REPORT

on the results of the External expert commission's work for assessment of compliance with the standards for institutional accreditation of LLP "Central Asian Innovation University" in the period from November 11 to November 13, 2024

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External Expert Commission

Addressed to
Accreditation Council of the
IAAR

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of compliance with the standards for institutional accreditation
of LLP "Central Asian Innovation University"
in the period from November 11 to November 13, 2024

Shymkent, 2024

CONTENT

I. LIST OF SYMBOLS AND ABBREVIATIONS

RK – Republic of Kazakhstan

MSHE – Ministry of Science and Higher Education of the Republic of Kazakhstan

NQF – National Qualifications Framework of the Republic of Kazakhstan

IAAR – Independent Agency for Accreditation and Rating

ESG – Standards and Guidelines for Quality Assurance of the European Higher Education Area.

ECTS – European Credit Transfer and Accumulation System

CQASSHE – Committee for Quality Assuarance in the Sphere of Science and Higer Education of the Ministry of Science and Higer Education of the Republic of Kazakhstan

CAIU– LLP "Central Asian Innovation University"

HEI – Higher Education Institution;

Eec – External Expert Commission

AIS "Platonus" – automation information system "Platonus"

BD – Basic Disciplines

SAC – State Attestation Commission

SCES –State Compulsary Educationak Standard

UNT – Unified National Testing

IEP – Individual Education Plan

CC – Component of Choice

KKSON – Committee for Quality Assurance in the Sphere of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan

CTT – Credit Technology Training

CED – Catalog of Elective Disciplines

MEP – Modular Educational Programs

R&D – Research and Development

SRW – Scientific and Research Work

SRWS – Scientific and Research Work of Students

CC – Compulsory Component

GED – General Education Disciplines

EP – Educational Programs

MD – Major Disciplines

TS – Teaching Staff

WC – Working Curriculum

SIW – Students' Independent Work

SIWT – Students' Independent Work with a Teacher

MC – Model Curriculum

EMC – Educational and Methodical Complex

EMCD – Educational and Methodical Complex of the Discipline

PhD – Doctor/Doctorate of Philosophy

II. INTRODUCTION

In accordance with the order of the Independent Agency for Accreditation and Rating № 152-24-OD dated 09/23/2024, from November 11 to November 13, 2024, an external expert commission assessed the compliance of the university's activities with the requirements of the standards of institutional accreditation of higher and (or) postgraduate education of the IAAR (No. 57-20-OD dated June 16, 2020, sixth edition).

The report of the External Expert Commission (EEC) contains an assessment of compliance with the university's activities within the framework of the university's institutional accreditation to the IAAR's standards and criteria, recommendations of the EEC for further improvement of the parameters of the institutional profile.

Composition of the EEC:

Chairman of the EEC – Akpanbetov Darkhan Berikovich, Candidate of Technical Sciences, an associate professor, International University of Engineering and Technology (Almaty); *Off-line participation*

Foreign expert of IAAR – Toshmatov Mahmud Negmatovich, Candidate of Economic Sciences, Professor, Technological University of Tajikistan (Dushanbe, Republic of Tajikistan); *Off-line participation*

Expert of IAAR – Abilmazhinov Ermek Tolegenovich, Doctor of Technical Sciences, an associate professor of the NJSC "Shakarim University of Semey" (Semey); *On-line participation*

Expert of IAAR, *an employer* – Abdikadirova Akniet Maratovna, head of the human capital development department of NCE "Atameken" of Shymkent (Shymkent); *Off-line participation*

Expert of IAAR, *a student* – Amanbayeva Aliya Nurkenkizi, 3rd year student of EP "6B01404 Teacher of art and drawing" of NJSC "South Kazakhstan Pedagogical University named after Ozbekali Zhanibekov"; *Off-line participation*

Coordinator of IAAR EEC – Bekenova Dinara Kairbekovna, IAAR Project Manager (Astana); *Off-line participation*.

III. REPRESENTATION OF THE LLP "CENTRAL ASIAN INNOVATION UNIVERSITY"

The Limited Liability Partnership "Central Asian Innovation University" was established by the way of merger of two universities, the International University of Humanities and Technology and the Institute named after M. Saparbayev on March 2, 2021. Today, the rector of the University is Candidate of agricultural Sciences E.Z. Onlasynov. Legal address: 160013, Republic of Kazakhstan, Shymkent, the Al-Farabi district, A. Sasbukhayev Street, 119. Phone 53-56-95, fax 8 7252-37-12-86; 87252 53-56-95.

The founders are Zhurynov Galymzhan Muratuly, Saparbayeva Gulshara Sarsengalievna and Saparbayev Marat Mardanovich. The form of ownership is private.

Constituent documents:

- The Charter of the LLP "Central Asian Innovation University", approved by the General Meeting of the Founders on 02/08/2021;

- BIN 210240037049.

- Certificate of state re-registration of legal entity dated 02/24/2021;

State license № KZ161LAA00025036 dated 03/02/2021, issued by the Committee for Quality Assurance in the Sphere of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan.

The collegial governing body of the University is the Founders' Meeting, the Academic Council, and direct management is carried out by the rector.

The University provides high-quality education and provides a wide range of educational

services, introducing new learning technologies and expanding the base of scientific researches. University graduates compete freely in the labor market and successfully work in the most advanced ranks of the educational system in Kazakhstan and abroad. It should be noted that the main aims of the University's activities are: strengthening the teaching staff and all human resources, increasing the competitiveness of the university in the domestic and foreign markets of educational services, participation in international ratings, and the development of international cooperation. A cooperation agreement was signed with the State Institution "Tashkent Institute of Irrigation and Agricultural Mechanization Engineers" for organization and implementation of joint scientific research in the field of natural processes, in particular, the development of water-saving and other environmental technologies.

The University trains specialists in 15 bachelor's degree courses and 5 Master's degree courses. The number of students at the time of visit of the EEC of IAAR was: 855 master's degree students, 12214 bachelor's degree students. There are 467 teaching staff at the University. The material that allows to analyze the employment of graduates, to track their progress and career growth is collected on an ongoing basis. The average number of employed graduates in 2022 is 62%, in 2023 – 65.1%, in 2024 – 65.8%.

The total area of the university is 32 thousand square meters. There are 4 educational buildings, 1 dormitory with 274 beds, 2 indoor gyms, 3 open sports grounds, as well as an indoor swimming pool and a gym.

Graduates of CAIU have high professional competencies that allow them to quickly adapt to changing labor market conditions, and, as a rule, are highly employed. CAIU's activities are aimed at helping students to fulfill their own potential, to develop self-improvement skills, and to ensure the University's leading positioning at the national and international levels. The main priority of the CAIU's development is a formation of its own model of strategic planning, academic policy, personnel and financial management based on a high corporate culture.

The Central Asian Innovation University is a higher education institution that trains specialists of a new formation. The University regularly holds scientific and scientific-methodical, educational-methodical seminars, training seminars for young specialists, international scientific conferences with the invitation of scientists from Kazakhstan, near and far abroad, actively works with foreign partners to improve their skills and award language proficiency certificates in cooperation with TSU named after G.R. Derzhavin and etc.

The University has a special information resource through which information is disseminated, internal regulatory and methodological documents of the University used in the management of the university's activities are posted on the corporate electronic network, on the University's website and distributed on paper and electronic media to structural divisions www.caiu.edu.kz

The material and technical base fully ensures the implementation of all types of practical training and research work of students provided for in the university curriculum and complies with current sanitary, epidemiological and fire safety standards and regulations.

IV. DESCRIPTION OF THE EEC VISIT

The visit of the external expert commission to the LLP "Central Asian Innovation University" was organized in accordance with the program agreed in advance with the Chairman of the EEC in the period from November 11 to November 13, 2024.

In order to coordinate the work of the EEC on 08.11.2024, an introductory meeting was held, during which powers were distributed among the members of the commission, the visit schedule was specified, and an agreement was reached on the choice of examination methods.

In order to obtain objective information on the assessment of the University's activities, the members of the EEC used such methods as: visual inspection (online, offline), observation, interviewing employees of various structural divisions, teachers, students, graduates and employers, questioning the teaching staff and students.

The meetings of the EEC with the target groups were held in accordance with the specified

program of the visit, in compliance with the established time interval (Table 1). The University staff ensured the presence of all the persons indicated in the program of the visit.

Table 1 – Information about employees and students who took part in meetings with the EEC of LAAR

Category of participants	Quantity
Rector	1
Vice-Rectors on all types of activities	5
Heads of structural divisions	13
Deans	4
Heads of departments, heads of educational programs	11
Teachers	30
Students	32
Employers	30
Graduates	31
Total	**157**

V. DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

The result of the previous accreditation is the Decision of the Accreditation Council meeting of the Independent Agency for Accreditation and Rating (IAAR) from December 23, 2021, according to which the Central Asian Innovation University was recognized as having passed institutional accreditation (Certificate No. AA 0222 dated December 23, 2021) for a period of 3 years.

Based on the results of the institutional accreditation (October 12-14, 2021), an external expert commission formed a total of 36 recommendations on standards of institutional accreditation.

The results of the planned activities are reflected in the Action Plan of CAIU for the implementation of the recommendations of the EEC of IAAR based on the results of the assessment of the University's activities for compliance with the standards of institutional accreditation.

Post-accreditation monitoring of activities at the LLP "Central Asian Innovation University" was carried out within the framework of the action plan for the implementation of the recommendations of the EEC and was carried out in accordance with the requirements of the regulations on post-accreditation monitoring dated December 26, 2011.

The University has taken measures and actions that have contributed to improving the development of public awareness processes, the importance of the role of students in the educational and research activities of the university. According to the results of the post–accreditation monitoring of 36 recommendations: 32 recommendations were implemented by more than 100%, which is 88.9% of the total implementation, and 4 recommendations by 70-90%.

VI. COMPLIANCE WITH THE INSTITUTIONAL ACCREDITATION STANDARDS

6.1. Standard "Strategic Development and Quality Assurance"

• The university must demonstrate the development of a unique mission, vision and strategy based on the analysis of external and internal factors with the broad involvement of diverse stakeholders

• The university must demonstrate the orientation 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

• The university must demonstrate transparency in the processes of formation, monitoring and regular review of the mission, vision, strategy and quality assurance policy

> *• The university must have a published quality assurance policy, mission, vision and strategy.*
>
> *• The university develops documents on individual areas of activity and processes (plans, programs, regulations, etc.) specifying the quality assurance policy*
>
> *• The quality assurance policy should reflect the relationship between scientific research, teaching and learning*
>
> *• The university must demonstrate the development of a quality assurance culture*

The evidence part

The activities of the Central Asian Innovation University are carried out in accordance with the Strategic Development Plan of the University for 2024-2029, which defines the vision and mission, values of the CAIU, strategic directions of development, goals, target indicators and ways to achieve them (reviewed at the meeting of the Academic Council dated 31.01.2024, Protocol No. 6).

The mission: providing quality education through the development of innovative educational technologies and interaction with employers.

Vision: to become a leading university in Central Asia by adhering to an effective management system and using advanced technologies in teaching https://caiu.edu.kz/mission-vision-ru/

The main tools contributing to the achievement of the mission and vision are: the introduction of modern teaching methods into the teaching process; problem-based learning; the use of advanced, relevant and high-quality information; scientific research and in-depth study of various fields of pedagogical and social sciences, economics, as well as the practical application of various innovations and research developments and techniques.

CAIU's position in the educational services market can be assessed as one of the highest and most in demand in the region. Positioning is an integral part of the modern successful functioning of the university developing in a competitive environment in the educational services market. Compared with other leading universities in Kazakhstan, CAIU has such competitive advantages as the availability of an extensive selection of educational programes, a strong material and technical base, relatively low tuition fees, and a high level of automation of the teaching process; reliable partnerships with employers and social organizations, contributing to the expansion of practice bases, dual training and employment; the presence of language departments; active student life; a well-developed public awareness system.

Teachers, students, University staff, and members of student government bodies actively participated in the development of the CAIU's Strategic Plan for 2024-2029.

The strategic development plan has been drawn up taking into account possible risks and measures to manage them.

To achieve the strategic goals and objectives of CAIU, there are modern information and communication technologies, material and library resources that fully meet the needs of teaching staff, administrative and managerial staff and students.

Funds are allocated for the development of the material and technical base, for the qualitative renovation, expansion and functioning of the infrastructure. The results of the assessment dynamics of development of the university's material and technical resources are used in planning and budget allocation.

The University has libraries, including reading rooms, a book depository and a periodical department. The acquisition of publications is carried out by the method of purchases based on a pre-order order from the University departments, according to the recommended lists of educational literature. The library is equipped with computer equipment with an Internet connection. The university actively uses the library program KABIS, which provides comprehensive automation of library processes: acquisition of literature, creation and maintenance of a library catalog, systematization of processing of incoming publications, automation of the process of assigning inventory numbers and accounting of the library fund, acceleration of reference and library services, allows you to create an electronic library, keep records of users and book issues.

The University's quality policy is defined by the University's mission, the University's Strategic

Development Plan for 2024-2029, goals and objectives, and is aimed at ensuring high-quality educational services and scientific research.

The University's internal quality assurance system is based on a process approach, and includes the systematic identification and management of processes, as well as their interactions, in order to achieve expected results in accordance with the quality policy and strategic directions. The management of each process and the system as a whole is implemented in accordance with the requirements of the international standard ISO 9001.

Representatives of employers are involved in the work of collegial bodies on a temporary basis. Special attention is paid to the involvement of employers in the implementation of the EP by ensuring the integration of education and science, taking into account the priority areas of the republic's economy.

There is an increasing trend of direct participation of employers, students and teaching staff in the educational activities of the University.

Data collection and analysis facilitates improvement decisions, as well as corrective and preventive actions. Data analysis is carried out at all levels of the University. Management-level data analysis is performed once a year when the administration reviews the MQC in accordance with documented procedures.

Evaluation of effectiveness and efficiency of strategic goals and objectives is carried out on an ongoing basis according to the work plans of the Academic Council, as well as the work plans of the faculty and departments.

The analysis of performance indicators is carried out based on the results of each calendar year. Reports on the results of all activities are submitted to the Academic Council for approval.

The definition of the Quality Policy was accompanied by the development of a Regulation on the intra-university quality assurance system.

To achieve the main goal, the University pursues a policy of integrating the educational process and research activities, developing students through research activities and forming students' professional competence and ethical standards through the use of their own scientific results in teaching according to the EP agreed with employers, strategic partners of the University.

When implementing the quality policy, the university interacts with the business community. This, in turn, allows the university to choose the right trajectory in the process of training students in order to graduate with exactly the list of professional skills that are in demand in the labor market today. The mechanisms of interaction between universities and business communities are in many ways similar to the mechanisms of a market economy: universities respond by offering graduates, research and organizational work, to the corresponding demand generated by the national economy and business structures.

Innovative teaching methods are actively used in the educational process. The classrooms have interactive whiteboards and projectors, with the help of which teachers during classes can show slides, multimedia lectures, etc.

Elements of students' research work are also present in writing research papers, projects, essays, etc.; in practical and laboratory classes, when doing independent work, and writing master's theses, the purpose of which is to further develop the student's creative and cognitive abilities, and as the final stage of a student's education at a university is aimed at consolidating and expanding theoretical knowledge, and in-depth study the chosen topic.

As part of the internal policy, much attention is paid to the principles of academic integrity, tolerance towards employees and students, and anti-corruption policy.

