



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

on the results of the work of the External Expert Commission for assessment on compliance with the standards of institutional accreditation of the private institution "Kostanay Engineering and Economics University named after M. Dulatov",
in the period from December 11 - 12, 2023

*Independent Association of Accredited Registrars
External Expert Committee*

*Addressed to
Accreditation board
IAAR*



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I. LIST OF NOTATIONS AND ABBREVIATIONS

AC - Attestation Commission;
JSC - joint-stock company;
AP - academic policy;
AD - academic development;
ACS - automated control system;
AMP - administrative and managerial personnel;
IRD - internal regulatory documentation;
HEI - higher education institution;
SOSE RK - state obligatory standard of education of the Republic of Kazakhstan;
GA - government agency;
SPPC - State Pension Payment Centre;
JB - job descriptions;
EU - European Union;
ICT - information and communication technology;
IS - information system;
ISP - individual study plan;
KEnEU - Kostanay Engineering and Economics University;
CDEP - Committee for the Development of Educational Programmes;
CTA - Comprehensive Testing of Applicants;
CED - catalogue of elective disciplines;
MIIR - Ministry of Industry and Infrastructural Development;
MSHE RK - Ministry of Science and Higher Education of the Republic of Kazakhstan;
MEP - modular educational programme;
IAAR - Independent Association of Accredited Registrars;
RW - research work;
SRW – Scientific research work;
NED - National Educational Database;
RLA - regulatory legal act;
NCE - National Chamber of Entrepreneurs;
NQF - National Qualifications Framework;
RCYL - regional children's and youth library;
EP - educational programme;
OHS - Occupational Health and Safety;
RUSL - regional universal scientific library;
PP - professional practice;
TS - teaching staff;
RK - Republic of Kazakhstan;
RIEL - Republican Interuniversity Electronic Library;
LOs - learning outcomes;
WC - working curriculum;
Media - mass media;
SSS - Student Scientific Society;
IWS - independent work of the student;
IWST - independent work of the student with the teacher;
ST - safety technology.
LLP - limited liability partnership;
Auxiliary staff - teaching and support staff;
TMCD - teaching and methodical complex of the discipline;

EMC - educational and methodological council;
C - curriculum;
AC - Academic Council;
CLS - central library system;
SSC - studentservice centre;
PI - private institution;
EL - Electronic Library.



II. INTRODUCTION

In accordance with the order of the Independent Association of Accredited Registrars No. 169-23-ОД dated 10.10.2023 from December 11 to 12, 2023 in PI "Kostanay Engineering and Economics University named after M. Dulatov" (Kostanay), 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 IAAR (No.57-20-ОД dated June 16, 2020, sixth edition).

The report of the External Expert Commission (EEC) contains an assessment of the HEI's performance within the framework of institutional accreditation of the HEI to the IAAR standards and criteria, recommendations of the EEC on further improvement of the institutional profile parameters.

Composition of the EEC:

1. **IAAR Commission Chairwoman** - Aliya Kairatovna Aldungarova, PhD, Associate Professor of East Kazakhstan Technical University named after D. Serikbayev (Ust-Kamenogorsk, Kazakhstan); Off-line participation;
2. **IAAR Foreign Expert** - Viktoriia Ivannikova, Assistant Professor in Aviation Management Business School, Dublin City University, (Dublin, Ireland); On-line participation;
3. **IAAR Expert** - Kairdenov Serik Syrlybaevich, Ph., Kokshetau University named after Sh. Ualikhanov (Kokshetau); Off-line participation;
4. **IAAR Employer** - Said Tolegenovich Alimbayev, Deputy Director of the Department for Competition Development and Tariff Setting of the National Chamber of Entrepreneurs of the Republic of Kazakhstan "Atameken" (Astana); On-line participation;
5. **IAAR Student** - Anastasia Sergeevna Kuzmina, student of the 3rd year of EP "Finance", "Kostanay Regional University named after A.Baitursynov" (Kostanay); Off-line participation;
6. **IAAR Coordinator** - Dinara Kairbekovna Bekenova, IAAR Project Manager (Astana); Off-line participation.

III. PRESENTATION OF KOSTANAY ENGINEERING AND ECONOMICS UNIVERSITY NAMED AFTER M. DULATOV

Brief information about the university

The basis for the emergence, establishment and further development of the university was the opening of the "Institute of Business and Management" in 1996. At present, KEnEU provides the Northern region of Kazakhstan with qualified specialists: over 20,000 people have been trained over 25 years. In May 2003, by the Resolution of the Government of the Republic of Kazakhstan, the University was named after Kazakh public figure Myrzhakyp Dulatov.

Educational activity. Kostanay Engineering and Economics University named after Myrzhakyp Dulatov (KEnEU) is a private higher education institution with the status of a legal entity, implementing professional educational programmes of higher and postgraduate education on the basis of the licence issued by CCSES MES RK (No. 12020748 dated 5.11.2012) within the framework of the national educational system in accordance with the legislation of the Republic of Kazakhstan. There are 26 EPs registered in the EHEA register:

- Bachelor's degree:

1. 6B07108 Automation and Control;
2. 6B07138 Robotics Systems;
3. 6B08127 Agronomy;
4. 6B07111 Mechanical Engineering;
5. 6B07109 Thermal Power Engineering;
6. 6B07110 Electricity;
7. 6B07213 Technology of Processing Industries (by branches);
8. 6B07514 Standardisation and Certification (by branches);
9. 6B06107 Computer Science and Software;
10. 6B11318 Organisation of Transport, Traffic and Operation of Transport;
11. 6B11319 Logistics (by branch);
12. 6B08716 Agricultural Engineering and Technology;
13. 6B07112 Transport, Transport Engineering and Technology;
14. 6B04105 Finance;
15. 6B04104 Accounting and Auditing;
16. 6B04102 Management;
17. 6B04103 Economics;

- Master's degree:

18. 7M04124 Economics (1.5 years);
19. 7M04120 Economics;
20. 7M04122 Management (1.5 years);
21. 7M04121 Management;
22. 7M04129 Management in Education;
23. 7M04130 Agricultural Management;
24. 7M04128 HR Management;
25. 7M04137 Accounting and Auditing;
26. 7M04136 Accounting and Auditing.

The mission of the university: "We lead the training of professionals with entrepreneurial skills and business thinking. We build relationships on the principles of honest and open work".

University Vision: To make KEnEU an entrepreneurial, socially responsible university.

The structure of the university: 5 departments: Socio-Economic Disciplines, Standardisation and Food Technologies, Information Technologies and Automation, Energy and Mechanical Engineering, Transport and Service, college, as well as relevant structural divisions, which provide training of future specialists in 17 Bachelor's and 9 Master's degree programmes. Education at KEnEU is implemented in the state and Russian languages.

The contingent of students at the beginning of 2023 academic year, the total number of students is 1689 people, including 1648 students on Bachelor's degree programmes, 41 students in Master's degree programmes.

Teaching staff The total number of teachers is 171, including: 45 Candidates of Sciences, 2 Doctors of Sciences, 6 PhDs, 33 Master's students. Tenure of faculty members is 53%.

Accreditation, ratings. There are the results of the university's EP in the top three in the rating according to the assessment of NCE "Atameken" 2022: EP "Agrarian Engineering and Technology" - 2nd place, EP "Agronomy" - 3rd place, EP "Technology of processing industries" - 3rd place, EP "Mechanical Engineering" - 3rd place. In December 2015, by the decision of the Accreditation Council of Independent Association of Accredited Registrars (IAAR), the University received institutional accreditation for 3 years, in 2019 for 5 years.

Quality Assurance Policy. KEnEU named after M. Dulatov has formed a quality assurance policy, in accordance with which the university activities are implemented within the framework of the chosen development strategy. The quality assurance policy is enshrined in the document "Guidelines for the system of internal quality assurance of education in PI "Kostanay Engineering and Economics University named after M. Dulatov". The model of the University quality assurance system is aimed at ensuring the quality of the results of educational, research, educational and other activities of the university.

The official website of the university is <https://kineu.edu.kz/>.

The main strategic documents of the university development, presented on the website: Strategic Plan 2020-2025, Development Programme of Kostanay Engineering and Economics University named after M. Dulatov for 2023-2029.

Strategic priorities for the development of KEnEU:

- The university's high academic reputation.
- Development of the university as an entrepreneurial type of higher education institution.
- Development of the university, taking into account further profiling and specialisation.
- Development of dual form of training, interaction with employers.
- Creation and development of IT-cluster in education.

Membership of the university in international organisations: International Telecommunication Union; CAUDCASC (Consortium of Agricultural Universities for the Development of Central Asia and the South Caucasus); Silk Road Alliance; Academic Impact UN; AWS Academy; Global Computing Consortium; UHD World Association; WLAN Application Alliance; International University Network Project "Synergy".

The University has at its disposal the following facilities: administrative building B1-B2-B3 with classrooms, offices, canteen, cloakroom, library, assembly hall; buildings A, B, G with classrooms and laboratories; hostel; sports and health complex with two gyms, locker rooms, showers, gyms, medical centre.

IV. DESCRIPTION OF THE VISIT

The visit of the External Expert Commission to Kostanay Engineering and Economics University named after M. Dulatov was organised in accordance with the programme agreed in advance with the Chairman of the EEC in the period from 11.12.2023 to 12.12.2023.

In order to coordinate the work of the EEC, an introductory meeting was held on 08.12.2023, during which the powers were distributed among the members of the commission, the schedule of the visit was specified, and agreement was reached on the choice of examination methods.

In order to obtain objective information on the evaluation of the university activity, the members of the EEC used such methods as: visual inspection (on-line, off-line), observation, interviewing of employees of various structural units, teachers, students, graduates and employers, questionnaire survey of teaching staff, students.

EEC meetings with target groups were held in accordance with the specified programme of the visit, with observance of the established time interval (Table 1). The university staff ensured the presence of all persons specified in the visit programme.

Table 1 - Information on staff and students who participated in meetings with the IAAR EEC

Category of participants	Quantity
Rector	1
Vice-rectors by type of activity	2
Heads of structural divisions	22
Heads of departments, heads of EPs	22
Teachers	16
Learners	29
Employers	11
Graduates	18
Total	121

Online and offline experts visited the library, assembly hall, SSC, "Technology of confectionery production" laboratory, inclusive education room, co-working centre, cafe "Garage", "Train Traffic Management" laboratory, "Modelling of technological processes" laboratory, "Automation systems and control device of mechatronic systems" laboratory, gymnasium.

EEC attended classes in an online format during their accreditation:

- lecture on the discipline "Organisation of freight and commercial work" for students of EP 6B11318 "Logistics", 6B11319 "Organisation of Transportation, Traffic and Operation of Transport", lecture topic "Ways to improve freight and commercial work on the railway transport", lecturer I. E. Savchenko; the class was attended by 10 students; lecture for students of EP 6B06107 "Computer Science and Software" in the discipline "Basics of Information Security", the topic "Cyber attacks", teacher M.Y. Zarubin, 9 students were present. The online format of lectures was organised on the Adobe Connect platform. The lecture material was presented professionally in Russian with the use of special terminology in the presentation format with appropriate commentary.

In accordance with the accreditation procedure, 101 teachers and 166 students were surveyed. EEC members visited the base of practice: SaryarkaAutoProm LLP, Kostanay Signalling and Communications Department.

In order to confirm the information presented in the Self-Assessment Report, the university's working documentation was requested and analysed by external experts.

At the same time, the experts studied the internet positioning of the university through the official website, social media accounts: Instagram, Facebook, Youtube, Twitter.

As part of the planned programme, the recommendations for the improvement of the university's performance, developed by the EEC following the examination, were presented at a meeting with the management on December 12, 2023.

V. DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

In accordance with the order No. 123-18-ОД dated 28.11.2018 of Independent Association of Accredited Registrars from December 11 to 13, 2018, the External Expert Commission assessed the compliance of Kostanay Engineering and Economics University named after M. Dulatov with the standards of institutional accreditation of the IAAR (dated February "24", 2017, No. 10-17- ОД, fifth edition).

The report of the EEC contains the assessment of compliance of Kostanay Engineering and Economics University named after M. Dulatov activity within the framework of institutional accreditation with the IAAR criteria, recommendations of the EEC on further improvement of the institutional profile parameters.

Composition of the EEC:

1. Chairwoman of the Commission - Marina Vladimirovna Pogrebetskaya, Candidate of Pedagogical Sciences, Associate Professor of M.Kozybaev North-Kazakhstan State University (Petrovsk).

2. Foreign expert - Elena Sokolova, Candidate of Economic Sciences, Associate Professor of National Aviation University (Kyiv, Ukraine).

3. Foreign expert - Alexey Mikhailovich Gostin, Candidate of Technical Sciences, Associate Professor of Ryazan State Radio-Technical University (RSRTU), (Ryazan).

4. Expert - Zhandos Kadyrkhanovich Kegenbekov, Candidate of Technical Sciences, Associate Professor of Kazakhstan-German University (Almaty).

6. Expert - Kairotollah Kairollinovich Abishev, Candidate of Technical Sciences, Associate Professor of Pavlodar State University named after S. Toraigyrov (Pavlodar).

7. Expert - Murat Amanzholovich Rakhimov, Candidate of Technical Sciences, Associate Professor of Karaganda State Technical University (Karaganda).

8. Expert - Malika Akhyadovna Saidulaeva, Karaganda State Medical University (Karaganda).

9. Expert - Nurlan Narkenovich Tashatov, Candidate of Physical and Mathematical Sciences, Associate Professor of Eurasian National University named after L.N. Gumilev (Astana).

10. Expert - Rasulbek Akyzbekovich Musabekov, Candidate of Technical Sciences, Associate Professor of Almaty University of Energy and Communications (Almaty).

11. Employer - Gabiden Baurzhanovich Bekmagambetov, Project Manager of the Human Capital Development Department of the Chamber of Entrepreneurs of Kostanay region (Kostanay).

12. Employer - Alexey Vasilyevich Korniyasev, Chief Engineer of "AgromashHoldingKZ" JSC (Kostanay).

13. Student - Diana Talgatkyzy Anuarbekova, 4th year student of EP "5B080100- Agronomy", Kostanay State University named after A.Baitursynov (Kostanay).

14. Student - Nurlybek Nasipbekuly Nasipbek, student of the 4th year of EP "5B073200- Standardisation and Certification", Kostanay State University named after A.Baitursynov (Kostanay).

15. Student - Oralai Maulenovna Amanova, 3rd year student of EP "5B071700- Heat Power Engineering", Rudny Industrial Institute (Rudny).

16. Observer from the Agency - Timur Yerbolatovich Kanapyanov, PhD, Head of International Projects and Public Relations of IAAR (Astana).

In the course of the expert group's work, the content of KEnEU's activities in the post-accreditation period was analysed within the framework of the plan of implementation of the IAAR EEC recommendations on institutional accreditation standards. Out of 27 recommendations, 17 recommendations have been implemented more than 50%, the average percentage of implementation of recommendations is 68%: The PAM resulted in the following conclusions:

1*. Ensure revision of the HEI Strategic Plan taking into account new state development programmes and participation of all stakeholders in this process. Conclusion: the recommendation is at the stage of implementation (50%).

2. Provide information to the public, employers and students about the mission, vision and strategic guidelines of the university on a continuous basis. Conclusion: the recommendation has been implemented (100%).

3*. Implement a set of measures to update and disseminate the Internal Quality Assurance Policy to reflect the university's individuality. Conclusion: the recommendation is at the stage of implementation (25%).

4*. Conduct training of staff and teaching staff in the field of development, maintenance and development of the internal quality assurance system. Ensure implementation of the Internal Quality Assurance Policy and standards in accordance with ESG recommendations. Conclusion: the recommendation was not implemented (5%).

5. Conduct training for heads of departments and educational programmes in the field of risk management, implement risk management at the level of structural units, processes and educational programmes. Conclusion: the recommendation has been implemented (100%).

6. Recommendation of the EEC: To update internal procedures and regulations in accordance with the new regulatory framework. Conclusion: the recommendation has been implemented (100%).

7*. Introduce an electronic document management system into the university management process. Conclusion: the recommendation is under implementation (50%).

8. Develop and implement a regulation on the university website with the appointment of responsible persons and regulations for updating information. Conclusion: the recommendation has been implemented (100%).

9. Organise the possibility of asynchronous communication for students and teachers to communicate in the distance learning system with saving the history of messages. Conclusion: the recommendation has been implemented (100%).

10. Provide training for faculty and staff, development and updating of the EP in accordance with the new normative acts in the field of education. Conclusion: the recommendation is at the stage of implementation (70%).

11*. Ensure the implementation of joint programmes with UrSAU and the University of Applied Sciences Weihenstephan-Trisdorf (Germany), expand the list of joint and/or double-diploma programmes with foreign universities. Conclusion: the recommendation is not described at a sufficient level (40 %).

12. Ensure that the mechanisms for monitoring the quality of educational programmes are revised in accordance with the new regulatory and legal framework. Conclusion: the recommendation has been implemented (100%).

13. Include in the development plans of educational programmes the introduction of new forms and methods of teaching and learning, provide feedback on the effectiveness of their use. Conclusion: the recommendation has been implemented (100%).

14*. Organise own research on teaching methods and assessment of learning outcomes. Conclusion: the recommendation is not described at the appropriate level (5%).

15. Reflect information on the progress of learning and current learning assessments in the distance learning system and organise learner access to them. Conclusions: the recommendation has been implemented (100%).

16. Increase the share of knowledge assessment in written form in the final controls and examinations. Conclusions: the recommendation is implemented at the appropriate level (90 %).

17. Recommendation of EEC: Organise work on attracting foreign applicants to study at the university. Conclusions: The recommendation is under implementation (75%).

18*. To continue work to develop external and internal academic mobility of learners. Conclusions: The recommendation is under implementation (25 %).

19. Enhance the role of the Alumni Union in the activities of the university. Conclusions: the recommendation has been implemented (100%).

20*. Strengthen the work on external academic mobility of teaching staff and attraction of the best foreign and domestic teachers to joint scientific research. Conclusion: the recommendation is at the stage of implementation (40%).

21. Continue work on practical implementation of scientific research in the educational process, its consulting and commercialisation. Conclusion: the recommendation is at the stage of implementation (60%).

