



«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 on the
assessment
for compliance with the requirements of international accreditation
standards of the organization and continuing
professional education program
Zerde Training Center

In the period from 22 to 23 August 2023

*Independent accreditation and rating agency
External expert commission*

*Адресовано
Аккредитационному
совету IAAR*



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Astana, 2023

(I) LIST OF SYMBOLS AND ABBREVIATIONS

EEC - External Expert Commission
IAAR-Independent Agency of Accreditation and Rating
EP – educational program
Teaching staff - teaching staff
RK – Republic of Kazakhstan
LLP – limited liability partnership
TC – training center
ECTS – European Credit Transfer System
CIMA -Chartered Institute of Management Accountants
HRCI - Human Resources Certification Institute
ICA- International Compliance Association
PECB - Professional Evaluation and Certification Board
IIA KZ - Institute of the Internal Auditors
CIA - Certified Internal Auditor



(II) INTRODUCTION

In accordance with Order No. 155-23-OD dated August 17, 2023 of the Independent Agency for Accreditation and Rating, from August 22-23, 2023, an external expert commission assessed the compliance of the Zerde Training Center with the standards of international accreditation of the organization and the continuous professional training program (approved by order of the General Director of the IAAR No. 9-21-OD dated January 18, 2021).

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

Composition of VEC:

1 Chairman of the EEC – Akybaeva Gulvira Sovetbekovna, Ph.D., Karaganda University named after academician E.A. Buketova (Republic of Kazakhstan) Off-line participation

2 IAAR expert – Tamyarov Andrey Valerievich, Candidate of Technical Sciences, Associate Professor, Head of the Department of Licensing, Accreditation and Quality Control of Education, Associate Professor of the Department of Measuring and Computing Systems of the Federal State Budgetary Educational Institution of Higher Education "Ulyanovsk State Technical University" (Russian Federation) On-line participation

3 IAAR expert, employer – Ayaganova Meyramgul Pazylovna, PhD, associate professor (Republic of Kazakhstan) Off-line participation

4 IAAR expert, listener – Smagulova Shynar Erdenovna, master's degree, certified professional accountant (Republic of Kazakhstan) Off-line participation

5 IAAR coordinator – Saidulaeva Malika Akhyadovna, project manager of the Independent Agency for Accreditation and Rating (Republic of Kazakhstan) Off-line participation

(III) REPRESENTATION OF THE EDUCATIONAL ORGANIZATION

The center was established in 2010 to provide services for training, retraining and advanced training of workers involved in the activities of government bodies, organizations, companies and structures of the quasi-public, public and private sectors.

- The Center was accredited by the Ministry of Finance of the Republic of Kazakhstan as an organization for professional certification of accountants in 2010 (re-accredited in 2022);

- The Center was an accredited provider of the International Association of Cima (Chartered Institute of Management Accounting Accountants) of the United Kingdom for training in the programs P1 "Operation Efficiency Management" and P2 "Business Efficiency Management" and for obtaining the international diploma of Sime ADV Dipma (Rus);

- Since 2020, the HRCI (Human Resources Certification Institute) International Personnel Certification Institute has been established. professional development of aPHRi "Junior Specialist in International Personnel", PHRi "Specialist in International Personnel", sPHRi "Senior Specialist in International personnel".

- Since 2021, it has been the only regional partner of the MCHA (International Compliance Association) International Compliance Association (Great Britain)- the only internationally recognized international organization that assists regulators in setting appropriate standards of competence and unites compliance managers who have completed programs in the areas of compliance, countering money laundering, and preventing financial crimes.

- Since January 2022, the Center has been a partner of PECB "Council for Professional Assessment and Certification" in Kazakhstan. PCB (Professional Evaluation and Certification Board) is based in North America and is a certification body for personnel, management systems,

and products in accordance with the requirements of international standards. The mission of SUSI is to provide comprehensive expertise and certification services that inspire trust and benefit society as a whole. The value of PCB certificates is confirmed by the accreditation of the International Accreditation Service (ILAC) and the United Kingdom Accreditation Service (UKAS) in accordance with ISO/IEC 17024. PCB is an associate member of the Independent Association of Accredited Registrars (IAAR), a full member of the International Personnel Certification Association (IPC) and a signatory member of the IPC MLA.

- The Center is a partner of IIA KZ (Institute of the Internal Auditors) Institute of Internal Auditors for the preparation of candidates for the international qualification of CIA (Certified Internal Auditor).

- Is a partner of the Association of Compliance and Business Ethics in the preparation of candidates for the qualification of Anti-Corruption Compliance.

- Accredited by the Public Association "Chamber of Tax Consultants" for the right to conduct training and advanced training courses for professional tax consultants of the Republic of Kazakhstan"

- The Center was included by the decision of the Coordinating Council of the authorized body for Civil Service Affairs in the List of educational organizations entitled to provide professional development services for civil servants.

- Has an Industrial Safety Certificate from the Ministry of Emergency Situations of the Republic

The center has its own training base in Astana with branches in the cities of Almaty and Tashkent, a distance learning system cdo-zerde.kz and webinar sites (ZOOM, My conference), where it is possible to hold webinars, online conferences and online events for up to 1000 people at a time.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

The international institutional accreditation of the Zerde Training Center according to IAAR standards is being conducted for the first time

(V) DESCRIPTION OF THE VEC VISIT

The work of the VEC was carried out on the basis of the approved Program of the visit of the expert commission on institutional accreditation of the Zerde Training Center in the period from August 22-23, 2023.

In order to coordinate the work of the WEC, an introductory meeting was held on 08/21/2023, during which powers were distributed among the members of the commission, the schedule of the visit was clarified, and agreement was reached on the choice of examination methods.

To obtain objective information about the quality of the organization of education and the entire infrastructure of the center, to clarify the content of self-assessment reports, meetings were held with the director, the supervisor of the directcore, heads of structural divisions, teachers, and students. A total of 39 representatives took part in the meetings (table 1).

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

Категория участников	Количество
Director	1
Associate Director	2
Heads of structural divisions	5
Listeners	15
Teachers	16
Total	39

During the tour, the members of the VEC got acquainted with the state of the material and technical base, visited the office on Turkestan Street, 5 classrooms and office offices.

At the meeting of the VEC NAAR with the target groups of the UC Zerde, the mechanisms for implementing the center's policy were clarified and the individual data presented in the university self-assessment report were specified.

During the period of accreditation, classes were attended. Classes were not attended.

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

As part of the planned program, recommendations for improving the accredited educational organization of the UC "Zerde", developed by the WEC based on the results of the examination, were presented at a meeting with the management on 08/23/2023.



(VI) COMPLIANCE WITH INSTITUTIONAL ACCREDITATION STANDARDS

6.1 The Strategic Development and Quality Assurance Standard

The evidentiary part

The Training Center works in accordance with the Mission and vision: The mission of the Center is to improve the skills of specialists capable of developing and developing the country and the world.

Vision: The Center provides affordable and high-quality professional development programs and focuses on developing the personal qualities and potential of our students. We strive to strengthen close ties with companies and create world-class learning conditions.

The Center's activities are determined by our mission, reflecting the Center's place in the international and Kazakhstani educational services market. The mission of the center is reflected in the "Strategic development of the CENTER 2020-2025".

