



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТИҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

Report

on the results of the work of the external expert commission to
assess the compliance of the organization and program of
continuing professional training with the requirements of
international accreditation standards
from November 6 to 7, 2023
"Center for training and international education" LLP

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External expert commission

Sent
Accreditation
The IAAR Council



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Aktobe, 2023

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(I) LIST OF DESIGNATIONS AND ABBREVIATIONS

EEC-external expert commission.

IAAR-independent accreditation and rating agency.

EP-educational program.

Teaching staff-teaching staff.

RK-Republic of Kazakhstan.

LLP-limited liability company.

TC-training center.

ECTS-European system for evaluating candidates.

CIMA-Institute of Certified Management Accountants.

HRCI-human resources Certification Institute.

ISSA - International conformity Association.

KBSK - professional assessment and Certification Council.

II AKZ-Institute of internal auditors

CIA-Certified Internal Auditor.



(II) INTRODUCTION

In accordance with the order of the independent accreditation and rating agency No. 111-23-OK dated 28.03.2023, from November 6-7, 2023, the external expert commission assessed the organization and program of continuing professional training of "Center for training and international education" LLP for compliance with international accreditation standards (approved by the order of the general director of IAAR No. 9-21-OK dated January 18, 2021).

The report of the external expert Commission (EEC) includes an assessment of the proposed educational organization'S IAAR criteria, recommendations of the SSC for further improvement of the educational organization and parameters of the institutional profile of programs.

Composition of the EEC:

1 Chairman of the EEC: -Tamyarov Andrey Valerievich, candidate of Technical Sciences, Associate Professor, Head of the Department of licensing, accreditation and control of the quality of Education, Associate Professor of the Department of measuring and computing complexes of the FGBOU" Ulyanovsk State Technical University " (Russian Federation), on-line participation

2 IAAR expert-Bekenov Eran Khamzenovich, deputy director of Ortalyk invest LLP, master's degree (Republic of Kazakhstan) ,off-line participation

3 IAAR expert, employer-Zhaikbaeva Leila Maratovna, director of the Department of Personnel Management of the National Chamber of entrepreneurs "Atameken" (Republic of Kazakhstan), op-line participation

4 IAAR expert, student-Tynymbaeva Aruzhan Muratovna 2nd year master's student, Eurasian National Gumilyov University, member of the Alliance of students of Kazakhstan (Republic of Kazakhstan), op-line participation

Coordinator of IAAR 5-Saidulaeva Malika Akhyadovna, project manager of the independent accreditation and rating agency (Republic of Kazakhstan), off-line participation.

(III) PRESENTATION OF THE EDUCATIONAL ORGANIZATION

"Center for training and international education" LLP was established in 2016 in order to provide services to improve the level of education and train qualified specialists to meet the needs of the industrial region of Aktobe region and the entire western region.

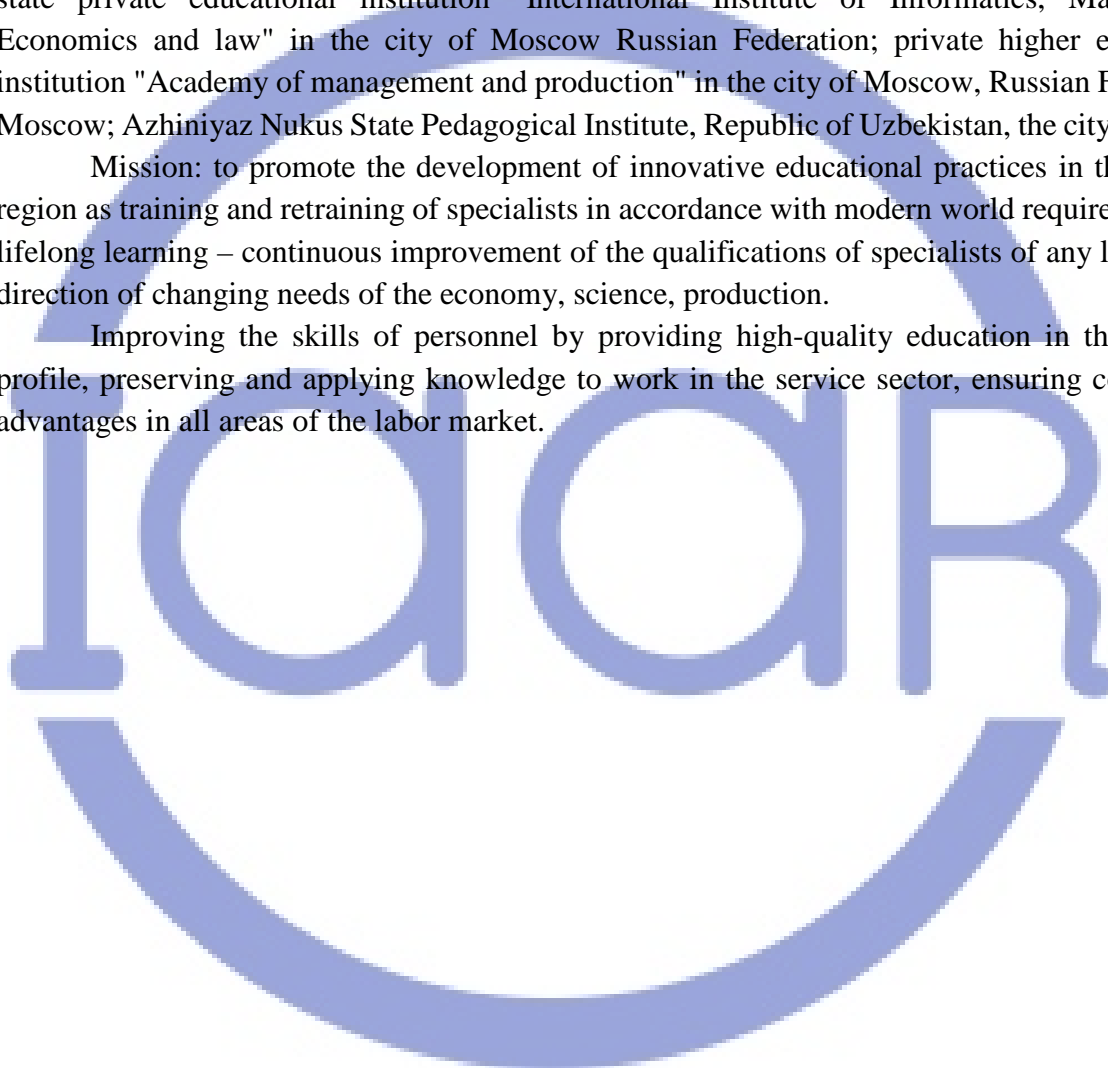
The center works with local universities to expand educational programs, as well as improve the skills of specialists in the field of Education: Higher, Secondary and general.

In order to ensure the transition of the real sector to international standards, the center will begin professional certification of graduates of higher and secondary educational institutions.

In addition, the center aimed to expand its activities: academic mobility of universities, mastering two-degree education, in this regard, work continues on International Cooperation: non-state private educational institution "International Institute of Informatics, Management, Economics and law" in the city of Moscow Russian Federation; private higher educational institution "Academy of management and production" in the city of Moscow, Russian Federation; Moscow; Azhiniyaz Nukus State Pedagogical Institute, Republic of Uzbekistan, the city of Nukus.

Mission: to promote the development of innovative educational practices in the western region as training and retraining of specialists in accordance with modern world requirements and lifelong learning – continuous improvement of the qualifications of specialists of any level in the direction of changing needs of the economy, science, production.

Improving the skills of personnel by providing high-quality education in the required profile, preserving and applying knowledge to work in the service sector, ensuring competitive advantages in all areas of the labor market.



(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

International institutional accreditation of "Center for training and international education" LLP according to IAAR standards is being held for the first time.



(V) DESCRIPTION OF THE EEK TRIP

The work of the EEK was carried out from November 6 to 7, 2023 on the basis of the approved visit program of the expert commission for institutional accreditation of LLP "Center for training and international education".

In order to coordinate the work of the EEK a meeting was held on 03.11.2023, during which powers were distributed among the members of the Commission, the schedule of visits was clarified, and an agreement was reached on the choice of expert methods.

Meetings were held with the director, deputy director, heads of structural divisions, teachers, listeners to obtain objective information about the quality of the educational organization and the entire infrastructure of the Center, to clarify the content of self-assessment reports. A total of 38 representatives took part in the meetings (Table 1).