22. Strengthen the work on the organisation of joint scientific research with foreign scientists and universities. Conclusion: the recommendation is at the stage of implementation (80%).

23. Organise work on diversification of forms of financing RW activities, including through the involvement of business stakeholders. Conclusion: the recommendation has been implemented (100%).

24*. Organise work to conduct an external independent audit and ensure that the audited financial statements are published on the website. Conclusion: the recommendation is under implementation (50%).

25. Recommendation of the EEC: Implement a system of checking written works for anti-plagiarism using external databases. Conclusions: the recommendation has been implemented (100%).

26. Ensure the publication of national programmes for the development of the country and education, including "Digital Kazakhstan", on the university website, and provide information. Conclusions: the recommendation has been implemented (100 %)

27*. Ensure regular updating of information about the faculty (portfolio) on the university website, including the list of scientific publications. Conclusions: the recommendation is not implemented (5%).

Recommendations marked "*", described by PAM experts with an implementation score of less than 50 %, were studied in detail by EEC experts during the accreditation procedure and described in this report in the relevant standards.

VI. COMPLIANCE WITH INSTITUTIONAL ACCREDITATION STANDARDS

1.1. "Strategic Development and Quality Assurance" standard

- *The HEI should demonstrate the development of a unique mission, vision and strategy based on the analysis of external and internal factors with broad involvement of diverse stakeholders*
- *The HEI should demonstrate the focus of its mission, vision and strategy to meet the needs of the state, society, sectors of the real economy, potential employers, students and other stakeholders*
- *The HEI should demonstrate transparency of the processes of formation, monitoring and regular revision of the mission, vision, strategy and quality assurance policy*
- *The HEI should have a published quality assurance policy, mission, vision and strategy*
- *The HEI develops documents on individual areas of activity and processes (plans, programmes, regulations, etc.), specifying the quality assurance policy*
- *Quality Assurance Policies should reflect the link between research, teaching and learning*
- *The HEI must demonstrate the development of a quality assurance culture*

Evidentiary part

The activity of KEnEU named after M. Dulatov is determined by its mission, vision and strategy. The strategic goal of the university's development is to become the leading university in engineering and economics directions in Northern region of RK, improving the competitiveness of educational services and sustainable progressive development with taking into account external and internal factors.

The strategic benchmarks of the university development, starting from 2020, were determined according to the "Strategic Development Plan of KEnEU for 2020-2025". On 27.06.2023 by the Rector's order (No. 33-1) a working group was established to develop an updated strategy of the university. The basis of the order was the Decree of the Government of the Republic of Kazakhstan dated from 28 March 2023, No. 248 on approval of the Concept of development of higher education and science in the Republic of Kazakhstan for 2023 - 2029. At the first stage, the discussion of the draft strategy was held at the meetings of the departments with the participation of stakeholders and interested parties. Further, the mission of the university, goals and objectives facing the university were discussed and approved at the Academic Council of the university, where there was an open discussion of all the proposals made, and, as a result, the final version was approved (extract from the minutes of the Council of Higher Education dated 31.08.2023¹). Currently, the strategic guidelines of the university development are defined in the Development Programme of KEnEU for 2023-2029, which is posted on the website and is available for all interested parties.

The KEnEU Development Programme pays attention to the risks, which are grouped into 5 groups:

1. Macro-factors (decrease in the number of entrants, instability in the development of business entities, inflation/devaluation, force-majeure situations).
2. Organisational risks (emergence of conflict between management and faculty, departure of specialists and faculty, decrease in liquidity and financial resources, breakdown of servers and laboratory equipment, high cost of m/o and double-diploma programmes).
3. International cooperation (decrease in the number of international sources of funding).
4. Negative actions of competitors (outflow of applicants to foreign universities, entry of m/n educational organisations into the market of Kostanay region, dumping of tuition prices).
5. Tightening of legislation (reduced/no grant funding, increased requirements for regulations and standards).

The university has identified and implemented measures aimed at preventing possible risks. For example, attracting young staff and specialists: starting from 2020, 19 people were hired as teachers, which allowed to rejuvenate the overall faculty, career guidance work has been strengthened over the past three years, which led to an increase in the contingent, a brokerage programme was introduced.

The analysis of the content of Bachelor's and Master's programmes shows that they correspond to the mission of the university and meet the needs of employers. The development of the programme starts with the analysis of its demand, taking into account the national and regional requirements of economic development and the labour market. In the development of all EPs of the university are involved faculty members, partners and employers (Department of Entrepreneurship and Industrial-Innovative Development of Akimat of Kostanay region, "Tobol" SPC, NCE of Kostanay region "Atameken", "Entrepreneurship Development Fund "Damu" JSC, MOST, Astana Hub, Almayu, etc.), as well as students. The employer is involved in the educational process at the stages of development of the competence model of a specialist, determination of learning outcomes, preparation of the list and content of elective modules and disciplines. For this purpose, departments and faculties hold various events aimed at realising this task: round tables, scientific and methodological seminars, questionnaires, meetings with leading specialists. Employers participate in the process of development and implementation of educational programmes through:

- formation of professional competences;
- creation of branch departments at enterprises;
- organisation and conduct of professional practices;
- conducting training sessions, guest lectures, round tables;
- participation in the final certification.

The mission, vision and strategy of KEnEU reflect its place in the educational space of Kazakhstan, consistency with national priorities, focus on meeting the needs of stakeholders, as well as the uniqueness and individuality of the HEI strategy.

The main groups of consumers of the university are graduates of secondary schools; graduates of secondary specialised institutions of Kostanay region; specialists who already have higher professional education of other profile; commercial and non-commercial organisations and public authorities, purchasing educational services for their employees.

Transparency of the process of formation and communication of the mission, goals and objectives of the university, as well as the degree of their achievement to all stakeholders is implemented as follows:

- by posting information on the University's official website <https://kineu.edu.kz/ru/onas#gsc.tab=0>;
- placement of information on stands and expositions in the administrative, educational buildings and dormitories;
- regular articles and interviews about the university's activities published in the media;
- explaining the mission, goals and objectives of the university when hiring faculty and staff;
- consideration of issues related to ensuring and fulfilment of the mission, goals and objectives at meetings of structural units;
- while conducting adviser hours and social events with the students.

Evaluation of the effectiveness of the mission, goals and objectives of the university is implemented on the basis of monitoring of the main indicators (indicators) of quality and timing of the implementation of planned activities. During each academic term, the fulfilment of the main indicators of the university or its main activities is analysed.

The risks, opportunities for efficient use of resources are assessed, and measures are planned to improve the university's performance. Risks are assessed, opportunities for effective use of resources are evaluated, and measures to improve the performance of the university are planned. Adjustment, addition and updating of the mission, goals and objectives of the university development is implemented in accordance with changes in the external and internal environment, as well as taking into account new legislative and regulatory acts and policy documents adopted in the field of education and science. The results of the assessment of the mission fulfilment, achievement of goals and objectives are considered and discussed at the meetings of the Academic Council, meetings of the Faculty Councils, meetings of the departments and other structural units of the University and at the editors' hours in the student collectives.

To achieve the mission, goal and objectives, as well as to implement the strategic development plan, the university has the necessary resources and capabilities: human resources, educational environment (teaching and methodological process, research process, educational technologies, educational process), financial and information resources, infrastructure of the University, which together provide the potential capabilities of the University and meet the requirements of the labour market.

The following activities have been implemented for the development of the quality assurance system:

- the main regulatory documents of the university are adopted and approved, they define the policy in the field of quality culture: the University Charter, Internal Regulations, Code of Corporate Ethics, Academic Integrity Policy, Regulations on Appeals, Regulations on Anti-Plagiarism of Written Works, Regulations on Commercial and Official Secrets, Procedure for Consideration of Complaints and Disciplinary Offences, Procedure for Consideration of Appeals, etc., which establish uniform requirements for ethical behaviour and quality of professional duties of students.

- anti-corruption documents (Academic Integrity Policy) have been developed. Every year the Academic Council considers the issue "Anti-corruption policy in the field of education and its implementation in PI "KEnEU" - the main documents regulating the educational and methodological, scientific, educational process have been developed and approved;

- traditional events are held to promote the growth of professional competence, self-organisation and personal self-development: international conferences, professional development seminars with the involvement of international experts,

- implementation of research and development works with the involvement of external experts is implemented;

- group advisors are employed to provide leadership and coordination of educational work under the direction of the Youth Culture Department.

- one of the main components of the education quality system is the involvement of students in the management of the university (Student Council).

An integral part of strategic planning is also the University's Quality Policy, which reflects the main intentions and commitments of the University in the field of quality assurance. In order to implement the internal quality assurance system, the University has a Quality Assurance Commission.

Annual (short-term) work plans are developed on the basis of strategic documents. At the university level, short-term planning is represented by Quality Objectives, work plans of departments and subdivisions. At this level, an important principle of development and approval of plans is their clear correspondence to the strategic priorities of the university development. Thus, the plans of different levels of the University represent a single, coordinated course of the University development.

Analytical part

The university has demonstrated the development of mission, vision and strategy based on the analysis of external and internal factors with the involvement of stakeholders both external and internal, while demonstrating the orientation of mission, vision and strategy to meet the needs of the state, society, sectors of the real economy.

The university takes measures to impart entrepreneurial skills to students by increasing the entrepreneurial component in educational programmes; as a result of joint work with stakeholders, changes have been made in the curriculum - the discipline "Technological Entrepreneurship and Startups" has been developed as part of the study of the minor "Entrepreneurship", where students learn to develop startup projects in the direction of the EP. The Centre of Entrepreneurship - a centre for studying and passing the basics of entrepreneurial activity was established at KEnEU, where the teaching staff will be able to prepare students to work in the field of business, to help them to choose a profession of interest, to discover the concept of career development. *However*, during the EEC, there were *no* stable, annual results of the above activities, no dynamics of development or increase of indicator indicators in the form of approved financed student projects, operating start-up projects with an increase in the scale of activities, etc. *Accordingly, EEC experts note the need to* pay more attention to the direction of university development in accordance with the mission and vision in terms *of business and entrepreneurship development*.

The process of establishing, monitoring and regularly reviewing the mission, vision, strategy and quality assurance policy is transparent, and it is observed that they are published for all stakeholders in the public domain.

The experts were shown documents on specific areas of activity and processes (plans, programmes, regulations, etc.) specifying the quality assurance policy that reflects the link between research, teaching and learning.

Strengths/best practices:

For this standard have not been identified.

EEC Recommendations:

1. The university management, by March 2024, to designate target indicators of fulfilment of the mission and vision of KEnEU in the field of university development in the entrepreneurial perspective, to include the indicators in the planning documents of the university and to start their achievement.

EEC conclusions on the criteria for the standard "Strategic development and quality assurance": 7 criteria were disclosed, of which all 7 criteria have a satisfactory position.

6.2 "Leadership and Management" standard

- *The HEI implements management processes, including planning and resource allocation in accordance with the strategy*
- *The HEI must demonstrate successful functioning and improvement of the internal quality assurance system*
- *The HEI must demonstrate an analysis of risk management*

- *The HEI must demonstrate that it has analysed the effectiveness of the changes*
- *The HEI must demonstrate analysis of identified nonconformities, implementation of developed corrective and preventive actions*
 - *The HEI must demonstrate the provision of management of the educational process through the management of educational programmes, including the assessment of their effectiveness*
 - *The HEI demonstrates the development of annual activity plans, including those of the faculty, based on the Strategy*
 - *The commitment to quality assurance should apply to all activities implemented by contractors and partners (outsourcing), including in the implementation of joint/bilateral education and academic mobility*
 - *The HEI should provide evidence of the transparency of the HEI management system*
 - *The university should ensure the participation of students and faculty in the work of collegial management bodies*
 - *The HEI should demonstrate evidence of openness and accessibility of managers and administration for students, teaching staff, parents and other stakeholders*
 - *The HEI must demonstrate innovation management, including analysing and implementing innovative proposals*
 - *The HEI should endeavour to participate in international, national and regional professional alliances, associations, etc.*
 - *The HEI should provide training of the HEI management, structural units and educational programmes on educational management programmes*
 - *The HEI should endeavour to ensure that the progress made since the last external quality assurance procedure is taken into account in preparation for the next procedure*

Evidentiary part

Management of the university is implemented in accordance with the legislation of the Republic of Kazakhstan, the Charter of the university, internal regulatory documents (procedures, regulations, job descriptions, methodological instructions, guidelines and recommendations). According to the organisational structure, the university has vertical and horizontal interaction of structural units.

The supreme governing body of the university is the General Meeting of Founders, whose main task is to participate in the management of the University's affairs in the manner prescribed by the Charter.

The competence of the President of the university includes: the implementation of the general management of the financial and economic activities of the University, determination of information containing confidential nature and commercial secrets, approval of the structure and maximum staffing level of the university, etc., in accordance with the Charter of the university.

The Rector, who is appointed by the General Meeting of the Founders, is responsible for the general management and administration of the university. The Rector is accountable to the General Meeting of Founders and organises the implementation of their decisions, carries out current management and operational management of affairs, management of educational and scientific activities; disposes of the university property, including financial resources.

The Vice-Rector for Academic Development and the Vice-Rector for Science and Innovation (appointed and dismissed by the Rector), as well as structural units that ensure the processes of the life cycle of students as they move along the educational pathway are directly subordinate to the Rector. Each vice-rector supervises structural and collegial subdivisions in the areas of activity.

Assessment of the quality of leadership and management of the university is implemented by analysing, discussing and adopting decisions at the General Meeting of Founders, Board of Trustees, Academic Council, Rector's orders, studying the results of questionnaires of employees and students, employers.

The Board of Trustees works in accordance with the plan, which includes discussion of the results of the Strategic Plan implementation, the main provisions of the educational process organisation, issues of formation/updating of educational programmes, organisation of students' practice; monitoring of employment, strengthening of material and technical base, work of the university departments' branches.

The collegial executive body responsible for the general management of current educational and scientific activities of the university is the Academic Council (AC), which implements its activities in accordance with the Regulations on the Academic Council. The composition of the RS for the academic year 2023-2024 includes: President, Rector, heads of structural units, representatives of the teaching staff, students and master's students.

Decisions to change the organisational structure are made by:

- Academic Council (in relation to the main structural subdivisions and mass media);
- President or Rector (in relation to auxiliary structural units).

For example, in May 2023, by the decision of the Academic Council, changes were made in the organisational structure of the university - the faculties were abolished and their functionality was redistributed among the relevant units.

Functions and tasks of structural and collegial subdivisions, the list of subdivisions and officials with whom the structural subdivisions of the university interact within the framework of their functions are determined by the regulations on structural subdivisions. The distribution of responsibilities of employees is carried out according to job descriptions.

In order to improve the quality of educational services, the university had a Quality Assurance Commission on the basis of faculties until 1.09.2023, but due to the reorganisation of the organisational structure, a new joint commission was created to address the issues of quality of the educational process at the University. According to the Regulations on the Commission for Quality Assurance - meetings are held at least once every two months, minutes are kept. The sequence and interaction of processes are defined in the Quality Manual.

In order to maintain the effectiveness of the university processes, the procedural documents describing the processes have developed criteria and methods necessary to achieve the effectiveness of the processes; their monitoring and measurements are implemented for the purpose of continuous quality improvement. The resulting data are analysed at the meetings of the Quality Assurance Commission, departments, structural units, senior management, meetings of the Academic Council in order to take specific measures to improve processes; quality improvement processes are provided with the necessary resources and information.

An effective monitoring system has been developed to control the main processes of the university's activity, which is regulated by external and internal documents, the needs of students and employers.

One of the main forms of comprehensive assessment of the subdivisions' activities are annual reports: the department report is analysed and discussed at the department meeting and approved by the Vice-Rector for Academic Development. Based on the reports of the departments, under the guidance of vice-rectors, a general report on the university's activities is formed.

Practical assessment of activities allows to highlight potential risks for the university as a whole and for individual types of its activities, and to make timely adjustments. Identification of non-conformities is implemented in accordance with internal regulatory documents through internal inspection of subdivisions' activities and is of a planned nature. Based on the results, the head of the audited unit develops corrective actions aimed at preventing the possibility of occurrence of identified nonconformities in the future. Effectiveness of corrective actions are verified by the immediate head of the unit and the auditor during the next internal audit by conducting a comparative analysis of the monitoring results.

The financial policy of the university promotes material and social protection of teaching staff and other categories of employees. In order to stimulate employees to quality labour results, as well as encouragement for the work performed, the university has established incentive payments. In 2022, the methodology and indicators of the rating system were revised at the university. All performance indicators (types of work) are divided into key and non-key. The university's rating system is based on the use of only KPIs - key performance indicators that characterise the achievement of goals and solution of the most important tasks of the university. The university has developed and published on the website "Regulations on planning the activities of teaching staff, rating of teachers and departments of KEnEU named after M. Dulatov", which can be consulted by all interested parties. At the same time, the performance indicators of each teacher, department are linked to the general KPIs of the whole university (indicators of state programmes in the field of education and science, indicators of the strategic plan of the university, etc.). Additional payments to teachers, heads of departments to the official salary for the rating results are assigned exclusively for the fulfilment of key performance indicators. The system is built in such a way that the additional payment for the rating of the head of the department directly depends on the results of work on KPI of the faculty of the department. Taking into account the additional payments for rating, planning and control over the implementation of KPIs by department teachers is in the direct interest of the head of the department.

The university outsourced the services of security of the university facilities, management of the debate club, provision of consulting services, services of the "Artist-Designer"; services of the "Sound Operator". The contracts for the provision of services define all the necessary indicators for their quality provision.

The university ensures the transparency of the management system through the development and communication to all stakeholders of the organisational structure and regulations defining the communication links and functions of units. Transparency of decisions made by the university management, as well as collegial and public associations, is ensured through the electronic information educational environment by sending information via electronic corporate mail to heads of structural units and teachers. Besides, the decisions of the AC, other councils, reports, reports and other information materials are placed in open access on the official website of the university. The electronic journal provides transparency of the educational process management for students, teachers, heads of departments, parents (legal representatives). Transparency of the university management system is confirmed by the participation of representatives of the staff and students in the election of the Academic Council.

The HEI management is open and accessible to students, faculty, parents and other stakeholders through the organisational structure and an effective feedback system. Each of the managers has designated office hours for official and personal matters. The feedback system can also be implemented by contacting the rector's blog or via email and messengers.