Analytical part

The EEC experts of the IAAR observe the process of reviewingthe mission, vision, strategy and quality assurance policy. The publication of strategic documents in open access on the University's website, the rector's speech to interested parties in order to familiarize them with the strategic objectives of the university, the approval of strategic documents for the development of the university

by a meeting of participants (founders) consisting of external stakeholders, and the communication of the mission and vision of the university to students confirm the transparency of formation of documents.

The implementation of strategic directions in the CAIU is based on defining of general goals to specific events and delegating them to direct performers. Along with the formation of target indicators for each area of University's development, there is a mechanism for distributing tasks from the Founders to the rector, from the rector to the vice-rectors, then to the heads of structural divisions and heads of departments, then to the teaching staff of the University.

Experts of the EEC note the need to implement a mechanism for developing, adjusting and revising the development plans of EP, since the study of these documents did not confirm the harmonization of the development plans of EP with the development strategy of the University until 2029: there are no events reflecting the implementation of the university's strategic directions, target indicators, time intervals, etc. are not observed.

The University demonstrated the orientation of the University's mission, vision and development strategy to meet the needs of the state, society, sectors of the real economy, potential employers, students and other stakeholders.

Experts of the EEC note that there is a process for monitoring and analyzing the implementation of the University's strategic objectives, and protocols for discussing the results of implementation of Plans with external and internal stakeholders are presented. The university has a model of an internal quality assurance system for all university processes (educational, methodological, research, administrative and financial, etc.). The internal regulatory documentation of the university is regulated through the university's process administration system in order to improve the quality of services provided and optimize business processes.

The EEC of IAAR notes that many of the students present at the interview want to study at the expense of the state order, and in the future to continue their studies at the master's and doctoral programs at CAIU. However, the indicative indicators of the University's development strategy until 2029, the plan to train students, undergraduates on government orders, and PhD training is not included. The increase in the contingent due to the state order will increase the prestige of CAIU, PhD doctoral studies will open up promising areas for CAIU for international promotion of CAIU, will increase funded scientific research, and strengthen the scientific and teaching staff of CAIU.

Strengths/Best Practices:
No strengths identified.

Recommendations of the EEC:
- The University management should ensure the planning and implementation of the activities of all structural divisions and teaching staff in accordance with the current directions of the University's Development Strategy until 2029. The deadline is until 09/01/2025.
- The University management should develop and approve a regulation on the development of an educational program development plan, where the sections and indicators correspond to the adopted University development strategy. The deadline is 04/01/2025.
- The University management should include measures for the opening of doctoral studies in the University's strategic development plan. The deadline is 09/01/2025.

The conclusions of the EEC on the criteria of the standard "Strategic Development and Quality Assurance": 7 criteria are disclosed, of which all 7 criteria have a satisfactory position.

6.2 Standard "Administration and Management"

• The University implements management processes, including planning and allocation of resources in accordance with the strategy

> • *The university must demonstrate the successful functioning and improvement of the internal quality assurance system*
> • *The university must demonstrate a risk management analysis*
> • *The university must demonstrate an analysis of the effectiveness of the changes*
> • *The university must demonstrate an analysis of the identified inconsistencies, the implementation of the developed corrective and preventive actions*
> • *The university must demonstrate the provision of educational process management through the management of educational programs, including evaluation of their effectiveness*
> • *The University demonstrates the development of annual activity plans, including teaching staff, based on the Strategy*
> • *Commitment to quality assurance should apply to any activity carried out by contractors and partners (outsourcing), including in the implementation of joint/double-degree education and academic mobility*
> • *The university must provide evidence of the transparency of the university's management system*
> • *The university should ensure the participation of students and teaching staff in the work of collegial management bodies*
> • *The university must demonstrate evidence of openness and accessibility of managers and administration to students, teaching staff, parents and other interested parties*
> • *The university must demonstrate innovation management, including the analysis and implementation of innovative proposals*
> • *The university should strive to participate in international, national and regional professional alliances, associations, etc.*
> • *The university should provide training for the university's management, structural divisions and educational programs in educational management programs*
> • *The university should strive to ensure that the progress achieved since the last external quality assurance procedure is taken into account when preparing for the next procedure.*

The evidence part

The Central Asian Innovation University was established as a result of the reorganization by the way of merger of the International Humanitarian and Technical University and the Mardan Saparbayev Institute. The organizational and legal form of the university is a Limited Liability Partnership.

The organizational structure of the CAIU allows the university to respond adequately and in a timely manner to changes in the internal and external environment and largely determines the effectiveness of its functioning and ensures its sustainable functioning. As the internal and external environment changes, the University's structure is constantly being improved.

A "Compliance Officer Service" has been opened at the University. This service is designed to ensure anti-corruption efforts among students and teaching staff. The official duties of the compliance officer include conducting surveys among students, preventing corruption at the university, and resolving conflict situations related to corruption.

The *Department of Public Relations* has been opened in order to create a positive image of CAIU in the internal and external environment by informing the general public about various areas of the University's activities in the field of education, science, sports and creative achievements, and social activities.

The supreme governing body is the general Meeting of the participants (founders). The Charter (dated 02/08/2021) defines its exclusive competence, including: formation of the executive body of the partnership, approval of internal rules, documents, approval of the budget and annual financial statements. The Rector is the executive body in accordance with the Charter.

According to the accepted organizational structure of management, decision-making within the framework of their competencies and powers is carried out by the Academic Council, the Rector, vice-rectors, deans, heads of departments. At the same time, there is a distribution of powers between collegial bodies (Academic Council, Educational and Methodological Council, Faculty Council) and subjects of individual decision-making (Rector, Vice-Rectors, etc.). The powers of collegial bodies are described in the provisions: PP-21-20 Regulations on the Academic Council, PP-22-20 Regulations on Educational and Methodological Council, PP-05-20 Regulations on the Faculty Council.

The main issues discussed at the meetings of the Academic Council relate to the organization of educational work at the faculties, methodological and personnel support for the educational process, and the state of research work at the departments. Particular attention at the meetings is paid to issues of education quality, strategic management, assessment and analysis of risks, monitoring the implementation of the strategic plan for the development of the university, assessing the effectiveness and efficiency of the measures taken. The university has developed a Regulation on risk assessment, conducted a risk assessment, developed a management plan and measures to eliminate them (https://www.caiu.edu.kz).

The differentiation of the functions of collegial bodies is ensured through the development and functioning of Regulations on Councils, specifying goals, competencies, tasks and functions.

At the faculty level, the main collegial body and governing body is the Faculty Council, the work of which is headed by the Dean, which includes teachers and students.

The University has developed student self-government: there is a Student Rectorate, the composition of which is determined by students through elections.

The types of activities about the student rectorate are defined in the regulation https://www.caiu.edu.kz. In order to develop student self-government, the University carried out active work to form student deans' offices and student councils.

The University has collegial governing bodies (Academic Council, Rector's Office, Educational and Methodological Council, Board of Curators, Faculty Council, Department Meetings).

The staff structure of the University's management determines the composition of departments and the list of positions of the university. Any incorrect allocation of staff duties and improper differentiation of the functions of collegial bodies within the framework of the EP is identified during the analysis process, then a management decision is made to eliminate the identified inconsistencies.

The management of teaching staff's activities is carried out through meetings of departments and the operational management of their activities by the heads of departments. Department meetings are held monthly during the academic year.

Over the past three years, in order to eliminate risks in accordance with changes in regulatory legal acts, all internal regulatory documents regulating educational activities have been reviewed.

In order to improve the internal quality assurance system, criteria for assessments and ratings of teaching staff based on the results of their activities for the academic year have been introduced, employers are involved in the development of CED and EP, whose recommendations are discussed at department meetings and taken into account, and surveys of students, teaching staff, and employers are conducted.

The University's administration pays considerable *attention to the identification and analysis of nonconformities in accordance with* DP-03-21 "Management of nonconformities and corrective actions", which can be found on the University's website.

Control over the activities of departments, deans' offices and other structural divisions is carried out at certain stages in accordance with the internal audit plan and orders of vice-rectors on conducting current inspections. The internal audit plan is included as a section in the work plan of the Department of Education Monitoring. During internal audits, all divisions of the University are checked in order to assess the quality management system and identify opportunities and ways to improve it.

Distribution of responsibilities and powers is determined by the internal regulatory documents,

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the university plans, <u>rector's orders, job descriptions</u> and regulations on divisions. The interaction between the University's structural units and employees is defined in the current <u>organizational structure</u>. Qualification requirements for education, work experience, and specialized knowledge of the staff are specified in the relevant job descriptions.

The University has established a system of internal regulations governing all major business processes. Internal documents are created on the basis of legislative and regulatory documents of the Republic of Kazakhstan.

The teaching staff directly implements the educational process, distributed among four faculties and ten departments. Educational activities are accompanied by the work of special departments (department of monitoring and quality assurance, educational and methodological department, registrar's office, student office, CYA, etc.).

В Университете на аутсорсинг переданы следующие виды деятельности: услуги по обеспечению общественного питания (столовая), услуги по обеспечению безопасности (охрана объектов), услуги по обслуживанию зданий (система отопления), услуги по медицинскому обслуживанию, услуги РМЭБ.

The following types of activities have been outsourced at the University: catering services (canteen), security services (facility security), building maintenance services (heating system), medical services, RMEB services.

The Institute's information system includes the automated information system Platonus. There is a catalog of educational materials and electronic documents. Complete information about the academic achievements of each student is provided. There are subsystems for inter-sessional testing and student questionnaires, e-mail between university departments, a bulletin board, etc.

The university also uses 1C Accounting software and 1C Personnel.

The University's official website is available on the Internet at https://caiu.edu.kz /.

Information about university heads, their activities, and collegial decision-making is communicated to students through the University's website, during meetings of the rector and vice-rectors with students, members of student government bodies, and leadership interviews in the media and on television.

The University's management pays considerable attention to issues of team unity, prevention of conflicts of interest and relationships, and motivation for a responsible attitude to professional activity.

"Trust boxes" are located in the buildings and in the University dormitory, where any participant in the educational process can file a complaint or statement, report violations, make suggestions, etc.

In order to introduce innovative technologies into the educational process, the University pays great attention to the replenishment of the computer park and the development of distance learning technologies. In 2023-2024 academic year academic year, 42 latest generation computers and 2 interactive panels were purchased. 2 computer VR simulators with a helmet, virtual laboratories for "Chemistry", "Physical Chemistry", "General Ecology", "Industrial Ecology" and "Biology" were purchased in the amount of 5 million 300 thousand tenge. There are 2 classrooms for Robotics. Licensed programs MS Office 11 and Windows 11 were purchased and installed on 260 computers for a total amount of 28 million 501 thousand tenge

The administration of the university periodically undergo advanced training in the field of management in education. In 2023/2024 academic year, 51 University employees received certificates in "Management in Education".

Analytical part

In university management, the risk management is given attention at the top management level. However, the experts of EEC note that at the level of heads of structural divisions and heads of EP, risk assessment and identification of ways to reduce them are not disclosed as a separate strategic

block in the processes of documentary and strategic planning ("Assessment of possible risks", "Risk Management Plan"). In the Self-report, there are examples of identified shortcomings from the analysis of the conducted student survey, but such examples are isolated, there is no overall cascading mechanism for predicting, preventing and eliminating risks, starting with the university's development strategy, ending with the work plans of structural divisions for a specific academic year, and plans for the development of educational programs. Analyzing the unfulfilled indicative indicators of the University's development program for 2020-2025, during the visit of the experts of EEC of IAAR, the University did not provide supporting documents on the analysis of identified inconsistencies, the implementation of the developed corrective and preventive actions, which in turn must be taken into account in the future when implementing the adopted University development strategy for 2024-2029.

The university has implemented a mechanism for evaluating the opinions of various target groups, of participants in educational and other university processes, regarding satisfaction with the quality of the implementation of these processes. The identified discrepancies are being analyzed based on the results of social surveys and questionnaire results. However, the experts were not shown the ways to reduce certain inconsistencies, and the implementation of corrective and preventive actions has not been presented. According to the results of the interview, the target groups did not confirm the fact that they were aware of the results of the elimination of deficiencies identified by the results of interviews and surveys.

In order to implement the Strategic Development Plan of the university, the work plans of all structural divisions of the university and teaching staff are developed and implemented annually. Annual monitoring of its implementation is carried out, the results of which are reported at collegial meetings and issued in the form of final reports. However, the EEC notes that in the process of interview with target groups (heads of structural divisions, heads of departments, teaching staff), when studying the documented procedures of the university, there is no existing mechanism for periodically monitoring the implementation of activity plans, with a view to evaluating their effectiveness and efficiency, including in the implementation of EP and their development plans.

The university has demonstrated the functioning of the internal quality assurance system. However, the current IUD "Internal Quality Assurance System", developed in order to improve the quality of CAIU's educational activities and ensure compliance with the internal quality assurance system based on international standards and guidelines for quality assurance of higher and postgraduate education in the European Higher Education Area (ESG), was approved by the decision of the Academic Council (Protocol No. 1 dated 03/26/2021).. However, the EEC experts of IAAR note that at the time of accreditation, the University adopted a new development strategy until 2029, the organizational structure of the university was re-approved, and since the approval of this IUD, the normative legal acts of the MSHE of the Republic of Kazakhstan have been updated in a new edition.

During an interview with the University's administration and teaching staff, it became clear that the official duties of the compliance officer were assigned to a full-time University lecturer. For an effective internal system of implementing legal requirements and controlling their implementation, preventing the risks of corruption, the compliance officer must be an independent official of the CAIU and report directly to the Founders of the University.

The University is expanding its international cooperation, however, at the time of institutional accreditation, the EEC experts of IAAR are not presented with joint educational programs with foreign or domestic universities.

The University is a member of the Association of Higher Education Institutions of the Republic of Kazakhstan, a scientific and educational consortium between higher education institutions and research institutes of the Republic of Kazakhstan and the Republic of Belarus, a member of the «Silk Road Countrias Association of Universiation and Consulting Companies». Nevertheless, the EEC experts of IAAR recommend that the CAIU administration expand its activities by joining international and professional associations, which will bring a number of strategic and practical advantages that contribute to the development of CAIU's academic, scientific and administrative

potential, including strengthening reputation and prestige, access to resources and knowledge, networking opportunities, development of international cooperation, access to financing, support for accreditation and quality improvement, professional development of employees, support for innovation, increasing attractiveness for students,

Strengths/Best Practices:
No strengths identified.

Recommendations of the EEC:

- Based on the analysis, in the activity plans of the University's structural divisions, including in the development plans of CAIU's EP, to reflect a section on risk prevention and management, indicating the names of risks, possible consequences in case of failure and (or) timely response measures, as well as a description of risk management mechanisms and measures; and proceed with their implementation, develop and approve a plan of corrective and preventive actions, and implement the plan with reporting and posting information for all interested parties. The deadline is until 09/01/2025.

- Heads of educational programs, the training department, the Department of International Relations and Academic Mobility should develop and approve, together with foreign partners, a plan for the implementation of double-degree and (or) joint educational programs. The deadline is until 05/01/2025.

- The University management should systematically analyze the effectiveness of the action plan for the implementation and adoption of innovative activities, the introduction of innovative proposals. The deadline is 07/01/2025.

- The University management should develop and approve an action plan for participation in international, national and regional professional alliances, associations, etc. The deadline is 31.12.2025.

- The University management should update and re-approve the IUD "Internal Quality Assurance System". The deadline is 03/01/2025.

- The University management and the management of structural divisions should include in the work plan measures to ensure periodic monitoring (2 times a year) and evaluation of effectiveness and efficiency in the implementation of activity plans, including in the implementation of EP and their development plans. The deadline is 04/01/205.

