REPORT

on the results of the work of the external expert evaluation Commission for compliance with the standards of initial specialised accreditation (ex-ante) of educational programmes «6M050300 Psychology», «6M011900 Foreign language: two foreign languages», «6M010600 Music education»

RSE on PCV «Pavlodar state pedagogical university»

March from «11» to «13» 2019

Pavlodar   **«13» March 2019**

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External expert Commission

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Addressed
to the Accreditation Council
IAAR

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АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ

НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА

INDEPENDENT AGENCY FOR
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CONTENT

(I) LIST OF SYMBOLS AND ABBREVIATIONS

PSPU	Pavlodar state pedagogical university
BD	Basic disciplines
FQW	Final qualifying work
IR	Internal regulations
HE	Higher education
EEA	External evaluation of learning achievement
SAC	State certification Commission
GOSO RK	State educational standards of RK
UNT	Unified national testing
IPP	Individual plan of work of the teacher
ISO	International organization for standardization
IEP	Individual educational plan
KAWADA	Catalogue of compulsory and elective subjects
CTT	Credit technology training
MES	Ministry of education and science of the Republic of Kazakhstan
IS	International standard
MEL	Modular educational programme
RW	Research work
SRW	Student's research work
RWM	Research work of a master's degree student
NFQ	The national framework of qualifications
NQF	National qualifications framework
GS	General subjects
OP	Educational programme
RO	Registration Office
PD	Profile disciplines
TS	Teaching staff
RK	Republic of Kazakhstan
RPO	Republican subject Olympiad
WC	Working curriculum
SRS	Quality management System
SRSP	Indopendent work of the student with the teacher
MC	Model curriculum
UMKS	Educational and methodical complex of specialties
UMP	Educational and methodical work
Up	Curriculum

(II) INTRODUCTION

In accordance with order No. 10-19-OD 26.01.2019. From 11 to 13 March 2019, the external expert Commission assessed the compliance of Pavlodar state pedagogical University (hereinafter - PSPU) with the standards of specialised accreditation of educational programmes of IAAR (from «24» February 2017 № 10-17-OD, fifth edition).

The report of the external expert Commission (ECC) contains an assessment of the compliance of the PSPU activities within the framework of specialised accreditation of educational programmes with the IAAR criteria, recommendations of the ECC for further improvement of the parameters of the specialised profile.

The composition of the EEC:

Chairman – Nusipzhanov Bibigul Nurgaliyevna, first Vice-rector of the Kazakh national University of choreography (Astana).

Foreign expert – Dimitar Vesselinov, Professor of St. Sophia University. Clement of Ohrid (Sofia, Bulgaria).

Foreign expert – Left Alena Yurievna, K. B. N., head of the Department of biology, geography and methods of teaching Ishim pedagogical Institute. P. P. Ershov (branch) of Tyumen state University (Ishim, Russia).

National expert – Bakenova Zhenisgul the Levels, head of accreditation Department of the Kazakh national agrarian University, PhD, associate Professor (Almaty).

National expert – Berdinov Zharas Galimzhanovich, PhD, associate Professor in the Department of physical and economic geography of the Eurasian national University. L. N. Gumilev (Astana).

A national expert Bodies seifolla Gamewave, senior lecturer of the Department of fine arts and design of Karaganda state University. academician E. A. Buketova, member of the Union of designers of Kazakhstan, member of the Eurasian Union of designers (Karaganda).

National expert – Burakova Saule Jorobekova, Phys.N., head of the Department of translation studies of the University. Suleiman Demirel (Almaty).

National expert – Kamkin Victor Alexandrovich, K. B. N., associate Professor (associate Professor) of the Department of agricultural technology of Pavlodar state University. S. Toraigyrov (Pavlodar)

9. National expert –Kuzbakova Gulnara Zhanabergenovna, candidate of art history, musicologist, associate Professor of musicology and composition of the Kazakh national University of arts, member of ICTM (International Council of Traditional Music) (Astana).

National expert – Casanova Bibigul A. H., D. D..Professor, first Vice-rector of Aktobe University. S. Baisheva (Aktobe).

National expert –Miteva Ball D. Phil.Professor, head of the Department of Kazakh linguistics of Karaganda state University. E. Buketov (Karaganda).

National expert – Mamyrkhanova zhamila Temirgalievna, D. F. N., Dean of the faculty of Humanities of Taraz state University. M. H. Dulati (Taraz).

National expert – Omarbekova Ikumi Ilyasova, Ph. D., associate Professor of social pedagogy and self-knowledge of the Eurasian national University. L. N. Gumilev (Astana).

National expert – Onalbayeva Tynybekova Aigul, doctor of philological Sciences.D., acting Professor of the Kazakh state women's pedagogical University (Almaty).

National expert – Orynhanova Gibadat Amanzholovna, candidate of philological Sciences.associate Professor of the Kazakh state women's pedagogical University (Almaty).

National expert – Natalia N. Khan, PhD, Professor of the Kazakh national University. Abay (Almaty).

National expert – Yusupova Adalyat Akhmetovna, MBA master, head of the UMC, teacher of the Department «Vocal art» and «Music education and pedagogical innovations» of the Kazakh national Conservatory. Kurmangazy (Almaty).