Innovative proposals to improve the University's activities can be given by faculty members, staff members, heads of departments at meetings of departments, faculty councils, rectorates and the Academic Council, through an appeal via the Rector's Blog. Proposals are considered and discussed at: meetings of departments, structural subdivisions, Rectorate, Academic Council, Founders' Council. Innovative proposals are formalised in the form of a letter of service with a description and submitted to the relevant structural unit.

The information is communicated to the management, and after a series of discussions, a decision is made to implement or reject the innovative proposal. An example of implementation of the proposal is the optimisation of the university's organisational structure in May 2023. This proposal was considered and discussed at the Academic Council, arguments "for" and "against" were heard, and a vote was held, as a result of which the proposal was adopted.

In order to improve the qualification of the management and teaching staff of the EP, the KEnEU Human Resources Management Service organised training within the framework of the course "Management in Education".

The HEI management ensures improvement of processes within the framework of educational activities, taking into account the recommendations received from external quality assurance organisations.

Analytical part

The university conducts management processes in accordance with the KEnEU development strategy. The internal quality assurance system functions and is periodically improved. The analysis of the university activity, including risk management, is monitored, discrepancies are identified based on the monitoring results, the developed corrective and preventive actions are implemented.

The management of the educational process at KEnEU is ensured through the management of educational programmes, including the evaluation of their effectiveness. The experts verified the development of annual activity plans based on the Strategy. The implementation of all activities is guaranteed by the fulfilment of contractual obligations in terms of the quality of their implementation.

The management system of the HEI is transparent, the management of the HEI is open and accessible to all stakeholders. The management of innovations in the HEI is demonstrated, there are examples of implemented innovative proposals.

During the EEC visit, KEnEU partner enterprises *discussed and supported the initiative of* "SaryarkaAutoProm" LLP to replicate on the KEnEU site its own experience of organising "ALLUR Corporate University" on the basis of the enterprise - an educational centre providing training and advanced training in the areas of corporate psychology, management and vocational training of specialists at modern production sites of AgromashHolding KZ and "SaryarkaAutoProm" LLP.

Implementation of this initiative may allow in the future to organise a unified corporate network among partner enterprises of KEnEU (possibly the organisation of the Engineering School), uniting them in the model of innovative development of the national economy: university - enterprise - state, and the organisation of all events on the basis of KEnEU will allow employees and students of the university to be the first in the ranks of participants of this process, which will increase the recognition and attractiveness of KEnEU not only in the region, but also beyond its borders, cooperation of a unified network of partner enterprises.

Strengths/best practices:

For this standard have not been identified.

EEC Recommendations:

1. The university management in 2024, together with partner enterprises, to discuss the possibility of creating a unified corporate network "university-enterprise-state" (Engineering School, etc.) with the participation of representatives of NCE "Atameken".

EEC's conclusions on the criteria for "Leadership and Management" standard: Disclosed 15 criteria, of which all 15 criteria are satisfactory.

6.3 "Information Management and Reporting" standard

- *The HEI should ensure the functioning of the system of collection, analysis and management of information based on the use of modern information and communication technologies and software tools.*
- *The HEI must demonstrate the use of processed, adequate information for effective management of educational programmes, improvement of the internal quality assurance system.*
- *The HEI should have a system of regular reporting, at all levels of the organisational structure, which includes the evaluation of performance and efficiency of subdivisions, EPs, research and their interaction.*
- *The HEI should establish the frequency, forms and methods of evaluation of the EP management, activities of collegial bodies and structural units, top management, implementation of scientific projects.*
- *The HEI must demonstrate the definition of the order and ensuring the protection of information, including the identification of responsible persons for the reliability and timeliness of information analysis and data provision.*
- *An important factor is the involvement of students, employees and faculty in the processes of collecting and analysing information and making decisions based on them.*
- *The HEI must demonstrate the existence of a mechanism of communication with students, employees and other stakeholders, including the existence of conflict resolution mechanisms.*
- *The HEI must ensure that the degree of satisfaction with the needs of the faculty, staff and learners is measured and demonstrate evidence of remediation of identified deficiencies.*
- *The HEI should assess the effectiveness and efficiency of its activities, including in the context of EPs.*
- *The information collected and analysed by the HEI should take into account:*
 - *key performance indicators;*
 - *dynamics of the contingent of students in the context of forms and types;*
 - *grade level, student achievement and retention;*
 - *satisfaction of students with the implementation of the programme and the quality of education at the university;*
 - *accessibility of educational resources and support systems for learners;*
 - *employment and career development of graduates.*
- *Students, teaching staff and other internal stakeholders must document their consent to the processing of personal data.*
- *The HEI should contribute to the provision of all necessary information in the relevant fields of sciences.*

Evidentiary part

During the focus group interviews the experts found out that the university ensures the functioning of the system of collection, analysis and management of information based on the application of modern information and communication technologies and software tools, which are KEnEU's own development - IS "KEnEU", which solves the issues of automation of the educational process, management of educational materials, control and monitoring of students' progress, conducting online lectures and webinars, as well as facilitates the automation of administrative decisions.

Aims and objectives of information dissemination, principles and procedure of communication between the University and target audiences (external and internal), subdivisions of the university are regulated by the university Information Policy,

approved by the decision of the Academic Council of KEnEU named after M. Dulatov (Minutes No. 3, dated 23.11.2021).

The university has established a clear periodicity of information collection and analysis, which is determined by the relevant process, a unified corporate mail, which includes addresses placed on the domain of the university, is functioning. The university applies a multi-level system of access to information. Employees have access only to the information that is necessary for the fulfilment of their professional duties.

Access to the university portal is confidential and is conducted through a personal access password for students and faculty. In the student's personal cabinet there are: academic calendar; guidebook; CED; practice bases by speciality; access to the electronic library of KEnEU; a selection of links to open electronic libraries; information on current academic performance, on the results of examinations, on rating grades and the current level of tuition fees. The personal account is also used by students to familiarise themselves with their individual study plan, to view the schedule of classes, to get access to learning materials, etc. Faculty members use the possibilities of the personal account to automate the main tasks. The university uses a comprehensive approach to information protection, including various technologies, processes and practices to ensure confidentiality, integrity and accessibility of its information resources.

Provisions of KEnEU regulating the educational process are approved by collegial management bodies (AC, AMC), the current system of coordination of plans of the university, divisions and individual plans of the teaching staff ensures the possibility of active participation of all employees in the activities on the management of educational programmes, scientific research work and their improvement.

The annual monitoring reports reflect the results of admission and graduation of students, results of examination sessions, employment, etc. in the context of the programme of study. The general report of the university is heard at the Academic Council meeting, following the results of which decisions are made to improve the activity.

To identify the degree of satisfaction of the teaching staff, staff and students with the management system, the university periodically holds meetings with the Rector, Vice-rectors in the areas of activity, heads of structural units. During the focus group interviews, as well as the analysis of submitted documents, the experts confirmed that employers and social partners take part in the examination of the EP, based on the results of which changes are made and elective disciplines are proposed. All stakeholders, including students, teachers and administration, are regularly informed about the results of analyses and decisions taken, which ensures transparency and involvement in the process of improving the quality of education.

KEnEU uses the "Anti-Plagiarism" system to prevent plagiarism in the written works of students. For the qualitative assessment of the work, students, employees and faculty of the university confirm their consent to the processing of personal data. Information support of scientific research at the university is provided by the Scientific Research Sector, the Centre for Entrepreneurship and the Council of Young Scientists. This support is also provided through the electronic website of the magazine "Nauka". The university has a special procedure for considering complaints, approved by the Rector's order No. 7 dated 28.02.2022. When considering complaints and appeals of students, the question of eliminating the cause that causes them is raised, and explanatory work is implemented. In most cases, conflicts are resolved at the level of department heads.

Feedback from alumni is maintained through talks, correspondence, meetings and emails, as well as surveys of current year and past alumni.

Analytical part

During the meetings with the target groups, in accordance with the visit programme, having got acquainted with the educational infrastructure of the university, material and technical resources, methodological materials and intra-university documents, the EEC notes that KEnEU uses appropriate information systems, information and communication technologies and software tools in order to adequately manage information. The members of the Commission emphasise the fact that in this case the university uses the IS "KEnEU" of its own development.

In order to further improve the quality of the University's work, the university management conducts regular questionnaires, where students and graduates of the University act as respondents. The university has demonstrated that on the basis of the analysis of activities in different areas, decisions on the correction of educational programmes, changes in the budget and development strategy are made.

The members of the EEC found that not all teaching staff have an understanding of what criteria for assessing the effectiveness of the changes made in the HEI activity were used, including in the context of EPs.

To determine the degree of satisfaction with the quality of education, in addition to conducting surveys of students, faculty and graduates, the university also collects and analyses other information characterising its activities: information about the contingent of students; level of academic performance and achievements of students; availability of educational resources and student support services; employment of graduates; information about material and technical resources; information about research activities, international cooperation and other areas.

At the same time, the members of the EEC note that the management of the university should urgently raise the issue of annual analysis of the dynamics of the contingent of students in terms of forms and types of education, as the presence of a sufficiently large number of small groups will be a negative indicator of the success of the financial development of the university in the future.

In order to further develop the HEI, the IAAR EEC recommends to improve the university website, reflecting all the changes made to the main documents based on the results of analysing the collected data on its activity, and to do it in three declared languages. Unfortunately, on the official website of the university not all information is available in the state and English languages, in most cases information is presented only in Russian.

According to the results of the questionnaires of the trainees it was found that:

- *responsiveness to feedback from teachers on the educational process "fully satisfied" - 85.5%; "partially satisfied" - 12%; "partially dissatisfied" - 0.6%; "difficult to answer" - 1.8% of respondents.*

- *information support and explanation of the rules of admission and the strategy of the educational programme "fully satisfied" - 85.5%; "partially satisfied" - 18.8%; "partially dissatisfied" - 1.2%; "not satisfied" - 1.2%; "find it difficult to answer" - 1 % of respondents;*

- *the requirements for successful completion of this educational programme "fully satisfied" - 87.3%; "partially satisfied" - 9.6%; "partially dissatisfied" - 2.4%; "find it difficult to answer" - 0.6% of respondents;*

- *the level of accessibility and responsiveness of the management "fully satisfied" - 85.5%; "partially satisfied" - 12.7%; "not satisfied" - 1.2%; "difficult to answer" - 0.6% of respondents;*

Based on the results of the faculty questionnaire, it was found that:

The perception of the university management and administration of criticism of the university as "very good" by "34.7 % , 61.4 % - "good", 2 % - "relatively bad", and 2 % - "bad", 1 % - "very bad"

- *openness and accessibility of the management by students and teachers is rated as "very good" by 62.4%, "good" by 36.6%, and "relatively bad" by 1% of respondents.*

Strengths/best practices:

1. Providing a system of collection, analysis and management of information based on the university's own development of IS "KEnEU".

EEC Recommendations:

1. The HEI management, together with the heads of educational programmes, annually analyse the dynamics of the student population in terms of forms and types of education, paying attention to the presence of small groups and taking appropriate decisions to increase the number of students in certain educational programmes.

2. By the beginning of the 2024-2025 academic year, the university management should clearly define the criteria for evaluating the efficiency and effectiveness of the university's activity and familiarise all the staff and teaching staff of KEnEU with them.

3. The responsible structural subdivision on a regular basis to ensure timely updating of data on the implementation of the university EP on the official website of the university with the maintenance of the website in 3 declared languages.

EEC's conclusions on the criteria for "Information Governance and Reporting" standard: 17 criteria were disclosed, of which 1 criterion was strong and 16 criteria were satisfactory.

6.4 "Development and approval of educational programme" standard

- The HEI must demonstrate existence of documented procedure development and approval of the educational programme at the institutional level.
- The HEI must demonstrate the compliance of the developed EPs with the established objectives, including the intended learning outcomes.
- The HEI must demonstrate the availability of developed models of the EP graduate, describing learning outcomes and personal qualities.
- The HEI must demonstrate that external examinations of EPs have been conducted.
- The qualification awarded on completion of the EOP should be clearly defined, explained and aligned to a specific NSQ level, QF-EHEA.
- The HEI should determine the influence of disciplines and professional practices on the formation of learning outcomes.
- An important factor is the ability to prepare trainees for professional certification.
- The HEI should provide evidence of the participation of students, teaching staff and other stakeholders in the development of the EP, ensuring its quality.
- The university must ensure that the content of academic disciplines and learning outcomes correspond to the level of study (Bachelor's, Master's, Doctoral studies).
- The structure of the EP should provide for different types of activities corresponding to the learning outcomes.
- An important factor is the existence of joint EPs with foreign educational organisations.

Evidentiary part

Development and approval of educational programmes at KEnEU is implemented in accordance with the requirements of the legislation of RK in the field of higher education, and also internal normative documents, in particular the "Regulations on the Development of Educational Programmes". Educational programmes at KEnEU are developed by the Educational Programme Development Committees (EPDC). According to the results of interviews with focus groups, as well as through the analysis of submitted documents, the experts confirmed that teachers, potential employers, heads of practice bases and students participate in the development and approval of educational programmes.

The departments organise various events aimed at the development of interaction with employers: round-table discussions, scientific-methodical and scientific-practical seminars. During the external examination employers, stakeholders, business community can make their suggestions on the content of the EP. During the development of the EP, the EPDC conducts a survey of employers in order to clarify and prioritise the preliminary list of competences.

The objectives of the EP are defined in accordance with the mission and vision of the University and meet the needs of the state, stakeholders and students in the field of training specialists in demand in the national and international labour markets.

The development of the EP at the HEI is implemented in several stages. It starts with the analysis of its demand taking into account Republican and regional requirements of economic development, labour market, by conducting analysis of employment of graduates of the programme. The second stage includes the definition of goals and objectives of the programme, description of learning outcomes in the format of competences. At the third stage the universal (general) and professional (special) competences that will be formed in students within the programme are detailed. The result of the 3 stages is the formation of the competence model of the graduate. The fourth stage is the formation and description of the structure and content of the educational programme. The next stage involves correlation and alignment of the programme structure, learning outcomes and competency formulations. The sixth stage provides the definition of educational technologies and methods of training and assessment of the formed competences corresponding to the learning outcomes. The process of programme formation is completed by the creation of the system of assessment, ensuring and improving the quality of programme implementation.

The development of the HEI graduate model is based on the State Educational Standards, professional standards, results of research aimed at identifying the actual composition of competences, taking into account the opinion of employers, teachers and graduates.

Individual educational trajectory of each student at the university is determined by an individual educational plan, which is built on the basis of the curriculum and the catalogue of elective disciplines. *EEC experts note* the important advisory assistance to students in the choice of their individual educational trajectory, which is provided by advisors.

The experts found that at the time of the EEC, the University *does not implement* joint EPs with foreign educational organisations, but at the same time joint scientific research is implemented within the framework of international projects ERASMUS + with scientists from Serbia, Austria and Germany.

Analytical part

The HEI has defined and documented a clear methodology for the development of educational programmes, as well as the order of all procedures of its approval. The development of educational programmes at the university is implemented by the Committee for the Development of Educational Programmes, which includes faculty members of the department, representatives of employers and students, which together allow developing an optimal version of the educational programme. All EP projects undergo external expertise of employers, the university has clearly defined requirements for reviewers, which are reflected in the normative documents.

The university has developed a competence-based graduate model in accordance with the National Qualifications Framework, and for some EPs students have the opportunity to undergo professional certification. *However, it* should be noted that the presented list of professional certification courses is small, as well as unavailable to open sources of information for familiarisation of students, which *requires further development*.

The EEC notes that international cooperation is actively developing at the university. Joint research is conducted with scientists from Serbia, Austria and Germany on two international projects:

- ERASMUS+ "Dual Education for Industrial Automation and Robotics in Kazakhstan (DIARKAZ)";

- ERASMUS + under the Jean Monnet programme "EU Centre of Excellence for Alternative Energy".

However, joint educational programmes with these, as well as with other foreign educational institutions, are not implemented, although the potential of the university for the implementation of this task is quite large. *IAAR EEC members recommend* the university management to pay more attention to the development and implementation of joint educational programmes with foreign educational institutions, both near and far abroad, but for this purpose it is necessary to revise the language policy in the university. The university observes the results of mastering foreign languages by the teaching staff in the form of language certificates, but these indicators are obtained mainly for the purpose of enrolling employees in PhD studies. Also, during the interviews with students, EEC noted *passivity on* the part of students in terms of the implementation of the language policy of the university. As a result, we can conclude that the study of foreign languages in the university, on the part of students and faculty, is conducted on a voluntary basis, which will not allow the university to actively develop in terms of international programmes, the introduction of multilingual education, the development of new English-language EPs, etc.

EEC experts note that the implementation of a well thought-out policy of foreign languages introduction at the HEI will provide the HEI with international attractiveness, increase the results of participation in international competitions and implementation of joint programmes with EU countries, etc.

Also, at the interview procedure with employers the *importance of* students' knowledge of 3 main languages - state, Russian and foreign languages *was noted*.

In addition, EEC experts believe that the university management, together with the heads of EPs, should diversify the tools of programme implementation "academic mobility of students", including at the expense of partner enterprises, participation in various international programmes, obtaining external and internal grants, as the main contingent of students of KEnEU are students studying on a contractual basis, who have little interest in participating in this programme at their own expense, and the availability of various tools for financing the travel of students will again give good publicity to the university in order to attract the contingent to KEnEU.

Based on the results of the faculty questionnaire, it was found that:

- *The compliance of the content of the educational programme with scientific and professional interests and needs is rated as "very good" by 73.3%, "good" by 24.8%, "good" by 24.8%, "good" by "relatively bad" - 2 per cent of respondents;*

- *62.4% of respondents rated the attention paid by the management of the educational institution to the content of the educational programme as "very good", 34.7% as "good", and 3% as "relatively bad";*

- *support of the university and its management in developing new educational programmes/curricular disciplines/teaching methods are rated as "very good" by 55.4%, "good" by 41.6%; "relatively bad" by 3 % of respondents;*

- *the focus of educational programmes/curricula on the formation of students' abilities and skills to analyse the situation and make forecasts is assessed as "very good" by 40.6%, "good" by 56.4%; "relatively bad" by 2%, and "bad" by 1 % of respondents.*

According to the results of the questionnaires of the learners, it was found that:

- *84.3% are "fully satisfied" with the quality of the educational programme as a whole, "partially satisfied" - 13.9%, "partially dissatisfied" - 0.6%, "not satisfied" - 0.6%, "find it difficult to answer" - 0.6% of respondents.*

Strengths/best practices:

For this standard have not been identified.