Table 1-information about employees and students who participated in meetings with the IAAR EEK:

Category of participants	Number
Director	1
Deputy director	2
Heads of structural divisions	3
Teaching staff	16
Listeners	16
Total	38

During the Tour, members of the EEK got acquainted with the state of the material and technical base and visited a two-story building rented from the center. The first floor is occupied by administrative premises and classic classrooms with equipment (tables, boards, etc.), the second floor is organized as offices for working with computers: 230 workplaces are equipped.

At the meeting with the target groups of the IAAR EEC "Center for training and international education" LLP, the mechanisms for implementing the center's policy were clarified and individual data presented in the organization's self-assessment report were clarified.

In order to confirm the information presented in the self-assessment report, external experts requested and analyzed the center's working documentation.

Within the framework of the planned program, the recommendations developed by the EEC on the results of the expert examination on the improvement of the accredited educational organization "Center for training and international education" LLP were presented at a meeting with the management of 26.09.2023.

(VI) COMPLIANCE WITH INSTITUTIONAL ACCREDITATION STANDARDS

6.1 Standard" Strategic Development and quality assurance"

Argumentative section

Training and the activities of the International Educational Center as a whole are determined by its mission, reflecting its place in the Unified educational space of the Republic of Kazakhstan.

A draft of a new mission has been prepared, aimed at fulfilling the goals and objectives of training and retraining specialists in accordance with modern world requirements and contributing to the development of innovative education not only in the western region, but also outside the CIS.

Heads of departments and employees of the center, heads of colleges and universities, invited production workers and students of the course who took an active part in its discussion (minutes of meetings of the Center's council) got acquainted with this project of the mission. Taking into account the opinion of the heads and employees of the center, heads of colleges and universities, invited employees of production and other organizations, listeners, the new project of the mission was submitted for discussion by the members of the Central Council and approved at a meeting held on February 23, 2023.

Of course, the stakeholders of our region, who accepted the discussion, actively worked on the development of a development strategy and quality assurance policy. Since our center works closely with universities and colleges of the Republic of Kazakhstan and the CIS, organizations and schools of the city were invited to discuss this project.

The Center for training and International Education considers it important that information about the mission, quality assurance policy, goals and objectives be available not only to the academic public of colleges and universities, but also to students and interested parties of the country.

Site <https://ctiedu.kz/> our center is one of the most important aspects of image formation, in this regard, missions, policy in the field of quality assurance, as well as materials that reveal the content, goals and objectives of the mission of the center. Dissemination of information about the mission is carried out through meetings with schoolchildren and graduates, employers and the public, participation in exhibitions (for applicants), employment fairs, and the media.

A preliminary SWOT analysis of the structural features was carried out, taking into account the external and internal environment of the center.

The analysis of the current state of the center's activities allows us to highlight the following weaknesses and strengths, as well as opportunities and threats for development.

Strengths:

- leadership positions in the region, a high level of competitiveness and a positive image of the center in the educational services market;
- stable control system;
- a clear system of distribution of responsibilities;
- combination of state and extrabudgetary financing systems;
- developed system of monitoring and management of educational resources;
- high level of information and technical support;
- high level of use of information technologies in the educational process and management activities;
- Creating conditions for stable professional growth of teaching staff and employees;

- stable financial situation;
- high level of material and technical base.

Weaknesses:

- insufficient integration of Education, Science and production, lack of a component of commercialization of science;
- Low activity of teaching staff in funded international programs, grant projects;
- insufficient participation of employers in the design and implementation of educational programs;
- insufficient communication with foreign centers in educational areas;
- Weak level of teaching staff's knowledge of foreign languages.

Suitable features:

- availability of state guidelines and priorities for the development of Educational, Scientific and socio-cultural activities of educational institutions;
- Industrial development of the western region of Kazakhstan;
- demand for higher education in the region;
- ensuring the legislative framework for the implementation of the principles of corporate governance;
- creating conditions for the development of academic mobility of students and teaching staff;
- availability of motivational factors for accreditation of educational programs;
- orientation of the educational and research process to the needs of the region;
- availability of a legislative framework for the transition to a new level of integration of Education, Science and production;
- availability of modern management methods to improve the efficiency of using financial, informational, physical and labor resources;
- development of Social Partnership, Organization of students' practice, involvement of employers for employment of graduates;
- strengthening integration processes in the educational environment, contributing to the expansion of cooperation with universities and Research Institutes of near and far abroad.

Threats:

- Negative impact of the demographic situation in the Republic of Kazakhstan on indicators of quantitative and qualitative aspects of the aggregate;
- Low level of Labor motivation of researchers in the higher education system of the Republic of Kazakhstan and impairment of academic degrees and titles;
- Aging of teaching staff, the likelihood of a shortage of qualified teachers and their departure;
- decrease in the level of solvency of the population;
- instability of the income of interested parties to qualified personnel and the results of scientific research;
- high rates of changes in legislative and regulatory rules governing educational activities.
- create a research environment in which research universities are at the top of the academic system and are directly involved in the Global Knowledge Network;
- dissemination of information and communication technologies.

The central element of the participation of interested parties in the educational process is the activities of internal and external stakeholders. The need to involve stakeholders in the participation of collegial bodies is determined by the importance of their opinion in the

implementation of the strategy, mission, vision, quality assurance policy of the TVE Center. In general, two groups of key stakeholders can be distinguished, whose interests and requirements affect the activities and development of the HSE Center. Internal stakeholders-the center includes students/trainees/specialists at all levels of educational programs and their legal guardians, visiting faculty and employees who are directly actively involved in all areas.

As part of the training and implementation of the strategy of the International Educational Center, the STC QMS 02-2023 "Development of quality policy and goals" and the QMS of the Republic of Kazakhstan "quality management" 01-2023 are developed and implemented, which are the basis for the continuous improvement of all processes of the Center and the development of a culture of sustainable improvement. The policy in the field of continuing education should be clear and transparent for both citizens and economic entities interested in improving the skills of their employees.

The quality policy will be formed and on its basis will be periodically revised:

- strategic plan of the center;
- current results of the analysis of the satisfaction of consumers of educational services and other stakeholders;
- Information on the results of the QMS of the center for emergency situations for previous periods.

Analytical department

As a result of the analysis of the center's website on the proposed policy for ensuring quality and other documents and materials, the members of the SEK noted that in general the center reflects its mission, vision, development strategy and development of quality assurance policies based on the analysis of external and internal factors with the broad involvement of various stakeholders.

However, the functioning of the quality assurance subsystem requires systematization of the most important criteria for assessing quality and their classification in terms of distribution. In addition, it is necessary to carry out a criterion-based assessment of the achievement of indicators by formalizing their quantitative values and conducting regression and statistical analysis of the performance/non-performance of indicators.

The quality assurance strategy and policy of the center are built in accordance with the organizational and management structure, which allows you to ensure independent and collective responsibility for achieving quality targets.

At the beginning of this year, the center completely revised its development strategy and quality assurance policy, which led to a radical overhaul of the quality assurance subsystem.

Strengths / best experience

The strengths of this standard have not been identified.

Recommendations

1. It is necessary to update the documented procedure for ensuring the quality assurance subsystem, highlighting the quantitative values of achieving the limit values for each criterion (deadline: 01.09.2024)

Conclusions on the EC criteria:

- * Strong-0
- * Satisfactory-3
- * Improvements-1
- * Unsatisfactory – 0

6.2 Standard " management and management "

Argumentative section

The activities of the TVE Center are carried out in accordance with the strategic directions of state policy in the field of Education. The system of management documents of the University includes external and internal documents. The list of external documents includes: the law of the Republic of Kazakhstan "on education"; the law of the Republic of Kazakhstan "on Science"; the state program for the development of Education and science of the Republic of Kazakhstan for 2020-2025; regulatory and legal documents in the areas of Organization of the educational process; state mandatory standards of higher and postgraduate education, etc.

The internal documents of the center include: organizational and legal documents (the Charter of " training and International Educational Center " LLP, quality assurance policy, standards of the Center, documented procedures, rules, job descriptions, etc.); administrative documents of collegial bodies (decisions of the Center's Council, orders); planning and reporting documents (strategic center in the field of Quality Plan, goals, annual work plans and reports of divisions, op curricula, working curricula, etc.); reference and information documents (acts, official and explanatory notes, reports, comments, conclusions, applications, certificates, etc.).

Organizational structure of the center; director of the center; supervisory board ; expert advisor; deputy director; departments of the center. The organizational, functional and staff structure of the center corresponds to its strategy, mission, goals and objectives, and the adopted Quality Assurance System. The organogram is posted on the site <https://ctiedu.kz/>.