Employer – Petrakov Vladimir, Director of the branch of Pavlodar region of the Single accumulative pension Fund (Pavlodar).

Employer – Gulnar Akhmetova Zeynalova, head of the Department of music education College of Music school for talented children (Pavlodar).

Student Esimhanov Aigerim, student 3 courses of the specialty «5V011700-Kazakh language and literature» of Pavlodar state University. S. Toraigyrov (Pavlodar).

Student Magrouna Zarina Berikovna, the student 2 courses of the specialty «5V050300-Psychology» of Innovative Eurasian University (Pavlodar)

Student – Omarova Lyubov Oralovna, 3rd year student of specialty «5B012000-Vocational training» of Pavlodar state University. S. Toraigyrov (Pavlodar).

Student Patil Aidar kanatovich, the student of 1 course of a specialty «5B070100-Biotechnology» Innovative University of Eurasia (Pavlodar).

Observer – Niyazov, Gules Alkenovna, project Manager for institutional and specialised accreditation of higher education institutions IAAR.

(III) REPRESENTATION OF THE ORGANISATION OF EDUCATION

Pavlodar pedagogical Institute (PPI) was Opened on December 1, 1962. For almost a year it was located on the fourth floor of school №3, with four classrooms. In two faculties: history and Philology, physics and mathematics – 150 people were trained, the courses were taught by 14 teachers.

In the period from 1996 to 2004 Pavlodar pedagogical Institute was a part of PSU. S. Toraigyrov.

In 2017 Pavlodar state pedagogical Institute was renamed Pavlodar state pedagogical University.

PSPU is a single-profile higher education institution. Training of specialists of higher education is carried out on the basis of the State license № KZ66LAA0001094405, reissued by KKSON MES on February 05, 2018 and the application to it for the right to carry out educational activities on educational programmes, directions and specialties in the field of technical and professional, higher and postgraduate education. Annexes to the state license are available for bachelor's degree – 32, master's degree – 18, doctoral-6, technical and vocational education - 7.

To meet the needs of students in higher education training is carried out based on General secondary education (CCA), with accelerated training periods on the basis of technical and vocational education (TVET) and higher education (HE), full-time and correspondence courses, in the state and Russian languages. Since 2012, trilingual teachers have been trained in 6 educational programmes.

Today in high school full-time teachers - 271 enrolled - 4879, including the undergraduate – 4645, master – 226, doctorate – 8.

In order to improve the quality of education and the effectiveness of the management system at the University since 2007, a quality management system has been introduced in relation to the design and development of educational services, training with higher professional education.

In December 2016, the University successfully passed the recertification audit, received a certificate of compliance with the requirements of International standard ISO 9001:2015, issued by the International certification Company SGS (SGS Kazakhstan Ltd., Switzerland) for a period of 3 years. The quality management system of PGPU was evaluated and certified as meeting the requirements of the International standard ISO 9001:2015.

As well as the University has developed, documented and published the Academic policy of the PSU to ensure the quality of educational programmes.

Educational activity of the University is carried out based on its academic policy, which is a system of measures, rules and procedures for planning and management of educational activities and effective organization of the educational process aimed at the implementation of student-centered learning and improving the quality of education.

(IV) DESCRIPTION OF EXTERNAL EXPERT COMMISSION VISIT

The visit of the external expert Committee to Pavlodar state pedagogical University is organized in accordance with the programme agreed with the Chairman of the EEC (Annex) and approved by the rector of the University.

To coordinate the work of the external expert Committee 13.03.19, an introductory meeting was held, during which the powers were distributed among the members of the Commission, the schedule of the visit and the methods of examination were determined.

In order to obtain objective information on the evaluation of the University members of the EEC used such methods as visual inspection, observation, interviewing, questioning.

Meetings of the EEC with the target groups were held in accordance with the programme of the visit, in compliance with the established time. On the part of the University of foreign languages and business career was provided the presence of all persons specified in the programme of the visit.

Table1. Information about employees and students who participated in meetings with the AGE of the IAAR

Participants	Number
Vice-rector for academic Affairs	1
Pro-rector's	4
Deans and heads of departments	12
Department head	13
TS	32
Students	33
Graduates	27
Employers	15
Total	136

During the visit experts visited the Department, library, Museum complex, computer classes, gym, swimming pool, hostel, dining room, reading rooms.

Members of the EEC visited the base practices of accredited programmes: school № 2 (Korolenko str., 9/1), school № 13 (Lomov St., 45/1), school № 17 (street Kataeva, 68), school № 22 (street of Academician chokin, 27), school № 35 (Aimanov str., 37), the nursery gardens No. 32 (Tauelsizdik AV., 7/1). Base practices are generally consistent with the profile of accredited programmemes, the management kindly and with interest the trainees, the part of the employees graduated from accredited programmes.

(V) CONFORMITY TO SPECIALISED ACCREDITATION STANDARDS

5.1 Standard «Educational programme management»
The evidence part

Implementation of accredited programmes «6M010600 Music education», «6M050300 Psychology», «5V011900 Foreign language: two foreign languages» is carried out by the graduate departments of PSPU, which have deep historical roots, so the history of the Department of English dates back to 1974, which was established at the faculty of Philology of Pavlodar pedagogical Institute. Later, in 1977, the faculty of foreign languages was formed. The Department of Psychology was established in 1964. In 1978 the Department of General psychology was organized. Pavlodar pedagogical Institute was chosen as an experimental platform for the development and testing of the project of the course «self-knowledge», approved by the order of the Ministry of education and science of the Republic of Kazakhstan №566 of July 12, 2001. The executor of this study was the Department of Psychology, which was considered one of the best experimental sites.

