24.	2	The organization flexibly uses various teaching and learning methods, including innovative ones, which allows faster progress in learning.		+		
25.	3	Educational and methodological materials of the EP, criteria for evaluating educational achievements are relevant and available to students in electronic form, focused on learning outcomes.		+		
26.	4	The rules and forms of monitoring and evaluation of academic achievements correspond to the planned learning outcomes. The organization ensures that the set learning outcomes are achieved by the students.		+		
27.	5	The organization conducts regular feedback with students in order to identify the degree of satisfaction with the quality and learning environment.		+		
Standard 6. TEACHERS						
28.	1	The organization has objective and transparent recruitment and professional development processes for staff to ensure the competence of teachers to achieve the planned learning outcomes.		+		
29.	2	The organization demonstrates the compliance of academic and pedagogical qualifications and professional experience of teachers with the requirements and objectives of the EP and allows flexible adaptation to changing requirements.		+		
30.	3	The organization provides internal interaction and cooperation of teachers on a systematic basis in order to develop and integrate the components of the EP (modules/disciplines) to its goals and planned learning outcomes.		+		
31.	4	The organization demonstrates the use of various methods to motivate teachers to make extensive use of innovations and advanced technologies.		+		
32.	5	The organization has developed and implements a program for the professional development of teachers and staff (both professional and pedagogical qualifications); assessment and recognition of their academic activities.		+		

33.	6	The organization is responsible for the quality of the work of teachers and staff and the provision of favorable conditions for their effective work.		+		
Standard 7. EDUCATIONAL RESOURCES AND STUDENT SUPPORT SYSTEM						
34.	1	The organization ensures that the necessary, accessible and relevant educational resources are available. Educational and methodological materials are relevant and correspond to the content of the EP.		+		
35.	2	Material, financial, information resources and student support services are sufficient to implement the EP and achieve the planned learning outcomes. The quantity and quality of media, laboratory and IT equipment of classrooms meet the needs of the EP.		+		
36.	3	The organization regularly evaluates and updates the material and technical equipment and equipment for their compliance with the requirements of the EP and ensuring the quality of training.	+			
37.	4	The organization creates conditions for teachers and students to make extensive use of existing and new information and communication technologies in the educational process, in self-study, communication with colleagues, and also provides access to relevant training data and information systems.		+		
38.	5	Teachers have access to the resources necessary for planning and implementing teaching methods, evaluating students, and developing innovations in training programs. Teachers and staff, including the curator of the EP, provide academic and consulting support to students on a regular basis.		+		
39.	6	The provided learning conditions and student support are available and ensure the achievement of the planned learning outcomes.		+		
Standard 8. PUBLIC AWARENESS						
40.	1	The organization informs the public about its activities (including in the context of the EP). The information provided is clear, reliable, objective, relevant and accessible.		+		
41.	2	OPVE uses a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested parties.		+		
42.	3	The organization demonstrates the reflection on the web resource of information characterizing the organization as a whole and in the context of the EP. Information about the EP (admission requirements and procedures, program components (modules/disciplines), final control and evaluation procedures, etc., is properly documented and published taking into account the specific needs of students.			+	
43.	4	The organization informs the public about the results of monitoring the implementation of the OP, the results of the analysis of feedback from stakeholders, and an external assessment of the quality of the OPVE/EP.		+		
44.	5	OPVE demonstrates transparency and legal certainty of contractual relations between OPVE and students, OPVE and teachers.		+		

Standard 9. CONTINUOUS MONITORING AND PERIODIC EVALUATION OF THE PROGRAM						
45.	1	The organization monitors and periodically evaluates the continuing professional education program to ensure that its goal is achieved and that it meets the needs of students and society.		+		
46.	2	The organization has mechanisms for collecting and analyzing information about its activities, and uses the information obtained in the work of an internal quality assurance system. OPVE ensures the involvement of students and staff in the process of collecting, analyzing information and planning follow-up procedures When collecting information, the OPVE takes into account the following: - key performance indicators - information about the contingent of students - academic performance, student achievements and expulsion - satisfaction of students with the implementation of the EP, its content - availability of educational resources and student support services - professional development of graduates of the EP.			+	
47.	3	The organization constantly monitors the educational program based on the definition and implementation of the evaluation mechanism of the educational program, its content, taking into account the mission and planned learning outcomes, as well as the assessment of acquired knowledge and skills, available educational resources.			+	
48.	4	The results of monitoring and periodic evaluation of the EP, monitoring the requests of students and employers lead to continuous improvement of the EP. All interested parties are informed about the planned or undertaken actions in relation to the EP.		+		
49.	5	External evaluation is conducted in accordance with recognized quality standards on a regular basis, the results are brought to the attention of students and contribute to the quality improvement process.		+		
	Total		**2**	**43**	**4**	**0**