The quality assurance policy is reflected in the Quality Assurance Strategy approved by the order of the Director of the Zerde Training Center LLP dated 11/25/2015 No. 58/K. (Amendments and additions were made by the order of the Director of the Zerde Training Center LLP dated 10/25/2020 No. 24).

Information about the mission, vision, and quality assurance policy is available to the public on the Center's website, printed documents, and posted on special stands at the Center.

Internal and external stakeholders are involved in the development of the Development Strategy and quality assurance policy. Education has always been one of the most important parts of government policy, as the future of the country depends on its quality.

The mission, vision, development and quality assurance strategy is posted on the Center's website and is accessible to lecturers, employees, clients, listeners, customers and other interested parties.

The analysis of its real positioning was carried out during the audit in the international associations ACCA, CIMA, ICA, RSV and in Kazakhstani associations. According to the results of this analysis, the audit opinions were positive, and the Center received accreditation and is currently the only representative of the ICA in Kazakhstan. When concluding framework agreements for the provision of training services, Customers, in addition to these documents, also analyze the Anti-Corruption Anti-Bribery Policy approved by the Center. The Center's activities comply with the strategic documents of the Center, and its activities fully comply with the requirements of the country's legislation.

The Center is responsible for ensuring the quality of the training provided and its continuous improvement.

In this regard, the Center has identified:

- ✓ The main role of the Center's management is to ensure the unity of strategy, policies and procedures, involve all employees, methodologists and lecturers in quality assurance and improvement activities, and provide the necessary resources.
- ✓ taking into account the needs and expectations of stakeholders, their active involvement in activities to ensure and improve the quality of education.
- ✓ Academic integrity and freedom.
 - ✓ Responsibility for the processes, quality and standards of training.
 - ✓ Making management decisions based on a comprehensive analysis of data and information.
 - ✓ External and internal quality control. The Center is in communication with students and their employers, lecturers, employees; partners and public organizations.
 - ✓ The objectives of building a quality assessment system for the Center 's education , taking into account the requirements of stakeholders , are:
 - ✓ formation of a resource base and monitoring of the quality of education;
 - ✓ study and self - assessment of the development status and effectiveness of the Center

's activities;

- ✓ compliance of educational programs with the needs of consumers of educational services;
- ✓ attracting students to participate in methodological work;
- ✓ assessment of individual educational achievements of students;
- ✓ determination of the degree of compliance of the quality of education with the international standard of education;
- ✓ identification of factors affecting the quality of education;
- ✓ advanced training of the lecturers.

Quality Monitoring is carried out to ensure an internal quality assurance procedure. The planning of the Center's activities is carried out in accordance with the structure of the Center.

By order of the director of the center, responsibility for quality assurance in accordance with the management policy of the Center is determined based on the creation of a highly effective organizational structure of the Center, ensuring the unity of stable relationships between departments implementing educational, methodological, and economic activities to achieve the goals defined in the Center's Development Strategy for 2020-2025.

The analytical part

The internal quality assurance policy is an integral part of the structure, procedures and processes required for quality management. Based on the analysis of the quality assurance policy published on the document's website, it can be concluded that this document reflects current trends in continuing, additional professional education in demand on the market.

The results of the survey of students and teaching staff, their questionnaires, the study of the development plan of the Center, confirms the transparency of the development of the OP, demonstrates the successful functioning of the mechanism for the development, coordination and approval of the OP, their compliance with the expectations of students and employers, state programs of Kazakhstan in the field of education.

The goals and target indicators of the Quality Assurance Strategy for 2020-2025 need to be systematized and classified. It should also be noted that at the institutional level there is no documentary evidence of regular analysis and adjustment of the Strategy when the internal and external working conditions of the Center change.

During the interview with the heads of departments, it was noted that customers are involved in the development of educational programs. However, the members of the WEC note that the involvement of customers in the approval of the OP does not always have documentary evidence.

During the interviews with the Center's employees, the members of the VEC note their insufficient information about the quality policy and planning of their activities in accordance with the Mission and Strategy of the Center.

Strengths/best practices:

According to this standard, no strengths have been identified.

VTEC Recommendations:

- to develop a procedure for informing employees of the center and all stakeholders about the policy in the field of quality assurance system, including internal, in accordance with the mission of the center (Deadline: 01.01.2024).

- to develop a documented procedure for approving the OP with employers (Deadline: 01.09.2024)

- to organize a regular seminar/round table on updating the development strategy and policy quality in accordance with modern trends and the level of development of regulatory legal documents of the Republic of Kazakhstan (Term: at least once a year).

The conclusions of the WEC according to the criteria:

- Strong – 0
- Satisfactory – 2
- Suggest improvements – 2
- Unsatisfactory – 0

6.2 The Management and Management Standard***The evidentiary part***

The center is managed in accordance with the legislation of the Republic of Kazakhstan and the Charter of the center. As is customary, the management system of the Educational center is aimed at improving the organization of the educational process and the implementation of educational programs. On the basis of the Charter, the head of the UC is and carries out the direct management of the organization – Bekenova Alima Beisembaevna. In accordance with the job description, the director issues orders, orders, instructions and other administrative documents that are mandatory for all employees.

The structure of the Center:

- Department of Advanced Training;
- Financial and Legal Department;
- Department of International Programs and International Relations;
- Corporate Training Department;
- Corporate Development Department;
- Department of Programs and Compliance Control;
- Administrative and Economic Department;
- Certification Department;
- Department of Methodology.

There are also branches in the cities of Almaty and Tashkent.

Activity planning is carried out in accordance with the structure of the Center and on the basis of the development strategy, a system of plans for the Center and its structural divisions is being developed. On the basis of the Center's development strategy, plans for the activities of structural divisions for the coming period are formed, on the basis of which the goals, objectives and indicators of the Center's activity plan for the calendar year are determined. The calculation of financial support for the plans and each event, as well as their assessment from the perspective of the Center's policy, internal processes and personnel, is based on available financial resources.

The vertical and horizontal management structure meets the institutional goals and objectives of the Center and the needs of the students. The Director, on the basis of the Charter of the Center, ensures coordination and management of strategic and operational tasks of the Center's development. The Director organizes and coordinates the work of the Center in the field of educational activities and the qualitative composition of lecturers. The functional responsibilities of the director include the general management of educational, methodological and financial activities, the functional responsibilities of the deputy director include the management of educational, organizational and administrative activities. The following links of the management system are departments, through which, taking into account the specifics of each department, direct involvement of employees, lecturers and the economic department is ensured in the implementation of the Center's policy on improving educational and methodological processes and mutually beneficial cooperation with domestic and foreign public organizations, employers and other interested parties. The competencies and tasks of these units are defined in the relevant regulations on them. The teaching staff is responsible for the quality of teaching activities, teaching materials, and the correspondence of the educational process to the goals and learning outcomes of the relevant educational programs. For corporate orders, the Center conducts an online

information session in order to finalize the educational program at the request of students. The information session is attended by a lecturer-methodologist, the director of the center and a representative of the customer of corporate training (students). The admission, appointment and transfers of employees are carried out in accordance with the norms of the current Labor Code of the Republic of Kazakhstan according to the order of the director.

A survey of teachers conducted during the visit of the VEK NAAR showed that satisfaction with:

- the content of the educational program is 100%;
- the openness and accessibility of the management is 100%;
- 94.1% noted the ability to use their own methods as "very good" and 5.9 as "good".