The Department of «Theory and methods of music education» began its existence as part of the Department of «Pedagogy and methods of primary education», which was established in 1986. In 1990, the Department of PMNO was divided into two departments: The Department of «Methods of primary education» and the Department of «Pedagogy and music and aesthetic education». In 1995 the specialty «Music and singing» was Opened. In 1996, the Department was named the Department of «Music and aesthetic education», in November 2018 it was renamed the Department of "Music education".

Implementation of programmes «6M010600 Music education», EP «6M050300-Psychology», «5B011900 – Foreign language: two foreign languages» is carried out on the basis of a license (№ KZ661/AA00010944 from February 5, 2018 SI «Committee for control of education and science of MES RK»). The direction of training is scientific and pedagogical with a training period of 2 years and profile – 1 year of training. Language of instruction – Kazakh and Russian. Coordination and control of the implementation of the educational process of the master's degree at the University level is carried out by the Faculty of postgraduate education, created by order of the rector of September 14, 2018 № 479 based on the decision of the Academic Council of August 29, 2018.

Graduate master's degree in EP «6M010600 Music education», «6M050300 Psychology», «5V011900 Foreign language: two foreign languages» awarded the academic degree of master of pedagogical Sciences.

During the visit of the EEC, the organization of education has demonstrated the existence of a Policy of quality assurance (01.10.2018, No. 507), which is provided in accordance with the international standard ISO 9001:2000 and is freely available for all stakeholders (http://pspu.kz/ru/sistema-menedzhmenta-kachestva-pgpu). When implementing the policy in the field of quality, the University engages with the business community and academia. Management mechanisms of accredited EP are focused on compliance with the principles of collegiality and transparency. This is evidenced by the activities of the Academic Council, rector's Office, Educational and methodical Council, Scientific Council, faculty Council, meetings of departments that provide management of the main processes of the University.

The Commission notes that the implementation and development of accredited programmes «6M010600 Music education», EP «6M050300 Psychology», «5B011900 Foreign language: two foreign languages» are developed on the basis of Standard curricula of accredited EP, approved by order of MES RK №425 from 05.07.2016, and the development of General competences of postgraduate education according to the Dublin descriptors, including competence-oriented region, the development Strategy for 2016-2021 years, The programme of development for 2016-2019 and are regulated by internal documents WITH 4.05-2018 «Management of educational and organizational processes», WITH 3.04-2009 «Maintenance of infrastructure in working order and management of the production environment», Academic

policy, Regulations on competition for positions of the teaching staff of PSPU, etc. During the visit, the University demonstrated the presence of the mechanism of management of accredited EP through planning, development and continuous improvement, as well as the assessment of the effectiveness and efficiency of the quality control of the educational process carried out at different levels. Management of educational programmes is regulated by the following internal and external mechanisms: evaluation of the Department and certification of staff and teaching staff, internal quality audits, checking the degree of readiness of the Department for the new school year, assessment of the quality of the educational process, assessment of educational achievements of students, questioning employers, students, employees, teaching staff, etc.

Main documents determining the quality assurance programme EP «6M010600 Music education», EP «6M050300 Psychology», «5B011900 Foreign language: two foreign languages» are: the work plan of the departments in the 2018-2019 academic year, the annual report of the departments plan for the development of accredited EP education in 2018-2020 years, a report on the implementation of the goals of the Department for the 2017-2018 academic year, the objectives in the field of quality for the 2018-2019 academic year, which passed the approval procedure at meetings of the Department and the collegial bodies of the University.

Based on the analysis and evaluation of control indicators, it is planned to develop measures to improve the quality of educational services within the accredited EP. The Commission also notes that there is a mechanism for the formation and updating of the content of elective subjects of educational programmes, considering the requirements of the labor market and the views of employers. The content of educational programmes is focused on the training of qualified specialists with knowledge and competencies in demand in the provision of educational and social services and is aimed at meeting the needs of the Kazakh society in professional specialists, as well as training on the basis of the integration of education, science and production in accordance with the normative documents of the Republic of Kazakhstan (Law «On education» (2007), the Law «On science» (2011), the State programme for the development of education of the Republic of Kazakhstan for 2011-2020. etc., and in the light of implementation of programmes of Digital Kazakhstan, the Concept of foreign language education and programmes «Rouhani gear». All regulatory documents are posted on the internal portal and are available to all users of the corporate website of the TS www.pspu.kz.

Planning of the educational process is represented by the structure of interrelated documents (CED, working curricula) and a complex consisting of various types of educational and methodical documentation. To implement the EP University annually developed a catalog of elective disciplines, which describes the discipline component of choice with a brief content, pre - and post-requisites. The management of the EP involves stakeholders in the formation of the development plan of the EP. (PR. No. 9 of the Department of Psychology from 30.04.2018, St. No. 2 of the meeting of the Department of Foreign languages from 20.09.2018, PR. № 8timmo from 30.03.2018).