- The University management should introduce a separate full-time compliance officer unit, develop and approve job descriptions, and a work plan for the relevant service. The deadline is 04/01/2025.

The conclusions of the EEC on the criteria of the standard "Administration and management": 15 criteria are disclosed, of which 9 criteria are satisfactory, 6 criteria require improvement of the position.

6.3 Standard "Information Management and Reporting"

> • *The university must ensure the functioning of the system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software tools.*
> • *The university must demonstrate the use of processed, adequate information for effective management of educational programs and improvement of the internal quality assurance system.*
> • *The university must have a system of regular reporting at all levels of the organizational structure, including an assessment of the effectiveness and efficiency of departments, EP, scientific research and their interaction.*

• The university must establish the frequency, forms and methods of evaluating the management of the EP, the activities of collegial bodies and structural divisions, senior management, and the implementation of scientific projects.

• The university must demonstrate the definition of the procedure and ensuring the protection of information, including the identification of those responsible for the accuracy and timeliness of information analysis and data provision.

• An important factor is the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.

• The university must demonstrate the existence of a mechanism for communication with students, employees and other stakeholders, including conflict resolution mechanisms.

• The university must ensure that the degree of satisfaction of the needs of teaching staff, staff and students is measured and evidence of the elimination of identified deficiencies is demonstrated.

• The university must evaluate the effectiveness and efficiency of its activities, including in the context of EP.

• The information collected and analyzed by the university must take into account:

- key performance indicators;

- the dynamics of the student contingent in terms of forms and types;

- academic performance, student achievements, and expulsion;

- satisfaction of students with the implementation of the EP and the quality of education at the university;

- availability of educational resources and support systems for students;

- employment and career development of graduates.

• Students, teaching staff, and other internal stakeholders must confirm their consent to the processing of personal data in writing form.

• The university must facilitate the provision of all necessary information in the relevant fields of sciences.

The evidence part

The university has a system for collecting and analyzing external and internal statistical and analytical data and facts to make informed decisions.

According to the quality management system in force at the University, planning and management, monitoring and analysis of the quality of the management system, management of documented information, internal audit, identification of inconsistencies and corrective actions are carried out. These processes are regulated by the following internal regulatory documents (https://caiu.edu.kz/documented-procedures /): "Strategic planning and operational management", "Monitoring and analysis of the quality of the management system", "Management of documented information", "Internal audit", "Management of nonconformities and corrective actions".

In accordance with the internal regulatory documents "Information Management Strategy for 2024-2029", "Informing the Public" and "Regulation on the Official website", the procedure for implementing information flows and responsible persons for the accuracy and timeliness of information analysis and data provision are defined.

To manage actual information and provide reports, the University operates the automated Information System (AIS) Platonus, which allows for comprehensive automation of the educational process and is aimed at improving the internal quality assurance system.

There are agreements on access to the electronic catalog and book collection of the Turkestan branch of the Republican Scientific and Technical Library, the Republican Interuniversity Electronic Library. There is an agreement with the "Institute of Legislation and Legal Information of the Republic of Kazakhstan" for information and legal support of the online version of the Database "Zan" and also the information system "PARAGRAPH -WWW".

The automated information system "1C: Accounting" is used for accounting purposes.

The successful functioning of the internal quality assurance system of the OP is achieved through decision-making (by collegial bodies, the management of the EP, etc.) based on an analysis of facts. The administration of the University has concluded agreements with LLP "KarTel" and JSC "KazTransCom".

On the part of the Monitoring, QMS and Accreditation Department, based on the documented procedures "Conducting internal audit" and "Managing nonconformities and corrective actions", internal audits are conducted annually for all processes implemented in the structural divisions of the University, as a result of which corrective actions are carried out for identified nonconformities.

At the university, information security includes any activity aimed at protecting information and/or supporting infrastructure.

To get objective information about the University's activities in various aspects, there are various channels of communication with students, employees and other interested parties. These include the so-called "trust boxes", forums and the rector's blog on the University's website, where anyone can write their question, wish or feedback, and it is possible to meet with the rector on personal matters during office hours according to the schedule. One of the communication channels is a survey of students, employees, graduates and employers.

The University has established a system for reviewing students' complaints by the university administration. A number of complaints, such as appeals on interim control and appeals on current (rating) control, are regulated by the Rules "Organization and conduct of ongoing monitoring of academic performance and intermediate certification of students"), "Rules for the organization and conduct of final certification of undergraduate students", etc.

Students, employees and teaching staff are involved in the process of collecting and analyzing of information by conducting questionnaires in AIS "Platonus" on students' satisfaction with the quality of education, teacher assessment upon completion of the discipline, internship, as well as satisfaction with teaching staff and working conditions and available resources.

Open meetings of the Academic Council are regularly held, which are attended by all personnel and teaching staff, as well as student activists.

The survey "Satisfaction with the quality of education" is conducted in order to study the overall assessment of the organization of the educational process and learning outcomes. According to the survey data, most of the students are completely satisfied with the content of the EP and the teaching methods.

Within the framework of the EP, a system of regular reporting is carried out, reflecting all levels of the structure, including an assessment of the effectiveness and efficiency of the departments.

Assessment of effectiveness of the EP is systematically determined by questioning students and teaching staff, reciprocal attendance of classes, discussion and analysis of academic performance, passing all types of internships, the quality of graduation papers and comprehensive exams at department meetings.

In accordance with the documents "Information Management Strategy for 2024-2029", "Regulation on the official website", "Collection, processing, storage and protection of personal data of employees and students", the University has defined the procedure for ensuring information protection and responsible persons for the accuracy and timeliness of information analysis and data provision.

Every year, the University approves scholarships for students for good academic performance, active student and scientific activities.

To study the external environment, an employers' survey is conducted on the level of knowledge of University graduates. During the study of the internal environment, employees and students are interviewed about the conditions of study and work, the availability of a workplace, the quality of services provided, the quality of canteens, etc. Surveys are also conducted on the topic of corruption.

Assessment of effectiveness of the EP is systematically determined by discussing and analyzing the results of academic performance at department meetings, passing all types of practical training (at the end of the internship), the quality of graduation papers and comprehensive exams at department meetings.

Key indicators of effectiveness of educational programs include the degree holders of the department's teaching staff, the employment of graduates, the number of disciplines in English, the number of foreign cooperation agreements, the number of practice bases, the percentage of updating of the EP disciplines, the number of certificates of advanced training, the number of monographs and articles with an impact factor, etc.

The University's employment activities are carried out in the following areas: providing assistance in the employment of graduates, creating a database of graduates, holding an annual job fair, informing graduates about vacancies received from employers, establishing communication between employers and graduate departments. The department's teaching staff constantly monitors the professional activities of graduates. The average number of employed graduates in 2022 is 62%, in 2023 – 65.1%, in 2024 – 65.8%.

The electronic library also provides students and teachers with the opportunity to use the Kazakh database of the Republican Interuniversity Electronic Library in the preparation process. In AIS "Platonus", the section of the EMCD contains curricula, syllabuses, lecture notes, guidelines, textbooks, questions, and video lectures on all disciplines. In addition, the Library tab of AIS "Platonus" contains electronic textbooks.

Analytical part

During the meetings with the target groups, in accordance with the program of the visit, having familiarized with the university's educational infrastructure, material and technical resources, methodological materials and internal university documents, the EEC notes that the University uses appropriate information systems, information and communication technologies and software tools for adequate information management.

In order to further improve the quality of the University's work, the university's administration uses a variety of methods for collecting and analyzing information: questionnaires, conversations, open classes, and the results of intermediate and final controls. The university has demonstrated that students, staff and teaching staff of the university are involved in the processes of collecting, processing and analyzing information.

The information collected and analyzed by the university takes into account: information about the contingent of student; the level of academic achievement and achievements of students; student satisfaction with the implementation of educational programs; availability of educational resources and student support services; employment of graduates; key performance indicators of the university; personal data on staffing; information on material and technical resources; information on research activities, international cooperation and other areas.

However, there is no mechanism to control the effectiveness and efficiency of the made changes based on the results of the collected information. The members of the EEC also found that the teaching staff did not understand what criteria were used to assess the effectiveness of the made changes to the university's activities, including in the context of the EP. The university should have a system of regular reporting at all levels of the organizational structure, including an assessment of the effectiveness and efficiency of departments, EP, scientific research and their interaction.

In order to further develop the university, the EEC of IAAR also recommends improving the University's website, reflecting all made changes to the main documents based on the results of the analysis of the collected data on its activities, and doing so in the three declared languages. Not all information is available in the official and English languages, in most cases the information is provided only in Russian.

The self-assessment report indicates that a Career Center and Alumni Associations have been established. However, according to the results of interviews with teaching staff and heads of

structural divisions, according to the information provided by the University's organizational structure on the website https://caiu.edu.kz/struktura-universiteta /, the absence of an approved position of the Career Center and Alumni Association on the website of the University https://caiu.edu.kz/regulations-on-divisions-ru /, the experts of the EEC have established that this student support service for professional practice and employment of graduates does not function effectively.

According to the results of the student survey, it was found that:

- the speed of response to feedback from teachers on the educational process is "fully satisfied" – 86.3% (276); "partially satisfied" - 11.9% (38); "partially dissatisfied" – 1.2% (4);

- information support and explanation of admission rules and educational strategy before admission to the university programs are "fully satisfied" – 87.2% (279); "partially satisfied" - 12.2% (39); "partially not satisfied" – 0.3% (1);

- information about the requirements in order to successfully complete this educational program is "fully satisfied" – 87.2% (279); "partially satisfied" - 11.6% (37); "partially dissatisfied" – 0.3% (1);

- the level of accessibility and responsiveness of management is "fully satisfied" – 84.1% (269); "partially satisfied" - 14.7% (47).

According to the results of the teaching staff survey, it was found that:

- the involvement of teaching staff in the process of making managerial and strategic decisions is "very good" - 55.7% (68), "good" - 41.8% (51).

After selectively reviewing the personal files of teaching staff and students, the EEC experts found that there were no documents in the personal file confirming consent to the processing of personal data.

Strengths/Best Practices:
No strengths identified.

Recommendations of the EEC:
- The university management should develop a mechanism for controlling the effectiveness and efficiency of the made changes in its activities. The deadline is 09/01/2025.

- The supervising structural unit should develop and approve the regulations of the Career Center and the Alumni Association. The deadline is 02/01/2025.

– The Career Center and the Alumni Association should develop and approve a work plan for all interested parties on organization and conduct of professional practice and employment of graduates and post it on the University's website. The deadline is 04/01/2025.

- The supervising structural unit for the digitalization of the University's activities should develop a page for the Career Center and the Alumni Association on the University's website. The deadline is until 09/01/2025.

- The Staff Office should confirm the consent of all teaching staff and other internal stakeholders to the processing of personal data in a documented manner and place it in the relevant personal files. The deadline is 03/01/2025.

The conclusions of the EEC on the criteria of the standard "Information Management and Reporting": 17 criteria have been disclosed, of which 14 criteria are satisfactory, 3 criteria require improvement.

<u>*6.4 Standard "Development and Approval of the Educational Program"*</u>

> • *The university must demonstrate the existence of a documented procedure for the development and approval of an educational program at the institutional level.*
> • *The university must demonstrate the compliance of the developed educational programs with the*

established goals, including the expected learning outcomes.

• The university must demonstrate the availability of developed models of a graduate describing learning outcomes and personal qualities.

• The university must demonstrate the conduct of external examinations of the EP.

• Qualifications obtained upon completion of the EP should be clearly defined, explained and correspond to a certain level of the NSC, QF-EHEA.

• The university must determine the impact of disciplines and professional practices on the formation of learning outcomes.

• An important factor is the possibility of preparing students for professional certification.

• The university must provide evidence of the participation of students, teaching staff and other stakeholders in the development of educational programs and ensuring their quality.

• The university must ensure that the content of academic disciplines and learning outcomes correspond to the level of education (bachelor's degree, master's degree, doctoral degree).

• The structure of the EP should provide for various types of activities corresponding to the learning outcomes.

• An important factor is the availability of joint educational programs with foreign educational organizations.

The evidence part

The procedure and sequence of the development and approval of the EP are defined in QMS No. DP-04-24.

Academic committees formed in related areas of personnel training are engaged in the development of the University's EP. In order to more effectively design and improve educational programs that meet the requirements of the labor market, the University has created Academic Committees (Order No. 03-10/01 from January 18, 2023). The Academic committees include a team of developers from among teaching staff, employers, and students.

Representatives of production, the business community, the education system (for the educational specialty "Education"), teaching staff, and specialists from universities that implement similar educational programs can serve as external experts on educational programs developed by the University.

The Academic Committee reviews and analyzes the EP for relevance, demand, compliance of the content of the EP with the qualification requirements for personnel training imposed by employers, as well as compliance with regulatory legal acts. If the requirements are met, the AC draws up a protocol of discussion and approval of the EP.

The achievement of learning outcomes is facilitated by the components of EMCD, ensuring the organizational and substantive integrity of the system, methods and means of teaching for the most complete realization of the goals and objectives provided for by the State Compulsory Educational Standard and the EP.

Teaching staff, practitioners, employers, and students are involved in the development of a graduate's professional development and competence model. University teachers have a basic education and the necessary work experience, meet the established qualification requirements, and are able to make informed and responsible decisions to achieve their goals. At the same time, the University not only sets tasks for teachers, but also creates conditions for them to improve their professional knowledge and skills, to realize their professional and creative abilities, to develop their potential, and have a career perspective.

The results of a consistent study of the effectiveness of elective courses allow us to judge the steady positive dynamics in the assimilation of the developed content of the EP, focused on the formation of students' professional competencies.

The examination of the EP and methodological documents is based on the principles of transparency, objectivity, systematic organization of expert work, independence of experts involved

in the work and the objectivity of conclusions based on the results of the examination, the complexity and scientific validity of expert assessments, and the publicity of the examination results.

For work at this stage, the content of the professional standard corresponding to a certain skill level is considered. As a rule, the following compliance with the terminology of professional standards (PS) and EP is observed.

Learning outcomes are generated across the entire EP, as well as across modules and disciplines.

Teaching staff tries to achieve the most harmonious correspondence possible between the learning outcomes defined by the teaching community and agreed with potential employers, the set of competencies formed by the student, the modular structure of the curriculum, educational technologies, and assessment tools.

The interaction of the university and employers in assessing the quality of educational program and the level of graduate training is one of the priorities of joint activities. The external expertise of the EP is carried out by representatives of employers who correspond to the profile of the EP and representatives of professional (academic) communities. The results of the external examination are presented in the EP reviews, signed and sealed.

The preparation of students for professional certification is carried out in the process of mastering theoretical and practical courses in the disciplines of the EP.

The University prepares students for international professional certification, which is carried out in the process of mastering theoretical and practical courses of disciplines of EP - providing graduates with a certificate of achievement with a preferential right to employment. The certification results, along with other documents, can be taken into account by employers when making appropriate decisions (employment, certification, etc.).

For example, according to EP 6B01101 Pedagogy and Psychology, the introduced new relevant subjects such as "Practical Psychology" contribute to the preparation of students for professional certification. Practice-oriented training in the form of dual training also helps in the professional certification of students.

An important aspect of CAIU's partnership with employers and communities is the involvement of employers in the development and implementation of the EP. Using a systematic and process-based approach in its activities, the Department of Monitoring, QMS and Accreditation monitors consumer satisfaction with the quality of graduate training, the results of which are used by departments to improve the EP.