The processes of resource management, planning and distribution correspond to the vision and mission of the center, since the Center's policy is aimed at the functioning and development of a stable system for ensuring the quality of educational programs, combining internal and external control mechanisms (in the Future - EP accreditation, ratings); ensuring a stable safe and comfortable learning environment in the center; developing and implementing updated educational programs. systems for assessing students ' access to learning outcomes and employee productivity; involvement of all interested parties (applicants, students, employees of universities and OOO, City Schools, graduates, representatives of the employer) in the quality assurance system of educational programs; ensuring intellectual, spiritual, moral and physical development (participation of students in various events of a scientific and educational nature); equipping with modern digital infrastructure; ensuring centralized student training; integration of the center into the world scientific space, development of the material and technical base. (Appendix 1. link: <https://ctiedu.kz/>).

A multilateral approach is envisaged to identify the presence of risk in the activities of the TVE center and take into account possible risks that hinder the implementation of the strategy in the long term, which will help determine the mechanisms for solving it.

To do this, the center uses Swot analysis.

The results of the SWOT analysis are determining for accounting for possible risks that hinder the implementation of the center's strategy for the long term. The approach that corrects the use of available resources not only to the results of identifying the risks of the center's activities, but also to their systematization, that is, the introduction of innovative educational technologies, strengthening human resources, increasing students, improving material and technical equipment, etc. has been revised.

The risk management process includes the following steps:

- * identification, analysis and identification of risks;
- * planning the necessary measures to eliminate risks;

- * implementation of measures to eliminate risks;
- * analysis of the results and effectiveness of measures to eliminate risks.

The head of the personnel, financial and Information Resources Management Department, together with a representative of the quality management department, conducts an analysis of the effectiveness and effectiveness of the measures taken to eliminate risks in order to form conclusions on strategic changes in the activities of the HSE center and requirements for subsequent risk elimination measures.

The supervisory board is headed by the chairman. The chairman and members of the supervisory board are elected by the general meeting of participants for a period of 3 (three) years, they may be re-elected indefinitely.

The Council of the center is an advisory body on Educational, Scientific and methodological activities of all departments of the Center, consideration of plans, programs for the development of the center; adoption of local acts of the center within the established competence; establishment of incentive payments to the Center's employees.

To continuously improve the Quality Assurance System, An Information System in the form of WhatsApp is used for students of the course, where the administrator/curator/coordinator has their own teams, for example, directly in the Center for their employees whatsapp LLC "Tzhh", which contains the necessary information for employees. In addition to the above, there are user emails for the necessary information: tsentrtreninga@mail.ru.

The conflict management mechanism includes: familiarization of teaching staff, employees and students with the provisions of internal regulatory documentation, requirements for the organization of the educational process, the main areas of work of structural divisions, internal regulations, etc.; creation of a corporate culture based on equality of rights and obligations of employees, teachers and students, respect for their personal dignity.

Analytical department

During the visual review and conducted interviews, SSK experts noted that the center clearly plans the resources at its disposal to ensure the educational process.

The members of the CCC noted that for the further development of the center, it is necessary to update the personnel policy, as well as work out the issue of purchasing specialized material and technical support for the EP, which is being implemented and planned for implementation.

The members of the SSK drew attention to the fact that the boundaries of the functional responsibilities of the full-time employees of the center, in particular the heads of the EP, do not fully have functional resources to perform their duties and do not clearly understand their duties.

The availability of annual work plans for each structural unit was established by all members of the VEC.

During the interview, a discrepancy was revealed in the perception of the risks of the center's functioning. At the same time, a risk register has been developed and is available to all employees of the organization.

The members of the CCC noted the information openness and practically unlimited availability of the center's management for all stakeholders, including at any free time.

Strengths / best experience

1. the management of the Center shows full openness and interest in receiving feedback from stakeholders

Recommendations

1.it is necessary to develop a plan for the purchase of educational and methodological support for the implementation and planned implementation of the EP (deadline 01.03.2024).

2.adjustment of job descriptions of employees, including heads of EP, in order to distribute powers and clearly form production processes. (Deadline 01.03.2023)

3. develop a procedure for informing all employees and teaching staff of the EP involved in the implementation of possible risks and ways to minimize their negative impact (deadline: 01.09.2024, then permanent)

Conclusions on the EC criteria:

* Strong – 1

* Satisfactory-3

* Improvements-2

* Unsatisfactory – 0

6.3 standard" educational program and learning outcomes"

Argumentative section

Based on the regulatory documentation of the Republic of Kazakhstan and the center, programs have been developed that define the concept of the Republic of Kazakhstan and measures for the implementation of the center:

Basic principles of the concept:

1.focus on skills and competencies (current needs of the trainee/student and employer).

2.assessment based on Standards, i.e. recognition of the achievement of learning outcomes, with skill and competence.

3.development of standards of skills/competencies, responsibility for compliance with the assessment of educational achievements of an individual.

4.formation of a unified system of skills and competencies as a whole.

The programs are developed by invited school teachers, university and university teachers, taking into account the requirements of the state mandatory standards of education at all levels of Education, approved by the order of the Minister of Education and science of the Republic of Kazakhstan dated October 31, 2018 No. 604.

The development and approval by the director of the Center for the educational program of the course is carried out in accordance with the rules of the state educational standard, NPA for East Kazakhstan region, NCC, professional standards and is coordinated with Dublin descriptors, the strategic development plan and meets the needs of the national and regional labor markets.

The direction of education from preschool to higher education is carried out at the established age stages, therefore, the main element of continuing education is adult education.

When allocating, planning and providing educational resources, departments should take into account the needs of various groups of trainees/students (foreign trainees, as well as students with disabilities) and take into account student-oriented learning processes.

The center began to conduct a survey of trainees/students in terms of identifying the strengths and weaknesses of the existing educational program of the course, after which amendments were made to it aimed at improving the quality of the educational process.

Questionnaires have been posted on the center's website.(Link: <http://ctiedu.kz/>)

In order to determine the conditions for creating a favorable environment for training competitive specialists in the labor market, an online survey is conducted in the form of Google. (Link: <http://ctiedu.kz/>).

The TVE Center provides an opportunity to undergo an internship/internship in accordance with the areas of professional activity. Students can independently choose the place of internship/internship, as contracts have been concluded with universities, colleges, foreign universities, as well as contacts with NC entrepreneurs "Atameken" of Aktobe, the Department of Education of Aktobe.

Employers are also involved as heads of Professional Practices / internships, members of the commission for the protection of industrial practice reports, reviewers of the EP, working curriculum, etc.

The PC educational program can be implemented:

- using distance education technologies, e-learning;
- independently, as well as through network forms of their implementation;
- according to the individual plan.

In its content, the educational program should be focused on the current legislation of the Republic of Kazakhstan, the prospects for the development of additional professional education in this area, including in the context of digitalization, modern demands of potential employers using modern technologies and methods that correspond to innovative production and other types of economic activity in the training process.

The content and structure of educational programs

The content and structure of educational programs is aimed at meeting the needs of employers, trainees and society as a whole.

The center develops and approves training schedules, working curricula, educational programs in disciplines (EMC), educational and methodological complexes (EMC) and exam modules (em) as working educational documents of educational programs.

The structure of the work program of the discipline (approved by the local Act (Order) of the educational organization) may include the following sections:

1. title page of the work program of an individual discipline.
2. explanatory note of the work program of an individual discipline.
3. planned results of mastering the academic discipline.
4. content of the academic discipline.
5. thematic planning with an indication of the number of hours allocated for mastering each topic.
6. organizational and pedagogical conditions for the implementation of the work program of an individual discipline.
7. additional

Calendar-thematic planning of mastering the work program of a separate discipline as an addition to it reflects the content and stages of its implementation during the current academic year from the beginning of the lesson.

The educational programs developed at the center are based on the modular-competence principle of building the educational process.

In preparation for the UNT, a cooperation agreement was proposed with the Republican testing center, which is the main educational and methodological resource center.

The schedule is drawn up for the calendar year and approved by the director of the center.

Analytical department

The members of the CCC noted that in accordance with the strategy and policy of quality assurance, the center has developed rules for the development and approval of the EP, however, those submitted for accreditation of the EP have an unprinted structure, which makes it difficult to

accept and analyze them, and also loses the marketing attractiveness of this EP. At the same time, the results of training in each EP are clearly defined and distributed.

The development and updating of the content of all EP this year was carried out in accordance with the needs of the international labor market and the needs of stakeholders: the state, society, employer and student. At the same time, the rules provide for constant updating of the EP.

Experts note that despite the presence of clearly distributed, logically related components in the EP, due to the lack of a license to view educational activities, it is impossible to fully independently implement the EP using their own developments from a methodological and scientific point of view. At the same time, the center carries out (is forced to implement) close ties with scientific and educational organizations in order to achieve the expected results of the EP.