Taking into account the transition to the updated content of education in the curriculum of the specialty Foreign language: two foreign languages were included discipline «Methods of early learning a foreign language», «Modern forms of control of students 'knowledge», «Conceptual foundations of multilingual education», «Academic discourse and discourse approach in the methodology of teaching foreign languages», etc. On EP «6M010600 Musical education» were introduced discipline «Musical psychology and psychology of music education», «Fundamentals of musical and pedagogical communication», «Performing skills of the teacher-musician», «Theory and practice of the use of musical and computer technologies in the educational process», etc.

As part of the accredited EP created favorable conditions for the implementation of professional activities in the field of specialization, ensuring the formation of General and professional competencies, which are provided with an agreement with the bases of practices of cooperation with educational organizations and scientific, scientific, educational or research and production centers in the relevant areas of training of undergraduates. So, for practical training

contracts with schools of Pavlodar are signed № 2, 11, 21, 35, 39, with RSE on PHV «North Kazakhstan state University. M. Kozybayev», RSE on PVC «Pavlodar state University named after S. Toraigyrov», «Tashkent state pedagogical University». Nizami (Tashkent, Uzbekistan), «Omsk state pedagogical University», and also contracts to conduct scientific research works of students of specialty «6M011900 Foreign language: two foreign languages» – with «BabyTime» at EP «6M010600 Music education» - with «SanTehPlas-2050», EP «6M050300 Psychology» - with LLP «EURASIA GROUP», Public Fund «Umit uzbeu», LLP «Center for analysis and development of interfaith relations», KSU «Pavlodar city center for social and psychological rehabilitation and adaptation of women», Public Association of disabled people «Rehabilitation center Samal», a Branch of RSE on PCV «Republican scientific and practical center of medical and social problems of drug addiction». Necessary information, personnel, financial, material and technical resources, as well as regulatory and legal documentation to ensure the implementation of educational programmes are available for the management of the EP.

Analytical part

During the visit of the EEC, the members of the Commission noted that the heads of the EP demonstrated the individuality and uniqueness of the development plan of accredited EP, So **the uniqueness** of the development of accredited programmes «6M010600 Music education», EP «6M050300 Psychology», «5B011900 Foreign language: two foreign languages» is that PSPU is the only educational organization in the region, implementing master's degree programmes in the direction of «Education». Thus, the University is an educational institution providing the organization of technical and vocational education (TVET) of Pavlodar and the region, as well as the border regions of Akmola region, where there is a shortage of personnel in the profile of accredited EP. The implementation of these EP master's degree can also be a platform for training their staff for graduate departments of PSPU, which in the future will be a prerequisite for admission to the target order for doctoral studies. Graduates of the programme «Serpin» can continue their education in graduate, thereby ensuring their real participation in the state programme «Magik Ate zhastary – Industriale».

The individuality of the plan of educational programmes «6M010600 Music education», «6M050300 Psychology», «5V011900 Foreign language: two foreign languages» is to take into account the global problems of modern science and education, the integration of research and training in the educational process, the implementation of the educational process on credit technology training based on the principles of interdisciplinary and competence-based approach, as well as in the education of the undergraduate readiness for the implementation of pedagogical, scientific, creative potential not only in the field of psychology and pedagogy of their specialization, but also in the field of socio-cultural management, focus on training of qualified personnel with systemic knowledge and competencies, updating the structure of the content of training to meet the needs of the modern labor market and trends in the development of the education system on the basis of competence-based approach, focus on the possibility of practical application of knowledge-oriented self-learning and self-improvement, Open to professional growth, social and professional mobility, with the transition to 12-year education training of teachers in the new updated form of training.

However, the EEC notes that the advantage of each submitted for accreditation EP over similar educational programmes of other universities is not sufficiently confirmed, this EPinion was confirmed during the interview of the heads of the EP and in the analysis of the submitted documentation. At the same time, it is necessary to expand the number of employers participating in the composition of collegial bodies to discuss the EP, as the presence of one or two representatives does not make it possible to comprehensively and qualitatively consider the content of educational programmes. The competitive advantages realized by the University of accredited EP include: the presence of branches of departments on bases of practice; the close cooperation of the departments that implement accredited EP, with a database of practice that promotes the maximum employment of graduates EP and create conditions to meet the needs and interests of the region; consistency with the development Plan of EP with national

development priorities and development strategies PSPU. However, members of the expert Commission note the need to involve a wider range of stakeholders in the development, revision and monitoring of the EP development Plan. the EEC notes that the management of accredited EP is working to assess risks and develop ways to reduce them. So, in order to reduce threats and ensure stability, the Department plans to carry out continuous work to diversify its activities in order to improve the management of accredited EP. This is primarily provided by the strategic, EPerational, annual and current planning of the departments with the definition of target indicators and specific indicators of achievement for the short, medium and long term. Secondly, regular monitoring of the implementation of planned activities on indicators adjusted to actual events. Thirdly, regular and systematic evaluation of the effectiveness of activities, on the basis of which reports are prepared, the results are summarized and further development prospects are planned, it is planned to carry out continuous work to improve the structure and content of plans, as well as reporting forms on their implementation.

At the same time, the risk management mechanism needs to be further improved, aimed at forecasting measures to respond to the reduction of graduates of undergraduate universities, which leads to a reduction in potential undergraduates, as well as a small number of budget places for master's degree, etc.