Relationships with employers at the University are built on the basis of mutually beneficial partnership.

Employers' recommendations are taken into account when improving the educational process. Employers participate in the development of curricula, and their wishes are taken into account at the stage of developing catalogs of elective subjects and EP. Responding to the requests and wishes of employers, the content of the EP is changing, changes are being made, and the range of disciplines in the areas of training is expanding.

Surveys of employers indicate new trends in the development of personnel needs in the southern region: the formation of an order for the quality of professional education not only and not so much in the format of the "knowledge" of graduates, but in terms of methods of activity.

The assessment of the demand for socio-personal competencies by employers states that in addition to professional competencies, such socio-personal competencies as the ability to take initiative, correctly express a point of view on problem solutions, responsibility, be able to form a team, build interaction with external partners, and the ability to self-develop are in demand.

The EP of the bachelor's degree has a focus that characterizes its orientation to specific fields of knowledge and activities, and determines its subject-thematic content, the prevailing types of educational activities of students and the requirements for the results of its development.

The development of distinctive features is based on the European distinctive features of personnel training levels (Dublin descriptors and SCES) and the scheme of B. Bloom's pedagogical

goals.

The content of the disciplines (thematic sections) corresponds to the classification of the levels of B.Bloom's pedagogical goals and determines the distinctive features of formation of competencies and learning outcomes.

The educational process at the University, in accordance with the established tradition, consists of classroom and independent work of students. Classroom work is aimed at the interaction of the student with the teacher as part of a certain group. Independent work of a student is his individual interaction, primarily with educational, methodological, library and information resources, various equipment, etc. The main difference between these processes is their essence – if in the course of classroom work the main thing is the transfer of information (knowledge), then in the independent work of the student, the focus shifts to teaching not so much the subject as to teaching independent work, the formation of practical skills and professionally important qualities.

Analytical part

During meetings with focus groups and analysis of documents, the EEC experts of the IAAR made sure that the development of the EP at the university is carried out by the academic committee, which includes faculty members of the department, representatives of employers and students. In the process of developing educational programs, a strategic role is assigned to teaching staff. The departments have methodological sections, which at the end of the academic year compile, update and make adjustments to the working curricula. The curricula strictly take into account the logical sequence of studying disciplines.

The EP are developed taking into account the proposals of employers, based on the requirements of legislation of the Republic of Kazakhstan in the field of education, followed by an external examination. However, the EEC members note that the requirements for EP reviewers and the content of reviews are not reflected in the university's regulatory documents.

The experts made sure that the university has developed a graduate competence model in accordance with the National Qualifications Framework, and in some areas, students have the opportunity to undergo professional certification.

Having held meetings and interviews with vice-rectors, heads of departments, heads and employees of structural divisions, students, teaching staff, representatives of employers' organizations and graduates, as well as having conducted a survey of students and teaching staff, having thoroughly familiarized themselves with information and methodological resources, as well as the necessary documents, the following notes: at the university, double-degree or joint EP are not implemented yet. The members of the EEC of IAAR recommend that the University management pay more attention to the development and implementation of joint EP with foreign educational organizations, concluding cooperation agreements not only with universities in the near and far abroad.

The EEC experts of IAAR, having held meetings and interviews with the heads of departments, the teaching staff, found that the leadership of the EP is assigned to the heads of departments and/or to the teachers. However, having studied the internal regulatory documents of the University, the experts of IAAR note the absence of a document defining the appointment procedure, requirements, scope of responsibility, rights and functional responsibilities of the heads of the EP.

The IAAR experts, having selectively reviewed syllabuses and internal regulatory documents on the development of syllabuses, note the lack of a relationship between the student assessment policy and learning outcomes (competencies), and there are no clear criteria for evaluating current, midterm controls in syllabuses.

The EEC experts have established that the university does not provide the possibility of multilingual education, which also requires further development.

According to the results of the survey of the teaching staff, it was found that:

- compliance with the content and quality of the educational program with the expectations of the labor market and employers is rated "very good" – 57.4% (70), "good" – 42.6% (52);

- compliance of the educational program content with scientific and professional interests and needs is rated "very good" - 71.3% (87), and "good" - 27.9% (34);

- the attention paid by the administration of the educational institution to the content of the educational program is rated "very good" – 77% (94), "good" – 22.1% (27);

- the focus of educational programs/training programs on the formation of students' skills to analyze the situation and make forecasts is rated "very good" - 64.8% (79), and "good" - 35.2% (43).

According to the results of the student survey, it was found that:

- the quality of the educational program as a whole is "fully satisfied" – 85.3% (273), "partially satisfied" – 13.1% (42), "partially dissatisfied" – 1.2% (4).

Strengths/Best Practices:
No strengths identified.

Recommendations of the EEC:

- The University management should develop a plan for the implementation of a joint educational program with foreign partners. The deadline is until 09/01/2025.

- The university management should conclude cooperation agreements with universities not only near but also far abroad in order to harmonize the content and development of joint educational programs, conduct joint scientific research, and organize scientific internships for students, teachers, and staff. The deadline is 09/01/2025.

- The Academic Department should develop/supplement the relevant internal document defining the appointment procedure, requirements, scope of responsibility, rights, and functional duties of the heads of the educational programs. Deadline: 01.04.2025

- Heads of the EP in syllabuses should indicate the relationship of the student assessment policy with learning outcomes (competencies), and make adjustments/additions to the internal regulatory document on the development of syllabuses. The deadline is 04/01/2025.

The conclusions of the EEC on the criteria according to the standard "Development and Approval of Educational Programs": 11 criteria are disclosed, of which 10 criteria are satisfactory, 1 criterion requires improvement.

6.5 Standard "Continuous Monitoring and Periodic Evaluation of Educational Programs"

> *• The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation of the EP in order to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP.*
>
> *• The university must ensure the revision of the content and structure of the educational program, taking into account changes in the labor market, the requirements of employers and the social demand of society;*
>
> *• Monitoring and periodic evaluation of the EP should include:*
>
> *- the content of the programs in the light of the latest scientific achievements in a particular discipline to ensure the relevance of the discipline taught;*
>
> *- changes in the needs of society and professional environment;*
>
> *- workload, academic performance and graduation of students;*
>
> *- effectiveness of student assessment procedures;*
>
> *- expectations, needs, and satisfaction of students' training according to EP;*
>
> *- educational environment and support services, and their compliance with the objectives of the EP.*
>
> *• The university must provide evidence of the participation of students, employers and other stakeholders in the revision of the EP.*

> • *All stakeholders should be informed of any planned or undertaken actions regarding the EP. All changes made to the EP must be published.*
> • *Support services should ensure that the needs of different groups of students are identified and met.*

Evidence part

An analysis of the self-assessment report and introduction with the documentation of CAIU showed that the University constantly monitors and periodically evaluates the EP. The procedure for monitoring and periodic evaluation of educational standards is documented in Regulation PD-22-21 "Monitoring the quality of education". The main types of monitoring at the university are monitoring the current academic performance of students, monitoring the quality of graduation, monitoring the quality of the educational process, monitoring the quality of teaching disciplines, monitoring the satisfaction of participants in the educational process, monitoring the professional progress of the teaching staff.

Assessment of the quality of implementation of the EP is assessed regularly within the framework of the general education quality monitoring system, which consists of assessing the EP management (the level of the teaching staff, the organization of the educational process, regular assessment of the level of achievement of the program goals, the demand for graduates); the implementation of the EP (curriculum, curricula of disciplines, methodological and information support, infrastructure, educational technologies, R&D); the results of the EP (midterm assessment, final assessment). The assessment mechanisms at the department are control visits to classes (sociological surveys of participants in the educational process, reviews of external internship supervisors, conclusions of the chairmen of certification committees, reviewers of diploma theses, as well as an analysis of academic performance indicators and residual knowledge.

The results of the EP assessment are discussed at the Academic Council of the University, meetings of department, faculty councils, which decide on measures to ensure the quality of education. The forms of final control (oral, written, computer testing) are approved by the Academic Council of the University. All procedures for approving EP documents are carried out in accordance with the regulatory documents of the Ministry of Science and Higher Education of the Republic of Kazakhstan.

Experts point out that the University conducts monitoring and periodic assessment of the EP in order to ensure that the goal is achieved to meet the needs of students in society. The procedure for reviewing the EP at the University is regulated by the regulation of activities DP-04-24 "Educational program", documented procedures DP-01-21 "Management of documented information". The EP is reviewed as necessary in accordance with the requirements of the legislative and regulatory documents of the Republic of Kazakhstan in the field of science and higher education, modern development needs of society and the labor market.

The results of these processes are aimed at continuous improvement of the EP. The EP is updated annually by 9-30%, taking into account the interests of the labor market. Changes in compulsory subjects occur due to the introduction of State Standards (SCES of RK) and standard curricula, regulatory documents of the MSHE of RK, and information letters. In order to study the interests of employers in the development of the EP, meetings, round tables with employers, and a graduate fair with the participation of interested parties and individuals are regularly held during the academic year.

During the visit, the EEC was convinced that the development plans of the EP are being publicly discussed with representatives of all interested parties, on the basis of proposals and amendments to which changes are being made to the project. Based on the results of monitoring the satisfaction of the needs of students and employers, changes in the EP aimed at improving the EP are taken into account. The quality of the programs offered in elective subjects is ensured by systematic expertise conducted by employers with their further recommendations for implementation in the

educational process. At the end of the academic year, at a meeting of the department with the participation of all interested parties, a self-assessment of the EP is conducted, taking into account the changes made, the results achieved, the effectiveness and effectiveness of the implementation of the EP are discussed.

The developed EP is adjusted in accordance with changes in the labor market. Analysis of changes in the labor market is carried out on the basis of data on vacancies, job fairs, telephone calls to potential employers, and the Internet.

At the University, the effectiveness of the student assessment procedure is determined according to the criteria specified in the Rules PR-07-22 "Rules for organizing and conducting ongoing monitoring of academic performance and intermediate certification of students" (https://caiu.edu.kz/operating-conditions-ru /), as well as the Rules for organizing the educational process on credit technology of education in organizations of higher and (or) postgraduate education, approved by the order of the Minister of Education and Science of the Republic of Kazakhstan dated April 20, 2011 No. 152 (as amended on 04/29/2024 No. 203), The Standard Rules for the activities of organizations of higher and postgraduate education, approved by the Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 30, 2018 No. 595 (as amended on 06/24/2024 No. 307). The survey showed a high level of student satisfaction with their education. According to the survey, more than 87.5% of students and employers are satisfied with the quality of training at the University (https://caiu.edu.kz/polling-ru /). The results of the current and boundary performance, as well as the intermediate certification, are available to students on the educational portal "Platonus".

The minutes of the department meetings serve as proof of the participation of students, employers and other stakeholders and the revision of the EP. The department's EP are developed based on an analysis of the current and expected key professional competencies of graduates of the EP, taking into account the requests of real and potential stakeholders of the EP, and the direct participation of the stakeholders themselves.

The EEC notes that all changes made to the structure of the EP are published on the University website. The teaching staff of the department regularly evaluates and reviews the programs with the involvement of students, graduates and employers. Systematic collection, analysis and management of information allows the EP to be relevant in a rapidly changing world.

Experts note that the University has established and operates academic support services for students: the Registrar's office (RO), the advisory service. The registrar's office registers the entire history of students' academic achievements, ensures the organization of all types of knowledge control, and calculates academic ratings. In order to realize the advantages of the credit system of education and ensure the diversification of curricula, special academic services are being created at the University to assist students in choosing and implementing their educational trajectories, and to help them master academic disciplines. Such services include the service of academic consultants (mentors) of students. The Advisory Service is created for the purpose of academic support for students in choosing their EP. The activities of the advisors are carried out under the RO. The number of advisors is set depending on the number of EP at the faculty and the number of students in EP in the areas of training. The 1st year students' advisors diagnose the readiness of the first-year students to continue their studies at the University, the purpose of which is to identify the characteristics of motivation to study and intellectual abilities as factors for the further successful education of students at the University. The results of analysis are discussed at a meeting of the department, the faculty council, if necessary, corrective actions, appropriate decisions are made (individualization of training). Quantitative indicators of educational results show the number of graduates who received diplomas and diplomas with honors; the level of employment of graduates, including in the EP, after completing the EP; employers' satisfaction with the quality of training of graduates, etc. Every year, the University hosts an employers' job fair, where graduates present their resumes. About 85% of the total number of graduates are employed, and there are positive reviews.

Analytical part

The CAIU has a documented procedure for the development and approval of EP in several stages of approval. The EP is discussed annually at a meeting of collegial bodies, and recommended for discussion at a meeting of the Academic Council. According to the results of decision of the meeting of the collegial bodies and the Academic Council, the University's EMC (Educational and Methodological Council) is transferred and then the EP is approved by the rector.

During the interview with the teaching staff, the experts of EEC made sure that students, employers and other stakeholders are involved in the revision of the EP. The Academic Council of the University also includes employers who are developers of the EP.

Having held meetings, discussions and interviews with the administration, deans, heads of departments, heads of structural divisions, students, teaching staff, representatives of employers' organizations and graduates, the EEC notes that the results of monitoring and periodic assessment of the EP are not being communicated to the teaching staff of the departments at the proper level. Employers and students are involved in the development of the EP, but they are poorly informed about the planned actions regarding the EP.

Strengths/Best practices:
Strengths not identified.

Recommendations of the EEC:

- The administration should develop and establish an internal regulatory document for posting information on the University's official website about any planned or undertaken actions regarding the EP (plans, reports, protocols), identifying all participants in the process. The deadline is 04/01/2025.

Information about the decisions taken regarding any changes in the structure and content of the EP should be published and available to all stakeholders on the University's website within 10 working days after such changes are made. The deadline is 04/01/2025.

The conclusions of the EEC on the criteria according to the standard "Continuous monitoring and periodic evaluation of educational programs": 11 criteria are disclosed, of which 10 criteria have satisfactory positions, 1 criterion requires improvement.

6.6 Standard "Student-Centered Learning, Teaching and Performance Assessment "

• The university must ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.
• The university must ensure the use of various forms and methods of teaching and learning
• The university must demonstrate the availability of a feedback system on the use of various teaching methods and assessment of learning outcomes.
• An important factor is the availability of own research in the field of teaching methods of academic disciplines.
• The university must demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher.
• The university must demonstrate the existence of a procedure for responding to student complaints.
• The university must ensure the consistency, transparency and objectivity of the learning outcomes assessment mechanism, including the appeal.
• The university must ensure that the procedures for evaluating student learning outcomes are consistent with the planned learning outcomes and program objectives. The evaluation criteria and methods should be published in advance.

> • *The university should define mechanisms for ensuring that each graduate learns the learning outcomes and ensures that they are fully formed.*
> • *Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly upgrade their skills in this area.*

Evidence part

The EEC made sure that the University's administration ensures respect and attention to various groups of students and their needs, and provides them with flexible learning paths. The members of the EEC demonstrated the content, logic of building an individual educational trajectory of students, the influence of profile disciplines and professional practices on formation of competencies of graduates of the EP.

After attending the teaching staff classes, the commission was convinced of the teachers' use of modern teaching methods. To improve teaching methods, the teaching staff of the department uses innovative technologies and interactive teaching methods using electronic learning tools. Among them: problem presentation method; presentations; discussions; case studies; group work; brainstorming method; critical thinking method; quizzes; mini-studies; business games; role-playing games; Insert method – a method of individual notes when students write a 10-minute associative essay; blitz survey method; the questionnaire method or the "Bingo" technique and others.