When implementing an additional EP, the center clearly formulates its competitive advantages, and this attracts a large number of listeners. Graduates leave a lot of positive feedback both on the center's website and in personal interviews of the center's employees.

During interviews with the management of the center and other stakeholders, the members of the VEC noted the high importance and authority of the Center in preparing school graduates for the UNT, as well as in organizing trial exams.

Strengths / best experience

1. The Center is a powerful resource center for the western region of the Republic of Kazakhstan as a center for additional education and a resource platform for preparing for the UNT and similar procedures.

Recommendations

1. updating the provisions on the development of the EP in terms of clarifying and unifying the characteristics of the EP, taking into account the integration of practice and theory (deadline 01.05.2024).

2. development of a plan for obtaining a license: for educational activities in order to implement individual EP, as well as to independently participate in scientific and scientific-methodological events and deepen relations with partners (deadline 01.02.2024).

Conclusions on the EC criteria:

- * Strong – 1
- * Satisfactory-5
- * Improvements-1
- * Unsatisfactory – 0

6.4"Standard of admission, academic performance, recognition and certification of students"

Argumentative section

Regional testing center study partnership agreement-the Department of education of the center annually conducts trial testing for schools in Aktobe region and the city. At the same time, it conducts preparatory courses to prepare for passing the UNT.

The building of the TVE center, namely the 2nd floor, has been fully tested by the special services, and special offices work during the time of test tests in different directions, in particular, test tests are held (Appendix 1. link: <http://ctiedu.kz/>):

Test testing:

For schools: for applicants-trial testing.

Unified national testing (UNT).

Testing for university and college students.

Testing for applicants to the master's program.

Testing for directors and teachers.

Testing for lawyers.

Testing for housing and communal services employees.

Testing for IELTS, IELTS / TOEFL / LINGUASKILL / TDS international exam.

The UNT is conducted by the National Testing Center in electronic format on the basis of regional testing centers located in cities of Republican significance, regional centers, single-industry towns and some district centers.

The central courses are conducted by the following specialists:

1) teachers who have experience in the profile of the educational program of advanced training courses;

2) specialists and employees of industrial enterprises with work experience of at least 3 (three) years;

3) teaching staff of organizations of higher and (or) postgraduate education that train specialists in pedagogical and profile specialties.

The direction of education from preschool to higher education is carried out at the established age stages, therefore, the main element of continuing education is adult education.

For the development of informal education within the framework of lifelong learning, the formation of a full-fledged certification system is important.

In this regard, work is underway to legislate the certification system, which will allow employers to recognize the documents submitted based on the results of informal education. Draft concepts of the draft laws of the Republic of Kazakhstan "on professional qualifications" and "on amendments and additions to some legislative acts of the Republic of Kazakhstan on some issues of professional qualifications" are being developed. These documents will give an impetus to the development of informal education, and for our part, our center has prepared a series of regulatory documents to guide students in continuous training: the concept of development of the Center for emergency situations QMS-CTS-02-2023; item QMS 06-02-2023 "regulations on continuing education".

In the Aktobe region, the center has a special position, as it can provide a number of informal training services, information is posted on the website <http://ctiedu.kz/>.

Analytical department

Members of the CCC noted that the center has developed a favorable procedure for the "life cycle" of the educational program: admission, progress, recognition and certification.

When enrolling in the EP (professional and general education), the level of entry of students is checked and, thereby, the distribution of competencies by level of acquisition is carried out.

The issued certificates are certificates of business partners of the center, which should also encourage the Center's management to obtain their own license to conduct educational activities.

Strengths / best experience

The strengths of this standard have not been identified.

Recommendations

Recommendations for this standard have not been developed.

Conclusions on the EC criteria:

* Strong-0

* Satisfactory-5

- * Improvements-0
- * Unsatisfactory – 0

6.5 Standard" Student centralized training, training and evaluation"

Argumentative section

Educational activities for professional development of specialists are carried out in strict accordance with the adopted strategy for the development of a consumer-oriented Center for educational services.

The main priority areas of the center's educational activities are:

- formation of a motivated contingent of students;
- providing a unique additional educational environment for further motivation of students of all categories;
- strive for training and evaluation practices focused on the needs of the trainee;
- ensuring the quality of educational services for the training of competitive specialists in accordance with legislative and regulatory requirements.

Evaluation criteria have been developed under the program, exam questions, tests and cases have been prepared, which, in turn, are coordinated with external market representatives.

The educational, methodological and organizational support of the student's independent work is focused on certain requirements. In particular, each student has access to the educational and methodological complex of their direction of training (educational program); classrooms, computer classes are available to students outside the schedule of classroom classes; methods and forms of independent work of students are implemented in accordance with modern teaching technologies.

Analytical department

The self-assessment report fully reflects the processes that ensure equal opportunities for students to implement the educational trajectory.

As part of the visit, the EEC members note the presence of educational and methodological documentation on the EP of the center, however, its number requires an increase to provide all students with benefits. It should also be noted the incomplete provision of the educational process in the part of full-time classes (the provision of independent work of students was confirmed).

Training in the center is carried out in accordance with the approved educational programs. Information about the educational process is presented to students in the form of a schedule of classes, a schedule of independent work of students, which allows students to get an idea of the duration and structure of educational activities, their daily employment, types of training sessions and additional consultations.

The principle of student centralized training determines the differentiation of various classes conducted in the format of lectures, seminars, practical classes, independent work. All basic requirements are set out in the course programs and training documents.

Student centralized training helps trainees develop the professional competencies necessary in practical professional activities.

The management of the center ensures the use of various forms and methods of training and training.

Based on the results of interviews with teachers, the commission noted a high motivation for educational activities.

The survey of students on the issue of supporting educational materials in the educational process showed a high result, full satisfaction - 91.7%, 8.3% were partially satisfied, the quality of the educational program as a whole was fully satisfied by 91.7%, 8.3% were partially satisfied.

Requirements for the forms of control are available to students, there is constant support from curators, and a regular survey is conducted to determine the degree of satisfaction with the courses.

Strengths / best experience:

The strengths of this standard have not been identified.

VEC recommendations:

1. through partners of methodological developments of Teachers of the center, it is necessary to develop a plan and schedule for preparing for publication, as well as provide for the development of their publications after obtaining a license for educational activities (deadline 01.01.2024).

Conclusions on the EC criteria:

- * Strong-0
- * Satisfactory-5
- * Improvements-0
- * Unsatisfactory – 0

6.6. Standard "Teachers"

Argumentative section

The teaching staff implements the strategic goals of the center in the field of professional development of students. The personnel potential of the center allows you to carry out educational activities at a high level. In order to effectively manage personnel and mobilize the team for promising development, the center has developed and is implementing a strategy for the development of the Center for 2022-2025. The personnel policy of the center is focused on the principles enshrined in the strategy and is aimed at ensuring the quality of services provided. The main priorities are a clear and consistent hiring procedure, a democratic approach to management, the creation of an open and creative academic environment, and stimulating the personal growth of employees. The main activity of lecturers is aimed at ensuring high-quality training and assimilation by students of knowledge, skills and abilities of the professional environment. Acceptance of the lecture composition is carried out on a competitive basis. The qualitative and quantitative needs of lecturers are determined by the topics and goals set for educational programs. Compliance of the qualifications of the teaching staff with the goals and objectives of the educational program is ensured in accordance with its education, certification and work experience. The center has full-time lecturers, and also attracts qualified lecturers from educational institutions of the region. In most cases, these are invited teachers, for example, Usov A. N. – candidate of Pedagogical Sciences " Aktobe University. Baisheva"; Togaibayeva Aigul-candidate of Pedagogical Sciences " Aktobe Regional University. Zhubanova".

For example, Tleulina zh. zh. studied on the course "Career Guidance", Sakhatova G. S. on the topic "resources of the system of technical and vocational education of a modern leader".

Analytical department

During the visit to the CCC, the compliance of the staff of both employees and lecturers within the framework of the implementation of the center's educational programs is noted.

It should be noted that the center is constantly working to improve the skills of lecturers and employees.

To create and maintain incentives for the conscientious and productive performance of their duties by an employee, the center uses a wide range of incentive methods and tools – financial and moral, corporate-cultural. However, the motivation methods used are not systematized and do not have a stable basis.

During the survey, teachers noted their satisfaction with the issues of support and organization of educational activities. So, when assessing how well teachers can use their teaching methods, 80% mark "excellent" and 20% mark "good", 75% mark "excellent" and 25% mark "good" about the openness and accessibility of guidance to teachers.