Research conducted by the teaching staff of the EP, are applied research in the field of pedagogy, psychology, teaching methods, linguistics, literature and linguistics. Of the Department implementing the accredited EP, have their own scientific direction having a certain theoretical and practical significance and focuses on the development of an important disciplinary aspects implemented in the educational process. The issues of implementation of innovative pedagogical technologies are annually considered at the meetings of the departments «Music education», «Foreign languages» and «Psychology», Innovative methods such as the use of cases, video lectures, discussions, trainings, creative reports and presentations, business games and other teaching staff of the Department conduct Open classes with the use of modern innovative technologies, which become the subject of discussion at the meetings of the departments (PR.   №3 from 31.10.18) the Results of scientific work and innovative educational activities are recorded by acts. So, for example, the results of innovative educational activities of the Professor of music education Department leachman E. Yu. were implemented in EP «6M010600 Music education» in the form of a textbook «Elementary theory of music, the basics of harmonization and accompaniment» in the disciplines: «Musicology», «Analysis of musical works», «Methods of teaching music and theoretical disciplines», «Performing skills of the teacher-musician» act of implementation of 10.09.2018 at the meeting of the Department of UMS Timmo (etc.). №2 from 24.10.2018) there was a discussion of the report «the use of interactive forms and methods of training in the organization of indopendent work of undergraduates» art. prep. However, during the interview with undergraduates, it was noted the need for a wider use of a range of innovative proposals in the implementation of EP with elements of on-line training and providing the necessary conditions for the application of innovative proposals using various training platforms.

Experts made sure that there is a distribution of those responsible for business processes within the EP. Ensuring the effectiveness of management of the educational programme is carried out based on the EPtimal distribution of functional responsibilities between the staff of departments. In case of changes in the staffing is a redistribution of functional responsibilities between members of the Department, which is reflected in the minutes of the meeting of the departments. However, it is necessary to define a clearer division of functions on the distribution of areas of responsibility for updating the content of the EP and its implementation and ensure transparency of the management system of the educational programme. Members of the EEC also note the need for training in educational management programmes for managers of the EP.

Strengths/best practices

✓ Published quality assurance Policy, as a mechanism of internal EP quality assurance system.

✓ The individuality and uniqueness of the development plan of the EP, its consistency with national priorities and development strategy of the organization of higher and (or) postgraduate education.

✓ Openness and accessibility for students, faculty, employers and other stakeholders of the management of the EP

EEC Recommendations

Develop an action plan to provide a mechanism for analyzing the effectiveness of changes in order to identify and predict risks in the implementation of EP;

Create favorable conditions for the widespread use of innovative proposals in the implementation of the EP.

To discredit a set of measures to improve the content of development plans of accredited EP with the involvement of representatives of stakeholders.

To provide conditions for training of heads of EP on programmes of management in education.

The conclusions of the EEC according to the criteria for EP «6M010600 Music education», «6M050300 Psychology», «5B011900 Foreign language: two foreign languages»: strong - 4, satisfactory - 10 suggest improvements - 1.

5.2 Standard «Information management and reporting»

The evidence part

The TS has implemented information management processes, including collection, analysis and reporting. Implementation of the development strategy, achievement of goals, objectives and evaluation of the effectiveness of decisions is carried out in accordance with the existing internal regulations. According to these procedures, the University collects and analyzes data to assess performance, determine the degree of implementation of the goals and objectives and EPportunities for continuous improvement of the service. Electronic document management (1C, Link) unites the University departments into a single information and communication system and contributes to the formation of a single scientific and educational space, which allows access to all available resources of the TS network: exchange of important documents, business correspondence, performance of work tasks.   The University uses modern information systems, information and communication technologies and software to manage information adequately. The structure of information support includes the following software: automated information system of educational process management «Platonus»; electronic system 1C, DB, ACS, AIS Platon, scientific library in a single educational space of the University.

The University has web resources reflecting the mission, goals and objectives of the TS on the official website www.pspu.kz. The official site EPerates in three languages: Kazakh, English, Russian. The General information part of the site contains information about the University, its departments, events taking place within its walls.   The main information flows used to improve the quality of services, as well as the management of educational, educational, financial, etc. processes can be conditionally combined into the following groups: students; employees; General information about the University. Based on processing and analysis of information, specific decisions are made, action plans for improving indicators are developed, the results are drawn up in the form of reports and considered by the academic Council of the University.

On the University website: http:// www.pspu.kz and AIS Platonus provides complete information about the learning process of each student for the entire period. Records are kept of progress in all subjects, GPA, classifieds. It also provides information on each student, employee and teacher with a search system, reports on various criteria. Feedback from students is carried out through their personal appeals to the leadership of the University, faculty, Department. Students have access to the resources of AIS Platonus: electronic journal, final evaluation, messaging, online testing, transcript.

Office of the Registrar together with the deans provide academic support to students. Students are given all the necessary information and reference materials. Advisors throughout the period of training provide individual assistance to students. In all departments of the University records management is carried out in accordance with the approved nomenclature of cases, ensure the safety and archiving of documents.