The analytical part

As a result of the analysis of the statutory documents, regulations, job descriptions and other submitted materials, the WEC notes that the management of the Center is based on planning and allocation of resources, in accordance with its mission and strategy.

The staffing of the Center consists of Employees of the center and teaching staff. The staff of the center undergo regular professional development in the field of management and law, however, it has not been fully confirmed that all employees of the center have completed the "Management in Education" programs. At the same time, leading experts from relevant sectors of the economy are involved as expert lecturers.

The Center has a quality assurance system, however, during meetings with focus groups, it was revealed that there was no mechanism for the systematic use of the processed information. The process of ensuring quality and accompanying certain procedures with a quality strategy, but its use in the field is not always understood by both heads of educational programs and individual heads of structural divisions. The members of the WEC note the insufficiently clear distribution of rights, responsibilities and resources between structural divisions. During the interview, the intersection of the activities of some departments in the functioning of the management structure of the Center is noted.

The members of the WEC note the weak development of permanent collegial bodies. Basically, collegial bodies are created to develop and implement a specific OP. Which can be regarded as a positive (flexible management system) and as a negative (frequent rotation of the composition of collegial bodies) mechanism.

The organization demonstrates insufficient alignment of the approved annual activity plans of structural divisions based on the development strategy, and especially the analysis of the effectiveness of changes.

The members of the WEC did not find evidence of a systematic risk analysis and decision-making to minimize them based on the analysis.

The director, heads of departments, and, moreover, curators and teaching staff, during interviews with listeners, proved their openness and accessibility to discuss the positive and negative sides of the implementation of the OP, including filing complaints.

Strengths/best practices:

According to this standard, no strengths have been identified.

VTEC Recommendations:

- - to update and adjust the provisions on the structural divisions of the Center, in order to disclose them:

- * The Center's missions,
- * the development strategy of the Center,
- * analysis of the effectiveness of their functioning,
- * Allocation of rights, responsibilities and resources between them
(Deadline: 01.09.2024).

- to develop a documented procedure for identifying risks and developing measures to minimize their impact on the Center's activities based on modern methods of analysis and

management (for example, SWOT analysis) (Deadline: 01.01.2024)

To consider the possibility of creating a permanent collegial body (including external stakeholders) to develop a quality assurance policy and analyze its implementation based on feedback from stakeholders (Deadline: 11/01/2023).

The conclusions of the WEC according to the criteria:

- Strong – 0
- Satisfactory – 4
- Suggest improvements – 2
- Unsatisfactory – 0

6.3 The Standard "Educational program and learning outcomes"

The evidentiary part

Taking into account the pace of introduction of new technologies, which leads to rapid changes in current professions in the labor market, the Center annually reviews training programs.

The quality control of the Center's educational programs in all areas is carried out annually.

The purpose of the control:

- checking the compliance of the quality of training with the requirements of customers (trainees);
- updating and improving the content of educational programs;
- the opening of new educational programs in demand by customers.

The Center defines procedures for the development and approval of educational programs.

Educational programs correspond to the set goals, including the expected learning outcomes, formed taking into account the requirements of internal and external stakeholders. The qualifications obtained as a result of mastering the educational program are clearly defined and comply with the requirements of the Law on Accounting and the Rules for Certification of Professional Accountants approved by Order of the Ministry of Finance of the Republic of Kazakhstan No. 291 dated 06/25/14.

The Center provides the development of educational programs based on the requirements of the above-mentioned order, the Center's development strategy and best practice examples in full accordance with their goals and expected learning outcomes. To achieve this goal, when developing educational programs, such factors as deepening the relationship with the labor market, improving the professional and universal competencies of students, regularly updating the content, methodologies and the appropriate learning environment are mandatory elements, and the principle of continuity of educational programs is implemented. As working training documents for educational programs, the Center develops and approves the training schedule, exam schedule, educational programs in disciplines, educational and methodological complexes (UMCS) and examination modules (EM).

The responsible Departments together with the Methodology Department are engaged in the formation of working documents at the Center. The content and structure of educational programs are aimed at meeting the needs of employers, students and, in general, society. The development of educational programs is carried out in two stages. At the first (preparatory) stage, a council for the development of educational programs is created in Departments from among the most experienced lecturers, initial data is being prepared for the design of the program and planning its quality. At the second (main) stage, the actual design of the program is carried out, organizational and methodological support and documentation of the program are developed, and the quality of the educational program is evaluated. The goals are broad formulations that reflect the specifics of the program, but do not affect the content of the program itself. The objectives of the educational program are formulated based on the requests of the main consumers of the program and are consistent with the mission of the Center. After the modular educational program is fully designed, an examination of the modular educational program is provided.

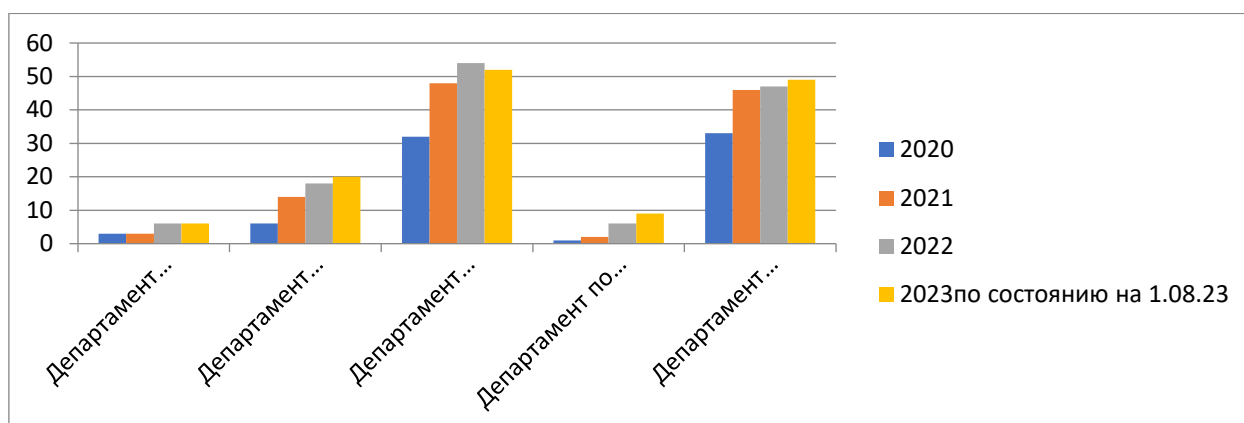
The internal audit of the content and quality of educational programs also takes place in several stages: discussion at a meeting of the Department of the Center and approval by the

Department of the methodology of the Center for Professional Accountants. An external examination of educational programs is carried out by a third-party organization (an employer organization of the relevant profile). At the final stage of development, educational programs are discussed and approved at a meeting of the Center. Lecturers, potential employers, and practitioners take part in the development of the educational program. The structure, content and procedure for approving educational and methodological complexes of disciplines in the Center are regulated by the "General requirements for the design of the educational and methodological complex".

The educational programs developed at the Center are based on the modular competence principle of building the educational process. During the implementation of this approach, the names of prerequisites and post-prerequisites are included in the curricula of modular educational programs in order to ensure logical consistency and targeted development of relevant competencies. The purpose of the schedule is to ensure uniform workload of students during the preparation for certification. The certification schedule indicates the dates of the beginning and end of training in the disciplines, and the dates of the exam. The schedule is drawn up for a calendar year and approved by the Director of the Center.