EEC Recommendations:

1. By the end of 2026, the university management should conduct targeted work on the implementation of the language policy (development of the trilingual model).

2. The university management, together with the management of the EPs, before the beginning of 2023-2024 academic year, to analyse the existing EPs to determine their readiness for joint implementation with foreign partner universities, to identify "potentially ready" EPs and to start developing and implementing SET, double degree programmes, starting from 2025-2026 academic year.

3. The management of the university, together with the management of the EP, until 2025, to conduct targeted work on the development of tools for the implementation of various forms of mobility of students.

4. The university management, in cooperation with the management of EPs, before the beginning of 2023-2024 academic year, to analyse the existing EPs for readiness for professional certification of students, to identify "potentially ready" EPs, from 2025 to start implementation of certification courses, making information available to students by publishing on the official website of the university and other open sources of information.

EEC conclusions on the criteria for "Development and approval of educational programmes" standard: 11 criteria were disclosed, of which 10 criteria - satisfactory, 1 criterion - requires improvement.

6.5 "Continuous monitoring and periodic evaluation of educational programmes" standard

- *The HEI is obliged to demonstrate the existence of a documented procedure for monitoring and periodic evaluation of the EP to achieve the objective of the EP. The results of these procedures are aimed at continuous improvement of the EP.*
 - *The HEI should ensure the revision of the content and structure of the EP taking into account the changes in the labour market, employers' requirements and social demand of the society;*
 - *Monitoring and periodic evaluation of the EP should consider:*
 - *programme content in the light of the latest scientific achievements in a particular discipline to ensure the relevance of the discipline taught;*
 - *the changing needs of society and the professional environment;*
 - *the workload, performance and graduation of students;*
 - *effectiveness of learner assessment procedures;*
 - *expectations, needs and satisfaction of students with the training on the EP;*
 - *educational environment and support services and their relevance to the objectives of the EP.*
 - *The HEI should provide evidence of the participation of learners, employers and other stakeholders in the revision of the EP.*
 - *All interested parties should be informed of any planned or undertaken actions in relation to the EP. All changes made to the EP should be publicised.*
 - *Support services should ensure that the needs of different groups of learners are identified and met.*

Evidentiary part

The university has a system of continuous monitoring and periodic evaluation of the quality of educational programmes through oral surveys and questionnaires of students, teaching staff, employers and other stakeholders; analysis of graduates' employment, as well as feedback from graduates and employers. The process of monitoring the quality of educational programmes is undertaken and implemented by the Committee for the development of educational programmes with the established annual frequency.

Achievement of objectives within the framework of the programme is monitored by the system of intra-university control at several levels. At the level of students, in the form of questionnaires aimed at identifying student satisfaction with learning conditions, material and technical base, anti-corruption policy of the university. The results of the questionnaire are analysed and discussed at the Academic Council of the university. At the level of employers, the Quality Assurance Commission summarises the results of the survey among employers regarding the quality of academic training and professional skills of graduates. At the level of the HEI the monitoring of the implementation of the assessment policy within the framework of the EP is implemented.

Based on the results of monitoring and periodic assessment of the quality of EPs, their strengths and weaknesses are identified and appropriate changes are made to improve the educational programme, which in turn helps to ensure a high level of education and prepares students for a successful career.

The assessment of students' satisfaction with the places and organisation of the internship is also implemented by means of questionnaires. Two questionnaires are attached to the student's report after any type of internship:

- Student questionnaire "Satisfaction with the results of industrial and other types of practice";
- Questionnaire of the internship supervisor "Satisfaction of the internship supervisor with the university students".

EPDC conducts annual revision of the content of working curricula, modular educational training programmes, working curricula, CEDs, taking into account changes in the educational labour market, the wishes of students and teachers, as well as involves employers, students and stakeholders in decision-making.

Changes to the EP are initiated by the head of the EP, head of the graduating department, EPDC, reviewed by the EMC and approved by the Vice-Rector for Academic Development.

The progress of students is analysed after each session at the meetings of the department and AC.

Analytical part

The IAAR EEC members during the meetings with focus groups and analysis of documents made sure that the university at a good level defines and consistently applies the procedures of monitoring, periodic evaluation and revision of the content of educational programmes, taking into account the changes in the labour market, employers' requirements and social demand of the society, which was confirmed by the minutes of discussion of the content of EP at the collegial meetings, which was actively discussed during the interviews with employers and representatives of practice bases graduates of the university. Analysis of changes in the labour market is implemented annually on the basis of reports of the Ministry of Education and Science of the Republic of Kazakhstan, meetings with representatives of employers. In particular, the *experts note* that in the region, only KEnEU trains specialists in EP 6B11318 "Logistics" and EP 6B11319 "Organisation of Transport, Traffic and Operation of Transport (Railway)", which are unique for this region and which were developed and entered in the register of the EPs of MSHE of RK at the request of the industrial sector of the region.

The university ensures the participation of students, employers and other stakeholders in the evaluation and revision of the EP. Proposals for changes in the content of the EP are made by all stakeholders at the meeting of the department, there the decision is made collegially. At the same time, the EEC notes the absence of a mechanism for informing all stakeholders about any planned or undertaken actions regarding educational programmes on the HEI website. The information provided on the official website of the HEI regarding the implemented educational programmes and their development plans, as well as the graduate model, does not fully reflect the information about the changes that have been made to the structure and content of the EPs following the results of their annual revision.

Based on the results of the faculty questionnaire, it was found that:

- *The compliance of students' knowledge received at the university with the requirements of the modern labour market is rated as "very good" by 50.5%, "good" by 45.5%, "relatively bad" by 3%, "bad" by 1% of respondents;*

- *49.5% rated the compliance of the content and quality of the educational programme with the expectations of the labour market and employers as "very good", 49.5% rated it as "very good", and 47.5 % as "good", 2 % as "relatively bad", and 1 % of respondents rated as "bad".*

According to the results of the questionnaires of the trainees it was found that:

- *72.9% of students gave the answer "completely satisfied" to the question: "Is the material offered by the teacher relevant and reflects the latest achievements of science and practice?";*

- *75.9% of students are "fully satisfied" with the objectivity of assessment of knowledge, skills and other learning achievements;*

- *75.3% of students gave the answer "completely satisfied" to the question: "Are the evaluation criteria used by the teacher clear and accessible?";*

- *83.7 % of students are "completely satisfied" with the teaching methods in general;*

- *84.3% of students are "completely satisfied" with the quality of teaching in general.*

Strengths/best practices:

1. Providing the HEI regular revision of the content and structure of the EP, taking into account the changes in the labour market of Kostanay region, employers' demands and social demand of the society, which confirms the availability of EPs that are not implemented in other HEIs of the region.

EEC Recommendations:

1. The management of the EP of the university should annually post information related to the changes in the structure and/or content of the OP, graduate model, etc. on the university website to inform stakeholders about the decisions made in terms of taking into account their proposals. The deadline is within 10 days after the relevant changes are made.

EEC conclusions on criteria according to "Continuous monitoring and periodic evaluation of educational programmes" standard: 11 criteria are disclosed, of which all 1 criterion is strong, 9 criteria have satisfactory positions, 1 criterion requires improvement.

6.6 *"Student-centred Learning, Teaching and Learning Assessment" standard*

- *The HEI should ensure respect and attention to different groups of students and their needs, providing them with flexible learning trajectories.*
- *The HEI should ensure the use of various forms and methods of teaching and learning*
- *The HEI must demonstrate that there is a system of feedback on the use of different teaching methods and assessment of learning outcomes.*
- *An important factor is the availability of own research in the field of teaching methodology of academic disciplines.*
- *The HEI must demonstrate support for learner autonomy while being guided and assisted by a faculty member.*
- *The HEI must demonstrate that it has a procedure in place for responding to learner complaints.*
- *The HEI should ensure consistency, transparency and objectivity of the mechanism of learning outcomes assessment, including appeal.*
- *The HEI is obliged to ensure that the procedures for assessing the learning outcomes of students correspond to the planned learning outcomes and objectives of the programme. Criteria and methods of assessment should be published in advance.*
- *The HEI should define the mechanisms for ensuring that each graduate has mastered the learning outcomes and ensure the completeness of their formation.*
- *Evaluators should be familiar with modern methods of assessing learning outcomes and regularly upgrade their skills in this area.*

Evidentiary part

The university administration provides equal opportunities for students regardless of the language of instruction to form an individual educational programme. The university distinguishes different categories of students, such as young mothers, athletes going on training camps, students with disabilities, winners of various competitions and Olympiads.

Trainees are offered flexible learning paths, catalogue of elective disciplines, drawing up an individual study plan for the disciplines of their choice. Employers determine the skills and abilities necessary for them, and thus form the theoretical knowledge, goals, objectives, skills and abilities that the learner, and in the future a qualified specialist, will acquire in the process of training. In the choice of subjects, students are given the opportunity to freely form their educational path of study. Additional coordination is implemented in the organisation and conduct of professional practices. Organisational work is conducted with each student for the choice of disciplines and the formation of an individual curriculum. The head of the educational programme provides students with full information about the number and content of compulsory and elective disciplines. The adviser introduces the catalogue of elective disciplines and helps to choose the educational trajectory of each student separately.

According to the "Regulations on Social Support for Students", various discounts and benefits are provided for students, such as discounts in tuition fees ranging from 10 to 50% of the tuition fee.

University teachers use various methods, technologies and techniques of learning and teaching. These include: verbal, visual, practical methods, teaching through the creation of problem situations. Teaching methods are classified by the nature of cognitive activity: information-receptive method; reproductive method; method of problem presentation; heuristic method; research method. Also trainings, project method, distance learning, case studies, case studies, modular learning, business games, work in pairs, brainstorming, use of ICT, thematic discussions, etc. are used.

University professors develop textbooks on teaching methods, for example: "Collection of methods and tools in teaching in higher education" (A.A.Zhakupova, R.A. Pritula), author's programme for the discipline "English in situations of professional communication" (G.K. Eskatova), working programme of Minor "Linguistic", which includes a description of four main modules: English for everyday use, English incommunicative situations, English in situations of professional communication, English for specific purpose.

Evaluation of all types of students' work is determined by the "Regulations on the current control, interim and final attestation of students" (approved by the AC protocol No. 1 dated 31.08.2023).

In the learning process, the compliance of the procedures of assessment of learning outcomes with the planned results and objectives that have been prescribed in the content of the EP is taken into account. In the syllabus for each discipline, according to the content of the EP, the course policy, principles of academic integrity, criteria for assessing the learning achievements of students and teaching methods are defined. Prior to the start of training sessions, students are provided with the syllabus and additional materials on the discipline.

The university has created the necessary conditions for independent work of students. Tasks for independent work of students are defined in syllabuses. The labour intensity of independent work of students is determined depending on the amount of credits allocated for the study of the discipline according to the curriculum. For independent performance of assignments, including term papers, graduation works, there are computer classes, where calculation, training and testing computer programmes are installed.

For the organisation of learning activities, the students are provided with a reference book - a bilingual (Kazakh and Russian) guidebook.

According to the results of the control of learning achievements, the student has the right to submit a statement to the Appeals Commission about the violation of the examination or the inconsistency of the evaluation of the results of the examination. The procedure for conducting an appeal is regulated by "Regulations on Appeal".

Every 5 years the university's teaching staff improves their qualification in the disciplines taught, which is confirmed by certificates, participates in forums, conferences, publishes scientific articles, exposes teams of students to Olympiads and competitions. Training seminars for teachers were held at the university: "Digital literacy and the use of ICTs in the education system", "Preparation of the learning process and development of primary documentation", "Teaching methods in higher education", "Broadband Week: Connecting Schools - Empowering Tomorrow's Education".

Analytical part

The HEI provides respect and attention to all groups of students and their needs, provides flexible learning paths, ensures the use of different forms and methods of teaching and learning, guarantees the support of students' autonomy with simultaneous guidance and assistance from both teachers and advisors. The existence of a feedback system on the use of different teaching methods is confirmed by the results of various sociological surveys of the target groups of the university. There are procedures for responding to students' complaints, as well as evaluation of students' learning outcomes against the planned learning outcomes and programme objectives. The mechanism of ensuring that each graduate has mastered the learning outcomes and the completeness of their formation is determined.

The EEC experts note that during the procedure of institutional accreditation in 2019, the external expert commission has already made a recommendation to conduct systematic research in the field of study and implementation of *innovative methods of teaching* academic disciplines. The report provides information on holding training seminars for teaching staff at the university, *however*, the implementation of the recommendation *does not show the* effectiveness of the seminars held. *There is no information about* how many and which teachers conducted their own research on the topics of seminars in the field of teaching methods for specific subjects and implemented them in their disciplines, how they used the results of seminars in the evaluation of learning outcomes of students of the university. It should be noted that the *university has excellent results of* innovative teaching methods, for example, in IT direction, due to which a Russian group is planned to come to the university to study the experience of KEnEU, but the examples are isolated and require replication in all areas of the university's specialised subjects.

It was also voiced by the students that during the learning process in some cases a simple broadcast of information is given, accompanied by a slide show without innovation.

The questionnaire survey of undergraduate and graduate students showed the transparency of the assessment of learning outcomes. All types of control at the university are presented at a professional level and are conducted in accordance with the requirements. More than 97% of students who took part in the questionnaire fully agree and agree with the opinion that course programmes were clearly presented, course content was structured, key terms were sufficiently explained. However, there is an opinion that the materials offered by the teachers are not always up-to-date and reflect the latest achievements of the science of practice (6%) and completely irrelevant (1%). Also, 6.6% of students partially or completely disagree with the fact that teachers provide the material in an interesting form.

The existence of a procedure for responding to students' complaints demonstrates the readiness of the management of departments and the university as a whole to improve relationships and improve the climate of the learning environment. Thus, more than 97% of students are fully or partially satisfied with the speed of response to feedback from teachers on the educational process, and only 0.6% are partially satisfied, the rest find it difficult to answer. There is also a fact that 1.2% of the students who have been questioned, answered that they are not satisfied with the level of accessibility and responsiveness of the management of departments and the university. Despite this, *in general, the EEC notes* that students are surrounded by the attention and care of faculty and management, which plays an important role in the acquisition of professional knowledge and competence.

The IS "KEnEU" operating in the university allows automating many processes and promptly obtaining statistical data. *At the same time*, during the questionnaire survey and visual inspection of the HEI it was found that *not all processes are fully automated*, for example, the procedure of receiving a student transcript takes time (the application for a transcript is written manually), when an application is submitted by a student, this service can be completed only the next day. *EEC believes that the HEI has a good potential and all possibilities* for further development of its own OS platform of KEnEU in terms of further automation of all HEI processes.

KEnEU has demonstrated the work on professional development of the teaching staff implementing BEPs in the field of specialised disciplines. However, at the same time, the *EEC experts note* that the teaching staff has all the resources to take courses on the application of innovative *assessment methods*. It is necessary to organise training for teaching staff on new, modern methods of assessment in the form of case projects, joint interdisciplinary reception of final works in the form of pitch presentations, etc. The management of the university and the management of EP *shall diversify the* tools for assessment of learning outcomes.

Strengths/best practices:

For this standard have not been identified.

EEC Recommendations:

1. The management of all the university EPs should analyse all the professional development certificates of the teaching staff for the last 3 years in order to include measures in the EP development plans for the introduction of innovative teaching methods based on the results of courses taken by teachers in specific disciplines, and their implementation starting from 2024-2025 academic year.

2. The management of university, together with the heads of all structural divisions, to analyse the possibilities of further automation of processes in the IS "KEnEU" by March 2024 .Based on the results of the analysis, to proceed with their implementation.

3. The management of all the university's EPs should include in their development plans measures to improve the qualification of teaching staff in the field of application of modern methods of assessing the achievements of students, and start their implementation, starting from 2024-2025 academic year.

4. In 2024-2025 academic year, in addition to the traditional assessment funds, the management of the university and the management of the EP should develop and list alternative assessment funds.

EEC conclusions on the criteria for "Student-centred Learning, Teaching Learning Assessment" standard: 10 criteria were disclosed, of which 9 criteria - satisfactory, 1 criterion - requires improvement.

6.7 "Learners" standard

- *The HEI should demonstrate the policy of forming the contingent of students from admission to graduation and ensure the transparency of its procedures. The procedures regulating the life cycle of students (from admission to graduation) should be defined, approved, published.*
- *The HEI should provide special adaptation and support programmes for new entrants and international students.*
- *The HEI must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism to recognise the results of academic mobility of students, as well as the results of additional, formal and non-formal learning.*
- *The HEI should cooperate with other educational organisations and national centres of the "European Network of National Information Centres for Academic Recognition and Mobility/National Academic Recognition Information Centres" ENIC/NARIC in order to ensure comparable recognition of qualifications.*
- *The HEI should provide opportunities for external and internal mobility of students, as well as assist them in obtaining external grants for study.*
- *The HEI should make maximum efforts to provide students with internship places, to promote the employment of graduates, to keep in touch with them.*
- *The HEI should provide graduates with documents confirming the qualification obtained, including the learning outcomes achieved, as well as the context, content and status of the education obtained and evidence of its completion.*
- *The HEI should demonstrate the existence of a mechanism for monitoring the employment and professional activity of graduates.*
- *The HEI should actively encourage students to self-education and development outside the main programme (extracurricular activities).*

- An important factor is the existence of an active alumni association/association.
- An important factor is the existence of a support mechanism for gifted learners.

Evidentiary part

The university has developed rules and procedures governing all periods of study, including admission, academic performance, certification and recrediting of academic achievements, and there are mechanisms through which students' academic progress and achievements along the educational pathway are tracked. Procedures and regulations governing the academic cycle of students are approved and presented in the University's Academic Policy.

Issues of contingent formation and admission results are considered at the meetings of AC and Rectorate. Forecast indicators of the contingent of students are reflected in the development plans of EP. Entrants to the EP must have knowledge in the volume of secondary school, confirmed by the required number of points on UNT or complex testing of applicants, or in the volume of technical and vocational or higher education.