Feedback with students is carried out through the automated information system for managing the educational process - AIS "Platonus", which creates the possibility of establishing connections between subjects of the educational process. Communication between the student and the teacher is provided through the teacher's electronic journal, with its help the student can get acquainted with his/her academic achievements through his/her personal account. The rating system for assessing students' knowledge, as a result of feedback, ensures the intensification of the educational process, monitoring the development of academic disciplines by students, and increases the academic motivation of students and teachers. In addition, when implementing a student-centered approach, the feedback process takes into account the wishes and needs of students and makes decisions that are taken into account when compilingthe EP.

During the visit, the commission found that the teachers of the departments conduct scientific research in the field of teaching methods of academic disciplines of the EP, which is reflected in the publication of monographs, scientific articles, textbooks and teaching aids, the release of electronic textbooks and video lectures, acts of introduction into the educational process.

At the University, students' autonomy is provided by the Internet, the University's library resources and the Department's electronic resource for independent work. Monitoring of the student's independent work is carried out by teachers in the form of a schedule consultation with the head of the department. The student's independent work is prepared in the form of a report in accordance with the developed guidelines for the implementation of SIW and is protected.

The study of internal regulatory documents confirms that students and staff have the right to file a complaint to resolve any problems that arise. These codes describe a system for reviewing student complaints by University administration. A number of complaints, such as appeals on interim control and appeals on current (rating) control, are regulated by Rules PR-07-22 "Rules for organizing and conducting ongoing monitoring of academic performance and intermediate certification of students" (https://caiu.edu.kz/rules-codes-models-programs-ru /). Purposeful work is constantly being carried out to prevent corruption offenses and negative phenomena at the University.

The University ensures full transparency of knowledge assessment. The results of the current control and midterm examination, as well as the intermediate attestation, are available to students of AIS "Platonus". Teachers submit the results of the current control to the academic performance journal AIS "Platonus" on a daily basis. Exam results are also made available to students on the day they are conducted.

The qualifications of teachers, including from the point of view of their mastery of modern assessment methods, are determined based on the results of examination sessions, including the use of automated methods of information processing of the AIS Platonus, by surveying students and discussed at department meetings. Professional development of evaluators is carried out at internal training courses. The teaching staff of the department annually undergoes advanced training at the national and international levels in accordance with the main activities of the department. All achievements of teaching staff and certificates of advanced training in the system of AIS "Platonus" are in the teacher's personal account.

Analytical part

Experts note that the University creates all the necessary conditions to ensure that the level of knowledge of students meets the planned learning outcomes and goals of the EP.

In order to increase the effectiveness, objectivity and quality of the entire educational technology, the processes of teaching and knowledge control of students are separated. The defense of practice reports is accepted by the commission appointed by the head of the department. The list of examiners and the examination boards are formed by the dean of the faculty from among the teachers who have qualifications corresponding to the profile of this academic discipline, and as a rule, do not conduct classes in this group.

However, the EEC experts, having familiarized themselves with the University's academic policy, the system for assessing acquired skills and learning outcomes, recommend expanding the control and measurement parameters for various types of control using modern technologies and approaches aimed at improving the objectivity, accuracy and completeness of the assessment (for example, practice-oriented methods, project work, situational tasks, assessment of meta-errors).

The AIS "Platonus" system operates at CAIU, which allows automating the educational process as a whole, as well as providing access to teaching staff and students through personal accounts.

At the same time, the EEC experts of IAAR note that research in the field of teaching methods of academic disciplines is not actively conducted.

Strengths/Best Practices:
No strengths identified.

Recommendations of the EEC:

- To expand the control and measurement parameters for various types of control, assessment of acquired skills and learning outcomes- in the academic policy of the University. Deadline - until 01.09.2025.

- To develop and implement an internal regulatory document governing the introduction of the results of our own research in the field of teaching methods of academic disciplines into the educational process. Deadline - until 01.04.2025.

Conclusions of the EEC on the criteria for the standard "Student-Centered Learning, Teaching, and of Performance Assessment": 10 criteria were disclosed, of which 10 were satisfactory.

6.7 Standard "Students"

• The university must demonstrate the policy for formation of a 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) must be defined, approved, and published.

• The university must provide for special adaptation and support programs for newly admitted and foreign students.

> *• The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.*
>
> *• The university must cooperate with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications.*
>
> *• The university must provide opportunities for external and internal mobility of students, as well as assist them in obtaining external grants for training.*
>
> *• The university must make maximum efforts to provide students with internship places, promote the employment of graduates, and keep in touch with them.*
>
> *• The university must provide graduates with documents confirming their qualifications, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.*
>
> *• The university must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.*
>
> *• The university must actively encourage the students to self-education and development outside the main curriculum (extracurricular activities).*
>
> *• An important factor is the presence of an active alumni association.*
>
> *• An important factor is the availability of a support mechanism for gifted students.*

Evidence part

Experts note that one of the strategic goals of the University is to ensure the formation of a contingent of students from among the most prepared and capable applicants to continue their studies.

The policy of forming the students' contingent consists in admitting people with knowledge equal to that of a secondary school (gymnasium, lyceum), confirmed by the required number of points based on the results of the UNT, on a grant and on a fee basis, as well as an internal grant from the University.

The procedure for admission of applicants to the University is established by the "Model Rules for Admission to Educational Organizations Implementing Educational Programs of Higher and Postgraduate Education", approved by the Decree of the Minister of Education and Science of the Republic of Kazakhstan No. 600 dated October 31, 2018 with current amendments and additions, as well as the Rules for Admission to the Central Asian Innovation University, approved by the decision of the, protocol No .6 dated 01/27/2023.

A University student goes through such procedures (regulating the life cycle) as the admission procedure, transfer from course to course, transfer from other universities, transfer of credits acquired at other universities, the procedure for evaluating current, intermediate and final controls, passing professional internships, the procedure for deduction and restoration. The Commission of the EEC made sure that all these procedures are described in the internal regulatory documents of the University.

After the formation of the contingent, the first week of the academic calendar for first-year students is allocated for training and informing newly admitted students about the rules of credit technology. Additionally, a system of events is planned to facilitate the adaptation of first-year students to the University conditions. These events are held during the first week of September of the new academic year. The most important activities include:

- "Student Initiation Ceremony " and lecturing of the course "Introduction to the specialty";

- speeches of leading teachers in groups (every year, on the first day of school, associate professors and professors of the department speak to first-year students);

- - acquaintance with the history of the University and graduates who have made it famous, etc.

For the adaptation of foreign students, an internal regulatory document PG-01-21 Program for the support and adaptation of foreign students has been developed and approved.

The Commission notes that the University has a mechanism for recognizing previous learning outcomes achieved during academic mobility, which is reflected in the developed internal regulatory document PD-28-21 "Regulation on the recognition of the results of additional formal and non-formal education".

Experts note that the CAIU provides an opportunity for external and internal mobility of students. A total of 14 students arrived from partner universities in the first half of the 2023-2024 academic year under the incoming academic mobility program.

According to the program of internal outgoing academic mobility, 22 students from CAIU have left to study at partner universities - Shymkent University and University "Miras".

The University considers one of its main tasks to be the need for cooperation with other educational organizations and national information centers for academic recognition and mobility of the ENIC/NARIC network, in particular, ENIC-KAZAKHSTAN "National Center for Higher Education Development" in order to ensure comparable recognition of qualifications and is actively working in this direction.

Achieving the effectiveness of the EP, namely, obtaining by the students of specific skills that are in demand in the labor market, is the main goal of the departments. The Registrar's Office carefully monitors the achievements of each student from the admission process to graduation, and the progress of each session. The University provides transferable GPA points, which is reflected in the approved Academic Policy of the University, located on the University's website in the Students' section.

In the course of teaching process, students undergo all the following types of professional practices: educational, pedagogical, psychological and pedagogical, industrial, etc. in accordance with the work curricula of the EP and the internal regulatory document "Rules for the organization and conduct of professional practice".

In order to systematize and effectively organize all types of practices, the departments have developed and approved internship programs and guidelines for professional practice. Programs are developed for each type of practice, which provide general guidelines for practice planning, requirements for interns, duties of the head of practice from the department, duties of the head of practice of students from the enterprise, types and characteristics of practice, requirements for the preparation of a report, goals and objectives, the content of each type of practice.

At CAIU, an important element of the system for ensuring a high level of student training is regular monitoring of student satisfaction with the quality of organization and conduct of practice, which is carried out through questionnaires.

For example, during the study of the structural divisions available on the basis of the practice in the field of training of student interns, it was revealed that in 2021-2022 academic year, the majority of students (89%) answered "yes" and 11% "no"; in 2022-2023 academic year, 92% and 8% answered "yes".no"; in 2023-2024 academic year, 93% answered "yes" and 7% "no".

The employment status of University graduates is important for evaluating the University's performance. The average number of employed graduates in 2022 is 62%, in 2023 – 65.1%, in 2024 – 65.8%. The University has established a functional structure that monitors the employment of graduates and maintains contact with them - the Career Center and the Alumni Association.

Analytical part

The EEC experts note that the CAIU has a transparent policy for the formation of the contingent of students, approved procedures regulating the life cycle of students The students of the University have the opportunity to study under the academic mobility program at universities of the Republic of Kazakhstan. At the same time, the EEC experts of of IAAR note the low rate of external academic mobility of students, the lack of a motivation and support mechanism for studying during 1

semester at a foreign university.

During the visit the EEC Commission had the opportunity to make sure that in order to solve the problems of graduate employment after graduating from the University, CAIU establishes cooperation with various enterprises, institutions and organizations. It carries out purposeful work on the organization of high-quality internships on the basis of institutions and organizations of the city.

During the visit of the EEC and the survey, for the question "How are you satisfied with the quality of the educational program in general?": 85.3% (273) of the surveyed students answered "fully satisfied", 13.1% (42) - "partially satisfied", and for the question "How are you satisfied with the overall quality of teaching?": 86.9% (278) of the surveyed students answered "fully satisfied", 10.3% (35) - "partially satisfied".

Strengths/Best Practices:
No strengths identified.

Recommendations of the EEC:

-   The Department of International Relations and Academic Mobility and the heads of the EP should develop and approve an action plan to support students for the implementation of the external academic mobility program. The deadline is 07/01/2025.
-   The Career Center and the Alumni Association should develop a mechanism, a system for notifying students (a digital platform) about the practice bases provided, and provide students with the opportunity to choose the practice base themselves. The deadline is until 09/01/2025.

The conclusions of the EEC on the criteria of the standard "Students": 11 criteria are disclosed, of which 9 criteria are satisfactory, 2 criteria suggest improvement.

6.8 Standard "Teaching staff"

•   The university must have an objective and transparent personnel policy, including recruitment, professional growth and staff development, ensuring the professional competence of the entire staff.
•   The university must have clear, transparent and objective criteria for hiring, appointing, promoting, and dismissing employees and follow them in its activities.
•   The university must demonstrate the compliance of the staff potential of the teaching staff with the university's development strategy and the specifics of the EP.
•   The university must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning.
•   The university must determine the contribution of teaching staff to the implementation of the university's development strategy and other strategic documents.
•   The university must provide opportunities for career growth and professional development of teaching staff, including young ones.
•   The university must involve practitioners from relevant industries in teaching.
•   The university must demonstrate motivation for the professional and personal development of teachers, including encouraging contributions to the integration of research and education, as well as the use of innovative teaching methods.
•   An important factor is the active use of information and communication technologies by teaching staff in the educational process (for example, on-line learning, e-portfolio, MOSS, etc.).
•   The university must demonstrate the focus of its activities on the development of academic mobility, attracting the best foreign and domestic teachers.
•   The university can show the involvement of teaching staff in the life of society (the role of teaching staff in the education system, in the development of science, the region, the creation of a

cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).

Evidence part

The EEC experts note that CAIU conducts an objective and transparent personnel policy, creates the necessary conditions for the professional development of teaching staff and personnel. Recruitment and placement of personnel is carried out in accordance with the Labor Code of the Republic of Kazakhstan, Akorda, No. 414-V LRK dated November 23, 2015 (with amendments and additions to 07.07.2020). The University has a competitive commission to consider candidates for vacant positions of the teaching staff.

The University constantly monitors the implementation of the individual teaching staff plan. An annual criterion assessment of teaching staff has been introduced. Management and development of teaching staff, ensuring their professional competence and compliance with the level of requirements. An important factor in ensuring the quality of EP from the point of view of personnel (teaching staff) is the involvement in teaching and related activities, such as research, specialists and practitioners working at existing enterprises outside the teaching environment, political, public, honored figures, famous scientists, as well as Kazakhstani and foreign teachers and specialists, including within the framework of academic mobility.

The processes of recruitment and training of teaching staff include: determining the requirements for teaching staff, searching and selecting applicants for vacant positions, performance evaluation, continuous professional development of teaching staff, dissemination of existing experience among employees.

The personnel policy is implemented in accordance with the main priorities of the University's strategy and ensures that the teaching staff meets the qualification requirements, the level and specifics of the EP.

Experts have confirmed that PD-27-22 "Regulations on the evaluation of the ranking of the teaching staff and the holding of the competition "The best teacher of the Year" is valid at the University (https://caiu.edu.kz/normatinye-document-po-org-uchebno-process-ru /) For example, in 2017-2018 academic year, Andakul Marat Khamitdinovich, a senior lecturer of the Department of IMT and FC, became the "Best Teacher of the Year"; in 2018-2019, Dzhumagulova Gulnara Shingisovna, Head of the Department of General Pedagogy and Psychology, was awarded the "Best Teacher of the Year", in 2019-2020, the "Best Teacher of the Year" was awarded to Ignashova Lyudmila, Head of the educational and methodological department, in 2022-2023, 2023-2024, the "Best Teacher of the Year" was awarded to Kylyshbaeva Gulnara Bakiramovna, an associate professor of the "Department of Chemistry, Biology and Ecology".

The need of the EP for teaching staff is regulated by the internal regulatory document - PD-06-22 (https://caiu.edu.kz/operating-conditions-ru/) "Regulations on the academic load and teaching work", according to which the work is carried out at the University. The development of the University is carried out on the basis of the strategic documents of the Ministry of Science and Higher Education of the Republic of Kazakhstan - the Concept of Development of Higher Education and Science for 2023-2029.

The University practices inviting leading, foreign lecturers and practitioners with practical work experience to conduct classes.

Experts note that in order to motivate the professional and personal development of teachers, the CAIU provides bonuses to employees based on their work results during the academic year, the successful completion of the admissions campaign, for their contribution to the use of innovative technologies in the process of teaching students, certification, accreditation, for scientific results, for anniversaries and official state holidays.At the University, by the decision of the Academic Council, honored teachers are awarded intra-university academic titles - "Associate Professor" and "Professor" in accordance with the approved "Regulations on the procedure for awarding academic titles".

Teachers who have received the certificates of "associate professor" and "professor" are given an appropriate salary supplement.

The University has a system of advanced training and professional development of teaching staff. Various forms and methods of advanced training are used: courses, seminars, workshops, conferences, trainings, mentoring, distance learning, internships, etc.

Advanced training of teaching staff is led by the head of the department. This work is coordinated by the Vice Rector for Research and International Relations.

The Commission of the EEC was convinced that the teaching staff are actively involved in the social life of the University. They actively participate in the work of various clubs, exhibitions, charity concerts, creative competitions, etc.