However, it should be noted that, despite the good reviews and the willingness of the management to motivate, the commission was not shown the use of various innovative methods and technologies.

Strengths / best experience:

The strengths of this standard have not been identified.

SSK recommendations:

1. consider the possibility of using the teaching staff motivation system (for example, KPI) in order to attract experienced and active teaching staff (deadline: 01.09.2024);
2. development of a plan for the preparation of educational and methodological publications and scientific events for the professional development of teaching staff and employees (deadline: 01.05.2024).

Conclusions on the EC criteria:

- * Strong-0
- * Satisfactory-4
- * Improvements-2
- * Unsatisfactory – 0

Analytical department

During the visit to the CCC, the compliance of the staff of both employees and lecturers within the framework of the implementation of the center's educational programs is noted.

It should be noted that the center is constantly working to improve the skills of lecturers and employees.

To create and maintain incentives for the conscientious and productive performance of their duties by an employee, the center uses a wide range of incentive methods and tools – financial and moral, corporate-cultural. However, the motivation methods used are not systematized and do not have a stable basis.

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However, it should be noted that, despite the good reviews and the willingness of the management to motivate, the commission was not shown the use of various innovative methods and technologies.

Strengths / best experience:

The strengths of this standard have not been identified.

SSK recommendations:

1. consider the possibility of using the teaching staff motivation system (for example, KPI) in order to attract experienced and active teaching staff (deadline: 01.09.2024);

2. development of a plan for the preparation of educational and methodological publications and scientific events for the professional development of teaching staff and employees (deadline: 01.05.2024).

Conclusions on the EC criteria:

- * Strong-0
- * Satisfactory-4
- * Improvements-2
- * Unsatisfactory – 0

6.7 Standard" educational resources and student support system"

Argumentative section

The center has the necessary financial and material resources for the high-quality implementation of educational programs. All educational premises meet the requirements of sanitary standards, fire safety and fully ensure the implementation of curricula and programs. The center operates in a rental building with a total area of 1024.7 square meters in Aktobe. The building has 2 multimedia classrooms for 176 and 54 seats, 5 training classrooms for 25 seats, with all the necessary training conditions.

There is a high-speed connection in the center, the site works (www.ctiedu.kz). All computers are connected to the global internet network. Currently, the information network of the Center has a webinar platform (ZOOM), where it is possible to simultaneously hold webinars, online conferences and online events for up to 100 people. There is an offline LINK platform and an online platform UAPP.KZ to conduct trial testing. There is a server room.

Analytical department

The training center has a material and technical base that provides all types of practical training. For the implementation of the EP, the training center has the necessary infrastructure provided by training classrooms.

The material resources of specialized classrooms are represented by computer equipment, audio and video equipment, multimedia projectors, software products, educational furniture, visual stands.

The training center has its own information site. This site contains information about the activities of the center. All students have any reference information, tables, etc., while the members of the SEK note that the work on creating a site and an online training system is at the initial stage and it is necessary to fill in and systematize the content.

According to the survey, 60% of listeners note full agreement when assessing personal development, 70% of listeners fully agree that teachers use new technologies.

The classrooms are equipped with modern technical training facilities.

Strengths / best experience:

The strengths of this standard have not been identified.

EEK recommendations:

1. develop an IT implementation plan to support the educational process, including LMS, site, online courses, etc., and start implementing it (deadline 01.02.2024).

Conclusions on the EC criteria:

- * Strong-0
- * Satisfactory-6
- * Improvements-0

* Unsatisfactory – 0

6.8 Public awareness standard

Argumentative section

The training center informs the public about its activities through the use of all possible types and means of informatization. The center has an official website.

Along with the corporate site, The Center provides all the information through the social network Instagram. Booklets, leaflets and other campaign materials are developed and distributed.

All students are provided with access to the electronic resources of the center, regardless of the form or language of study. The center's Internet resource contains detailed information, expected training results, information about teachers, opportunities for professional development, cooperation with partners, etc.). Supports feedback with stakeholders and the public on an ongoing basis by monitoring comments and requests on the company's social networks and website in order to analyze the satisfaction of interested parties as the information received and in its completeness.

The academic policy of the center is based on the principles of openness and accessibility. Students of the center have access to documentation regulating the educational process: schedule of training sessions, regulations of seminars and courses.

Evaluation of the work of the center is carried out by conducting a feedback survey as a survey of trainees conducted by the Personnel Management Department. However, there is no complaint book on the site, where the Center's clients can leave their comments and wishes.

For filing an application or complaint, the following information channels are provided:

- Postal address-sending information by mail to the address;
- e-mail-sending information in the form of electronic applications;
- telephone connection.

Transparency of contractual relations with customers is ensured by signing contracts. Also, bilateral agreements are concluded with teachers, in which all the necessary conditions affecting the interests of both parties are considered.

The staff of the center carries out purposeful work on the formation of the image and reputation of the center: creating and disseminating the most complete, multilateral and reliable information about the center, educational work, promoting the center, forming interest in the center from employers and the public, maintaining the interest of listeners, attention from the teaching staff, receiving feedback from the public. Public awareness is determined by the need for the Center to provide timely, complete, accurate, truthful and objective information to all interested parties.

Analytical department

The internet resource of the center contains information about the training center, the expected results of training, the qualifications assigned, teachers, opportunities for professional development, cooperation with partners, etc. In addition, it is difficult to find the rules published in the Center.

The center informs state authorities, legal entities and individuals about aspects of its activities: the main general educational programs being implemented; the achievements of students; the activities of public organizations; national and international cooperation using the media, the internet, Instagram, the official website of the Center and other means. however, information about the cost of training is not posted on the site.

Strengths / best experience:

The strengths of this standard have not been identified.

SSK recommendations:

1. analyze the information provided on the official website and supplement it with multilingual content, as well as work out the issue of placing regulatory acts and EP approved in accordance with the established procedure, except for marketing content (deadline 01.01.2025);
2. carry out corrective work on the structure of the official website of the Center, supplementing information on the cost of training and feedback from stakeholders, etc. (deadline: 01.01.2025).

Conclusions on the EC criteria:

- * Strong-0
- * Satisfactory-5
- * Improvements-0
- * Unsatisfactory – 0

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

Argumentative section

The center conducts regular monitoring and periodic evaluation of educational programs. The educational programs of the center are constantly updated in accordance with changes and additions to regulatory legal acts in the areas of training.

The management policy of the center is based on the creation of a highly effective organizational structure of the center, which ensures the unity of stable interconnections between departments engaged in educational, methodological and economic activities to achieve the goals defined in the development strategy of the Center for 2022-2025.

As part of the implementation of the principles of ensuring the quality of education, the training center defines and applies procedures for monitoring, periodic evaluation and revision of educational programs aimed at meeting the goals of the program and the needs of students and society. The conditions for the implementation of these procedures are the National Qualification System, the National Qualification Framework, the availability of new professional standards, recommendations and recommendations of employers, as well as changes in tax and accounting documents.

Based on the systematic collection, analysis and management of information, the training center conducts systematic monitoring of the "effectiveness" and "effectiveness" of the implementation of the strategy for the development of educational programs with the participation of trainees, employees and other stakeholders. In order to monitor and periodically evaluate the implementation of educational programs, the following indicators are analyzed: data on the contingent of students; students' satisfaction with the implementation of programs (sociological survey); strategic indicators of the center's activities.

Activities to control the quality of the educational process carried out at different levels are discussed at the meetings of the Center. Based on the analysis and assessment of control indicators, measures are developed to improve the quality of implementation of the EP.

Management of educational programs includes interaction with employers in the form of joint holding of seminars and meetings, surveys of employers in terms of actual competencies of graduates.

The center develops and implements a quality assurance system based on the approved strategy of the center, procedures and mechanisms that control the effectiveness of the system created by it. The functional distribution of responsibilities between managers covers all the main areas of activity of the center and allows you to successfully implement its development strategy.

Educational programs correspond to the established goals, including projected learning outcomes, formed taking into account the requirements of internal and spring stakeholders. The qualifications obtained as a result of mastering educational programs are clearly defined and meet the requirements of the current legislation.

Analytical department

The trainee has the opportunity to participate in the formation of his own training program, including the development of trajectories.

Monitoring of the center's activities is carried out by conducting a feedback survey as a survey of trainees conducted by the Center's employees.

The center operates a quality assurance system, but during meetings with focus groups, the lack of a mechanism for systematic use was revealed. The process of quality assurance and accompanying certain procedures is defined in the plans of the center, but its application on the ground is not always understood by both the heads of educational programs and individual heads of structural divisions.