Dynamics of changes in the contingent of students in Table 2 (Figure 1).

Table 2 - Dynamics of changes in the contingent of KEnEU students in the context of 2019 - 2023.

2019-2020 academic year	Quantity	Reception	Graduation	Restoration	Departed
Bachelor's degree	2959	504	730	452	514
Master's programme	49	9	35	29	8
Total	3008	513	765	471	522
2020-2021 academic year	Quantity	Reception	Graduation	Restoration	Departed
Bachelor's degree	2693	504	730	452	514
Master's programme	44	9	35	29	8
Total	2737	513	765	481	522
2021-2022 academic year	Quantity	Reception	Graduation	Restoration	Departed
Bachelor's degree	2205	466	688	375	660
Master's programme	66	6	24	59	19
Total	2271	472	712	434	679
2022-2023 academic year	Quantity	Reception	Graduation	Restoration	Departed
Bachelor's degree	1807	380	618	296	456
Master's programme	29	5	44	22	20
Total	1836	385	662	318	476



Figure 1 - Dynamics of changes in the contingent of students of KEnEU in the context of 2019 - 2023.

The correspondence between the admission process and the subsequent progress of students is assessed by the results of examination sessions. In the process of training, students undergo current, final and final control, the procedure of which is described in the "Regulations on the current control, interim and final attestation of students".

Work on adaptation of students begins with the information and organisational stage. The curators of the groups conduct excursions, discussions. Much attention is paid to students with special educational needs. The university creates favourable conditions for academic classes, independent work, physical training and sports, leisure activities, artistic and scientific creativity, which contributes to the successful adaptation of students. Information about the programmes of support for gifted students is provided through direct communication with enquirers, as well as on the website. The main directions of extracurricular activities of students are visiting clubs and sections of interest, participation in sports and social events.

Student self-governance bodies have been established and operate at KEnEU named after M. Dulatov. The Student Council, acting on the basis of the Regulations on the Student Council, is the basis of student self-governance. Students are also members of the Academic Council of the University.

In the academic year 2023-2024, the number of foreign students at KEnEU named after M. Dulatov is 16. KEnEU provides foreign students with places in the dormitory.

The Department of Youth Policy has developed an "adaptation week for first-year students", which includes: formation of a student team, an information hour to explain the educational process, etc.

Conducting professional practice is regulated by the internal document of the university "Rules on the order of organisation and conduct of professional practice and determination of enterprises (organisations) as practice bases". The organisation of practice at the university is conducted in accordance with the academic calendars of specialties on the basis of basic and individual contracts, letters of request, petitions from the places of practice. Bases of educational and educational and introductory practice are: educational institution, educational workshops, laboratories, computer classes and other educational and auxiliary divisions of the university, as well as organisations corresponding to the future professional activity. Bases of industrial practice are organisations corresponding to the profile of the speciality being studied (or related organisations).

Those who have completed the study on educational programmes of higher and postgraduate education and successfully passed the final attestation, are awarded the appropriate degree and (or) assigned the appropriate qualification and are given a diploma of education with an appendix (transcript) and (or) pan-European Diploma Supplement (Diploma Supplement) free of charge. The procedure for issuing documents confirming the obtained qualification, including the achieved learning outcomes is described in "Regulations on the current control, interim and final attestation of students", as well as "Rules for issuing documents on education (diplomas), duplicates and/or replacement of diplomas", approved at the meeting of AC dated 22.06.2021 (Minutes No. 10). Upon request of graduates, the university presents the diploma supplement and EUROPASS.

KEnEU is working to promote the employment of graduates. For this purpose, the Career Centre is organised, within the framework of which the needs for specialists in the labour market are studied, vacancies are searched for and cooperation agreements are concluded with representatives of the region's enterprises. The analysis of the places of employment has shown that the majority of graduates are employed in the profile of their specialisation. Places of employment of graduates are mainly the leading enterprises of the city and region. Feedback with graduates is maintained through negotiations, correspondence, meetings and e-mail, as well as conducting questionnaires of graduates of the current year and previous years.

One of the strengths of KEnEU is the functioning of the Alumni Association, which is a union of all graduates of the university regardless of the year of graduation (graduation), diploma holders with higher education. During the interview it was found that the Alumni Association organises meetings of groupmates, takes measures for cooperation of graduates of the university, living and working throughout the territory of Kazakhstan, as well as in other countries, by creating communities of graduates of KEnEU; provides assistance in research activities, study in the Master's programme, in obtaining academic degrees and titles, obtaining a second specialty and retraining on the basis of their university; promotes the exchange of practical experience of graduates, while using mass media. There is an account of the Alumni Association in the social network Instagram @alumni_assn.kineu, where live broadcasts with alumni are held, in addition, alumni are involved in filming videos and subsequent publications in social networks. The university's website contains the composition of the Alumni Association Council and the Statute of the Alumni Association. The working plan of the Alumni Association is developed annually.

Analytical part

EEC notes that the procedure of forming the contingent of students is implemented in accordance with the academic policy of the university, as well as normative legal acts in the field of higher education. EEC verified that the contingent of students is formed strictly in accordance with the specifics and direction of the university, who have scored the required number of points according to the results of UNT, CT.

EEC notes a decrease in the dynamics of the contingent of enrolled students to KEnEU (Figure 1), which indicates the need to strengthen the vocational guidance policy of the management of EP. It is necessary to pay special attention to the marketing strategy of the university and career guidance policy to attract students by attracting applicants from southern and western regions, target students with specialized secondary education for training at the expense of enterprises, pay attention to international programmes, which can also provide funding for the training of students and graduate students.

The university provides the necessary support to students from admission to graduation and is ready to accept foreign citizens. All procedures regulating the admission, accommodation and adaptation of foreign students are described in internal documents. The Academy has developed documents that meet the requirements of the Lisbon Convention, providing procedures for the recognition of learning outcomes and competences obtained abroad and in other educational institutions. The university's cooperation with the National Centre for Higher Education Development contributes to the recognition of foreign citizens' qualifications during the annual admission campaign.

Teachers of the departments apply in the educational process interactive teaching technologies with the use of case-methods, multimedia presentations, and video lessons. Professional competence of the teaching staff implementing EP, active pursuit of qualitative growth, allows the management of EP to ensure further development in terms of the application of innovative teaching methods by teaching staff in the educational process, for example, online learning, e-portfolio, MOOCs, etc., which is recommended by the EEC in this case. For this purpose, it is recommended to study the practical experience of HEIs of RK and HEIs of foreign countries to recognise the results of non-formal learning, with the possibility of applying various instruments of incentives for faculty and students in achieving such indicators. Attention should be paid to the development of own online courses, which can be commercialised in the future (prerequisites for admission to the second higher education, Master's degree, etc., the best unique courses of the teaching staff for partner enterprises, etc.).

The university has information support for academic mobility of students, which provides training abroad or within the country. However, it is *worth noting* that academic mobility of students is mainly organised in online format with universities in Kazakhstan. During the interviews with students and graduates of KEnEU, the reasons for inactivity on the outgoing mobility programme were voiced, including external mobility: financial difficulties, language barriers, complex content of the programme, which implies 100% attention to its study at KEnEU.

EEC experts note that the university has a good potential and an excellent opportunity to *attract* top foreign teachers (incoming external mobility) *for students* in all areas of education of KEnEU, from universities in the *top-rating* positions (QS - TOP 500, TOP 100, etc.).

The existence of agreements with employing organisations at KEnEU demonstrates an extended practice base and interest of potential employers in further employment of graduates, therefore, *the EEC experts see a good opportunity* for targeted training of professional staff for partner enterprises on a contractual basis (with a well-thought-out targeted system of financing and terms of payment for education), starting from college education, targeted financing of higher education and/or Master's degree (2nd higher education), thereby ensuring the development of the professional training of graduates in the future.

The university actively stimulates students' aspiration to self-education and development outside the main programme (in extracurricular activities). According to the results of the questionnaire 99.4% of students noted that the organisation of education provides sufficient opportunity for sports and other leisure activities. At the same time, *the EEC experts note the necessity to* create conditions for the university student activists to hold meetings, conferences, events in a *pecially allocated, own* room (office, etc.), which will not be tied to the educational process. *KEnEU students noted* that the university has a need for places for rehearsals, informal meetings and other events. By providing students with good conditions for extracurricular activities, the university guarantees good publicity to attract talented and gifted students.

Strengths/best practices:

1. Stable functioning of the KEnEU Alumni Association, which is engaged in maintaining communication between alumni, providing support in their professional development, and holding social events.

EEC Recommendations:

1. The management of the university together with the management of the EP to develop a marketing strategy for the formation of a full and quality contingent of students and to begin its implementation from 2024.

2. For the management of the university together with the management of the EP to develop by March 1, 2024 and implement a roadmap to attract applicants from the southern and western regions.

3. The management of the university together with the management of the EP, with the management of the KEnEU College and partner enterprises to conduct targeted work on the harmonisation of curricula in order to organise lifelong learning (including Master's and 2nd higher education), including elements of dual education in all curricula.

4. By 2024-2025 academic year, the management of EP should include in the development plans of EPs indicative indicators of the implementation of measures for the development and application of innovative information and communication technologies in the educational process (MEP, online courses, etc.) and begin to achieve them.

5. By the beginning of 2024-2025 academic year, the management of the university should consider the issue of updating the mechanism of recognition of the results of non-formal education of students.

6. In order to ensure the attractiveness of the students' participation in mobility programmes, international programmes, etc., the responsible structural subdivision should include in its activity plan: regular (at least once a quarter) holding of international fairs, exhibitions, round-table discussions and other events of international level, on a permanent basis to provide language courses (including with native speakers) for the students of KEnEU, with the coverage of all events in mass media.

7. In 2024, it is recommended that in order to conclude memorandums on mutually beneficial cooperation and their implementation, including the implementation of the item "academic mobility of students", "external/incoming academic mobility of teaching staff", it is recommended to identify for the management of EP a list of the best universities from near and far abroad, implementing similar EPs.

8. By March 2024, the management of the university should allocate a room (office) for the work of student activists of the university, by the beginning of 2024-2025 academic year, analyse the available resources and organise the expansion and decoration of areas for extracurricular activities of students.

EEC conclusions on the criteria for "Learners" standard: 11 criteria were disclosed, of which 1 criterion is strong, 9 criteria have satisfactory positions and 1 criterion requires improvement.

6.8 "Faculty of professors and academic staff" standard

- *The HEI should have an objective and transparent personnel policy, including recruitment, professional growth and development of staff, ensuring professional competence of the entire staff.*
- *The HEI should have clear, transparent and objective criteria for hiring, appointment, promotion, dismissal of employees and follow them in its activities.*
- *The HEI should demonstrate the compliance of the staff potential of the teaching staff with the HEI development strategy and specifics of the EP.*
- *The HEI must demonstrate a change in the role of the lecturer in relation to the shift to student-centred learning.*
- *The HEI should determine the contribution of the teaching staff to the implementation of the HEI development strategy and other strategic documents.*
- *The HEI should provide opportunities for career growth and professional development of the teaching staff, including young ones.*
- *The HEI should attract practitioners of relevant industries to teach.*
- *The HEI should demonstrate motivation for professional and personal development of teachers, including encouragement of both contributions to the integration of research and education and the application of innovative teaching methods.*
- *An important factor is the active use of information and communication technologies in the educational process by teaching staff (e.g. on-line learning, e-portfolios, MOOCs, etc.).*
- *The HEI should demonstrate the focus on the development of academic mobility, attracting the best foreign and domestic teachers.*
- *The HEI can show the involvement of the teaching staff in the life of society (the role of the 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 programmes, etc.).*

Evidentiary part

The HR policy at KEnEU is built in accordance with the University Development Strategy and in compliance with benchmarks, among which are the requirements for the teaching staff within the framework of the institutional procedures of the Ministry of Education and Science of the Republic of Kazakhstan. This is a holistic, long-term strategy of personnel management, the main goal of which is to fully and timely meet the needs of the university in labour resources of the required quality and quantity. In the conditions of transition to student-centred learning, personnel management is one of the central spheres of university activity.

In order to ensure transparency and objectivity of the procedures of recruitment, professional growth and development of the university staff, the "Regulations on Personnel Policy" have been developed. The personnel management system is headed by the Rector of the University.

The recruitment of teachers, as well as the extension of their terms of employment, is carried out on the basis of competitive selection: their qualifications are assessed within the requirements of the job description. Procedures for the admission, registration, dismissal and attestation of teachers of EP are implemented in accordance with the Rules of competitive replacement of positions of teaching staff and researchers of higher educational institutions, approved by the order of the Minister of Education and Science of the Republic of Kazakhstan dated October 30, 2018, No. 595.

Replenishment of full-time teaching staff is also carried out by attracting staff from other universities and by recruiting young teachers from among Master's students who have completed their studies here at the university.

The quantitative and qualitative composition of the faculty is presented in Table 3.

Table 3 - Quantitative and qualitative composition of the faculty of KEnEU

Total number of teaching staff, people, including:	171
Full-time faculty members, people.	100
<i>including:</i>	
with a doctoral degree	2
with a PhD	6
with a candidate to PhD	45
with a Master's degree	33
Percentage of faculty members with a degree,	53
Percentage of full-time faculty members	58,4

The involvement of practising teachers in the teaching process helps to fulfil the needs and objectives of the EP, such as integrating theory with practice and helping graduates to adapt quickly in the manufacturing sector.

At the University, the Human Resources Management Service is responsible for employees represented by the Head of the Service. Employees are set working hours in accordance with the Labour Legislation of the Republic of Kazakhstan and work regime in accordance with the Labour Regulations approved by the Employer. The University adopts a five-day working week.

Professional development of teaching staff on the profile of pedagogical activity is a functional responsibility of a full-time teacher of the University. Professional development can be conducted in leading universities, institutes of professional development (IPK), inter-sectoral regional centres of professional development and retraining in the Republic of Kazakhstan, profile organisations and institutions of Kazakhstan, in near and far abroad. Professional development of teaching staff includes the following types of training: short-term PC programmes of up to 72 hours and long-term PC programmes of 72 hours and more.

Professional development is implemented in different directions: specialised, pedagogical, organisational and methodological. The subjects of the required areas of professional development are determined taking into account the needs of the university departments, which are distributed in three main areas: technical, natural science, social and humanitarian. The university pays attention to the training of managerial staff in education management.

In order to apply various ICTs in the educational process, teachers conduct preliminary teaching and methodological work on the creation of educational content, which includes: development of presentations and EMCD.

A video studio for professional recording of video lectures on EP disciplines has been created. According to the schedule, teachers have the opportunity to record their additions to educational content qualitatively in a specialised video lab.

KEnEU develops academic mobility through signing contracts/agreements with partner universities within the framework of internal and external academic mobility.

One of the main criteria for identifying potential partners to conclude cooperation agreements and to implement academic mobility of teaching staff is the existence of a similar educational programme at the partner university.

Analytical part

At KEnEU the policy in the field of Human Resources Management is implemented in accordance with the Legislation of the Republic of Kazakhstan, developed and implemented internal documents of the university. Faculty members are familiarised with the internal university normative documentation regulating HR issues by their personal signature, decisions on procedural issues are communicated to the faculty members by the HR management service (signed by the faculty members), and normative documentation of general use is available on the university website.

KEnEU implements the principles of student-centred learning, however, within the framework of the conducted interviews with the teaching staff and heads of structural units and heads of departments, *the experts noted that* not all of them have a full understanding of the principles of student-centredness. In this regard, *the EEC experts note the need* to conduct explanatory work and meetings with faculty and staff to explain the concepts of student-centred learning.

Social policy is an integral part of the university personnel policy, which takes care of providing employees with additional benefits, services and payments of social nature. Thus, 81 people (80.2%) are fully satisfied with the questionnaire on the recognition of successes and achievements by the administration, 17 people (16.8%) are partially satisfied, 1 (1%) person is not satisfied and 2 people (2%) find it difficult to answer. 82% of teaching staff are satisfied with the working conditions, the list and quality of services provided at the university, 18% are partially satisfied.

According to the results of the questionnaire survey of teaching staff, 97.1% of teachers rated the work on the organisation of professional development of teaching staff as "very good" and "good". And only 2.9 % of the questioned evaluated it as "relatively bad" and "bad". Also, 56.4 % of teaching staff evaluated the opportunities provided by the university for the professional development of teaching staff as "very good" and 42.6 % as "good".

It should be noted that the university has an excellent potential of teaching staff, good competitive results of scientific research, academic achievements of the university staff to declare themselves in the market of educational services both in the Republic of Kazakhstan and abroad, as lecturers (outgoing mobility - external/internal) in all educational programmes in the *best universities* of near and far abroad.

In addition, the heads of each EP need targeted work to attract teachers from universities of RK and foreign universities to read courses, exchange experience, conduct joint research, etc., which was clearly and specifically stated during the interviews with students and graduates.

The target groups (students, graduates, employers) have identified professional knowledge of a foreign language as one of the competitive criteria of a successful graduate, therefore, the policy of foreign language acquisition at the university, the availability of free courses for teaching staff and students from native speakers, will undoubtedly be a competently planned strategy of the management of the university. *At the same time, there is a need for* a wide practical application of the results obtained from the acquired language competences. In general, the active and optimistic attitude of both the university administration and the teaching staff leaves no doubt that the professional implementation of the university's language policy will eventually yield only positive results.

Faculty members regularly conduct trainings in the field of project management in order to impart knowledge, skills and abilities of project management to master students. Also, faculty members develop strategies for regional development in the context of contractual topics and areas. The EEC members were convinced of the possibility of career growth and professional development of the teaching staff. Continuous professional development of scientific and pedagogical staff is a strategy of internal growth and professional development of the teaching staff.

University employees are supported in the process of improving the university's performance through material and moral incentives and allocation of necessary resources. Monitoring of satisfaction with working conditions is included in the KPI system. For the 2023/2024 academic year, a new KPI system has been implemented at the university.