Monitoring of the plan of development of MOS is carried out by collecting reports on the implementation of the EPerational plan for the development of EP, annual reports of the Department, monitoring the readiness of departments for the academic year, quality examination of the MUP, UMKS, teaching and material and technical support of EP, readiness of the classroom and educational and laboratory base of EP, etc., as well as through a survey of students and graduates, employers and parents on the degree of satisfaction with the educational services received.

To monitor the implementation of the IE plan and the implementation of corrective actions, reports of heads of structural units, questionnaires, audits, surveys are used. Evaluation is carried out in all areas of educational, methodical, informational, scientific, educational activities and material and technical support of the educational process. Evaluation of activities is a continuous process and is held at meetings of the Academic Council, rector's office, faculties and departments, issued in the form of protocols. Evaluation of EP activities is carried out by students as the main consumers of educational services.

The effectiveness of the quality assurance system is monitored through internal audits, methodological support expertise, performance evaluation and consideration of issues by collegial bodies. Internal audit of EP is carried out in accordance with the documented procedure of QMS DP 03-2018 «Internal audit». Within the framework of these mechanisms, the effectiveness and efficiency of the implementation of goals, deviations from the set goals are determined. If necessary, decisions are made, or plans are developed to improve the quality of education and improve educational activities.   Annual PSPU conducted a survey: «Teacher through the eyes of students», «Satisfaction of students with the quality of education», «Evaluation of the quality of the educational programme graduates», etc. in order to study the quality of services provided. Internal audit is conducted periodically. The audit plan includes issues related to the planning, organization, monitoring and development of the quality of the MOP. Corrective measures are taken based on the audit results. To ensure the quality of EP management uses a variety of methods of collection and analysis of information: questionnaires, interviews, Open sessions, the results of intermediate and final controls and external control of efficiency of implementation of the purposes of EP is performed in the course of work of GAK, at the state certification. Participation of students in the process of planning, implementation, monitoring of the University is carried out through the collegiate bodies of the University.

Every year the rating evaluation of teachers on the results of work in the academic year is carried out, based on which the best 100 teachers of the University are determined. Data processing is documented: prints of scientific articles, books, textbooks, monographs, certificates of advanced training, internships, teaching in multilingual groups, letters of thanks from various organizations, participation in University, public events, image work. For example, for the 2017-2018 academic year teachers of chair of Psychology Uplasowa A. J., Bisembaeva N. A. Koliukh O. A., Sarsenbayeva B.G. included in the top 30 teachers of the University. The Department of Foreign languages Daurbekov A. M., Beisenova M. K., kulbayeva B. T., Ospanova Z. Z., Ashkanian D. V., Ramazanova M. A., Akylbekova K. A., Zhmailo V. T. has entered the list of 100 best teachers of the University. And associate Professor of the Department Kenzhetaeva G. K. became the «Best head of the Department» at the end of the 2017-2018 academic year.

For EPerational information the University uses corporate e-mail in pspu.kz. Every teacher, employee of the University can use a corporate e-mail address.

Analytical part

According to the analysis of compliance with the criteria of the standard «Information Management and reporting» for accredited areas, the Commission notes the following: the

University has a system of information management and reporting. Forms of internal information management is carried out through the following management documentation:

transfer of documents to the structural units of the office of the University;

posting relevant information on special stands;

use of local network capabilities for posting information on the TS website.

However, during the examination by the members of the EEC, it was found that there is a need to update the information on the official website and appoint responsible persons for the accuracy and relevance of information in accordance with the development strategy of the University.

In all departments of the University records management is carried out in accordance with the nomenclature of cases, ensured the safety and archiving of documents is working on electronic document management. Internet access is provided in the territory with WI-FI. The database is stored in electronic and paper format in accordance with the nomenclature. Most information is stored in paper format, which poses significant risks. In order to avoid loss of information and double document circulation, according to the Commission of the EEC, the University should improve the internal system of electronic document circulation. In this regard, further work on the automation of internal processes should be carried out to EPtimize the work. The University has a system of collecting and disseminating information on student satisfaction with the quality of education: conducting surveys; processing results; informing deans, heads of departments on the results of surveys; rating faculty, Department. Taking into account the current trend in the development of Kazakhstan's economy - digitalization and the task of becoming one of the 30 most competitive countries in the world, the Commission notes the need to organize training courses for TS to improve computer literacy in the accompanying information systems within the framework of the State programme «Digital Kazakhstan».

The expert Commission notes the need for formalization of the agreement to the processing of personal data by students, employees and faculty of the University, which confirms the lawfulness of the activities of the University in accordance with the Law of the Republic of Kazakhstan «On personal data and their protection» (may 21, 2013 № 94-V).

Strengths/best practices

Availability of mechanisms for involving students, employees and teaching staff in the collection and analysis of information.

The presence of a mechanism of communication with students, employees and other stakeholders through a survey of employers, students and faculty.

EEC Recommendations

To increase the share (%) of classes using modern information and communication technologies and software training tools (online training, video lectures, Moodle, etc.) in the implementation of the EP.

In the ranking of TS in order to stimulate the use of IT technologies in the implementation of disciplines EP.

Provide conditions for the implementation of procedures for processing personal data of students and faculty based on their consent.

To provide a more structured approach to the formation of the site and to diversify the content of the information page of the Department on the educational portal on the implemented EP.