The number of educational programs in the areas implemented in the period 2020-2023

Years	Department of National Certification	Department of International Programs and International Relations	Department of Professional Development	Department of AML/CFT Programs and Compliance Control	Corporate Training Department
2020	3	6	32	1	33
2021	3	14	48	2	46
2022	6	18	54	6	47
2023 as of 1.08.23	6	20	52	9	49



As part of the survey conducted, there are good satisfaction indicators among teachers, for example, the ability to use innovations and the compliance of the content of the survey with the requirements of the labor market amounted to 100%.

The analytical part

The Center has developed regulations on the organization of the educational process in accordance with the current legislation of the Republic of Kazakhstan.

During the interview, the members of the WEC found out that the development of the OP is carried out in strict accordance with the needs of customers on the basis of online meetings and round tables, which ensures the rapid adaptation of the OP of additional education to constantly changing external conditions (legislation, market needs, professional standards, scientific achievements, etc.)

During the interview, the teaching staff demonstrated that when implementing the OP, they use modern teaching methods, taking into account the specifics and interrelation of the students' economic activities when designing both the entire OP and its components, thereby ensuring the achievement of learning goals and results. This is confirmed by so many reviews on the official website of the center

During the analysis of the submitted documents (developed by the OP), the members of the WEC note their insufficient structuring and weak allocation of distinctive features and competitive advantages of the OP (based on comparison with similar programs.

The number of OP and graduates according to them, according to the members of the VEC, confirms the effectiveness of training, the professional development of graduates and the potential relevance of OP.

Strengths/best practices:

- flexible and prompt modification of the OP to meet the needs of a specific consumer in conditions of rapidly changing external regulatory and economic conditions.

Recommendations of the VEC:

- to adjust the regulations on the development of the OP in terms of unification of the presentation and approval of the OP (Deadline: 01.01.2024).

- for each OP, identify competitive advantages and bring them to the attention of all stakeholders by publishing on the website and information stand of the Center (Deadline: 01.01.2024).

The conclusions of the WEC according to the criteria:

- Strong – 1
- Satisfactory – 6
- Suggest improvements – 0
- Unsatisfactory – 0

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

The evidentiary part

The procedure for registration for certification (registration) is regulated by the regulatory documents of the Center and is carried out by the Department. The contingent of listeners is formed based on the results of concluding contracts. In order to conclude contracts with companies where the state has a stake (quasi-public sector), the Center participates in the public procurement procedure, i.e. in auctions, tenders and by submitting applications to requests for price proposals. The conclusion of contracts with government organizations mainly comes from one source, since according to the minutes of the meeting of the Coordinating Council for Improving the Organization of training, retraining and advanced training of Civil Servants dated July 02, 2021, the Center was designated as an Organization of training for advanced training of civil servants and conducting courses, seminars, webinars in accordance with paragraph 3 of art. 34 of the Law of the Republic of Kazakhstan "On the Civil Service of the Republic of Kazakhstan" dated November 23, 2015 No. 416-U, as well as the Rules for training, retraining and advanced Training of Civil servants, approved by Decree of the Government of the Republic of Kazakhstan dated March 15, 2018 No. 125. And also, individuals conclude contracts for the provision of services after signing contracts they are enrolled in groups. The process of forming a group of students, organizing training and graduation is regulated by the Rules of Certification of professional Accountants approved by Order of the Ministry of Finance of the Republic of Kazakhstan No. 291 dated 06/25/14. and the Regulation "On the procedure for conducting seminars on the disciplines of certification of candidates for professional accountants, DipIFR-

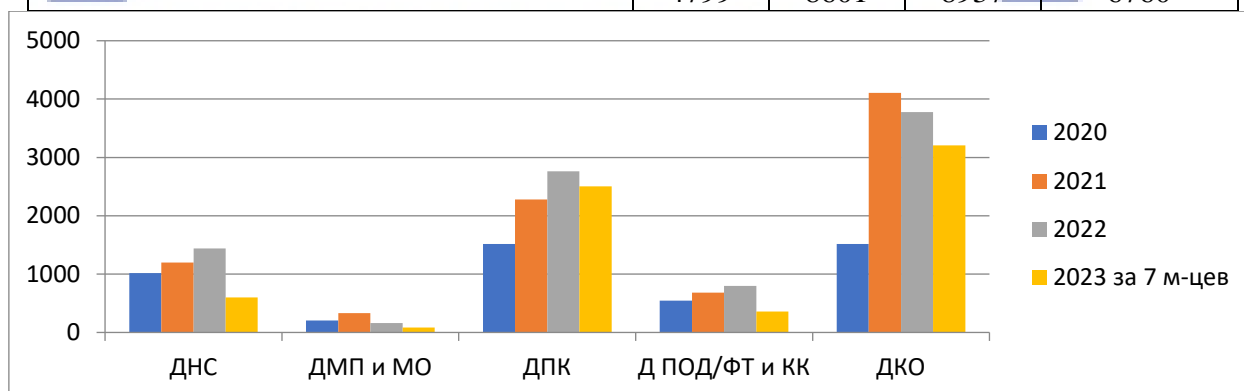
Rus programs and other commercial courses" approved by the order of the Center.

To assess the assimilation of the material passed, the Center conducts entrance testing at the beginning of the course and final testing at the end of short-term courses, and exams are conducted for certification programs. The organization and conduct of the exam is regulated by the Rules of certification of professional accountants approved by the Order of the Ministry of Finance of the Republic of Kazakhstan No. 291 dated 06/25/14 and the Regulations on the Examination Commission approved by the order of the Center.

As part of the analysis of the movement of the contingent by the members of the VEC, there is a good dynamics of the reception of listeners.

The number of students who completed training in the period 2020-2023 in the context of directions

Division	2020	2021	2022	2023 in 7 months
Department of National Certification	1016	1201	1440	602
Department of International Programs and International Relations	205	333	161	86
Department of Professional Development	1514	2278	2764	2507
Department of AML/CFT Programs and Compliance Control	548	683	797	357
Corporate Training Department	1516	4106	3775	3208
	4799	8601	8937	6760



The regulation "On the procedure for conducting seminars on the disciplines of certification of candidates for professional accountants, DipIFR-Rus programs and other commercial courses" regulates the procedure for conducting seminars, the process of organizing courses and the responsibilities of students in the course of educational activities. The Center's common values, respect for the law and ethical standards, integrity and respect for society and the environment are spelled out in the Anti-Corruption and Anti-Bribery Policy.

On the Center's website, students can familiarize themselves with the mission and vision of the Center, with internal regulations governing the policy and procedure for evaluating academic achievements, as well as providing information about educational programs.

During the visit to the EG, a survey of students was conducted, within the framework of which they were 100% satisfied with the management relations, accessibility, financial and administrative services, training methods and quality of education.

The analytical part

The self-assessment report of the Zerde Training Center fully reflects the processes that ensure the conditions for training and certification of students.

When organizing and conducting courses, all students are provided with educational materials, control materials, tests and tasks. There is an internal platform that every listener has access to. It should be noted that there is a flexible system of tuition fees.