The questionnaire survey of teaching staff showed (Appendix 3) the presence of dissatisfaction (marked as "sometimes" and "often" by 20 and more per cent of surveyed teaching staff) in some processes implemented in the university, which suggest the need to conduct an extended anonymous questionnaire on these problems and make specific decisions in case of confirmation of the presence of problematic moments:

(a) *Faced the following challenges in their work*

- Unbalanced teaching load by semesters - 24.8% of teaching staff;
- Inaccessibility of necessary literature in the library - 33.7% of teaching staff;
- Overcrowding of study groups (too many students in a group) -20% of teaching staff;
- Uncomfortable timetable - 26.8% of teaching staff;
- Lack of internet access/poor internet - 37.6% of faculty members;
- Lack of students' interest in learning - 35.7% of teaching staff;
- Failure to receive information on events in a timely manner - 19.8% teaching staff;
- Lack of technical means of training in classrooms - 25.8% of teaching staff.

Strengths/best practices:

For this standard have not been identified.

EEC Recommendations:

1. The responsible structural subdivision shall ensure the holding of a seminar for the staff and teaching staff of KEnEU to explain the principles of student-centred learning. Deadline - till 01.03.2024.

2. By the beginning of the 2024-2025 academic year, the responsible structural subdivision shall develop a roadmap for the development of academic mobility of teaching staff in all educational programmes (incoming/outgoing, external/internal) and proceed to its implementation with the aim of improving the indicators by at least 10% annually).

3. The management of all EPs should include in the development plans the items of measures affecting: increase in the percentage ratio of disciplines/courses in foreign languages, increase in the number of teaching staff having the opportunity to freely implement EPs in foreign languages and start their implementation. Deadline - till 01.09.2024.

4. The management of the university should conduct an extended anonymous questionnaire survey of teaching staff on the problematic issues identified in the questionnaire during the EEC procedure, develop a plan of corrective and preventive measures based on the results of the questionnaire and start its implementation with the publication of a report on the work done for stakeholders. Deadline -till 01.03.2024.

REC's conclusions on the criteria for "Faculty" standard: 11 criteria were disclosed, of which all 11 criteria were satisfactory.

6.9 "Research and Development" standard

- *The HEI should demonstrate the compliance of research priorities with the national policy in the field of education, science and innovative development.*
- *The HEI should ensure that research activities are in line with the mission and strategy of the HEI.*
- *The HEI should carry out planning and monitoring of RW performance.*
- *The HEI should demonstrate the existence of processes for involving students in scientific research activities.*
- *The HEI should demonstrate the promotion of the presentation of scientific positions of researchers, teaching staff and students on various scientific platforms, including the publication of scientific results.*
- *The HEI should facilitate the implementation of research results, including consulting and commercialisation.*
- *The HEI should promote the recognition of the results of scientific research work, including registration of scientific projects in the authorised bodies, registration of patents and copyright certificates.*
- *An important factor is joint scientific research with foreign universities.*
- *The HEI should strive to diversify the sources of funding for research activities.*
- *The HEI should provide mechanisms to motivate research activities of students, faculty and other internal stakeholders.*

Evidentiary part

Scientific and research work at KEnEU is an integral part of the HEI system and its goals and objectives are: creation of scientific products; activation of research activities of teachers, undergraduates and students and its integration with the educational process; scientific and technical cooperation at the regional, national and international level; protection of intellectual property rights in accordance with the legislation of the Republic of Kazakhstan.

Organisation and conduct of fundamental, search, applied scientific and research activities, development and innovation activities (hereinafter - research work (RW)) is implemented at the university departments together with scientists of other universities of RK and abroad, with the subjects of third-party organisations from production, with research institutes.

KEnEU RW is outlined in the university's development strategy. The goals and objectives of the university, reflected in the development plan, as well as the current organisational structure of the university, allow to ensure the implementation of the university mission to a sufficient extent.

The strategic document regulating RW at the university is the Development Programme of KEnEU named after M. Dulatov for 2023-2029.

Coordination of research activities is implemented by the Vice-Rector for Science and Innovations and the Head of the Research Sector. This unit develops the RW plan, reports, maintains the register of university RW, monitors the implementation of RW, summarises the results of RW activities, and generalises them.

Teachers of the departments at the beginning of the calendar year draw up the annual plan of research and development, on the basis of which the annual plan of research and development of the departments is formed. On the basis of the annual research plans of the departments, the annual research plan of the university is formed. Also teachers in the IPTW in the section "Research work and assistance to production" plan scientific works for the academic year, which are further reflected in the work plan of the department for the academic year.

Monitoring of RW activities is conducted at the Academic Council of the university, meetings of the Rectorate and meetings of the departments. During the year the monitoring of RW plan fulfilment is implemented, RW status is discussed at the meetings of departments and rectorates. Based on the results of the monitoring results analysis, decisions are made (at the level of orders, rectorate decisions, AC decisions) to intensify research activities and participation in grant funding competitions, publication of RW results in rating journals with non-zero impact factor, responsibility measures for heads of subdivisions and heads of departments are determined, and the term of their execution is determined.

At the end of the calendar year, the university professors prepare individual annual research and development reports, on the basis of which the annual research and development report of the departments is formed. Further, the annual report of the university's RW is compiled based on them. The results are analysed to determine the implementation of the RW plan and strategic indicators. The results are reported by the Vice-Rector for Science and Innovation at the Academic Council.

The university actively develops international cooperation. At the moment 72 valid agreements with foreign educational institutions on cooperation in the field of science and education have been concluded. Research is conducted on the international project ERASMUS + "Dual education for industrial automation and robotics in Kazakhstan (DIARKAZ)". Research on the international project ERASMUS + under the Jean Monnet programme "EU Centre of Excellence in Alternative Energy" is underway.

The Erasmus+ project "Development of Bachelor's programme in Agroecology with dual education in Kazakhstan / AGROKAZ" started on February 1, 2023. The project is aimed at the development and implementation of a sustainable dual bachelor's degree programme in agroecology, as well as the creation of advanced training courses for professionals. The main partner of KEnEU in the implementation of dual education programme is Agricultural Experimental Station "Zarechnoye" LLP.

Within the framework of cooperation with Weihenstephan-Triesdorf, the German Academic Exchange Service (DAAD) pays for a year of Master's study for the best Master's students. Master's students have the opportunity to study from the second semester in the Master's programme of partner universities in the specialisation "Agricultural Management".

According to the results of research and development the university teachers published scientific works (Table 4):

Table 4 - Scientific works of faculty members of KEnEU

Works / years	2020	2021	2022
Monographs	3	1	4
Articles in international peer-reviewed scientific magazines	11	14	10
Articles in scientific journals recommended by the Quality Assurance Committee in the Field of Education and Science of MSHE of RK (QACFESMSHE)	22	12	7
Articles published in other publications	73	60	40
Articles in conference proceedings	145	172	126
Acts of implementation in the educational process	6	31	25
Acts of introduction into production	10	7	23
Patents	2	4	1
Copyright certificates	5	12	5

For the purpose of commercialisation of the results of scientific and (or) scientific-technical activity the university concluded in 2022: agreement with "Azimut" LLP on granting the right of use for an invention; agreement with "BITRIX" LLP on granting the right of use for a utility model. Authors' agreements with publishing houses on the transfer of the exclusive right of commercial use on the territory of the Republic of Kazakhstan to the publishing house: 7 agreements.

In the strategic plan of the university development much attention is paid to scientific research works developed with the participation of students. Involvement of students in scientific work is implemented through: preparation of essays, abstracts, reports; defence of term papers; performance of final qualification work; participation of students in project work; participation in scientific seminars, conferences, competitions of scientific and educational-research works, competitions in disciplines and speciality; participation in city, regional and international scientific conferences, in contractual work. The university organises student scientific circles to involve students in research and development. Second year students of all educational programmes study the discipline "Entrepreneurial Activity", where they develop various startup projects.

The magazine "Nauka" is published every quarter at KEnEU, where each student and faculty has the opportunity to publish the results of scientific research (based on the results of completed thesis, master's thesis, candidate's thesis, contractual research work). Scientific and Production Magazine "Nauka" of Kostanay Engineering and Economics University named after M. Dulatov has been published since 2001. The magazine is registered with the Ministry of Culture and Information of the Republic of Kazakhstan. Certificate of registration of the edition No.2086-Ж dated 26.06.2001. The magazine is registered in the International Centre for registration of serial editions ISSN (UNESCO, Paris, France). ISSN 1684-9310. The magazine is published quarterly.

The main means for organising and conducting scientific research at KEnEU named after M. Dulatov are laboratories equipped with the necessary equipment, instruments and facilities:

- "Automation systems and control device of mechatronic systems" laboratory.
- "Diagnostics and testing of power plants" laboratory.
- "Organisation of Train Traffic" laboratory.
- "Organisation of work of the marshalling yard" laboratory.
- "Hydraulics and hydraulic machines" laboratory.
- "Relay protection and automation" laboratory.
- "Heat supply and energy-saving technologies" laboratory.
- "Modelling of technological processes" laboratory.

Analytical part

The university demonstrates that the priority of research activities is in line with the country's policy in the field of education, science and innovative development, and ensures that research activities are in line with the university's development strategy. *EEC notes* that the university has sufficiently developed the provision of scientific research with all necessary resources. There is a

website of the university library <https://lib.kineu.kz/>, where information resources with full access are presented.

Interdisciplinary scientific research at the university is implemented on the basis of creation of working groups of scientists of different areas of activity - scientists of agricultural, economic, technical and other sciences. This group includes leading scientists and practitioners.

Also within the framework of the ongoing procedure of institutional accreditation, the EEC members found confirmation that articles and textbooks are published on the topics of scientific research, which are used in the educational process. *EEC experts note a significant decrease in the publication activity of the teaching staff in journals from the list of CQASHEMSHERK (the decrease in 2022 indicators, compared to 2021, is !42%). At the interview with teaching staff the reasons for the decrease in indicators were voiced: due to the withdrawal of a significant number of magazines of the RK from the list of CQASHEMSHERK in 2021, the magazines operating in the list of RK form a queue for publication. In this regard, EEC notes its own possibility for the university to conduct targeted work on the preparation and submission of the KEnEU magazine "Nauka" for examination for inclusion in the list of journals of CQASHEMSHERK, revising preliminary thematic areas of the journal.*

Experts note that the university conducts systematic work to create favourable conditions for scientific work of the teaching staff and students. The questionnaire survey of teaching staff showed that 100% of respondents assessed the support of the university and its management for the research endeavours of teaching staff as "very good" and "good". Also 98.1 % of the teaching staff evaluated the level of possibility for the teaching staff to combine teaching with scientific research as "very good" and "good". *But, at the same time,* despite the fact that during the reporting period the university professors issued 61 acts of implementation in the educational process and 40 acts of implementation in production, according to the stated mission of KEnEU, it is necessary to pay closer attention to the commercialisation of the results of research and development of faculty members and students.

Over the last 3 years, the university has received 5 patents, including 1 for the year 2022. No indicators of growth in patent activity of the teaching staff in 2023 are demonstrated. Also, attention should be paid to a significant decrease in the registration of applications for copyright certificates (the decrease in 2022 indicators, compared to 2021, is !58%). The EEC experts note that in 2013 the university received a certificate of inclusion of information in the State Register of Rights to copyrighted objects for the development of its own AIS system "KEnEU". To date, this programme is used by the university, new modules for the automation of the educational process have been completed, integrated with the system of the Ministry of Education and Science of the Republic of Kazakhstan. EEC recommends the university to register for copyright for the updated IS "KEnEU".

Strengths/best practices:

For this standard have not been identified.

EEC Recommendations:

1. The Vice-Rector for Science and Innovations to develop a roadmap for entering the magazine "Nauka" into the list of publications of CQASHEMSHERK and start its implementation. Deadline: till 01.03.2024.

2. Heads of departments to include in the work plans of activities and target indicators to achieve the indicators of the university roadmap for the magazine "Nauka" in the list of publications of CQASHEMSHERK and start their implementation. Deadline: until 01.04.2024.

3. The Vice-Rector for Science and Innovations, together with the heads of departments, for each direction of university RW, annually determine the list of topics relevant to the industrial sector in order to ensure the commercialisation of RW results of teaching staff and students. According to the topical subjects, the plans of activities of the university and departments should include joint activities with the industrial sector, contributing to consulting and commercial activities of the university. Term: annually.

4. The Vice-Rector for Science and Innovations to develop a roadmap for entering the magazine "Nauka" into the list of publications of CQASHEMSHERK and start its implementation. Deadline: till 01.03.2024.

5. Heads of departments to include in the work plans of activities and target indicators to achieve the indicators of the university roadmap for the magazine "Nauka" in the list of publications of CQASHEMSHERK and start their implementation. Deadline: until 01.04.2024.

6. The Vice-Rector for Science and Innovations, together with the heads of departments, for each direction of university RW, annually determine the list of topics relevant to the industrial sector in order to ensure the commercialisation of RW results of teaching staff and students. According to the topical subjects, the plans of activities of the university and departments should include joint activities with the industrial sector, contributing to consulting and commercial activities of the university. Term: annually.

7. The Vice-Rector for Science and Innovation, together with the heads of departments, to analyse the results of research and development of teaching staff for the last 5 years, in order to identify projects for registration with the authorised bodies, to apply for registration of intellectual property objects, including obtaining copyright for the updated IS "KEnEU", with the possibility of financing the registration from the budget of KEnEU. Deadline: till 01.09.2024.

8. Heads of departments to implement targeted work to achieve the target indicators of registration of scientific projects in the authorised bodies, registration of patents and copyright certificates. Term: annually.

EEC conclusions on the criteria for "Research Work" standard: 10 criteria were disclosed, of which 8 were satisfactory, 2 required improvement.

6.10 "Finance" standard

- *The HEI should form development scenarios coordinated with the development strategy, taking into account the risk assessment.*
- *The HEI must demonstrate operational and strategic planning of its budget.*
- *The HEI must demonstrate the existence of a formalised financial management policy including financial reporting.*
- *The HEI must demonstrate that an internal audit system is in place.*
- *The HEI must demonstrate that an external independent audit has been conducted.*
- *The HEI should have a mechanism for assessing the adequacy of financial support for different types of HEI activities, including HEI development strategy, the development of educational programmes and research projects.*

Evidentiary part

Development of the strategic plan of KEnEU in financial direction is implemented in accordance with the mission of the HEI, its goals and objectives in accordance with the strategic priorities of the university development for the period of 2023-2029. Financial activity of KEnEU is realised on the basis of Legislative Acts of RK, regulated by internal documents, policy and Strategic Development Plan of HEI.

Financial planning of the university's activities is implemented on the basis of a successful combination of both short-term and medium-term planning, which allows for timely adjustments in the implementation of the university's goals and objectives. The budget is based on the forecasting of income and expenditures of the university. The main sources of formation of financial resources of the educational process are funds under contracts of students' education on a reimbursable basis; funds of the Republican budget; funds from educational and other paid services; funds from contract research and other income (Table 5).

Table 5 – KEnEU Sources of Financing

Year	Budgetary funds		Extrabudgetary funds		Total funds			
	Amount, th. KZT	% growth to the previous year	Amount, th. KZT	% growth to the previous year	Amount, th. KZT	Growth of total revenues to the previous year in thousand tenge	Per cent of budgetary funds %	Per cent of extrabudgetary funds %
2020	59 383		535 927		595 310		10,0	90,0
2021	48 856	82	723 848	135	772 704	130	6,3	93,7
2022	30 470	62	783 345	108	813 815	105	3,7	96,3

So as KEnEU is a private institution, then its own sources of financing constitute the largest part of financial resources.

Table 6 - KEnEU Structure of Financing (thousand tenge)

	Sources of income	Years		
		2020	2021	2022
1	Budgetary funding	59 383	48 856	30 470
2	Extrabudgetary resources, total, including:	535 927	723 848	783 345
2.1	Training of specialists on a contractual basis	502 489	643 667	688 091
2.2	Other educational services	412	2 322	9 649
2.3	Income from scientific and international projects	2 259	41 303	36 448
2.4	Reimbursement of expenses by tenants, utilities	28 856	29 129	36 730
2.5	Accommodation in a hostel	1 680	3 094	5 133
2.6	Other income	231	4 333	7 294

The university's income from the main paid educational services was from 90 to 96 % of all income for the period. There is a growth of income from training of specialists.

The level of expenditure is based on the actual level of expenditure achieved in the previous period, taking into account the annual consumer price index and planned salary increases for staff (table 7).

Table 7 - Dynamics of University Expenses (thousand tenge)

No.	Indicators	2020	2021	2022
	Total expenditures, including	843699	759208	718247
1	Payroll	381507	476903	523032
2	Travel expenses	1958	5293	10490
3	Scholarship support and Compensation for students studying under a government grant	21534	15516	10325
4	Purchase of materials	60515	69295	32597
5	Acquisition of property, plant and equipment, of which	124730	27126	17101
5.1	Purchase of educational literature	3241	2161	6032
6	Utilities	40576	45171	41782
7	Communication services, including Internet	3831	3736	3564
8	Current repair of property, plant and equipment	15174	12763	14407
9	Professional development of teachers	2147	2662	3057
10	Other expenses	188486	98582	55860

Priority directions of financial activity of KEnEU: ensuring the quality of higher and postgraduate education; transformation of the university into a socially entrepreneurial university through the integration of education, science and business; improvement of the university management system; development and realisation of youth potential in the interests of the country. In order to achieve the strategic goals, the budgets include expenditures for the development of promising areas of university activity, including the implementation of project-based learning technology, the creation of appropriate material and technical base that promotes the development of research work and commercialisation of the results of the park of activities (business plant, startup), the implementation of academic mobility, etc. The system of financial incentives for faculty members for participation in projects, seminars, conferences, etc. is envisaged.

Based on the annual risk assessment, KEnEU forms alternative scenarios for the development of educational activities in the following areas:

- Applying and participating in international projects, Erasmus+, International Telecommunication Union.
- Training on certified 1C Accounting programme.
- Organisation of online courses in the disciplines of Economics, Standardisation Metrology and Certification.
- Providing consulting services on the use of 3D modelling for production processes on CNC machines.
- Conclusion of agreements with the largest enterprises of the region for training of specialists: Agromashholding, SaryarkaAvtoProm.

The HEI conducts internal audit on a regular basis. External auditors (Consult-Audit LLP) are also engaged to obtain independent results of financial expertise.