Strengths / best experience:

The strengths of this standard have not been identified.

SSK recommendations:

1. updating the ONPO criteria, as well as establishing target (limit) values of indicators based on the analysis of these indicators for them within different time intervals (year, three years, etc.) (deadline: 01.01.2025, then constant).

Conclusions on the EC criteria:

- * Strong-0
- * Satisfactory-4
- * Improvements-1
- * Unsatisfactory – 0

(VII) REVIEW OF STRENGTHS/ GOOD PRACTICES FOR EACH STANDARD

6.1 Standard " Strategic Development and quality assurance"

The strengths of this standard have not been identified.

6.2 Standard " Management and management"

1. the management of the Center shows full openness and interest in receiving feedback from stakeholders

6.3 Standard " Educational program and learning outcomes"

1.The Center is a powerful resource center for the western region of the Republic of Kazakhstan as a center for additional education and a resource platform for preparing for the UNT and similar procedures.

6.4 Standard" Of admission, academic performance, recognition and certification of students"

The strengths of this standard have not been identified.

6.5 Standard " Student centralized training, training and evaluation"

The strengths of this standard have not been identified.

6.6. Standard "Teachers"

The strengths of this standard have not been identified.

6.7 Standard" Educational resources and student support system"

The strengths of this standard have not been identified.

6.8 Public awareness standard

The strengths of this standard have not been identified.

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

The strengths of this standard have not been identified.

(VIII) REVIEW OF QUALITY IMPROVEMENT RECOMMENDATIONS

6.1 Standard" Strategic Development and quality assurance"

1. it is necessary to update the documented procedure for ensuring the quality assurance subsystem, highlighting the quantitative values of achieving the limit values for each criterion (deadline: 01.09.2024)

6.2 Standard" management and management"

1.it is necessary to develop a plan for the purchase of educational and methodological support for the implementation and planned implementation of the EP (deadline 01.03.2024).

2.adjustment of job descriptions of employees, including heads of EP, in order to distribute powers and clearly form production processes. (Deadline 01.03.2023)

3. develop a procedure for informing all employees and teaching staff of the EP involved in the implementation of possible risks and ways to minimize their negative impact (deadline: 01.09.2024, then permanent)

6.3 Standard" educational program and learning outcomes"

1.updating the provisions on the development of the EP in terms of clarifying and unifying the characteristics of the EP, taking into account the integration of practice and theory (deadline 01.05.2024).

2.development of a plan for obtaining a license: for educational activities in order to implement individual EP, as well as to independently participate in scientific and scientific-methodological events and deepen relations with partners (deadline 01.02.2024).

6.4 Standard "Of admission, academic performance, recognition and certification of students"

Recommendations for this standard have not been developed.

6.5 Standard" Student centralized training, training and evaluation"

1.through partners of methodological developments of Teachers of the center, it is necessary to develop a plan and schedule for preparing for publication, as well as provide for the development of their publications after obtaining a license for educational activities (deadline 01.01.2024).

6.6. Standard "Teachers"

1. consider the possibility of using the teaching staff motivation system (for example, KPI) in order to attract experienced and active teaching staff (deadline: 01.09.2024);

2.development of a plan for the preparation of educational and methodological publications and scientific events for the professional development of teaching staff and employees (deadline: 01.05.2024).

6.7 Standard" Educational resources and student support system"

1.develop an IT implementation plan to support the educational process, including LMS, site, online courses, etc., and start implementing it (deadline 01.02.2024).

6.8 Public awareness standard

1. analyze the information provided on the official website and supplement it with multilingual content, as well as work out the issue of placing regulatory acts and EP approved in accordance with the established procedure, except for marketing content (deadline 01.01.2025);

2. carry out corrective work on the structure of the official website of the Center, supplementing information on the cost of training and feedback from stakeholders, etc. (deadline: 01.01.2025)

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

1. updating the ONPO criteria, as well as establishing target (limit) values of indicators based on the analysis of these indicators for them within different time intervals (year, three years, etc.) (deadline: 01.01.2025, then constant).



**(IX) REVIEW OF PROPOSALS FOR THE DEVELOPMENT OF AN
EDUCATIONAL ORGANIZATION**

General recommendations have not been developed



(X) RECOMMENDATION TO THE ACCREDITATION COUNCIL

The members of the EEC unanimously agreed that the training on the institutional accreditation procedure and the Center for international education are recommended for accreditation for a period of 5 years.



Appendix 1. Evaluation table "INSTITUTIONAL PROFILE PARAMETERS"

№	IAAR ESG International Standards Part 1.	Position of the educational organization			
		Strong Satisfactory Suggests improvement	Strong Satisfactory Suggests improvement	Strong Satisfactory Suggests improvement	Strong Satisfactory Suggests improvement
	Standard 1. STRATEGIC DEVELOPMENT AND QUALITY POLICY				
1	The organization demonstrates the development of its own mission, vision, development strategy and quality assurance policy based on an analysis of external and internal factors with the wide involvement of various stakeholders.		+		
2	The organization demonstrates the functioning of its internal quality assurance system			+	
3	The organization carries out EP management processes in accordance with the Quality Assurance Strategy and Policy and is responsible for the quality of EP as a whole.		+		
4	The organization demonstrates consistency in revising the development strategy and quality assurance policy, improving the internal assurance system quality.		+		
	Standard 2. GUIDE AND MANAGEMENT				
1	The Organization carries out management processes for Lifelong Learning Education/Educational Programme, including planning and resource allocation, in accordance with its mission and strategy.		+		
2	The organization ensures the availability of adequate administrative and academic staff, employees for the implementation of the EP, proper management and resource allocation.			+	
3	The organization demonstrates a clear definition of those responsible for business processes, an unambiguous distribution of job responsibilities of personnel, delimitation of the functions of collegial bodies, involvement of the main stakeholders in the work of collegial management bodies, and management of innovations within the framework of the management of LLE/EP.			+	
4	The organization demonstrates the development of annual activity plans based on the development strategy, analysis of the effectiveness of changes, including within management of LLE/EP.		+		
5	The organization demonstrates a mechanism for identifying risks and making decisions based on them, as well as a procedure for regularly checking the effectiveness of implemented decisions and activities.		+		
6	The organization demonstrates openness and accessibility of managers and administration to students, teachers and other interested parties, as well as training of management and staff on programs "Management in Education".	+			
	Standard 3. EDUCATIONAL PROGRAM AND LEARNING OUTCOMES				
1	The organization has mechanisms for the development and approval of OP. The EP is developed in accordance with established goals, including learning outcomes. The general			+	

	structure, composition and duration of the EP are described, the components are clearly established, practice and theory are integrated, and the requirements of national legislation are taken into account.				
2	EP learning outcomes are clearly defined, explained and take into account national qualifications frameworks and qualifications in the European Higher Education Area (FQ-EHEA).		+		
3	The development and updating of the content of the EP is carried out in accordance with the needs of the international labor market and the requests of stakeholders: the state, society, employer and student.		+		
4	The content of the program and its components (modules/ disciplines) are logically connected, take into account professional standards and scientific achievements in the subject area of knowledge and are focused on learning outcomes.		+		
5	The types of educational activities carried out, teaching methods, interdisciplinary and practice-oriented components of the EP, cooperation with scientific and educational organizations ensure the achievement of goals and learning outcomes.		+		
6	The organization demonstrates the competitive advantages of the EP (based on comparison with similar programs in content, target audience, learning outcomes and cost) in the education and labor market (regional/national/international).	+			
7	The organization demonstrates the effectiveness of training, professional development of graduates and the potential demand for EP.		+		
	Standard 4. ADMISSION OF STUDENTS, ACHIEVEMENT, RECOGNITION AND CERTIFICATION				
1	The organization has predefined, published and consistently applied rules governing all periods of the learner's life cycle, that is, admission, performance, recognition and certification.		+		
2	Admission conditions are defined, take into account the characteristics of the target groups and support the achievement of the goals of the EP.		+		
3	The objectives of the EP are presented and accessible to students, cover skills and professional competencies		+		
4	The organization must present the application of the “European Credit Transfer and Accumulation System” (ECTS) and the implementation of the modularity of the OP.		+		
5	The certificate and application/transcript reflect the learning outcomes. Recognition of learning outcomes is applied taking into account the Convention on the Recognition of Qualifications relating to Higher Education in the European Region (Lisbon, 2017)		+		
	Standard 5. STUDENT-CENTERED LEARNING, TEACHING AND ASSESSMENT				
1	The organization ensures the adequacy and feasibility of students' individual plan, their active role in the joint construction of the educational process, and also takes into account the interests, needs and characteristics of students.		+		
2	The organization flexibly uses various learning and teaching methods, including innovative ones, which allows faster progress in learning.		+		
3	Educational and methodological materials of the EP, criteria for assessing educational achievements are relevant and accessible to students in electronic form, focused on learning outcomes.		+		