The vertical and horizontal management structure meets the institutional goals and objectives of the Center and the needs of the students. The Director organizes and coordinates the work of the Center in the field of educational activities and the qualitative composition of lecturers. The functional responsibilities of the director include the general management of educational, methodological and administrative activities. The following links of the management system are departments, through which, taking into account the specifics of each department, direct involvement of employees, lecturers and the economic department is ensured in the implementation of the Center's policy on improving educational and methodological processes and mutually beneficial cooperation with domestic and foreign public organizations, employers and other interested parties. The teaching staff is responsible for the quality of teaching activities, teaching materials, and the correspondence of the educational process to the goals and learning outcomes of the relevant educational programs.

Teachers create conditions for students to master the programs. The members of the WEC note the availability of full-fledged support for the life cycle of the student from admission to completion of the course and receipt of the certificate. The objectives of the programs are accessible and cover the necessary skills and competencies.

However, the commission notes that due to the lack of a documented procedure for the development of an OP, not all programs indicate learning outcomes, and the labor intensity of ECTS credits is not indicated.

Strengths/best practices:

According to this standard, no strengths have been identified.

Recommendations of the WEC:

- update the methodological recommendations for the development of the OP with an indication of the requirements for the formation of learning outcomes (Deadline: 01.01.2024).
- when developing the OP, introduce labor intensity in ECTS credits. (Deadline: 01.01.2024).

The conclusions of the WEC according to the criteria:

- Strong – 0
- Satisfactory – 5
- Suggest improvements – 0
- Unsatisfactory – 0

6.5 The standard "Student-centered learning, teaching and assessment"

The evidentiary part

Educational activities aimed at professional development of specialists are carried out strictly in accordance with the adopted development strategy of the Center, focused on the consumer of educational services.

The main priority areas of the Center's educational activities:

- formation of a motivated contingent of students;
- providing students of all categories with a unique additional educational environment in order to further stimulate their motivation;
- Striving for an experience of student - centered teaching and evaluation;
- Ensuring the quality of educational services for the training of competitive specialists in accordance with legislative and regulatory requirements.

During the visit to the EC, the members of the commission note the availability of educational and methodological documentation on the OP of the Center. Evaluation criteria for the program have been developed, 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 his/her field of study (educational program) and the electronic library system of the Center; classrooms, computer classes, educational laboratories are available to students during hours beyond the classroom schedule; methods and forms of independent work of students are implemented in accordance with modern learning technologies; a schedule of the educational process and distance consultations for students using distance learning technologies is available.

The analytical part

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

Education at the university is conducted in accordance with approved educational programs. When determining and implementing the educational trajectory of students, the electronic personal account of the distance learning platform is used. Information about the educational process is presented to students in the form of lesson schedules, schedules 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-centered learning determines the differentiation of different types of classes, which are conducted in the format of lectures, seminars, practical and laboratory classes, and independent work. All the basic requirements are stated in the programs and training documents of the course.

Student-centered learning helps students develop the professional competencies needed in practical professional activities.

Ensuring equal opportunities for students is achieved by the completeness of educational, methodological, organizational, methodological and information support of the educational process in two languages of instruction: Kazakh and Russian. The management of the Center ensures the use of various forms and methods of teaching and learning.

According to the results of interviewing teachers, the commission noted a high motivation for educational activities.

The survey of students on the issue of "satisfaction with resources" showed high results, full satisfaction - 100%, 90% are fully satisfied with the support of educational materials, 10% are partially satisfied.

The requirements for the forms of control are available to students, there is constant supervision by curators, and a constant survey is conducted to identify the degree of satisfaction with the courses.

Strengths/best practices:

According to this standard, no strengths have been identified.

Recommendations of the VEC:

Missing.

The conclusions of the WEC according to the criteria:

- Strong – 0
- Satisfactory – 5
- Suggest improvements – 0
- Unsatisfactory – 0

6.6. The Teachers Standard

The evidentiary part

The teaching staff implements the strategic goals of the Center in the field of advanced training of students. The human resources potential of the Center allows for high-level educational activities. In order to effectively manage personnel and mobilize the team for long-term

development, the Center has developed and is implementing the Center's Development Strategy for 2020-2025. The HR 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 recruitment procedure, a democratic approach to management, the creation of an open and creative academic environment, and the stimulation of personal growth of staff. The main activity of the lecturers is aimed at providing high-quality education and the acquisition of knowledge, skills and abilities of the professional environment by students. The admission of the lecturers is carried out on a competitive basis. Information about the competition and the availability of a vacant position is posted on the enbek portal.Kz and other portals and websites working on employment issues. The qualitative and quantitative need for lecturers is determined by the topics and goals set for educational programs. The compliance of the lecturer's qualifications with the goals and objectives of the educational program is ensured according to his education, certification and work experience. The Center has full-time lecturers and, if necessary or at the request of customers, has the opportunity to attract expert lecturers from the Kazakh and international markets on the basis of a civil law agreement (DGPH). In most cases, these are invited teachers, for the current year, 19 teachers were involved in educational activities, including leading practitioners, for example, Kantarbayeva G.E. – chief accountant - head of the functional area of accounting and tax accounting of KTZ-Passenger Locomotives LLP; Ryspekova B.K.-leading accountant of KazTransOil JSC, Ishiin D. – Head of the Compliance Competence Center of Samruk-Kazyna Business Service LLP, etc.

The analytical part

During the visit, the correspondence of the personnel composition of both employees and lecturers in the framework of the implementation of the educational programs of the Center is noted.

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

To create and support motivation for conscientious and productive performance of duties by an employee, the Center uses a wide range of methods and incentive tools – financial and moral, corporate and cultural.

During the survey, teachers note their satisfaction with the issues of support and organization of educational activities. Thus, when assessing the level of feedback between the PPP and the management, 94.1% say "very good" and 5% "good", when asked by critics of the management, 82.4% say "very good" and 17.6% "good".

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

Strengths/best practices:

According to this standard, no strengths have been identified.

Recommendations of the VEC:

- the management of the Center should develop regulations on motivating teachers to make extensive use of innovations and technologies by 03/01/2024.

The conclusions of the WEC according to the criteria:

- Strong – 0
- Satisfactory – 4
- Suggest improvements – 1
- Unsatisfactory – 0

6.7 Standard "Educational resources and student support system"

The evidentiary part

The Center has the necessary financial and material resources for the high-quality implementation of educational programs. All classrooms meet the requirements of sanitary standards, fire safety and fully ensure the implementation of curricula and programs. The Center operates in its own office space at 10 Turkestan str., NP 52B, Astana, with a total area of 304 square meters. The office has 2 multimedia classrooms, with all the necessary conditions for learning. And also additionally rents an office with 4 classrooms at the address Astana, Mangilik El street 27, NP-31. The balance sheet of the Center has 2 units of vehicles used for the activities of the center.

The Center has a high-speed connection, a unified information system, and a website (www.edu-zerde.kz). All computers are connected to the global Internet. Currently, the information network of the Center has an Internet access speed of 20 Mbit/s. Along with its own training base in Astana, the Center has branches in the cities of Almaty and Tashkent. The center has and operates its own distance learning system cdo-zerde.kz (agreement 01-04/02 dated April 1, 2016) ([link](#)), there are webinar sites (ZOOM, Myownconference, Microsoft Teams) where it is possible to hold webinars, online conferences and online events for up to 1000 people at a time.