The conclusions of the EEC according to the criteria for EP «6M010600 Music education», «6M050300 Psychology», «5B011900 Foreign language: two foreign languages»: a strong a - 2 satisfactory - 13, suggest improvements - 1.)

5.3 Standard «Development and approval of the educational programme»
The evidence part

During the visit, the EEC established that the development and approval of educational programmes at the University is carried out in accordance with the provisions of legal acts in the

field of higher and postgraduate education, as well as documentation developed by the University to ensure transparency and clarity of the implementation of the development strategy. The University has developed a procedure for approval, periodic review and monitoring of educational programmes based on the QMS standard FROM 4.16-2018 «Formation of educational programmes» regulating this process.

The procedure of discussion and approval of each educational programme specialty, reflected in the minutes of the meeting of the Department, the educational Council of the faculty, the Educational Council and the Academic Council of the University. To assess the quality of the educational programme at the University there are tested mechanisms of internal quality assessment and examination of educational programmes. The process and procedure of approval of the educational programme are supported by the development of regulatory documentation and ensuring its availability to departments through the website http: www.pspu.kz and an electronic document management system.

The management of the EP has demonstrated the existence of a mechanism for approval of the educational programme, which includes the following stages: development and discussion of the educational programme, review of the educational programme, revision of the educational programme to take into account proposals and comments made by employers and other stakeholders, discussion of the educational programme, recommendation for approval, approval procedure. The basic requirements for the content of the module disciplines and competencies are provided with the Dublin descriptors and reflect interdisciplinary connections for the formation of the module and competencies, consistent with professional and/or industry standards, labor market requirements and employers to future professionals.

The content of modular educational programmes is agreed by the heads of departments with the employer, with the possibility of adjusting the EP considering their proposals. Departments identified and implemented various forms of interaction (including using questionnaires and direct participation of representatives of employers, with typical representatives of employers) to ensure the representativeness of employers involved, as evidenced by reviews of the content of the EP.

The content of the programmes accredited by the EP is reflected in Rupees, syllabus developed in accordance with the regulations in the Kazakh, Russian and English languages, the content of which meets the specifics of educational programmes.

UPA, Mops contain a complete list of academic disciplines are grouped into logical modules which include subjects as compulsory and elective component, indicating the complexity of each subject in ECTS credits and KZ, as well as in academic hours.

In the process of development of modules undergraduates acquire professional competence, which are associated with the formation of methodological principles of thinking (discipline of General education module), the acquisition of theoretical knowledge (discipline of the basic module), the development of practical skills in the profile of training (discipline profiling module and professional practice). During the visit, the VEC was established application in the educational process of such educational technologies and methods as: information and communication technologies, cases, lecture-matrix, business games, trainings, seminar-discussion, problem conferences, debates, round tables, etc. the following digital educational resources are used In foreign language classes: I-Spring programme, presentations in Power Point (PP) and Prezi, Web quests, tests, training programmes on CD-ROM, electronic textbooks, educational Internet resources. Great educational potential of multimedia presentations, e-learning software and educational Internet resources, etc. In classrooms, we use the following software programmes: ActiveInspirer, YouTube, Chrome, Mozilla, TED talks; electronic textbooks: HeadWay, Face - to - Face, EnglishFile, Global, etc. at all levels; sites: bilimland, StudyGerman.ru; tests on electronic media: British Council, ILS English, Cambridge Test, Oxford Online English, etc.

A graduate of accredited EP for two years of scientific and pedagogical magistracy and one year of profile magistracy acquires General cultural and professional competence in

accordance with the SES. Thus, graduates of the profile direction of the magistracy become competent: in the field of methodology of research in the specialty; in the organization and management of institutions in the field of education; in ways of ensuring constant updating of knowledge, expansion of professional skills and abilities.

And graduates of the scientific and pedagogical direction of the magistracy of the educational programme during training, according to the requirements of the SES become competent: in the field of methodology of scientific research; in the field of scientific and pedagogical activity in higher education; in matters of modern educational technologies; in the implementation of scientific projects and research in the professional field, etc. (WUP, CED EP «6M010600 Music education», EP «6M050300 Psychology», «5V011900 Foreign language: two foreign languages». Upon completion of the EP in the terms provided by the academic calendar and curricula of the specialty, the final certification of undergraduates in the form of a comprehensive exam and defense of a master's thesis (master's project). Ensuring equal EPportunities for students is achieved by the completeness of educational, methodical, organizational and information support of the educational process in three languages: Kazakh, Russian and English. To implement the principles of the Bologna process in ensuring academic mobility and recognition of educational programmes in the international educational space at the University developed in accordance with the Academic policy of the University.

Analytical part

Analyzing the standard «Development and approval of the educational programme», the Commission concluded that the accredited areas take into account the ultimate goals of higher pedagogical and foreign language education and they are aimed at mastering professional competencies in accordance with the requirements of the international standard and the acquisition of knowledge, skills and abilities necessary for the implementation of professional activities in the field of pedagogy and psychology, as well as methods of teaching foreign languages and music education. The learning outcomes of the EP purchased are determined by the graduate competencies, i.e. the ability to apply knowledge, skills and personal qualities in accordance with the objectives of professional activities.

The specificity of accredited EP is reflected in the content of working curricula. However, the Expert Commission notes the need to consider the needs of employers in the development of a Catalogue of elective courses, namely elective disciplines that contribute to improving the educational level of graduates and meet the needs of the region.