Accounting and reporting are conducted in accordance with the International Financial Reporting Standards (IFRS), Order of the Ministry of Finance of the Republic of Kazakhstan dated 22.06.2007, No.221 "On Approval of the Rules of Accounting", Rules of Accounting approved by the Government of the Republic of Kazakhstan dated 14.10.2011 No.1172, Order of the Ministry of Finance of the Republic of Kazakhstan, "On Approval of the Standard Chart of Accounts of Accounting" dated 23.05.2007 No. 185 and the University Accounting Policy. Accounting and reporting are computerised and maintained using the software 1C Accounting version 8.3.

Analytical part

Based on the information provided by the HEI and obtained during the visit, the expert committee concluded that the HEI has a well-developed financial planning mechanism, according to the established goals, objectives and overall strategy. The budgeting process is based on real data, taking into account the financial risks according to the regular risk assessment. The HEI has developed mechanisms for budgetary control and financial risk management. Financial results of the year are heard at the Academic Council of the University. Work is conducted to reduce and control receivables, accounting and monitoring of incoming and outgoing cash flows. The process of financial accounting is open and transparent, reports are freely available on the website of the university. An internal audit system has been developed and external audits are regularly conducted.

Strengths/best practices:

For this standard have not been identified.

EEC Recommendations:

Not available under this standard.

EEC conclusions on the criteria for "*Finance*" standard disclosed 6 criteria, of which all 6 items are satisfactory.

6.11 "*Educational Resources and Student Support Systems*" standard

- *The HEI should ensure that educational resources, including material and technical resources, and infrastructure are in line with the strategic goals of the HEI*
- *The HEI must demonstrate existence of support procedures for different learner groups, including information and counselling*
- *The HEI must demonstrate compliance of information resources with the strategic objectives:*
 - *technological support for students and faculty in accordance with educational programmes (e.g. online learning, modelling, databases, data analysis software)*
 - *library resources, including the collection of educational, methodological and scientific literature on general education, basic and specialised disciplines in hard copy and electronic media, periodicals, access to scientific databases*
 - *examination of research results, graduation papers, dissertations for plagiarism*
 - *access to educational Internet resources*
 - *operation of WI-FI on the territory*
- *The HEI should strive to create conditions for educational, scientific and other activities. Appropriate development of infrastructure should be conducted based on the results of monitoring the satisfaction with the infrastructure by students, teachers, employees and other stakeholders*
- *The HEI should strive to ensure that the educational equipment and software tools used to master the EP are similar to those used in the relevant industries*
- *The HEI should ensure that the infrastructure meets security requirements*
- *The HEI should take into account the needs of different groups of students (adults, working, international students, as well as students with disabilities)*
- *The HEI creates conditions for the advancement of the student on an individual educational trajectory*

Evidentiary part

The university implements current planning and allocation of financial resources based on the mission, strategic goals and objectives of the university and using the results of the work on the development of the university.

Current planning is based on the annually prepared income and expenditure estimates (budget) of the university, approved by the founder. The university invests incoming financial resources to maintain educational programmes in accordance with the goals of education.

The indicators of material and technical equipment of the educational process are a characteristic of the university potential and a guarantee of its sustainability. The university implements new forms and methods of providing educational services on the basis of information technologies.

Optimisation and improvement of the software and hardware complex of the KEmEU is conducted by means of MTB analysis.

The material and technical base of the university is in line with the goals and objectives of the Mission, meets sanitary norms and fire safety rules, relevant general education standards and allows to provide the educational process with everything necessary, maintain the necessary condition of the territory and buildings, communications.

Material-technical and information resources of the university, comfortable and safe learning environment in the university are one of the most important components of educational, scientific, innovative potential of the university, which makes it possible to organise the educational process by credit technology of learning and with the use of distance learning technologies, to conduct research and development.

The university infrastructure provides a corporate university consisting of the following facilities:

- administrative building B1-B2-B3 with classrooms, offices, canteen, cloakroom, library, assembly hall;
- building A letter B with classrooms and laboratories;
- building B letter A with classrooms and laboratories;
- building B letter A1 with classrooms and laboratories;
- building G-G1 with classrooms and laboratories;
dormitory;
- sports and fitness centre with two gyms, locker rooms, showers, gyms and a medical centre.

The total area of the property located in the city limits is 14,818.3 square metres and the teaching area is 8,256.5 square metres.

Resource support is formed on the basis of requirements to the conditions of implementation of educational programmes of Bachelor's and Master's degree in the direction of training.

The university has created the necessary conditions for people with disabilities, which are set out in the document "Regulations on the order of implementation of inclusive education at KEnEU named after M. Dulatov". Within the framework of this document to ensure equal opportunities for students with special needs, in the building of the university, are provided:

- a separate entrance to the University building with a gentle ramp and a designated bell to summon an assistant;
- fixed ramps with special devices in front of the entrance to the foyer;
- a mnemonic scheme for visually impaired people to move around the university is placed at the entrance;
- a specialised toilet;
- an equipped place in the car park with a special sign;
- signs are made in contrasting yellow coloured markings;
- a special bell for the visually impaired;
- Braille signposts;
- tactile tiles in the foyer leading to the inclusive education room and the bathroom.

University students receive timely and regular information and methodological support through publications on <https://kineu.edu.kz/>, <https://www.instagram.com/kineu.kz/> (Instagram), <https://www.facebook.com/kineukz/> (Facebook), <https://www.youtube.com/channel/UCJnLG5i0tIgp3b72mT3REtA> (YouTube), https://t.me/kineu_dulatov (Telegram), as well as WhatsApp group of assigned supervisors, advisors, etc.

The educational buildings and equipment of the university comply with the current sanitary rules, norms and fire safety requirements. The sanitary condition of the premises is strictly observed.

The security of the university is achieved through the implementation of the following main measures and activities: organisation of physical security of the university, ensuring video surveillance in the premises and adjacent territories, conducting planned work on antiterrorist protection of the university, compliance with fire safety standards, preservation of labour and electrical safety standards.

Every year for the new academic year the repair and preparation of the classroom fund and students' dormitory is done. The administrative and economic part of the University conducts technical operation, repair of buildings, ensures compliance with mandatory rules and norms of technical safety. All devices in the buildings are checked for grounding and measuring the insulation resistance of electrical wires and cables.

Students have access to Wi-Fi and up-to-date e-learning databases 24/7.

To ensure the quality of the educational process, the university has actively implemented information technologies and technological means of learning. The teaching staff actively uses interactive educational technologies and teaching methods with the use of digital technologies.

Tamberg videoconferencing systems, as well as such platforms as AdobeConnect, Zoom and others are used for participation and videoconferencing at the university.

The degree of satisfaction of students, teaching staff and university staff with the available resources is determined annually by the "Marketing and Communications Department" through an online survey of students anonymously via Google forms.

SRWL results, diploma theses and Master's theses are compulsorily checked for plagiarism.

The university is constantly improving its material, technical and information resources in order to ensure the quality of education. The university has organised laboratories: "Organisation of train traffic", " Organisation of marshalling yard operations", "Technological processes of machine-building production", "Theory of mechanisms and machines", etc. New laboratories were purchased: "Automation systems and control devices of mechatronic systems", specialised classroom "Mechatronics and robotics", Mini-candy shop, Agrochemical laboratory, standard set of training equipment "Electrical engineering and basics of electronics", standard set of training equipment "Electrical machines".

Analytical part

The university has created conditions to meet the social, personal and everyday needs of students through the functioning of structural units that assist students in the learning process and in solving social issues.

There is a stable improvement of material and technical, library and information resources for the implementation of educational programmes. The teaching and laboratory facilities and classroom fund correspond to the contingent of students and implemented educational programmes, sanitary and epidemiological norms and safety requirements. The availability of information, reference and methodical materials necessary for mastering the educational programmes of the university is ensured. In general, the infrastructure corresponds to the specifics of the university's educational programmes.

According to the results of the questionnaire of teaching staff and students, the EEC experts recommend to draw the attention of the management to the negative comments of the questioned (Annex 3,4) and take appropriate measures in case of confirmation of the facts.

Strengths/best practices:

For this standard have not been identified.

EEC Recommendations:

1. The university management should analyse the results of the questionnaire survey of teaching staff and students, to develop corrective and preventive measures based on the results of negative comments, and start their implementation with publication of information on the work done for interested parties. Deadline: till 01.03.2024.

EEC findings on the criteria for "Educational Resources and Student Support Systems" standard: 12 criteria were disclosed, of which all 12 with satisfactory positions.

6.12 "Public Awareness" standard

- *The information published by the HEI should be accurate, objective, up-to-date and should reflect all areas of HEI activity;*
- *The management of HEI should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and stakeholders.*
- *Public information should support and explain the national development programmes of the country and the higher and postgraduate education system.*
- *The HEI must publish audited financial statements on its own web resource;*
- *The HEI should demonstrate the reflection of information characterising the HEI as a whole and in the context of EPs on the web-resource.*
- *An important factor is the availability of adequate and objective information about the faculty, in terms of personalities.*
- *Public awareness of cooperation and collaboration with partners, including scientific/consulting organisations, business partners, social partners and educational organisations, is important.*
- *The HEI should publish information and links to external resources on the results of external evaluation procedures.*

Evidentiary part

The management of the university uses a variety of ways to disseminate information - the official website of the university (<https://kineu.edu.kz/ru>); social networks; mass media; briefings held by the management; open-house days; meetings with alumni.

The HEI website informs stakeholders about the following aspects of its activities: mission, goals and objectives; quality assurance policy; implemented educational programmes; achievements of graduates and students; international cooperation; results of activities and plans for its development.

Separately, there is information about Myrzhakyp Dulatov, whose name the university bears, in the section "University" on the university website. For the convenience of applicants, information with a detailed list of documents required for admission is placed in the section "Applicant". In addition, on the university website there is an opportunity to contact the virtual admission committee, find information about tuition fees and dates of entrance exams.

KEnEU financial statements from 2017 to 2022 are available on the official website of the university.

According to results of meetings with focus groups experts, it was confirmed that website visitors can ask any questions and voice suggestions on the Rector's blog.

The website of the university also provides detailed information about the teaching staff in the context of departments, indicating their full names, positions, teaching disciplines, education, length of service, academic degrees and academic titles, data on scientific publications for the last 5 years: full name, position, disciplines taught, education, length of service, academic degree and academic title, data on scientific publications for the last 5 years.

Taking into account that the target audience of the university is young people, the university actively maintains official pages in social networks: Instagram, Facebook; as well as has its own channels in Telegram and on YouTube.

Daily posts with news about the university, about students, about teachers, explanatory posts to help applicants and students are published on the pages of the university accounts.

The EEC members found out that KEnEU closely cooperates with local mass media - newspapers and TV channels, whose readers are mostly middle-aged and elderly people. Among the partners of the university are the newspapers: "Kostanay News", "Kostanay-Agro", "Nash Kostanay", "Nasha Gazeta", "Uchitelskaya +", as well as TV channels "Qostanai" and "Alau".

Analytical part

In general, when analysing the standard "Informing the public", IAAR EEC confirms the availability of information resources: website, magazine, as well as social networks, where the HEI provides information about the services provided and areas of activity.

The EEC members made sure that the website provides an opportunity to access the rector's blog, write a complaint, get consultations on issues of interest. The website of the university provides detailed information on the rules of admission of applicants, educational programmes, terms and form of study, contact and other information, *however, the EEC Commission found that* the information is not presented in all declared languages. Experts note that at the moment only the names of the website sections are presented in Kazakh and English.

A questionnaire survey of faculty members conducted during IAAR EEC visit revealed that 55.4% of faculty members rated the level of feedback from management as "very good", 40.6% as "good", 3% as "relatively poor" and 1% as "poor".

The questionnaire survey of students conducted during IAAR EEC visit showed that 78.9 % of respondents are fully satisfied with the content and information content of the university website in general and the faculties in particular.

Strengths/best practices:

For this standard have not been identified.

EEC Recommendations:

1. The management of the university should ensure that all information is published on the official website of the university in three declared languages (Russian/Kazakh/English) on a permanent basis.

EEC conclusions on the criteria for "Public Awareness" standard: 8 criteria were disclosed, of which all 8 criteria are satisfactory.

VII. REVIEW OF STRENGTHS/BEST PRACTICES BY EACH STANDARD

"Strategic Development and Quality Assurance" standard

- For this standard have not been identified.

"Leadership and Management" standard

- For this standard have not been identified.

"Information Management and Reporting" standard

1. Providing a system of collection, analysis and management of information based on the university's own development of IS "KEnEU".

"Development and Approval of Educational Programme" standard

- For this standard have not been identified.

"Continuous Monitoring and Periodic Evaluation of Educational Programmes" standard

1. Providing the HEI regular revision of the content and structure of the EP taking into account the changes in the labour market of Kostanay region, employers' demands and social demand of the society, which confirms the availability of EPs that are not implemented in other HEIs of the region.

"Student-centred Learning, Teaching Learning Assessment" standard

- For this standard have not been identified.

"Learners" standard

1. Stable functioning of the KEnEU Alumni Association, which is engaged in maintaining communication between alumni, providing support in their professional development, and holding social events.

"Faculty of Professors and Academic Staff" standard

- For this standard have not been identified.

"Research and Development" standard

- For this standard have not been identified.

"Finance" standard

- For this standard have not been identified.

"Educational Resources and Student Support Systems" standard

- For this standard have not been identified.

"Public Awareness" standard

- For this standard have not been identified.

VIII. REVIEW OF RECOMMENDATIONS ON QUALITY IMPROVEMENTS BY EACH STANDARD

"Strategic Development and Quality Assurance" standard

1. The management of the university in 2024, together with partner enterprises, to discuss the possibility of creating a unified corporate network "university-enterprise-state" (Engineering School, etc.) with the participation of representatives of NCE "Atameken".

"Leadership and Management" standard

1. It is recommended that in 2024 the management of the university together with partner enterprises should discuss the issue of organising a round-table discussion on the creation of a unified corporate network "university-enterprise-state" (Engineering School, etc.) with the participation of representatives of NCE "Atameken".

Standard "Information Management and Reporting"

1. The HEI management, together with the heads of educational programmes, annually analyse the dynamics of the student population in terms of forms and types of education, paying attention to the presence of small groups and taking appropriate decisions to increase the number of students in certain educational programmes.

2. By the beginning of the 2024-2025 academic year, the management of the university should clearly define the criteria for evaluating the efficiency and effectiveness of the university's activity and familiarise all the staff and teaching staff of KEnEU with them.

3. The responsible structural subdivision on a permanent basis to ensure timely updating of data on the implementation of the university EP on the official website of the university with the maintenance of the website in 3 declared languages.

"Development and Approval of Educational Programme" standard

1. By the end of 2026, the management of university should conduct targeted work on the implementation of the language policy (development of the trilingual model).

2. The management of the university, together with the management of the EPs, before the beginning of the 2023-2024 academic year, to analyse the existing EPs to determine their readiness for joint implementation with foreign partner universities, to identify "potentially ready" EPs and to start the development and implementation of SET, double degree programmes, starting from 2025-2026 academic year.

3. The management of the university, together with the management of the EP, until 2025, to conduct targeted work on the development of tools for the implementation of various forms of mobility of students.

4. The management of the university, in cooperation with the management of EP, before the beginning of 2023-2024 academic year, to analyse the existing EPs for readiness for professional certification of students, to identify "potentially ready" EPs, from 2025 to start implementation of certification courses, making information available to students by publishing on the official website of the university and other open sources of information.

"Continuous Monitoring and Periodic Evaluation of Educational Programmes" standard

1. The management of university EP should annually post information related to changes in the structure and/or content of the EP, graduate model, etc. on the university's website to inform stakeholders about the decisions made to take into account their suggestions. The deadline is within 10 days after the relevant changes are made.

"Student-centred Learning, Teaching and Assessment of Learning" standard

1. The management of all university EPs should analyse all the professional development certificates of the teaching staff for the last 3 years in order to include measures in the EP development plans for the introduction of innovative teaching methods based on the results of courses taken by teachers in specific disciplines, and their implementation starting from 2024-2025 academic year.

2. The management of the university, together with the heads of all structural divisions, to analyse the possibilities of further automation of processes in the IS "KEnEU", based on the results of the analysis, to proceed with their implementation, by March 2024.

3. The management of all the university EPs should include in their development plans measures to improve the qualification of teaching staff in the field of application of modern methods of assessing students' achievements and start their implementation starting from 2024-2025 academic year.

4. In 2024-2025 academic year, in addition to the traditional assessment funds, the management of the university and the management of EP should develop and list alternative assessment funds.

"Learners" standard

1. The management of the university together with the management of the EP to develop a marketing strategy for the formation of a full and quality contingent of students and to begin its implementation from 2024.

2. The management of the university with the management of the EP to develop and implement a roadmap to attract applicants from the southern and western regions by March 01, 2024.

3. The management of the university, together with the management of the EP, with the management of KEnEU College and partner enterprises, to conduct targeted work on the harmonisation of curricula in order to organise lifelong learning (including Master's studies, 2nd higher education), including elements of dual education in all plans.

4. By 2024-2025 academic year, the management of EP should include in the development plans of EP indicative indicators of the implementation of measures for the development and application of innovative information and communication technologies in the educational process (MOOC, online courses, etc.) and begin to achieve them.

5. By the beginning of the 2024-2025 academic year, the management of the university should consider the issue of updating the mechanism of recognition of the results of non-formal education of students.

6. In order to ensure the attractiveness of the students' participation in mobility programmes, international programmes, etc., the responsible structural subdivision should include in its activity plan: regular (at least once a quarter) holding of international fairs, exhibitions, round-table discussions and other events of international level, on a permanent basis to provide language courses (including with native speakers) for the students of KEnEU, with coverage of all events in mass media.

7. In 2024, it is recommended that in order to conclude memorandums on mutually beneficial cooperation and their implementation, including the implementation of the item "academic mobility of students", "external/incoming academic mobility of teaching staff". It is recommended to identify a list of the best universities from near and far abroad for the management of EP, implementing similar EPs.

8. By March 2024, the management of the university should allocate a room (office) for the work of student activists of the university, by the beginning of 2024-2025 academic year, analyse the available resources and organise the expansion and decoration of areas for extracurricular activities of students.

"Faculty of Professors and Academic Staff" standard

1. The responsible structural subdivision shall ensure that a seminar for the staff and teaching staff of KEnEU is held to explain the principles of student-centred learning. Deadline - till 01.03.2024.