The analytical part

The Training Center has a material and technical base that provides all types of practical training. To implement the OP, the Zerde training center has the necessary infrastructure, which is provided by academic buildings and blocks with classrooms.

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

The training center has its own information website and educational portal. This site contains complete information about the activities of the center. All students have their own virtual "personal cabinets", have access to lectures and other teaching aids of the teacher at any time, can complete and send assignments, get any reference information, schedules of on-line lectures and exams.

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

Classrooms are equipped with modern technical training facilities. The Center has created an unlimited high-speed data transmission channel between the departments of the Center for prompt and effective access to internal and external information resources.

Strengths/best practices:

- the organization regularly evaluates and updates the material and technical equipment and equipment for their compliance with the requirements of the OP and ensuring the quality of training

Recommendations of the VEC:

Missing.

The conclusions of the WEC according to the criteria:

- Strong – 1
- Satisfactory – 5
- Suggest improvements – 0
- Unsatisfactory – 0

6.8 The Public Information Standard

The evidentiary part

The Training Center informs the public about its activities through the use of all possible types and means of information. The center has an official website [https://edu-zerde.kz /](https://edu-zerde.kz/), the database of which received a Certificate of entry of information into the State register of rights to copyrighted objects No. 24971 dated April 11, 2022.

Along with the corporate website, the Center provides all information through social networks:

- 1) Instagram https://instagram.com/zerde_uc?igshid=18udum2jjzue4 .
- 2) LinkedIn <https://www.linkedin.com/company/zerde-educational-centre>

In addition, the Center has signed an agreement with the advertising agencies LUXPrint, KhanJarnama, Billboard, which advertise services (outdoor advertising, booklets, brochures, billboards). These advertising agencies are full-service.

On the Center's website, you can familiarize yourself with the proposed areas of professional development: Certification "Professional Accountant of the Republic of Kazakhstan"; ACCADipIFR programs; AML CFT and compliance control; CIMA; CIA (IIA); Auditor of the Republic of Kazakhstan; Tax Consultant of the Republic of Kazakhstan; HRCI; ICFM level 3; - International certificate "Bookkeeper".

All students, regardless of the form or language of instruction, are provided with access to the electronic resources of the Center. The listener can get acquainted with a short course of lectures, recommended literature in his personal account, as well as work on the basis of testing (work on the simulator). Electronic versions of educational materials developed by lecturers are available to every listener. The Center's distance learning system contains educational and methodological materials, situational tasks and test questions. An electronic library of educational materials has been created. The Center's Internet resource contains detailed information about tuition fees, expected learning outcomes, assigned qualifications, teaching and training, evaluation procedures, educational opportunities provided to students, information about teachers, professional development opportunities, cooperation with partners, etc.). In order to analyze the satisfaction of stakeholders with the quality of the information received and in its completeness, the PR and Marketing Department of the Center constantly maintains feedback with stakeholders and the public by monitoring comments and appeals on social networks and the company's website. To date, there are more than 8000 subscribers on the Instagram channel of the Center.

The academic policy of the Center is based on the principles of openness and accessibility. The Center's students have access to documentation regulating the educational process: the schedule of training sessions, the rules of seminars and courses.

The evaluation of the Center's work is carried out through a feedback questionnaire as a survey of listeners conducted by the Department for monitoring the quality of the educational process. There is also a complaint book on the site, where the Center's clients can leave their comments and suggestions.

The following information channels are provided for filing an appeal or complaint:

- postal address – sending information by mail to the address: 010000, Astana, Turkestan str. 10, NP 52;
- e-mail - sending information in the form of electronic appeals to the address: zerde-kz@mail.ru;
- telephone communication – a call to the center's telephone line +7(717) 292 32 90.

Transparency of contractual relations with Customers is ensured by signing contracts on the public procurement portal, the Samruk Kazyna procurement portal and other procurement procedure platforms. Bilateral agreements are also concluded with teachers, which specify all the necessary conditions affecting the interests of both parties.

The staff of the Center carries out purposeful work on the formation of the image and reputation of the Center: creation and dissemination of the most complete, comprehensive and reliable information about the Center, educational work, promotion of the Center, formation of

interest in the Center from employers and the public, maintaining the interest of listeners, attention from the lecturing staff, receiving feedback from the public. Informing the public is determined by the need for the Center to provide all interested parties with timely, complete, accurate, reliable and objective information.

The analytical part

The Center's Internet resource contains detailed information about tuition fees, expected learning outcomes, assigned qualifications, teachers, professional development opportunities, cooperation with partners, etc.

The Center, using mass media, the Internet, Instagram, the official website of the Center and other means, informs public authorities, legal entities and individuals about aspects of its activities: implemented basic educational programs; achievements of students; activities of public organizations; republican and international cooperation, however, the site does not contain normative and educational information. methodological documentation of the work of the Centers.

Strengths/best practices:

According to this standard, no strengths have been identified.

Recommendations of the VEC:

- to supplement the information on the Center's website with the requirements and admission procedures; officially issued normative, reference and educational documents. The deadline is December 2023.

The conclusions of the WEC according to the criteria:

- Strong – 0
- Satisfactory – 4
- Suggest improvements – 1
- Unsatisfactory – 0

6.9 The standard "Continuous monitoring and periodic evaluation of the program"

The evidentiary part

The Center carries out constant monitoring and periodic evaluation of educational programs. The educational programs of the Center are constantly updated in accordance with the changes and additions made to regulatory legal acts in various fields of economics, accounting, taxation, law and other areas of study. Close communication has been established with government agencies, quasi-public sector entities and private companies in terms of updating programs taking into account changes in regulatory documents, the development of scientific and technological progress and other factors.

The Center's management policy is based on the creation of a highly effective organizational structure of the Center, ensuring the unity of stable relationships between departments implementing educational, methodological, and economic activities to achieve the goals defined in the Center's Development Strategy for 2020-2025.

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 focused on the purpose of the program and meeting 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 proposals from employers, as well as changes in tax and accounting documents.

The Training Center conducts systematic monitoring, evaluation of the "effectiveness" and "efficiency" of the implementation of the educational program development strategy with the

participation of students, staff and other stakeholders based on the systematic collection, analysis and management of information. In order to monitor and periodically evaluate the implementation of educational programs, the following indicators are analyzed: information about the contingent of students; student satisfaction with the implementation of programs (a sociological survey); strategic performance indicators of the center.

Ongoing measures to control the quality of the educational process, carried out at different levels, are discussed at meetings of heads of departments and educational and methodological commissions. Based on the analysis and evaluation of control indicators, measures are being developed to improve the quality of the implementation of the OP.

The management of educational programs includes interaction with employers in the following forms: joint seminars and meetings, surveys of employers on the subject of relevant competencies of graduates.

The Center develops and implements a quality assurance system based on the approved strategy of the Center, procedures and mechanisms through which it monitors the effectiveness of the system it has created. The Center has created an optimal scheme for the distribution of functional responsibilities between different levels of management, heads of structural divisions and performers. The functional distribution of responsibilities between managers covers all the main activities of the Center and allows for the successful implementation of its development strategy. Educational programs correspond to the set goals, including the expected learning outcomes, formed taking into account the requirements of internal and external stakeholders. The qualifications obtained as a result of mastering educational programs are clearly defined and comply with the requirements of current legislation.