Analytical part

The University implements the principle of a democratic approach to personnel management. All necessary conditions for professional activity and creativity are created for teaching staff and personnel.

As a result of the interviews, the commission concluded that the administration of the University ensures the completeness and adequacy of individual planning of work of teaching staff in all types of activities, monitoring the effectiveness and efficiency of individual plans, and evidence of teachers fulfilling all types of planned workload.

The workload of teaching staff in the specialties includes educational, teaching-methodical, scientific, organizational and methodological work, and professional competence development. All planned work of the teacher is included in his individual work plan, which is the main document regulating the work of the teacher in a full-time position.

The EEC notes the University's sufficient work on the survey of teaching staff and students.

The EEC Commission had the opportunity to survey the teaching staff during the visit. To the question "How do you assess the opportunities provided by the University for the professional development of teaching staff?" - 69.7% (85) of the surveyed teachers answered "very well", 28.7% (35) - "well", and to the question "How do you assess the opportunities provided by the University for the career growth of teaching staff?" - 65.6% (80) answered "very good."

The EEC experts of the IAAR note that during the interview with the teaching staff, it was found that the administration of the University was insufficiently informed about the adopted internal regulatory documents, including the procedure for developing and approving the EP, the functioning of the academic committee, etc.

Strengths/Best Practices:
No strengths identified.

Recommendations of the EEC:

- The administration of the University should systematically (twice a year), with mandatory preparation of a protocol, take measures with all structural divisions to clarify the NLA of the Ministry of Science and Higher Education of the Republic of Kazakhstan and the internal regulatory documents of the CAIU. The term is 2 times a year.

The conclusions of the EEC on the criteria according to the standard "Teaching Staff": 11 criteria are disclosed, of which 10 are satisfactory, 1 suggests improvements.

6.9 Standard "Scientific research work"

• *The university must demonstrate compliance of research priorities with the national policy in the field of education, science and innovative development.*
• *The university must ensure compliance of research activities with the mission and strategy of*

the university.
    • The university must plan and monitor the effectiveness of scientific- research work.
    • The university must demonstrate the presence of processes for attracting students to scientific- research activities.
    • The university must demonstrate assistance in presenting the scientific positions of researchers, teaching staff and students at various scientific venues, including the publication of scientific results.
    • The university must promote the implementation of scientific research results, including consulting and commercialization.
    • The university must promote the recognition of research scientific- research work, including registration of research projects with authorized bodies, registration of patents and copyright certificates.
    • An important factor is conducting of joint research with foreign universities.
    • The university must strive to diversify the sources of funding for scientific- research activities.
    • The university must provide mechanisms for motivating the scientific- research activities of students, teaching staff and other internal stakeholders.

Evidence part

The scientific activity of the CAIU is carried out in accordance with the strategic plan for the development of the University for 2024-2029, which defines the vision and mission, values of the University, strategic directions of development, goals, target indicators and ways to achieve them (reviewed at the meeting of the University of 31.01.2024, Protocol No. 6).

The directions of research activity are focused on obtaining practical research results and correlate with the priorities of the scientific and technological policy of the Republic of Kazakhstan, in particular with the "Intellectual Potential" initiative, which focuses on conducting fundamental research in the field of socio-economic and humanitarian sciences.

Over the past 3 years, the number of contracts for commercialization, R&D and contractual research developed by the University has amounted to 26 agreements in the amount of 733765,854 tenge.

Teaching staff of the University are involved in the implementation of scientific- research work. Taking into account the specifics of the University's EP and based on the above-mentioned directions, 15 initiative research topics and their supervisors were registered by departments in the NCSTE RK.

In order to attract teaching staff and students to research according to the plan, the University annually holds scientific conferences for young scientists, as well as for teaching staff at the international and national levels. Scientific and methodological seminars for students and teaching staff are also regularly held, which are aimed at improving the scientific and professional level, and are devoted to current areas of science and technology development.

Scientific and research work of students is included in the training of Master's theses and diploma works, it contains scientific projects and reports, abstracts, laboratory work and student's independent work. In addition, the University has student's scientific clubs: "Programmer", "Art Design", "Zhas Economist", "Zhas Ustazdar Mektebi", Laboratory "Umit", "Zhas Adebiyetshi", "Smart Students", "Erudite", "Dala Syry", "Sheber Qoldar" and others.

Every year, students actively participate in scientific- research conferences held at the University, as well as outside it. The development of creative and analytical thinking, the expansion of scientific horizons are facilitated by the participation of students of the EP in student's clubs. The main results of the scientific- research work of students and undergraduates are published in the materials of the international youth scientific and practical conference, so over the past three years, more than 5,700 students and undergraduates have made presentations at scientific and practical conferences.

The University traditionally organizes competitions of startup projects "Menin armanym" in cooperation with the Entrepreneurs Fund "Damu" Foundation in the Turkestan region among students to identify and motivate potentially effective projects for further commercialization and business incubation.

The University is working to increase the level of external academic mobility of teaching staff for the exchange of experience in the field of pedagogical and scientific activities, as well as foreign scientists are invited to give lectures (Mukharlyamov R.G. Doctor of Physical and Mathematical Sciences, Professor, Russian University of Friendship named after P.Lumumba; Tagaev I.A. Candidate of Technical Sciences, dosent, Navoi Innovation University; Karbekova A.B. Doctor of economical Sciences, professor, ZhASU named after Osmonov).

Interdisciplinary scientific research at the University is carried out through its implementation act in the educational process and manufacturing. The results of the scientific- research work carried out by teaching staff and students have been implemented into the teaching process and manufacturing in 2021 - 31 were implemented, in 2022 42, in 2023 - 49 and in 2024 -53.

The availability of appropriate motivation for teaching staff and employees, stimulating the effective achievement of goals, is achieved through the following measures: bonuses; establishment of annual salary allowances for all categories of teaching staff; sending University teaching staff at the expense of the University for advanced training in the Republic of Kazakhstan, near and far abroad; favorable moral and psychological climate; high-quality laboratory facilities; equipment of classrooms for lectures and practical classes with all necessary equipment; provision of financial assistance.

The University ensures the timeliness and reliability of the submitted reports on scientific – research works. The results of scientific-research activities are subject to annual discussion at meetings of departments and the Academic Council of the University.

The University creates conditions for the integration of education, science and innovation and motivates teachers to engage in active research activities. The scientific and creative activities of the University are carried out in accordance with the mission, goals and objectives of the University.

Analytical part

The University regularly hosts scientific and methodological seminars for students and teaching staff, which are aimed at improving the scientific and professional level, are devoted to current areas of science and technology, are held at the University, universities of the republic and internationally, adhering to offline and online formats.

Funds are also allocated for the development of the material and technical base, for the qualitative renovation and functioning of scientific and methodological laboratories, and for the expansion and functioning of infrastructure.

In order to attract young scientists to solve issues of development of science and technology, development of scientific potential of the republic, scientific laboratories, coworking center and research center have been functioning at the University; agreements on joint use with experimental bases have been concluded. For example, the Scientific and Methodological Laboratory "Economic Problems of the region", the Specialized Experimental Base on Economics "South-Western Scientific Research Institute of Animal Husbandry and Crop Production", the Scientific and Methodological Laboratory on the problems of creating an adaptive educational environment in modern elementary schools, the Scientific and Methodological Laboratory on actual problems of modern primary education, the Scientific and Methodological Laboratory of "Linguistics and Linguodidactics", Scientific and methodological Laboratory "Actual problems and methods of using modern technologies in language teaching", Research Laboratory for the development of digital literacy skills of teachers in the educational process, Creative Design Workshop. The expected results of the laboratory's work are theoretical patterns, application software packages for solving scientific and practical problems, practical recommendations and techniques, research on qualitative properties, and

the development of scientifically sound recommendations.

The University traditionally organizes competitions of startup projects "Menin armanym" in cooperation with the Foundation of Entrepreneurs "Damu" in the Turkestan region among students to identify and motivate potentially effective projects for further commercialization and business incubation.

Scientists and students of the University participated in seminars, Olympiads, conferences, competitions, as well as internships and exchanged experiences on academic mobility in countries near and far abroad. At the same time, the members of the EEC note the insufficient joint scientific research with colleagues from foreign universities.

Strengths/Best Practices:
No strengths identified.

Recommendations of the EEC:

- The administration of the University should develop an action plan for conducting joint scientific research with foreign partner universities. To compile a list of partner universities with an indication of the topics of joint scientific research. The deadline is until 09/01/2025.

- The Department of Postgraduate Education, heads of the EP, in the EP development plan, shall include a section on improving the education/training of master's students, providing support by scientific supervisors, the University management in order to increase the publication activity of master's students in scientific journals included in the list recommended by the SHEQAC of the MSHE of the RK. The deadline - until 01.09.2025.

The conclusions of the EEC on the criteria of the standard "Scientific research work": 10 criteria are disclosed, of which: 9 positions are satisfactory, 1 position suggests improvement.

6.10 Standard "Finance"

> *• The university must create development scenarios consistent with the development strategy, taking into account the risk assessment.*
> *• The university must demonstrate the operational and strategic planning of its budget.*
> *• The university must demonstrate the existence of a formalized financial management policy, including financial reporting.*
> *• The university must demonstrate the existence of an internal audit system.*
> *• The university must demonstrate that it has conducted an external independent audit.*
> *• The university must have a mechanism for assessing the adequacy of financial support for various types of university activities, including the university's development strategy, EP development, and research projects.*

Evidence part

The financial and administrative policy implemented by the University's administration is aimed at the implementation of the strategic plans and mission of the CAIU, the goals and objectives of the EP. The financial condition of the University makes it possible to adequately solve the tasks set for the implementation of the EP. This is evidenced by the constant stability of the University's income and its targeted use, for example, income from core and non–core activities of the University amounted to 214,0178 KZT in 2021-2022 academic year, 2537, 448 KZT in 2022-2023 academic year, and 372,1674 KZT in 2023-2024 academic year.

The planning of expenses for educational activities consists primarily of the contingent of students for the academic year.

The fulfillment of the mission, strategic goals and objectives is ensured by replenishing, updating and modernizing the University's resource base through the allocation of appropriate financial resources.

One of the additional sources of funding is the funds received by the University in the framework of economic and contractual scientific activities, R&D and commercialization of results of the scientific – research work.

Budget planning is carried out on the basis of drawing up an estimate of expenses, taking into account the applications submitted by structural divisions for the resources they need: renovation of premises, construction or reconstruction of real estate, purchase of educational equipment, educational, methodological and scientific literature, software, furniture, materials, etc., which are adjusted during the academic year to reflect current changes. All risks in budget planning are taken into account by forming reserve funds.

Financial and economic activities are carried out by the accounting department of the University, which ensures the implementation of plan of financial and economic activities of the University. Prepares and supervises the staffing table, prepares and provides tax and statistical reports, maintains accounting and management records. Analyzes expenses, cash flows, pricing, accounts receivable and accounts payable.

The University has a stable financial position, which is achieved by stable income, with a sufficient level of profitability, and good asset quality.

The University evaluates the sufficiency of financial support for various types of activities, including the University's development strategies, the development of the EP, and research projects based on an analysis of financial stability. They are accounting and financial reporting data: the Balance Sheet, which reflects the retained earnings or losses of the reporting and past periods; the Profit and Loss Statement.

Financial resources management is coordinated by the Board of Founders, the Academic Council and the Board of Trustees.

Analytical part

The University has an internal audit system. By the Decision of the founders, a commission is appointed to conduct unscheduled and scheduled inspections of the availability of funds, inventory items, fixed assets and strict reporting forms, which are issued by inventory acts. If there are accounting deviations and actual results (shortages, surpluses, spoilage), the relevant internal documentation is issued. However, *the members of the EEC noted* a weak demonstration of the work of the internal audit system, and the relevant documents were not provided in full.

In addition, it was noted that external independent financial control is carried out by the auditing bodies of the Ministry of Science and Higher Education of the Republic of Kazakhstan, the Committee for Financial Control and Public Procurement. At the same time, *the members of the EEC note* the insufficient demonstration of an external independent audit with the submission of relevant materials.

.*Strengths/Best Practices:*
No strengths identified.

Recommendations of the EEC:

- - *The Administration of the University should include the issue of financial reporting in the work plan of the University Academic Council. Deadline: 01.09.2025.*
- - *The Administration of the University should publish the results of the external independent audit on the University website that do not constitute a commercial secret. Deadline: 01.06.2024.*
- - *The Administration of the University should develop an internal regulatory document*

governing the procedure for conducting an audit of the University's financial statements, including all income and expenses related to the University's activities that do not constitute a commercial secret. Deadline: 01.09.2025.

Conclusions of the EEC on the criteria for the standard "Finance": 6 criteria were disclosed, of which 4 positions are satisfactory, 2 positions require improvement.

6.11 <u>Standard "Education Resources and Student Support Systems"</u>

• The university must ensure that educational resources, including material and technical resources, and infrastructure comply with the strategic goals of the university.

• The university must demonstrate the availability of support procedures for various groups of students, including information and consulting.

• The university must demonstrate the compliance of information resources with strategic goals:

- technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs)

- library resources, including the collection of educational, methodological and scientific literature on general education, basic and specialized disciplines on paper and electronic media, periodicals, access to scientific databases

- examination of research results, graduation papers, dissertations for plagiarism

- access to educational Internet resources

- the functioning of WI-FI on its territory

• The university must strive to create conditions for educational, scientific and other types of activities. Corresponding infrastructure development should be carried out based on the results of monitoring the satisfaction of students, teachers, employees and other stakeholders with the infrastructure.

• The university must strive to ensure that the educational equipment and software used to master the EP are similar to those used in the relevant industries

• The university must ensure that the infrastructure meets the security requirements

• The university must take into account the needs of different groups of students (adults, working people, foreign students, as well as students with disabilities)

• The university creates conditions for the student's advancement along an individual educational trajectory

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Evidence part

The learning environment, including material and technical and information resources, correspond to the mission and purpose of the university. The University strives to create conditions for the implementation of educational programs and conducting scientific - research work based on the results of monitoring the satisfaction of students, teachers, staff and other stakeholders with the infrastructure.

The material and technical base fully ensures the implementation of all types of practical and theoretical training, scientific and research work of students provided for in the University curriculum and complies with current sanitary and epidemiological and fire safety standards and regulations.

The EP are equipped with the necessary classroom facilities, educational laboratories, 20 computer classrooms (240 computers), gyms, and testing centers (215 computers). Students have access to computers connected to the Internet.

Multimedia tools are used at the University to optimize the educational process and make learning clearer: 46 video projectors, currently the University has 487 units of computer equipment

for the educational process.

Academic support services for students have been established and are functioning at the University: the registrar's office, the advisory service, the educational and methodological department, and the institute of curators.

The contingent of students is formed with the help of the automated information system for managing the educational process, AIS "Platonus", by specialties, by form of study, by groups, and is reflected monthly in the movement of the contingent of students. The issues of the contingent movement are supervised by the student chancellery and the dean's office.

The University provides discounts to disabled people of groups I and II, families raising disabled children, multiple children families, orphans, persons left without parental care and athletes.

In order to assist students in planning and mastering the EP, the advisory service and the staff of the Registration Office provide interactive and academic consultations.

For the implementation of the EP, the following special software products were purchased, installed and are actively used in the educational process: Project Expert for economic analysis of projects (disciplines "Project Analysis"), for statistical analysis (academic disciplines Statistics, Socio-economic statistics), Audit Expert for financial analysis of enterprises (discipline Economic analysis), 1C-accounting 8.0 (disciplines accounting and auditing, accounting in tourism). For the EP "Law" for the effectiveness of the educational process at the discipline "Criminalistics", forensic equipment is used, as well as courtrooms at the discipline "Criminal procedure" and "Civil procedure". For the EP 6B02101 Fashion, interior design and Industrial Design (6B02102 – Design), 6B06103 Computing and software, AutoCAD software products are used in full.