2. By the beginning of the 2024-2025 academic year, the responsible structural subdivision shall develop a roadmap for the development of academic mobility of teaching staff in all educational programmes (incoming/outgoing, external/internal) and proceed to its implementation with the aim of improving the indicators by at least 10% annually.

3. The management of all EPs should include in the development plans the items of measures affecting: increase in the percentage ratio of disciplines/courses in foreign languages, increase in the number of teaching staff having the opportunity to freely implement EPs in foreign languages and start their implementation. Deadline - till 01.09.2024.

4. The management of university should conduct an extended anonymous questionnaire survey of teaching staff on the problematic issues identified in the questionnaire during the EEC procedure, develop a plan of corrective and preventive measures based on the results of the questionnaire and start its implementation with the publication of a report on the work done for stakeholders. Deadline - till 01.03.2024.

"Research and Development" standard

1. The Vice-Rector for Science and Innovations to develop a roadmap for entering the magazine "Nauka" into the list of publications of QACFES MSHE RK and start its implementation. Deadline: till 01.03.2024.

2. Heads of departments to include in the work plans of activities and target indicators to achieve the indicators of the university roadmap for the magazine "Nauka" in the list of publications of QACFES MSHE RK and start their implementation. Deadline: till 01.04.2024.

3. The Vice-Rector for Science and Innovations, together with the heads of departments, for each direction of university RW, annually determine the list of topics relevant to the industrial sector in order to ensure the commercialisation of RW results of teaching staff and students. According to the topical subjects, the plans of activities of the university and departments should include joint activities with the industrial sector, contributing to consulting and commercial activities of the university. Term: annually.

4. The Vice-Rector for Science and Innovation, together with the heads of departments, to analyse the results of research and development of teaching staff for the last 5 years, in order to identify projects for registration with the authorised bodies, to apply for registration of intellectual property objects, including obtaining copyright for the updated IS "KEnEU", with the possibility of financing the registration from the budget of KEnEU. Deadline: till 01.09.2024.

5. Heads of departments to conduct targeted work to achieve the target indicators of registration of scientific projects in the authorised bodies, registration of patents and copyright certificates. Term: annually.

"Finance" standard

- Not available under this standard.

"Educational Resources and Student Support Systems" standard

1. The management of the university should analyse the results of the questionnaire survey of teaching staff and students, develop corrective and preventive actions based on the results of negative comments, and proceed to their implementation with the publication of information about the work done for interested parties. Deadline: till 01.03.2024.

"Public Awareness" standard

1. The management of the university should ensure that all information is published on the official website of the university in three declared languages (Russian/Kazakh/English) on a permanent basis.



IX. REVIEW OF RECOMMENDATIONS FOR THE DEVELOPMENT OF THE EDUCATIONAL ORGANISATION

Taking into account the global mission of the university and its strategic goals, as well as the accumulated experience in training qualified personnel, it is advisable, in addition to the values of the university, to formulate its traditions - those that have been maintained and developed over the decades since the establishment of the university and those that reflect its new and modern history.



X. RECOMMENDATIONS TO THE ACCREDITATION COUNCIL

Members of EEC came to the unanimous opinion that according to the results of institutional accreditation of PI "Kostanay Engineering and Economics University named after M. Dulatov" is recommended for accreditation for 5 years.



App. 1. Evaluation table "PARAMETERS OF INSTITUTIONAL PROFILE"**PI "Kostanay Engineering and Economics University named after M. Dulatov"**

No.	No.	Evaluation criteria	Position of the educational organisation			
			Strong	Satisfactory	Assumes improvement	Unsatisfactory
1 "Strategic Development and Quality Assurance" standard						
1	1.	The HEI should demonstrate the development of a unique mission, vision and strategy based on an analysis of external and internal factors with extensive involvement of diverse stakeholders		+		
2	2.	The HEI should demonstrate the focus of the mission, vision and strategy to meet the needs of the state, society, sectors of the real economy, potential employers, learners and other stakeholders		+		
3	3.	The HEI should demonstrate transparency of the processes of formation, monitoring and regular review of mission, vision, strategy and quality assurance policy		+		
4	4.	The HEI should have a published quality assurance policy, mission, vision and strategy		+		
5	5.	The HEI develops documents on individual areas of activity and processes (plans, programmes, regulations, etc.), specifying the quality assurance policy		+		
6	6.	The quality assurance policy should reflect the link between research, teaching and learning		+		
7	7.	The HEI should demonstrate the development of a quality assurance culture		+		
Total standard			0	7	0	
2 "Leadership and Management" standard						
8	1.	The HEI conducts management processes, including planning and resource allocation in accordance with the strategy		+		
9	2.	The HEI must demonstrate successful operation and improvement of the internal quality assurance system		+		
10	3.	The HEI must demonstrate an analysis of risk management		+		
11	4.	The HEI must demonstrate that it has analysed the effectiveness of the changes		+		
12	5.	The HEI must demonstrate an analysis of the identified nonconformities, implementation of developed corrective and preventive actions		+		
13	6.	The HEI should demonstrate the provision of educational process management through the management of educational programmes, including evaluation of their effectiveness		+		
14	7.	The HEI demonstrates the development of annual activity plans, including those of the faculty, based on the Strategy		+		

15	8.	The commitment to quality assurance should apply to all activities implemented by contractors and partners (outsourcing), including in the implementation of joint/dual education and academic mobility		+		
16	9.	The HEI should provide evidence of the transparency of the HEI management system		+		
17	10.	The HEI should ensure the participation of students and faculty in the work of collegial management bodies		+		
18	11.	The HEI should demonstrate evidence of openness and accessibility of managers and administration for students, teaching staff, parents and other stakeholders		+		
19	12.	The HEI must demonstrate innovation management, including analyses and implementation of innovative proposals		+		
20	13.	The HEI should strive to participate in international, national and regional professional alliances, associations, etc.		+		
21	14.	The HEI should provide training for the management of the HEI, structural units and educational programmes on education 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 in preparation for the next procedure		+		
Total standard			0	15	0	0
3 "Information Management and Reporting" standard						
23	1.	The HEI should ensure the functioning of the system of collection, analysis and management of information based on the application of modern information and communication technologies and software tools		+		
24	2.	The HEI must demonstrate the use of processed, adequate information for effective management of educational programmes, improvement of the internal quality assurance system		+		
25	3.	The HEI should have a system of regular reporting at all levels of the organisational structure, including assessment of performance and efficiency of activities units, EPs, research and their interactions		+		
26	4.	The HEI should establish the periodicity, forms and methods of evaluation of the management of the EP, activities of collegiate bodies and structural units, top management, implementation of scientific projects		+		
27	5.	The HEI should demonstrate the definition of the order and ensuring the protection of information, including the identification of responsible persons for the reliability and timeliness of analysing information and providing data		+		
28	6.	An important factor is the involvement of students, employees and teaching staff in the processes of collecting and analysing information, as well as decision-making on their basis		+		
29	7.	The HEI must demonstrate that there is a mechanism for communication with learners, employees and other stakeholders, including the existence of conflict resolution mechanisms		+		
30	8.	The HEI should ensure that the degree of satisfaction with the needs of the teaching staff, staff and learners and demonstrate elimination of shortcomings		+		
31	9.	The HEI should assess the efficiency and effectiveness of its activities, including in the context of EPs		+		

		<i>The information collected and analysed by the HEI should take into account:</i>				
32	10	key performance indicators		+		
33	11	dynamics of the contingent of students in the context of forms and types of education			+	
34	12	level of academic performance, student achievements and suspension		+		
35	13	satisfaction of students with the implementation of the EP and quality of education in higher education		+		
36	14	accessibility of educational resources and support systems for learners		+		
37	15	employment and career development of graduates		+		
38	16	Students, teaching staff and other internal stakeholders must document their consent to the processing of personal data		+		
39	17	The HEI should contribute to the provision of all necessary information in the relevant fields of sciences		+		
Total standard			1	15	1	0
4. "Development and Approval of Educational Programmes" standard						
40	1.	The HEI must demonstrate the existence of a documented procedure for the development and approval of the educational programme at the institutional level		+		
41	2.	The HEI is obliged to demonstrate the compliance of the developed EPs with the established objectives, including the expected learning outcomes		+		
42	3.	The HEI must demonstrate the existence of a developed model of the EP graduate describing learning outcomes and personal qualities		+		
43	4.	The HEI should demonstrate the implementation of external examinations of the EPs		+		
44	5.	The qualification awarded on completion of the EP should be clearly defined, explained and appropriate to a certain level of NSQ, QF-EHEA		+		
45	6.	The HEI should determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
46	7.	An important factor is the opportunity to prepare students for professional certification		+		
47	8.	The HEI should provide evidence of participation of students, teaching staff and other stakeholders in the development of the EP, quality assurance		+		
48	9.	The HEI should ensure that the content of academic disciplines and learning outcomes correspond to the level of education (Bachelor's, Master's, Doctoral studies)		+		
49	10.	The structure of the EP should provide for different types of activities corresponding to the learning outcomes		+		
50	11.	An important factor is the existence of joint EPs with foreign educational organisations			+	
Total standard			0	10	1	0

5. "Continuous Monitoring and Periodic Evaluation of Educational Programmes" standard						
51	1.	The HEI is obliged to demonstrate the existence of a documented procedure for monitoring and periodic evaluation of the EP to achieve the objective of the EP. The results of these procedures are aimed at continuous enhancement of OP		+		
52	2.	The HEI should ensure the revision of the content and structure of the EP, taking into account the changes in the labour market, employers' requirements and social demand of the society	+			
		<i>Monitoring and periodic evaluation of the EP to consider:</i>				
53	3	the content of programmes in the light of the latest developments in discipline-specific science to ensure relevance of taught discipline		+		
54	4	changes in the needs of society and professional environment		+		
55	5	the workload, progress and graduation of students		+		
56	6	effectiveness of learner assessment procedures		+		
57	7	expectations, needs and satisfaction of students with training on the EP		+		
58	8	educational environment and support services, their compliance with the objectives of the EP		+		
59	9	The HEI must provide evidence of participation of learners, employers and other stakeholders in the revision of the EP		+		
60	10	All interested parties should be informed of any planned or undertaken actions regarding EPs. All changes made to the EPs must be published			+	
61	11	Support services should ensure that the needs of different groups of learners are identified and met		+		
Total standard			1	9	1	0
6. "Student-centred Learning, Teaching and Assessment of Learning" standard						
62	1.	The HEI should provide respect and attention to different groups of learners and their needs, providing them with flexible learning paths		+		
63	2.	The HEI should provide the use of various forms and methods of teaching and learning		+		
64	3.	The HEI must demonstrate that there is a system of feedback on the use of different teaching methods and assessment of learning outcomes		+		
65	4.	An important factor is the availability of own research in the field of teaching methodology of academic disciplines		+		
66	5.	The HEI must demonstrate support for learners autonomy with the simultaneous guidance and assistance of the teacher		+		
67	6.	The HEI must demonstrate the existence of a procedure for responding to learners' complaints		+		
68	7.	The HEI should ensure consistency, transparency and objectivity of the mechanism of assessment of learning outcomes, including appeals		+		
69	8.	The HEI is obliged to ensure that the procedures for assessing the learning outcomes of students correspond to the planned learning outcomes and programme objectives. Criteria and evaluation methods should be published in advance		+		

70	9.	The HEI should define mechanisms to ensure that each graduate has mastered the learning outcomes and ensure the completeness of their formation		+		
71	10.	Evaluators should be familiar with modern methods of assessing learning outcomes and regularly upgrade their skills in this area			+	
Total standard			0	9	1	0
7. "Learners" standard						
72	1.	The HEI should demonstrate the policy of forming the contingent of students from admission to graduation and ensure the transparency of its procedures. Procedures regulating the lifecycle of students (from entering to graduation), must be defined, approved, published		+		
73	2.	The HEI should provide for special adaptation and support programmes for newly-entered and international students		+		
74	3.	The HEI must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism to recognise the results of academic mobility of students, as well as the results of supplementary, formal and non-formal learning outcomes		+		
75	4.	The HEI should cooperate with other educational organisations and national centres of "European Network of Information Centres - National Academic Recognition Information Centres" ENIC/NARIC to ensure comparable recognition of qualifications		+		
76	5.	The HEI should provide opportunities for external and internal mobility of students, as well as provide them with assistance in obtaining external grants for training			+	
77	6.	The HEI should make maximum efforts to provide students with internship places, to promote employment of graduates, to keep in touch with them		+		
78	7	The HEI should provide graduates with documents confirming the obtained qualification, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of completion		+		
79	8	The HEI should demonstrate the existence of a mechanism for monitoring the employment and professional activity of graduates		+		
80	9	The HEI should actively encourage students to self-education and development outside the main programme (extracurricular activities)		+		
81	10	An important factor is the existence of an active alumni association/association	+			
82	11	An important factor is the existence of a support mechanism for gifted students		+		
Total standard			1	9	1	0

8. "Faculty and Teaching Staff" standard						
83	1.	The HEI should have an objective and transparent personnel policy, including recruitment, professional growth and development of staff, ensuring professional competence of the whole staff		+		
84	2.	The HEI should have clear, transparent and objective criteria for the recruitment of staff, appointments to the position, promotion, dismissal and follow them in their activities		+		
85	3.	The HEI should demonstrate the compliance of the human resources potential of the teaching staff with the HEI development strategy and specifics of the EPs		+		
86	4.	The HEI should demonstrate a change in the role of the lecturer due to the transition to student-centred learning		+		
87	5.	The HEI should determine the contribution of the teaching staff to the implementation of the HEI development strategy and other strategic documents		+		
88	6.	The HEI should provide opportunities for career growth and professional development of the teaching staff, including young faculty members		+		
89	7.	The HEI should involve practitioners of relevant industries in teaching		+		
90	8.	The HEI should demonstrate motivation for the professional and personal development of teachers, including the encouragement of both contributions to the integration of scientific activity and education, as well as the application of innovative teaching methods		+		
91	9.	An important factor is the active use of information and communication technologies by teaching staff in the educational process (e.g., online learning, e-portfolios, MOOCs, etc.)		+		
92	10.	The HEI should demonstrate the focus on the development of academic mobility, attracting the best foreign and local teachers		+		
93	11.	The HEI can show the involvement of the teaching staff in the life of society (the role of the 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 programmes, etc.)		+		
Total standard			0	11	0	0
9. "Research and Development" standard						
94	1.	The HEI should demonstrate the compliance of research priorities with the national policy in the sphere of education, science and innovative development		+		
95	2.	The HEI should ensure that research activities are in line with the mission and strategy of the HEI		+		
96	3.	The HEI should implement planning and monitoring of performance of RW		+		
97	4.	The HEI should demonstrate the existence of processes for involving students in research activities		+		
98	5.	The HEI should demonstrate the promotion of the representation of the scientific positions of researchers, teaching staff and students on the different scientific venues, including the publication of scientific results		+		

99	6.	The university should promote the implementation of research results, including consulting and commercialisation			+	
100	7.	The university should promote the recognition of the results of scientific research work, including the registration of scientific projects in authorised bodies, registration of patents and certificates of authorship			+	
101	8.	An important factor is joint scientific research with foreign universities		+		
102	9.	The HEI should strive to diversify the sources of funding for RW activities		+		
103	10.	The HEI should provide mechanisms for motivation of scientific research activities of students, teaching staff and other internal stakeholders		+		
Total standard			0	8	2	0
10. "Finance" standard						
104	1.	The HEI should form development scenarios coordinated with the development strategy, taking into account the risk assessment		+		
105	2.	The HEI must demonstrate operational and strategic planning of its budget		+		
106	3.	The HEI must demonstrate the existence of a formalised financial management policy including financial reporting		+		
107	4.	The HEI must demonstrate that a system of internal audit is in place		+		
108	5.	The HEI must demonstrate that an external independent audit has been implemented		+		
109	6.	The HEI should have a mechanism for assessing the adequacy of financial support for various university activities, including the university's development strategy, development of educational programmes, research projects		+		
Total standard			0	6	0	0

11. "Educational Resources and Student Support Systems" standard						
110	1.	The HEI should ensure that educational resources, including material and technical resources, and infrastructure are in line with the strategic goals of the HEI		+		
111	2.	The HEI must demonstrate the existence of procedures for supporting different groups of learners, including information and counselling		+		
		<i>The HEI must demonstrate the alignment of information resources with strategic objectives:</i>		+		
112	3	technological support for students and teaching staff in accordance with the educational programmes (e.g, online learning, modelling, databases, data analysis software)		+		
113	4	library resources, including the collection of educational, methodological and scientific literature on general education, basic and specialised disciplines in paper and electronic media, periodicals, access to scientific databases		+		
114	5	examination of research results, graduation papers, dissertations for plagiarism		+		
115	6	access to educational Internet resources		+		
116	7	operation of WI-FI on the territory		+		
117	8	The HEI should strive to create conditions for educational, scientific and other activities. Appropriate development of infrastructure should be implemented based on the results of monitoring the satisfaction of students with the infrastructure, by faculty, staff and other stakeholders		+		
118	9	The HEI should strive to ensure that the educationalequipment and software tools used to master the EP, were similar to those used in the respective industries		+		
119	10	The HEI should ensure that the infrastructure meets security requirements		+		
120	11	The HEI should take into account the needs of different groups oflearners (adults, working people, foreign students, as well as students with disabilities)		+		
121	12	The HEI creates conditions for the advancement of a studenton an individual educational trajectory		+		
Total standard			0	12	0	0
12. "Public Awareness" standard						
122	1.	The information published by the HEI should be accurate, objective, up-to-date and reflect all directions of HEI activity		+		
123	2.	The management of the HEI should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the generalpublic and interested parties		+		
124	3.	Public information should support and explain the national development programmes of the country and the higher and postgraduate education system		+		
125	4.	Higher education institution must publish audited financial statements on its own web resource		+		

126	5.	The HEI should demonstrate the reflection of information characterising the HEI as a whole and in the context of EPs on the web- resource		+		
127	6.	An important factor is the availability of adequate and objective information about the teaching staff, in terms of personalities		+		
128	7.	An important factor is informing the public about cooperation and collaboration with partners, including scientific/consulting organisations, business partners, social partners and educational organisations		+		
129	8.	The HEI should publish information and links to external resources on the results of external evaluation procedures		+		
Total standard			0	8	0	0
TOTAL:			3	119	7	0