The analytical part

Students have the opportunity to participate in the formation of their training program, including the development of trajectories. For corporate orders, the Center conducts an online information session in order to finalize the educational program at the request of students. The information session is attended by a lecturer-methodologist, the director of the center and a representative of the customer of corporate training (students).

Monitoring of the Center's activities is carried out through a feedback questionnaire as a survey of listeners conducted by the Department for monitoring the quality of the educational process. There is also a complaint book on the site, where the Center's students can leave their comments and suggestions.

As part of the analysis of compliance with the requirements of the standard, the commission notes that the Center has difficulties in understanding and using the mechanism for using processed information to improve the internal quality assurance system.

The center has a quality assurance system, however, during meetings with focus groups, it was revealed that there was no mechanism for systematic use. The process of quality assurance and maintenance of certain procedures is defined in the plans of the Center, but its use in the field is not always understood by both the heads of educational programs and individual heads of structural divisions. Сильные стороны/лучшая практика:

According to this standard, no strengths have been identified.

VTEC recommendations:

-the management of the Center should develop a mechanism for conducting a procedure for analyzing the results of the survey with the development of a plan of corrective actions in the context of departments and ensuring control over their implementation. The deadline is November 2023.

-the management of the OP to hold training seminars with teachers until 09/01/2013 on the implementation of standards of the internal quality assurance system and risk management.

-the management of the Center to determine a system of key performance indicators based on plans and reports, by 12/31/2013.

The conclusions of the WEC according to the criteria:

- Strong – 0
- Satisfactory – 4
- Suggest improvements – 1
- Unsatisfactory – 0



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

The standard "Strategic development and quality assurance"

According to this standard, no strengths have been identified.

The standard "Management and Management"

According to this standard, the strengths have not been identified.

The standard "Educational program and learning outcomes"

- flexible and prompt modification of the OP to meet the needs of a specific consumer in conditions of rapidly changing external regulatory and economic conditions.

The standard "Admission of students, academic performance, recognition and certification"

According to this standard, no strengths have been identified.

The standard "Student-centered learning, teaching and assessment"

According to this standard, no strengths have been identified.

The "Teachers" standard

According to this standard, no strengths have been identified.

The standard "Educational resources and student support system"

- the organization regularly evaluates and updates the material and technical equipment and equipment for their compliance with the requirements of the educational system and ensuring the quality of education

The standard "Informing the public"

According to this standard, no strengths have been identified.

The standard "Continuous monitoring and periodic evaluation of the program"

According to this standard, no strengths have been identified.

(VIII) OVERVIEW OF RECOMMENDATIONS FOR QUALITY IMPROVEMENT

The standard "Strategic development and quality assurance"

- to develop a procedure for informing employees of the center and all stakeholders about the policy in the field of quality assurance system, including internal, in accordance with the mission of the center (Deadline: 01.01.2024).

- to develop a documented procedure for approving the OP with employers (Deadline: 01.09.2024)

- to organize a regular seminar/round table on updating the development strategy and policy quality in accordance with modern trends and the level of development of regulatory legal documents of the Republic of Kazakhstan (Term: at least once a year).

The standard "Management and Management"

- to update and adjust the provisions on the structural divisions of the Center, in order to disclose them:

- * The Center's missions,
- * the development strategy of the Center,
- * analysis of the effectiveness of their functioning,
- * Allocation of rights, responsibilities and resources between them (Deadline: 01.09.2024).

- to develop a documented procedure for identifying risks and developing measures to minimize their impact on the Center's activities based on modern methods of analysis and management (for example, SWOT analysis) (Deadline: 01.01.2024)

- to consider the possibility of creating a permanent collegial body (including external stakeholders) to develop a quality assurance policy and analyze its implementation based on feedback from stakeholders (Deadline: 11/01/2023).

The standard "Educational program and learning outcomes"

- to adjust the regulations on the development of the OP in terms of the unification of the presentation and approval of the OP (Deadline: 01.01.2024).

- identify competitive advantages for each OP and bring them to the attention of all stakeholders by publishing them on the Center's website and information stand (Deadline: 01.01.2024).

The standard "Admission of students, academic performance, recognition and certification"

- update the methodological recommendations for the development of the OP with an indication of the requirements for the formation of learning outcomes (Deadline: 01.01.2024).

- when developing the OP, introduce labor intensity in ECTS credits. (Deadline: 01.01.2024).

There is no standard for "Student-centered learning, teaching and assessment"

The "Teachers" standard

- the management of the Center should develop regulations on motivating teachers to make extensive use of innovations and technologies by 03/01/2024.

There is no standard "Educational resources and student support system"

The standard "Informing the public"

is to supplement the information on the Center's website with the requirements and admission procedures; officially issued normative, reference and educational documents. The deadline is December 2023.

The standard "Continuous monitoring and periodic evaluation of the program"

-the management of the Center should develop a mechanism for conducting the procedure of analyzing the results of the survey with the development of a plan of corrective actions in the context of departments and ensuring control over their implementation. The deadline is November 2023.

-the management of the OP to conduct training seminars with teachers until 09/01/2013 on the implementation of standards of the internal quality assurance system and risk management.

-the management of the Center to determine a system of key performance indicators based on plans and reports, by 12/31/2013.

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

(X) RECOMMENDATION TO THE ACCREDITATION COUNCIL

The members of the WEC came to the unanimous opinion that the Zerde Training Center is recommended for accreditation for a period of 5 years.



Appendix 1. Evaluation table "INSTITUTIONAL PROFILE PARAMETERS"

№	International NAAR Standards ESG Part 1.		The position of the educational organization			
			Strong	Satisfactory	Assumes	Unsatisfactory
Standard 1. STRATEGIC DEVELOPMENT AND QUALITY ASSURANCE POLICY						
1.	1	The organization demonstrates the development of its own mission, vision, development strategy and quality assurance policy based on an analysis of external and internal factors with the broad involvement of various stakeholders.		+		
2.	2	The organization demonstrates the functioning of an internal quality assurance system			+	
3.	3	The organization implements OP management processes in accordance with the Quality Assurance Strategy and Policy, and is responsible for the quality of the OP as a whole.		+		
4.	4	The organization demonstrates consistency in reviewing the development strategy and quality assurance policy, improving the internal quality assurance system.			+	
Standard 2. LEADERSHIP AND MANAGEMENT						
5.	1	The organization implements the ONPO/OP management processes, including resource planning and allocation, in accordance with its mission and strategy.		+		
6.	2	The organization guarantees the availability of appropriate administrative and academic staff, employees for the implementation of the OP, proper management and allocation of resources.		+		
7.	3	The organization demonstrates a clear definition of responsible business processes, unambiguous distribution of staff responsibilities, differentiation of functions of collegial bodies, involvement of key stakeholders in the work of collegial management bodies, innovation management within the framework of ONPO/OP management.			+	
8.	4	The organization demonstrates the development of annual activity plans based on a development strategy, an analysis of the effectiveness of changes, and the number of management frames of the ONPO/OP.		+		
9.	5	The organization demonstrates a mechanism for identifying risks and making decisions based on them, as well as a procedure for regularly checking the effectiveness of implemented decisions and activities.			+	
10.	6	The organization demonstrates the openness and accessibility of managers and administration to students, teachers and other interested parties, as well as the training of management and employees in the "Management in Education" programs.		+		
Standard 3. EDUCATIONAL PROGRAM AND LEARNING OUTCOMES						