The University has a student support service, which provides all categories of students with the opportunity to familiarize themselves with the requirements for the educational process, financial discipline, behavior, to get advice, to form an individual educational trajectory, to organize independent work, to gain access to reading rooms and computer classes after school hours, to participate in the work of public associations and University's administrations.

In order to support the autonomy of students, the University encourages and tries to develop students' ability to act independently and positions them as an active and interested participant (customer), subject of the educational process. Students actively participate in such processes as the formation of a catalog of elective disciplines together with the teaching staff of the graduating department, employers, and the development of IEPs.

University students, depending on their ability to pay, form of study, and individual abilities, have the right to form their own IEP with a different number of credits, while increasing or decreasing the duration of their studies. Also, a University student within the framework of academic mobility has the right to study certain disciplines in other universities of the republic and abroad. The University uses various tools to provide feedback. In particular, feedback through questionnaires and receiving complaints through the "Complaints and Suggestions Box" plays an important role.

The main factor in the development and use of new innovative technologies is the availability of modern computer technology, network equipment to create a unified information and educational environment, as well as modern software.

Analytical part

The members of the EEC note as a strong position the correspondence of educational resources, including material and technical resources and infrastructure to the strategic goals of the University. For example, students have the opportunity and access to use the University's socio-cultural and sports facilities such as: 3 dormitories (3,600 m2) for 276 people, 2 canteens with 100 seats, 2 sports and fitness centers with an area of 1,390 sq.m. with a swimming pool. Sports complex with an area of 1,500 sq.m., sports hall with an area of 261.5 sq.m. Indoor minifootball playground with an area of 363 sq.m. Indoor mini-football ground with an area of 363 sq.m. Outdoor football field with artificial turf and a running track with an area of 1664 sq.m. There are 6 medical stations in all educational

buildings with a total area of 180 sq.m. There are two libraries with reading rooms.

A library is located in all buildings of the University, and an electronic reading room is equipped. Students have free access to computers. There is a reading room, a computer room (with Internet access). The electronic library includes electronic literature on all EP. The University's library fund is constantly replenished, and subscriptions to periodicals are conducted annually. At the same time, *the members of the EEC note* the insufficient renewal of the fund of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, as well as access to scientific databases.

Strengths/Best Practices:

- *The University guarantees that educational resources, including material and technical resources, and infrastructure comply with the strategic goals of the University.*

Recommendations of the EEC:

- *The administration of the University should consider ways to expand access to scientific databases. Conclude contracts with relevant organizations to gain access to scientific databases. The deadline is until 09/01/2025.*

The conclusions of the EEC on the criteria of the standard "Education Resources and Student Support Systems": 12 criteria are disclosed, of which 1 position is strong, 11 positions are satisfactory.

6.12 Standard "Public Information"

• *The information published by the university must be accurate, objective, relevant and should reflect all areas of the university's activities.;*
• *The administration of the University must use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested parties.*
• *The university must publish audited financial statements on its own web resource.;*
• *The university must demonstrate the reflection on the web resource of information characterizing the university as a whole and in the context of the EP.*
• *An important factor is the availability of adequate and objective information about the teaching staff, in terms of personalities.*
• *An important factor is to inform the public about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations.*
• *The university must publish information and links to external resources based on the results of external assessment procedures.*

Evidence part

In accordance with PD-31-21 "Information Management Strategy for 2024-2029", PD-28-22 "Regulation on the official website" and PD-35-22 " Public Information", the University has defined the procedure for implementing information flows and responsible persons for the accuracy and timeliness of information analysis and data provision.

The structural divisions of the University, performing organizational, managerial and information-analytical functions, are responsible for collecting information, organizing events to access scientific, pedagogical and educational information; monitoring and analyzing the state of informatization of education and management activities.: registrar's office, academic unit,

departments, innovation and technical department.

Modern information systems, information and communication technologies and software tools are used to inform the public. The University's website demonstrates the accessibility to the public of basic information on accredited educational institutions (https://caiu.edu.kz/naar-ru /).

The University students, teachers, parents, employers, and the public provide prompt feedback to the administration of the University through the Rector's functioning blog or through the rector's e-mail, as well as through the implemented automated information system "Platonus". In addition, the site has virtual services where you can ask any questions online. Suggestions and recommendations can be made during meetings of collegial bodies, which include students and teachers.

To better inform the public about the quality and achievements of educational programs, the broad possibilities of various resources are used: the Internet, mass media, advertising.

The university has determined the funds of mass information for publications-these are Republican and regional newspapers and TV and radio sources: periodic publications -"Atalar Sozi", "Aigak", " Ontustik", regional television programs on TV channels " Ontustik", "ANTIKOR".LIVE", "Otrar", "Kazakhstan Shymkent". All publications contain information, image, and revealing characters.

According to the University's strategic development plan, the administration of the University aims to increase the University's social and informational influence in the region. As part of this task, the University promotes and develops the Institute's information resources, including online resources and the University's website.

As part of public awareness, the University and the leadership of the EP provide support and clarification of the national programs for the development of the country and the system of higher and postgraduate education. In particular, there is a submenu on the National Programs tab: Address of the President of the Republic of Kazakhstan (https://caiu.edu.kz/poslanie-prezidenta-rk-ru /), 2024 Year of Tourism in China (https://caiu.edu.kz/2023-in-kazakhstan-ru /), where all explanatory information on these programs is presented.

The website www.caiu.edu.kz provides detailed information characterizing the University as a whole: University; Applicants; Students; Science and programs; National programs; Graduates; News; Platonus.

There is also another important sub-item on the university's website - financial statements. The web page provides information on the supply and distribution of financial and material assets based on the results of the financial year (balance sheet)https://caiu.edu.kz/financial-and-economic-department/).

The global analysis of the University's external and internal environment is carried out as part of the development and updating of the University's strategic development plan and includes an analysis of global trends in education development and external challenges, a study of the main groups of consumers, stakeholders and competitors, an identification of labor market features and educational services, analysis of trends in demand parameters, analysis of the current state of the University, its strengths and weaknesses, internal and external risks. In this regard, there is a constant updating and adding of necessary information, both on the website and on social networks, as well as appearances in the media.

The University website provides the public with up-to-date, objective and accessible information about the teaching staff: "Main Page" contains the Information and Educational Portal tab, where there is a link to the AIS "Platonus", where there is information about the teachers of the department; the section "University" contains an information about faculties, departments and the best teachers.

Students and teachers publish in the open press and appear on television: publications in the newspaper "": The Department of Business and Tourism of CAUIU is the most important link in the system of higher professional education (Doctor of Economics, Professor Kuralbaeva A.Sh.) No. 31 of 13/03/2024, "We create conditions for self-realization of students" No. 42 of 10.04.2024, constant coverage in the news of the ONTYSTIK channel: "Orys tili mamandarynyn biliktiligi artty";

"Bolashak ustazdar aptalygy otti"; The International" competition "My Dream was held (https://caiu.edu.kz/smi-ru/).

There is a link to information on the results of external expertise of the EP by national agencies that evaluate the quality of the EP (https://caiu.edu.kz/naar-ru /).

Analytical part

Information openness is realized through the provision of information about the University's educational activities aimed at interested target audiences, including applicants, students, graduates, parents, employers and the general public. The University regularly publishes information about its activities: about the educational programs implemented and the qualifications awarded; about the achievements of students; about the successes of graduates; about academic, scientific and social events held; about interaction with enterprises and organizations of science, business, culture, and the media; about the employment opportunities of graduates; as well as reliable information about the contingent of students, information about teaching staff, reports.

Messengers like Webex, ZOOM, WhatsApp are used as additional tools for informing and communicating with students, used for important announcements, conferences, student counseling, video conferences in question-answer mode, etc. As the analysis of the target audience has shown, significant popularity, and the main role is given to social networks. In order to inform interested parties, the University uses a variety of ways to disseminate information: social networks for the general public, as well as interested parties, and making a dialogue with them, and the University's website, which is a universal information tool containing all the basic information on the organization of the educational process, the composition and structure of the University, major events, and graduates.

Strengths/Best Practices:
No strengths identified.

Recommendations of the EEC:

The conclusions of the EEC on the criteria of the standard "Public Information": 8 criteria are disclosed, of which 8 positions are satisfactory.

VIII. OVERVIEW OF STRENGTHS/BEST PRACTICES FOR EACH STANDARD

Standard "Strategic Development and Quality Assurance"
No recommendation.

Standard "Administration and Management"
No recommendation.

Standard "Information Management and Reporting"
No recommendation.

Standard "Development and Approval of the Educational Program"
No recommendation.

Standard "Continuous Monitoring and Periodic Evaluation of Educational Programs"
No recommendation.

Standard Student-Centered Learning, Teaching and Academic Performance Assessment"
No recommendation.

Standard "Students"
No recommendation.

Standard "Teaching Staff"
No recommendation.

Standard "Scientific Research Work"
No recommendation.

Standard "Finance"
No recommendation.

Standard "Educational Resources and Student Support Systems"
- *The University guarantees the compliance of educational resources, including material and technical resources, and infrastructure with the strategic goals of the university.*

Standard "Public Information"
No recommendation.

IX. REVIEW OF RECOMMENDATIONS FOR QUALITY IMPROVEMENT FOR EACH STANDARD

Standard "Strategic Development and Quality Assurance"

- *The University management should ensure the planning and implementation of the activities of all structural divisions and teaching staff in accordance with the current directions of the University's Development Strategy until 2029. The deadline is until 09/01/2025.*

- *The University management should develop and approve a regulation on the development of an educational program development plan, where the sections and indicators correspond to the adopted University development strategy. The deadline is 04/01/2025.*

- *The University management should include measures for the opening of doctoral studies in the University's strategic development plan. The deadline is 09/01/2025.*

Standard "Administration and Management"

- *Based on the analysis, in the activity plans of the University's structural divisions, including in the development plans of CAIU's EP, to reflect a section on risk prevention and management, indicating the names of risks, possible consequences in case of failure and (or) timely response measures, as well as a description of risk management mechanisms and measures; and proceed with their implementation, develop and approve a plan of corrective and preventive actions, and implement the plan with reporting and posting information for all interested parties. The deadline is until 09/01/2025.*

- *Heads of educational programs, the training department, the Department of International Relations and Academic Mobility should develop and approve, together with foreign partners, a plan for the implementation of double-degree and (or) joint educational programs. The deadline is until 05/01/2025.*

- *The University management should systematically analyze the effectiveness of the action plan for the implementation and adoption of innovative activities, the introduction of innovative proposals. The deadline is 07/01/2025.*

- *The University management should develop and approve an action plan for participation in international, national and regional professional alliances, associations, etc. The deadline is 31.12.2025.*

- *The University management should update and re-approve the IUD "Internal Quality Assurance System". The deadline is 03/01/2025.*

- *The University management and the management of structural divisions should include in the work plan measures to ensure periodic monitoring (2 times a year) and evaluation of effectiveness and efficiency in the implementation of activity plans, including in the implementation of EP and their development plans. The deadline is 04/01/205.*

- *The University management should introduce a separate full-time compliance officer unit, develop and approve job descriptions, and a work plan for the relevant service. The deadline is 04/01/2025.*

Standard "Information Management and Reporting"

- *The university management should develop a mechanism for controlling the effectiveness and efficiency of the made changes in its activities. The deadline is 09/01/2025.*

- *The supervising structural unit should develop and approve the regulations of the Career Center and the Alumni Association. The deadline is 02/01/2025.*

- *The Career Center and the Alumni Association should develop and approve a work plan for all interested parties on organization and conduct of professional practice and employment of graduates and post it on the University's website. The deadline is 04/01/2025.*

- *The supervising structural unit for the digitalization of the University's activities should develop a page for the Career Center and the Alumni Association on the University's website. The*

deadline is until 09/01/2025.

- The Staff Office should confirm the consent of all teaching staff and other internal stakeholders to the processing of personal data in a documented manner and place it in the relevant personal files. The deadline is 03/01/2025.

Standard "Development and Approval of the Educational Program"

- The University management should develop a plan for the implementation of a joint educational program with foreign partners. The deadline is until 09/01/2025.

- The university management should conclude cooperation agreements with universities not only near but also far abroad in order to harmonize the content and development of joint educational programs, conduct joint scientific research, and organize scientific internships for students, teachers, and staff. The deadline is 09/01/2025.

- The Academic Department should develop/supplement the relevant internal document defining the appointment procedure, requirements, scope of responsibility, rights, and functional duties of the heads of the educational programs. Deadline: 01.04.2025

- Heads of the EP in syllabuses should indicate the relationship of the student assessment policy with learning outcomes (competencies), and make adjustments/additions to the internal regulatory document on the development of syllabuses. The deadline is 04/01/2025.

Standard "Continuous Monitoring and Periodic Evaluation of Educational Programs"

- - The administration should develop and establish an internal regulatory document for posting information on the University's official website about any planned or undertaken actions regarding the EP (plans, reports, protocols), identifying all participants in the process. The deadline is 04/01/2025.

- Information about the decisions taken regarding any changes in the structure and content of the EP should be published and available to all stakeholders on the University's website within 10 working days after such changes are made. The deadline is 04/01/2025.

Standard "Student-Centered Learning, Teaching and Performance Assessment"

- To expand the control and measurement parameters for various types of control, assessment of acquired skills and learning outcomes- in the academic policy of the University. Deadline - until 01.09.2025.

- To develop and implement an internal regulatory document governing the introduction of the results of our own research in the field of teaching methods of academic disciplines into the educational process. Deadline - until 01.04.2025.

Standard "Students"

- The Department of International Relations and Academic Mobility and the heads of the EP should develop and approve an action plan to support students for the implementation of the external academic mobility program. The deadline is 07/01/2025.

- The Career Center and the Alumni Association should develop a mechanism, a system for notifying students (a digital platform) about the practice bases provided, and provide students with the opportunity to choose the practice base themselves. The deadline is until 09/01/2025.

Standard "Teaching staff"

- The administration of the University should systematically (twice a year), with mandatory preparation of a protocol, take measures with all structural divisions to clarify the NLA of the Ministry of Science and Higher Education of the Republic of Kazakhstan and the internal regulatory documents of the CAIU. The term is 2 times a year.

Standard "Scientific Research Work"

- The administration of the University should develop an action plan for conducting joint scientific research with foreign partner universities. To compile a list of partner universities with an indication of the topics of joint scientific research. The deadline is until 09/01/2025.

- The Department of Postgraduate Education, heads of the EP, in the EP development plan, shall include a section on improving the education/training of master's students, providing support by scientific supervisors, the University management in order to increase the publication activity of master's students in scientific journals included in the list recommended by the SHEQAC of the MSHE of the RK. The deadline - until 01.09.2025.

Standard "Finance"

- The Administration of the University should include the issue of financial reporting in the work plan of the University Academic Council. Deadline: 01.09.2025.

- The Administration of the University should publish the results of the external independent audit on the University website that do not constitute a commercial secret. Deadline: 01.06.2024.

- The Administration of the University should develop an internal regulatory document governing the procedure for conducting an audit of the University's financial statements, including all income and expenses related to the University's activities that do not constitute a commercial secret. Deadline: 01.09.2025.