4	The rules and forms of control, assessment of educational achievements correspond to the planned learning outcomes. The organization ensures that the established learning results achieved by students.		+		
5	The organization provides regular feedback to students to determine the degree of satisfaction with the quality and learning environment.		+		
	Standard 6. TEACHERS				
1	The organization has objective and transparent recruitment and professional development processes to ensure that teachers are competent to achieve intended learning outcomes.		+		
2	The organization demonstrates the compliance of the academic and pedagogical qualifications and professional experience of teachers with the requirements and objectives of the educational program and allows flexible adaptation to changing requirements.		+		
3	The organization ensures internal interaction and cooperation of teachers on a systematic basis in order to develop and integrate EP components (modules/disciplines) to its goals and planned learning outcomes.		+		
4	The organization demonstrates the use of various methods of motivating teachers to widely use innovations and advanced technologies.			+	
5	The organization has developed and is implementing a program for the professional development of teachers and staff (both professional and pedagogical qualifications); assessment and recognition of their academic activities.			+	
6	The organization is responsible for the quality of work of teachers and staff and the provision favorable conditions for their effective work.		+		
	Standard 7. EDUCATIONAL RESOURCES AND STUDENT SUPPORT SYSTEM				
1	The organization ensures the availability of necessary, accessible and relevant educational resources. Educational and methodological materials are relevant and correspond to the content of the EP.		+		
2	Material, financial, information resources and student support services are sufficient to implement the EP and achieve the planned learning outcomes. The quantity and quality of media, laboratory and IT equipment in classrooms meet the needs of the educational program.		+		
3	The organization regularly evaluates and updates material and technical equipment and equipment for their compliance with the requirements of the EP and ensuring the quality of training.		+		
4	The organization creates conditions for teachers and students to widely use existing and new information and communication technologies in the educational process, during independent learning, communication with colleagues, and also provides access to data and information systems relevant to the training profile.		+		
5	Teachers have access to the resources necessary to plan and implement teaching methods, evaluate students, and develop innovations in training programs. Teachers and staff, including the EP curator, provide academic and advisory support to students on a regular basis.		+		
6	The provided learning conditions and support for students are accessible and ensure the achievement of planned learning outcomes.		+		
	Standard 8: PUBLIC INFORMATION				

1	The organization informs the public about its activities (including in the context of EP). The information provided is clear, reliable, objective, relevant and available.		+		
2	Lifelong learning education uses a variety of methods of information dissemination (including media, web resources, information networks, etc.) to inform the general public and interested parties.		+		
3	The organization demonstrates the reflection on the web resource of information characterizing the organization as a whole and in the context of the EP. Information about the EP (requirements and admission procedures, program components (modules/disciplines), final control and assessment procedures, etc., is properly documented and published taking into account the specific needs of students.		+		
4	The organization informs the public about the results of monitoring the implementation of the EP, the results of the analysis of feedback from stakeholders, and the external assessment of the quality of the LLE/EP.		+		
5	Lifelong Learning Education demonstrates the transparency and legal certainty of the contractual relationship between Lifelong Learning Education and students, Lifelong Learning Education and teachers.		+		
Standard 9. CONTINUOUS MONITORING AND PERIODIC EVALUATION OF THE PROGRAM					
1	The organization monitors and periodically evaluates the continuing professional education program to ensure that it achieves its objectives and ensures that it meets the needs of learners and society.		+		
2	The organization has mechanisms for collecting and analyzing information about its activities, and uses the information obtained in the work of the internal quality assurance system. Continuous learning education ensures the involvement of students and employees in the process of collecting, analyzing information and planning subsequent procedures When collecting information, lifelong learning education considers the following: key performance indicators information about the student population; level of academic performance, student achievements and dropout; student satisfaction with the implementation of the EP, its content; availability of educational resources and student support services; professional development of EP graduates.			+	
3	The organization conducts constant monitoring of the educational program based on the definition and implementation of a mechanism for assessing the educational program, its content taking into account the mission and planned learning outcomes, as well as assessing the acquired knowledge and skills and available educational resources.		+		
4	The results of monitoring and periodic evaluation of the EP, monitoring of requests, students and employers lead to the continuous improvement of the EP. All interested parties are informed of planned or taken actions regarding the OP.		+		
5	External assessment is carried out in accordance with recognized quality standards on a regular basis, the results are shared with trainees and contribute to the quality improvement process.		+		
Total		2	40	7	0

Appendix 2. THE PROGRAM OF THE VISIT TO THE EDUCATIONAL ORGANIZATION

 <p style="text-align: center;">СОГЛАСОВАНО Директор центра Тренинга и Международного образования Аскарова Ш.М. «1» ноября 2023 года</p>	 <p style="text-align: center;">УТВЕРЖДАЮ Генеральный директор ИУ «Независимое агентство аккредитации и рейтинга» Жумагулова А. Е. «1» ноября 2023 года</p>
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**ПРОГРАММА
ВИЗИТА ВНЕШНЕЙ ЭКСПЕРТНОЙ КОМИССИИ
НЕЗАВИСИМОГО АГЕНТСТВА АККРЕДИТАЦИИ И РЕЙТИНГА (IAAR)
В ТОО «ЦЕНТР ТРЕНИНГА И МЕЖДУНАРОДНОГО ОБРАЗОВАНИЯ»
(МЕЖДУНАРОДНАЯ ИНСТИТУЦИОНАЛЬНАЯ АККРЕДИТАЦИЯ)**

Дата проведения визита: 6-7 ноября 2023 года (по времени г. Астана)