11.	1	The organization has mechanisms for the development and approval of an OP. The OP is designed in accordance with the set goals, including learning outcomes. The general structure, composition and duration of the OP are described, the components are clearly established, practice and theory are integrated, and the requirements of national legislation are taken into account.		+		
12.	2	The learning outcomes of the OP are clearly defined, explained and take into account the national qualifications framework and the qualifications framework in the European Higher Education Area (FQ-EHEA).		+		
13.	3	The development and updating of the content of the OP is carried out in accordance with the needs of the international labor market and the requests of stakeholders: the state, society, the employer and the student.	+			
14.	4	The content of the program and its components (modules/disciplines) are logically linked, take into account professional standards and scientific achievements in the subject area of knowledge and are focused on learning outcomes.		+		
15.	5	The types of educational activities carried out, teaching methods, interdisciplinarity and practice orientation of the OP components, cooperation with scientific and educational organizations ensure the achievement of learning goals and results.		+		
16.	6	The organization demonstrates the competitive advantages of the OP (based on comparison with similar programs in terms of content, target audience, learning outcomes and cost) in the education and labor market (regional/national/ international).		+		
17.	7	The organization demonstrates the effectiveness of training, the professional development of graduates and the potential relevance of the OP.		+		
Standard 4. STUDENT ADMISSION, ACADEMIC PERFORMANCE, RECOGNITION AND CERTIFICATION						
18.	1	The organization has pre-defined, published and consistently applied rules governing all periods of the student's "life cycle", i.e. admission, academic performance, recognition and certification.		+		
19.	2	The admission conditions are defined, take into account the characteristics of the target groups and support the achievement of CERTAIN goals.		+		
20.	3	The objectives of the OP are presented, accessible to students, and cover skills and professional competencies		+		
21.	4	The organization should present the application of the "European Credit Transfer and Accumulation System" (ECTS) and the implementation of the modularity of the OP.		+		
22.	5	The certificate and the application/transcript reflect the learning outcomes. Recognition of learning outcomes is applied taking into account the Convention on the Recognition of Qualifications Related to Higher Education in the European Region (Lisbon, 2017)		+		
Standard 5. STUDENT-CENTERED LEARNING, TEACHING AND ASSESSMENT						
23.	1	The organization ensures the adequacy and feasibility of the individual plan of students, their active role in the joint construction of the educational process, and also takes into account the interests, needs and characteristics of students.		+		

24.	2	The organization flexibly uses various teaching and learning methods, including innovative ones, which allows faster progress in learning.		+		
25.	3	Educational and methodological materials of the OP, criteria for evaluating educational achievements are relevant and available to students in electronic form, focused on learning outcomes.		+		
26.	4	The rules and forms of control, assessment of educational achievements correspond to the planned learning outcomes. The organization ensures that the established learning outcomes are achieved by students.		+		
27.	5	The organization conducts regular feedback with students in order to identify the degree of satisfaction with the quality and learning environment.		+		
Standard 6. TEACHERS						
28.	1	The organization has objective and transparent recruitment and professional development processes to ensure the competence of teachers to achieve the planned learning outcomes.		+		
29.	2	The organization demonstrates the compliance of academic and pedagogical qualifications and professional experience of teachers with the requirements and objectives of the OP and allows flexible adaptation to changing requirements.		+		
30.	3	The organization provides internal interaction and cooperation of teachers on a systematic basis in order to develop and integrate the components of the OP (modules/disciplines) to its goals and planned learning outcomes.		+		
31.	4	The organization demonstrates the use of various methods to motivate teachers to make extensive use of innovations and advanced technologies.			+	
32.	5	The organization has developed and implements a program for the professional development of teachers and staff (both professional and pedagogical qualifications); assessment and recognition of their academic activities.		+		
33.	6	The organization is responsible for the quality of the work of teachers and staff and the provision of favorable conditions for their effective work.		+		
Standard 7. EDUCATIONAL RESOURCES AND STUDENT SUPPORT SYSTEM						
34.	1	The organization ensures that the necessary, accessible and relevant educational resources are available. Educational and methodological materials are relevant and correspond to the content of the OP.		+		
35.	2	Material, financial, information resources and student support services are sufficient to implement the OP and achieve the planned learning outcomes. The quantity and quality of media, laboratory and IT equipment of classrooms meet the needs of the OP.		+		
36.	3	The organization regularly evaluates and updates the material and technical equipment and equipment for their compliance with the requirements of the OP and ensuring the quality of training.	+			
37.	4	The organization creates conditions for teachers and students to make extensive use of existing and new information and communication technologies in the educational process, in self-study, communication with colleagues, and also provides access to relevant training data and information systems.		+		

38.	5	Teachers have access to the resources necessary for planning and implementing teaching methods, evaluating students, and developing innovations in training programs. Teachers and staff, including the curator of the OP, provide academic and consulting support to students on a regular basis.		+		
39.	6	The provided learning conditions and student support are available and ensure the achievement of the planned learning outcomes.		+		
Standard 8. INFORMING THE PUBLIC						
40.	1	The organization informs the public about its activities (including in the context of the OP). The information provided is clear, reliable, objective, relevant and accessible.		+		
41.	2	ONPO uses a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested parties.		+		
42.	3	The organization demonstrates the reflection on the web resource of information characterizing the organization as a whole and in the context of the OP. Information about the OP (admission requirements and procedures, program components (modules/disciplines), final control and evaluation procedures, etc., is properly documented and published taking into account the specific needs of students.			+	
43.	4	The organization informs the public about the results of monitoring the implementation of the OP, the results of the analysis of feedback from stakeholders, and an external assessment of the quality of the ONPO/OP.		+		
44.	5	ONPO demonstrates transparency and legal certainty of contractual relations between ONPO and students, ONPO and teachers.		+		
Standard 9. CONTINUOUS MONITORING AND PERIODIC EVALUATION OF THE PROGRAM						
45.	1	The organization monitors and periodically evaluates the continuing professional education program to ensure that its goal is achieved and that it meets the needs of students and society.		+		
46.	2	The organization has mechanisms for collecting and analyzing information about its activities, and uses the information obtained in the work of an internal quality assurance system. IT ensures the involvement of students and staff in the process of collecting, analyzing information and planning follow-up procedures When collecting information, the ONPO takes into account the following: - key performance indicators - information about the student body - academic performance, student achievements and expulsion - satisfaction of students with the implementation of the OP, its content - availability of educational resources and student support services - professional development of graduates of the OP.			+	
47.	3	The organization constantly monitors the educational program based on the definition and implementation of the evaluation mechanism of the educational program, its content, taking into account the mission and planned learning outcomes, as well as the assessment of acquired knowledge and skills, available educational resources.		+		

48.	4	The results of monitoring and periodic evaluation of the OP, monitoring the requests of students and employers lead to continuous improvement of the OP. All interested parties are informed about the planned or undertaken actions in relation to the OP.		+		
49.	5	External evaluation is conducted in accordance with recognized quality standards on a regular basis, the results are brought to the attention of students and contribute to the quality improvement process.		+		
Total			2	4 0	7	0