Standard "Educational Resources and Student Support Systems"

- The administration of the University should consider ways to expand access to scientific databases. Conclude contracts with relevant organizations to gain access to scientific databases. The deadline is until 09/01/2025.

Standard "Public Information"
- There are no recommendations.

X. OVERVIEW OF RECOMMENDATIONS FOR THE DEVELOPMENT OF THE EDUCATIONAL ORGANIZATION

There are no recommendations for LLC development.

XI. RECOMMENDATIONS TO THE ACCREDITATION COUNCIL

The members of the external expert commission of IAAR agreed to recommend that the Accreditation Council accredit the LLP "Central Asian Innovation University" for a period of 5 years within the framework of institutional accreditation.

Appendix 1. Evaluation table "PARAMETERS OF A SPECIALIZED PROFILE"

№	№	Evaluation criteria	Position of organization of education			
			Strong	Satisfactory	Suggests improvements	Unsatisfactory
1. The standard "Strategic Development and Quality Assurance "						
1	1.	The HEI should demonstrate the development of a unique mission, vision and development strategy based on the analysis of external and internal factors with the broad involvement of various stakeholders.		+		
2	2.	The HEI must demonstrate that its mission, vision, and strategy are aimed at meeting the needs of the state, society, real economy sectors, potential employers, students, and other stakeholders.		+		
3	3.	The HEI must demonstrate transparency in the processes of forming, monitoring, and regularly reviewing the mission, vision, strategy, and quality assurance policy.		+		
4	4.	The HEI must have a published mission, development strategy, and quality assurance policy.		+		
5	5.	The HEI develops documents on individual areas of activity and processes (plans, programmes, regulations, etc.) that specify the development strategy and quality assurance policy.		+		
6	6.	Quality assurance policies should reflect the relationship between research, teaching, and learning.		+		
7	7.	The HEI must demonstrate the development of a culture of quality assurance.		+		
Total according to the standard			0	7	0	
2. The standard "Administration and Management "						
8	1.	The HEI should implement management processes, including planning and resource allocation in accordance with the strategy.		+		
9	2.	The HEI should demonstrate the successful functioning and improvement of the internal quality assurance system.		+		
10	3.	The HEI must demonstrate a risk management analysis.			+	
11	4.	The HEI must demonstrate an analysis of the change's effectiveness.			+	
12	5.	The HEI must demonstrate an analysis of the identified inconsistencies, implementation of the developed corrective and preventive actions.			+	
13	6.	The HEI must demonstrate the provision of educational process management through the management of educational programmes, including the assessment of their effectiveness.		+		
14	7.	The HEI demonstrates the development of annual activity plans, including teaching staff, based on the development strategy.		+		
15	8.	Commitment to quality assurance should apply to all activities performed by contractors and partners (outsourcing), including joint/double-degree education and academic mobility.			+	

16	9.	The HEI must provide evidence of the transparency of the University's management system.		+		
17	10.	The HEI must ensure the participation of students and teaching staff in the work of collegial management bodies.		+		
18	11.	The HEI must demonstrate evidence of openness and accessibility of managers and administration for students, teaching staff, parents and other interested persons.		+		
19	12.	The HEI must demonstrate innovation management, including analysis and implementation of innovative proposals.			+	
20	13.	The HEI should strive to participate in international, national and regional professional associations.			+	
21	14.	The HEI should provide training for the management (rector, advisers, Vice-rectors, deans, heads of structural divisions, heads of departments) in educational management programmes.		+		
22	15.	The HEI should strive to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.		+		
Total according to the standard			0	9	6	
3. The standard "Information Management and Reporting"						
23	1.	The HEI must ensure the functioning of the system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software.		+		
24	2.	The HEI must demonstrate the systematic use of processed, adequate information to improve the internal quality assurance system.		+		
25	3.	The HEI should have a system of regular reporting at all levels of the organizational structure, including an assessment of the effectiveness and efficiency of departments, EP, research and their interaction.			+	
26	4.	The HEI must establish the frequency, forms and methods of evaluating the EP management, the activities of collegial bodies and structural divisions, senior management, and the implementation of scientific projects.		+P		
27	5.	The HEI must demonstrate the definition of the procedure and ensuring the information protection, including the identification of responsible persons for the accuracy and timeliness of information analysis and data provision.		+		
28	6.	The HEI must demonstrate the students` involvement, employees and teaching in the processes of collecting and analyzing information, as well as making decisions based on them.		+		
29	7.	The HEI must demonstrate that there is a mechanism for communication with students, employees, and other stakeholders, including mechanisms for conflict resolution.		+		
30	8.	The HEI must ensure that the degree of satisfaction with the needs of teaching staff and students is measured and demonstrate elimination evidence of the identified shortcomings.		+		
31	9.	The HEI should evaluate the effectiveness and efficiency of its activities, including in the EP context.		+		
		Information collected and analyzed by the University should take into account:				
32	10	key performance indicators		+		
33	11	dynamics of the students` contingent in the context of forms and types		+		

34	12	level of academic performance, student achievement, and deduction		+		
35	13	удовлетворенность обучающихся реализацией ОП и качеством обучения в вузе		+		
36	14	students' satisfaction with the EP implementation and the quality of education at the HEI		+		
37	15	employment and career development of graduates			+	
38	16	Students, employees and TS must document their consent to the processing of personal data.			+	
39	17	The HEI should facilitate the provision of all necessary information in the relevant fields of science.		+		
Total according to the standard			0	14	3	
4. The standard "Development and Approval of the Educational Program"						
40	1.	The HEI must demonstrate the existence of a documented procedure for the EP development and its approval at the institutional level.		+		
41	2.	The HEI must demonstrate that the developed EP meets the set goals and planned learning outcomes.		+		
42	3.	The HEI must demonstrate the existence of the graduate model of the EP, describing the results of training and personal qualities.		+		
43	4.	The HEI must demonstrate that external examinations of the EP are conducted.		+		
44	5.	The qualifications obtained at the end of the EP must be clearly defined, explained and correspond to a certain level of the NQS.		+		
45	6.	The HEI should determine the impact of disciplines and professional practices on the formation of learning outcomes.		+		
46	7.	An important factor is the ability to prepare students for professional certification.		+		
47	8.	The HEI must provide evidence of students` participation, teaching staff and other stakeholders in the EP development, ensuring their quality.		+		
48	9.	The HEI must ensure the content of academic disciplines and learning outcomes at the level of education (bachelor's, master's, doctoral)		+		
49	10.	The EP structure should include various types of activities that correspond to the training results		+		
50	11.	An important factor is the availability of joint EP with foreign educational organisations			+	
Total according to the standard			0	10	1	
5. The standard "Continuous Monitoring and Periodical Review of Educational Programs"						
51	1.	The HEI must demonstrate that there is a documented procedure for monitoring and periodically evaluating the EP in order to achieve the goal of the EP. The results of these procedures are aimed at continuous EP improvement.		_+		
52	2.	The HEI should review the EP content and structure, taking into account changes in the labor market, the requirements of employers and the social request of society.		+		
		Monitoring and periodic evaluation of the EP should consider:		+		
53	3	content of programs in the light of the latest scientific achievements in a particular discipline to ensure the relevance of the discipline taught		+		
54	4	changes in the needs of society and the professional environment		+		

55	5	load, academic performance and graduation of students		+		
56	6	effectiveness of student assessment procedures		+		
57	7	expectations, needs and satisfaction of students		+		
58	8	compliance of the educational environment and support services with the EP goals		+		
59	9	The HEI must provide evidence of students` participation, employers, and other stakeholders in the EP review.		+		
60	10	All concerned parties should be informed of any planned or undertaken actions in relation to the EP. All changes made to the EP must be published.			+	
61	11	Support services should ensure that the needs of different groups of students are identified and met.		+		
Total according to the standard			0	10	1	
6. The standard "Student-centered Learning, Teaching, and Performance Assessment"						
62	1.	The HEI should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths		+		
63	2.	The HEI must ensure the use of various forms and methods of teaching and learning		+		
64	3.	The university must demonstrate the availability of a feedback system for the use of various teaching methods and evaluation of learning outcomes		+		
65	4.	The HEI must demonstrate that there is a feedback system for using various teaching methods and evaluating learning outcomes		+		
66	5.	The HEI must demonstrate support for students ' autonomy while providing guidance and assistance from the teacher		+		
67	6.	The HEI must demonstrate that there is a procedure for responding to students' complaints		+		
68	7.	The HEI must ensure consistency, transparency and objectivity of the mechanism for evaluating learning outcomes, including appeal		+		
69	8.	The HEI must ensure that the procedures for evaluating students' learning outcomes are consistent with the planned learning outcomes and programme goals. Evaluation criteria and methods should be published in advance		+		
70	9.	The HEI should determine the mechanisms for ensuring that each graduate learns the results of training and ensure the completeness of their formation.		+		
71	10.	Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area.		+		
Total according to the standard			0	10	0	
7. The standard "Students "						
72	1.	The HEI must demonstrate the policy of forming students` contingent and ensure transparency of its procedures. Procedures governing the life cycle of students (from admission to completion) must be defined, approved, and published		+		
73	2.	The HEI should provide for special adaptation and support programmes for newly enrolled and foreign students		+		

74	3.	The HEI must demonstrate that its actions comply with the Lisbon recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education			+	
75	4.	The HEI should cooperate with other educational organisations and national centers of the "European network of national information centers for academic recognition and mobility/National academic Information Centers of recognition" ENIC/NARIC in order to ensure comparable recognition of qualifications		+		
76	5.	The HEI should provide opportunities for external and internal mobility of students, as well as assist them in obtaining external grants for training		+P		
77	6.	The HEI should actively encourage students to self-education and development outside the main programme (extracurricular activities)		+P		
78	7	The university must provide graduates with documents confirming the qualifications obtained, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion		+		
79	8	The university must demonstrate the existence of a mechanism monitoring the employment and professional activities of graduates			+	
80	9	The university should actively encourage students to self-education and development outside the main program (extracurricular activities)		+		
81	10	An important factor is the presence of an active alumni association/association		+		
82	11	An important factor is the availability of a support mechanism for gifted students.		+		
Total according to the standard			0	9	2	
8. The standard "Teaching Staff "						
83	1.	The HEI must have an objective and transparent personnel policy that includes hiring, professional growth and development of staff, ensuring the professional competence of the entire staff.		+		
84	2.	The HEI must demonstrate that the personnel potential of the teaching staff corresponds to the development strategy of the University and the specifics of the EP.		+		
85	3.	The university must demonstrate the compliance of the staff potential of the teaching staff with the university development strategy and the specifics of the EP			+	
86	4.	The HEI must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning.		+		
87	5.	The HEI must determine the contribution of HETP to the implementation of the HEI development strategy and other strategic documents.		+		
88	6.	The HEI should provide opportunities for career growth and professional TEACHING STAFF development, including young people.		+		
89	7.	The HEI should provide for the involvement of practitioners of the relevant industries in training and teaching		+		

90	8.	The university should demonstrate motivation for the professional and personal development of teachers, including encouraging both contributions to the integration of scientific activity and education, and the use of innovative teaching methods		+		
91	9.	The University should demonstrate a wide application of information and communication technologies and software tools in the educational process (for example, on-line education, e-portfolio, MOOCs, etc.)		+		
92	10.	The University must demonstrate its focus on developing academic mobility and attracting the best foreign and domestic teachers		+P		
93	11.	University can show the involvement of TS in the society (the role of TS in education, in science, in the region, creating a cultural environment, participation in exhibitions, creative competitions, charity programmes, etc.)		+		
Total according to the standard			0	10	1	
9. The standard "Scientific Research Work"						
94	1.	The HEI must demonstrate that the priorities of research work correspond to the national policy in the field of education, science and innovative development		+		
95	2.	The HEI must ensure that research activities are consistent with the mission and strategy of the University		+		
96	3.	The HEI should plan and monitor the effectiveness of research		+		
97	4.	The HEI must demonstrate the existence and effectiveness of processes for attracting students to research activities		+		
98	5.	The university should demonstrate assistance in presenting the scientific positions of researchers, teaching staff and students at various scientific sites, including the publication of scientific results		+		
99	6.	The HEI should promote the implementation and recognition of research results, including consulting and commercialization		+		
100	7.	The university should promote the recognition of the results of scientific research, including registration of scientific projects with authorized bodies, registration of patents and copyright certificates		+		
101	8.	Conducting joint research with foreign HEI is an important factor			+	
102	9.	The university should strive to diversify the sources of funding for research activities		+		
103	10.	The university should provide mechanisms for motivating the research activities of students, teaching staff and other internal stakeholders		+		
Total according to the standard			0	9	1	
10. The standard "Finance"						
104	1.	The HEI should form development scenarios that are consistent with the development strategy, taking into account the risk assessment		+		
105	2.	The HEI must demonstrate strategic and operational budget planning		+		
106	3.	The HEI must demonstrate that it has a documented financial management procedure, including monitoring and reporting		+		
107	4.	The HEI must demonstrate the existence of an internal audit system			+	
108	5.	The HEI should provide for an external independent audit			+	

№	№	Criteria				
109	6.	The HEI must demonstrate the existence of a mechanism for assessing the adequacy of financial support for various types of university activities, including the HEI development strategy, EP development, and research projects		+		
Total according to the standard			0	4	2	
11. The standard "Education Resources and Student Support Systems"						
110	1.	The HEI must ensure that educational resources, including material and technical resources, and infrastructure meet the strategic goals of the University.	+			
111	2.	The HEI must demonstrate that it has procedures in place to support various groups of students, including information and counseling		+		
		The HEI must demonstrate compliance of information resources with strategic goals:				
112	3	technological support for students and TS in accordance with educational programmes (for example, online training, modeling, databases, data analysis programmes)		+		
113	4	library resources, including the collection of educational, methodological and scientific literature on General education, basic and specialized disciplines on paper and electronic media, periodicals, access to scientific databases		+P		
114	5	examination of research results, graduation papers, dissertations for plagiarism		+		
115	6	access to educational Internet resources		+		
116	7	functioning of WI-FI on its territory.		+		
117	8	The HEI should strive to create conditions for educational, scientific and other activities. Appropriate infrastructure development should be based on the results of monitoring the students` satisfaction, teachers, employees, and other stakeholders with the infrastructure.		+		
118	9	The HEI should strive to ensure that the training equipment and software used for the EP development are similar to those used in the relevant industries		+		
119	10	The HEI must ensure that the infrastructure meets the security requirements		+		
120	11	The HEI should take into account the needs of different groups of students (adults, working, foreign students, as well as students with disabilities)		+		
121	12	The HEI creates conditions for the advancement of students on an individual educational trajectory		+		
Total according to the standard			1	11	0	
12. The standard "Public Information"						
122	1.	The information published by the HEI must be accurate, objective, relevant and reflect all areas of the HEI's activities		+		
123	2.	The HEI management should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the General public and interested persons		+		
124	3.	Public awareness should support and explain the country's national development programmes and the higher and postgraduate education system		+		

125	4.	The HEI must publish audited financial statements on its own web resource		+		
126	5.	The HEI must demonstrate the reflection on the web resource of information that characterizes the University as a whole and in the EP context		+		
127	6.	An important factor is the availability of adequate and objective information about TS in the context of personnel		+		
128	7.	An important factor is the publication of information about cooperation and interaction with partners, including scientific/consulting organisations, business partners, social partners and educational organisations		+		
129	8.	The HEI should post information and links to external resources based on the results of external assessment procedures		+		
Total according to the standard			0	8	0	
OVERALL:			1	111	17	