Дата и время	Работа ВЭК с целевыми группами	Должность и Фамилия, имя, отчество участников целевых групп	Форма связи
3 ноября 2023			
16.00-17.00	Предварительная встреча ВЭК	Внешние эксперты IAAR	Подключиться к конференции Zoom https://us02web.zoom.us/j/3892931765 Идентификатор конференции: 389 293 1765 (только для ВЭК)
День 1-й: 6 ноября 2023 года			
10.00-10.30	Распределение ответственности экспертов, решение организационных вопросов	Внешние эксперты IAAR	Подключиться к конференции Zoom https://us02web.zoom.us/j/3892931765 Идентификатор конференции: 389 293 1765 (только для ВЭК)
10.30-11.10	Встреча с директором ТОО «Центр Тренинга и Международного Образования»	Директор – Аскарова Шынар Маратовна	Подключиться к конференции Zoom https://us02web.zoom.us/j/3892931765 Идентификатор конференции: 389 293 1765
11.10-11.20	Технический перерыв		
11.20-12.00	Встреча с заместителями директора	Заместитель директора центра – Гольнар Санжиевна Сахатова	Подключиться к конференции Zoom https://us02web.zoom.us/j/3892931765 Идентификатор конференции: 389 293 1765
12.00-12.10	Технический перерыв		
12.10-12.50	Встреча с руководителем структурных подразделений	Гюльшина Жемискул Жемискызы, руководитель кадрового управления Улькыяна Нарзия Ерманиялыкызы, руководитель отдела Международного сотрудничества Аманжолкызы Гульнур, руководитель отдела по продажам	Подключиться к конференции Zoom https://us02web.zoom.us/j/3892931765 Идентификатор конференции: 389 293 1765
12.50-13.00	Технический перерыв		
13.00-14.00	Обед (только члены ВЭК)		
14.00-14.10	Работа ВЭК	Внешние эксперты IAAR	Подключиться к конференции Zoom https://us02web.zoom.us/j/3892931765 Идентификатор конференции: 389 293 1765 (только для ВЭК)
14.10-16.00	Визуальный осмотр ТОО «Центр Тренинга и Международного Образования»	1 этаж: администрация и 6 - аудитории для слушателей. 2 этаж: <u>Ustudy</u> региональный Центр тестирования	Подключиться к конференции Zoom https://us02web.zoom.us/j/3892931765 Идентификатор конференции: 389 293 1765
16.00-16.50	Встреча с руководителями ОП	1. Гюльшина Жемискул Жемискызы, руководителя кадрового управления 2. Улькыяна Нарзия Ерманиялыкызы, руководитель отдела Международного сотрудничества 3. Аманжолкызы Гульнур, руководитель отдела по продажам	Подключиться к конференции Zoom https://us02web.zoom.us/j/3892931765 Идентификатор конференции: 389 293 1765
16.50-17.00	Технический перерыв		
17.00-17.50	Встреча с ППС ОП	Преподаватели Приложение №1 Список ППС	Подключиться к конференции Zoom https://us02web.zoom.us/j/3892931765 Идентификатор конференции: 389 293 1765
17.00-17.50	Анкетирование ППС (параллельно)	Приложение №2	Ссылка направляется на e-mail преподавателя персонально
17.50-18.20	Работа ВЭК. Обсуждение итогов первого дня	Внешние эксперты IAAR	Подключиться к конференции Zoom https://us02web.zoom.us/j/3892931765 Идентификатор конференции: 389 293 1765 (только для ВЭК)
День 2-й: 7 ноября 2023			
10.00-10.30	Работа ВЭК	Внешние эксперты IAAR	Подключиться к конференции Zoom https://us02web.zoom.us/j/3892931765 Идентификатор конференции: 389 293 1765 (только для ВЭК)
10.30-11.20	Встреча со слушателями	Слушатели Приложение № 3 Список Слушателей	Подключиться к конференции Zoom https://us02web.zoom.us/j/3892931765 Идентификатор конференции: 389 293 1765
11.20-13.00	Анкетирование слушателей (параллельно)	Приложение №4	Ссылка направляется на e-mail слушателя персонально
11.20-11.30	Технический перерыв		
11.30-13.00	Работа с документами	Руководители ОП	Подключиться к конференции Zoom https://us02web.zoom.us/j/3892931765 Идентификатор конференции: 389 293 1765
13.00-14.00	Обед (только члены ВЭК)		
14.00-15.30	Работа ВЭК, обсуждение итогов второго дня и параметров, разработка и обсуждение рекомендаций (ведется запись)	Внешние эксперты IAAR	Подключиться к конференции Zoom https://us02web.zoom.us/j/3892931765 Идентификатор конференции: 389 293 1765 (только для ВЭК)
15.30-16.00	Подготовка председателем информации по итогам внешней оценки	Председатель ВЭК	Индивидуальная работа председателя
16.00-16.15	Работа ВЭК, обсуждение, принятие решений путем голосования (ведется запись)	Внешние эксперты IAAR	Подключиться к конференции Zoom https://us02web.zoom.us/j/3892931765 Идентификатор конференции: 389 293 1765 (только для ВЭК)
16.15-16.30	Технический перерыв		
16.30-17.00	Заключительная встреча ВЭК с руководством вуза	Руководство	Подключиться к конференции Zoom https://us02web.zoom.us/j/3892931765 Идентификатор конференции: 389 293 1765
17.00-17.30	Работа ВЭК, Обсуждение итогов оценки качества	Внешние эксперты IAAR	Подключиться к конференции Zoom https://us02web.zoom.us/j/3892931765 Идентификатор конференции: 389 293 1765 (только для ВЭК)

Appendix 3. Results of the teaching staff survey

Total number of surveys: 16

1. Your position?

Full-time employee	45%
Freelance employee 40 %	40 %
Manager 5%	5%
Listener 5%	5%
Programmer 5%	5%

2. Academic degree, academic title

Honored Worker of the Republic of Kazakhstan	5%
Master	40 %
Candidate of science	20%
Doctor of science	5%
Professor	10 %
Associate professor	10 %
No	35%

3. Work experience in this organization

More than 5 years	10%
1 year-5 year	40 %
Less than 1 YL 5	50%

Very good good relatively bad bad very bad

Question	Very good	Good	Relatively bad	Bad	Very bad
4. To what extent does the content of the educational program meet your needs?	80	20			
5. How do you assess the opportunities offered by the organization for the professional development of teaching staff?	85	15			
6. To what extent can teachers use their teaching methods?	75	25			
7. To what extent can teachers use educational innovations?	65	35			
8. How to pay attention to the content of the educational program from the management of the educational institution	75	25			
9. Assess the openness and accessibility of guidance to teachers	75	25			
10. Evaluate the participation of teaching staff in the process of making managerial and strategic decisions	50	45			
11. Evaluate the level of feedback from the management of teaching staff	70	30			
12. Evaluate the opportunities for professional and personal growth for each teacher and employee	70	30			
13. How was the work on professional development of teaching staff?	70	30			
14. Development of new educational programs/academic disciplines / teaching methods	70	30			
15. Evaluate how the knowledge of trainees received at this university meets the requirements of the modern labor market	70	30			
16. The management and administration of the university, how to name such a person	50	50			
17. Assess how much the workload meets your expectations and opportunities?)	55	45			
18. Evaluate how the educational program meets the	70	30			

expectations of the labor market and employers in terms of the content and quality of implementation					
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19. Why do you work in this particular organization?

- * The team likes
- * Training sessions
- * New knowledge and opportunities
- * Interesting
- * This educational organization is a tolik bloody response to the name of the modern educational organization.
- * I took advanced training courses
- * According to the requirement
- * There is an incentive to exchange and disseminate experience in terms of professional growth and fairness in my profession
- * The aura of the team is healthy
- * Matches my preferences
- * Possibility of additional income
- * The system and working conditions are significantly different from those that I have encountered before. In addition, you give employees the opportunity to improve their skills, reimburse training costs. It is expensive, especially for a specialist who wants to develop his own direction. And I want to do it, I like it. How management interacts with workers is pleasing. So this is exactly where I want to work.

20. How often do you face the following problems in your work:

Question	Often	Sometimes	Never
1. Lack of training classrooms		25%	75%
2. Overcrowding of training groups (too many students in the group)		25%	75%
3. Uncomfortable schedule		15%	85%
4. Inappropriate conditions for classes in classrooms		10%	90%
5. Lack of technical means in classrooms		10%	90%
6. Other problems (if any). Please emphasize the problem	<ul style="list-style-type: none"> * No * No problem yet * no * There was no problem * Everything is perfect * No * There was no inconvenient problem * Hand Center decides * No problem and hopefully not in the future. 		

Appendix 4. Results of the survey of students

Total number of surveys: 16

1. Your Gender?

Men	58,3%
Women	41,7%

2. Evaluate how satisfied you are:

Question	Fully satisfied	Partially satisfied	Partially dissatisfied	Dissatisfied	Difficult to answer
1. Relations with the Dean's Office (School, faculty, department)	91,7%	8,3%			
2. Level of accessibility of the Dean's Office (School, faculty, department)	91,7%	8,3%			
3. Availability of academic counseling for you	91,7%	8,3%			
4. Support in the educational process with educational materials	91,7%	8,3%			
5. The relationship between the trainee and the teacher	91,7%	8,3%			
6. Financial and administrative services of the educational institution	91,7%	8,3%			
7. Satisfaction with existing training resources	83,3	16,7			
8. Content and information completeness of the website of educational organizations	83,3	16,7			
9. Classrooms, classrooms for large groups	91,7%	8,3%			
10. Quality of the general education program	91,7%	8,3%			
11. Quality of educational programs	83,3	16,7			
12. General training methods	91,7%	8,3%			
13. Speed of response to feedback from teachers regarding the educational process	91,7%	8,3%			
14. Quality of training in general	91,7%	8,3%			
15. Quality of exam materials (tests and exam questions, etc.)	83,3	16,7			
16. Informing students about courses, educational programs and academic degrees	91,7%	8,3%			

3. Evaluate how much you agree:

Question full consent agree partial agree disagree full disagree

1 Course program clearly presented 75 16,7 8,3

Question	Full consent	Agree	Partial agree	Disagree	Full disagree
1. The course program was clearly presented	75	16,7	8,3		
2. The course content is well structured	83,3	8,3	8,3		
3. The main terms have been adequately explained	75	16,7	8,3		
4. The material provided by the teacher is relevant and reflects the latest achievements of Science and practice	83,3	8,3	8,3		
5. The teacher uses effective teaching methods	83,3	8,3	8,3		
6. The teacher has the material to be taught	75	25			
7. The Teacher's presentation is clear	83,3	8,3	8,3		
8. The teacher presents the material in an interesting way	83,3	8,3	8,3		

9. The teacher meets my requirements for personal development and professional formation	83,3	8,3	8,3		
10. The appearance and behavior of the teacher are adequate	75	25			
11. The teacher has a positive attitude towards listeners	83,3	8,3	8,3		
12. The teacher speaks a professional language	75	25			
13. All students are provided with equal opportunities	75	16,7	8,3		

4. Other issues related to the quality of training

Good

So far there are no problems and the teachers are the best of the best 👍 👍 👍

Everything is fine

I am satisfied with the full coverage, and if there was such an opportunity, I would pass again