The Department has developed models of graduates for each accredited EP, which are a General description of the tasks, requirements for personal and professional competencies that must have a graduate. These models are developed considering the specifics of EP. At the same time, experts note the need to determine the content, volume, logic of building an individual educational trajectory of students taking into account the key, subject, special competencies for accredited EP in accordance with the requirements of the National qualifications framework of the Republic of Kazakhstan and Industry qualifications framework (ORC). The presented models of graduates of EP need to be improved based on the General model of the graduate of PSPU, as well as verification and validation of the model of the graduate should be carried out through expert evaluation carried out by employers and consumers. During the visit, EEC found that the University pays attention to cooperation and exchange of experience with other universities implementing the same educational programme. Thus, agreements and memoranda on cooperation with foreign and domestic partners were signed: with Russian universities: Omsk state University. Dostoevsky (Agreement of 16.04.2018 g), Altai state University (Agreement of 11.01.2018 g), Transbaikal state University (Agreement of 26.03.2018 g), Moscow pedagogical state University (Agreement of 16.03.2017 g), Novosibirsk state pedagogical University (Agreement of 15.03.2018 g); and Kazakhstan: Aktobe regional state University. K. Zhubanov (Agreement of 8.01.2018 g).

However, the Commission notes the lack of harmonization of the content of the EP with similar educational programmes of leading Kazakh and foreign universities. In this regard, it is

necessary to expand the policy of cooperation with universities of near and far abroad, public education organizations and research centers. The common content of the courses will create favorable conditions for the further development of academic mobility of faculty and students of the Department.

The Commission during the visit revealed that the leadership of the EP has not paid enough attention to the issue of training students for professional certification and notes the need to create favorable conditions for the implementation of certification of students.

Strengths/best practices

✓ Compliance of the developed EP with the established objectives, including expected learning outcomes and whether the content of the academic disciplines and the expected results level.

✓ Compliance qualifications on completion EP appropriate level of NSC.

EEC Recommendations

To improve the model of the graduate of EP, considering the results of training and personal qualities in accordance with the requirements of the National qualifications framework of Kazakhstan (NQF) and industry qualifications framework (ORC).

Provide the EPportunity for professional certification for students in the field of their specifications within the cluster EP.

To create favorable conditions for the harmonization of the content of educational programmes with similar educational programmes of leading foreign and Kazakh educational organizations.

To increase the share of students, faculty and other stakeholders in updating the content of the EP.

The conclusions of the EEC according to the criteria for EP «6M010600 Music education», «6M050300 Psychology», «5B011900 Foreign language: two foreign languages»: strong - 3, satisfactory - 8, suggest improvements - 1.

5.4 Standard «Continuous monitoring and periodic evaluation of educational programmes»

The evidence part

During the visit of the EEC, it was found that the content of the EP is updated in connection with the change of state mandatory standards of higher education, the introduction of new Regulatory legal acts. Mechanisms for regular monitoring and periodic evaluation of educational programmes of the accredited cluster have been provided within the framework of the EP.

Update the EP considers the needs of employers, which is reflected in the catalogue of elective disciplines for the academic year and approved by the academic Council of the University.

In connection with the short implementation period of accredited EP «6M010600 Music education», «6M050300 Psychology», «5B011900 Foreign language: two foreign languages» (operates from September 2018) – the issues of monitoring and periodic evaluation of the educational programme was discussed twice at meetings of the Department of music education (minutes of the meeting of the Department of music education No. 8 of 30.03.2018 and Protocol No. 6 of 25.01.2019). With the participation of employers and staff of the Department discussed the content and development plan EP cluster for 2018-2020 academic years.

To determine the level of satisfaction of internal needs of the University conducted a regular survey of students, teachers and employees of PSU and based on proposals of employers, staff of the Department of Timmo, as well as expert EPinion of associate Professor of PSU. S. Toraighyrov Popandopulo M. P. was made the decision on introduction in educational process of EP «6M010600 Music education» in the following areas: professional degree (1 year

training) and pedagogical (2 years of training) two trajectories of «Pedagogy and psychology of music education», «Art history and cultural studies»; approval of the development Plan of EP «6M010600 Musical education» in 2018-2020 academic years.

Discussion of the content of EP «6M010600 Music education» with employers, faculty departments, as well as analysis of government documents agreed with the national priorities in the field of education of the state educational INSTITUTION 2010-2020, the programme «Rukhani Zhangyru», allowed to revise and make the necessary changes to the development plan EP «6M010600 Music education». The meeting, the UMS Department (item No. 1 of 10.09. 2018) made the decision on introduction of results of scientific researches of teachers of chair of Kokumbayeva B. E, lichman E. Yu., E. Janigan in the content of disciplines: «Musicology», «History of world culture» EP «6M010600 Music education».

All measures to control the quality of the educational process, carried out at different levels, are recorded in the form of records, acts, certificates, reports, etc., and are discussed at meetings of departments, the faculty Council, the Academic Council of the University. Based on the analysis and evaluation of control indicators, measures are developed to improve the quality of the EP implementation. The final control is carried out according to the SES, academic calendar and curriculum in the form of a regular exam on the subject.

Analytical part

During the analysis of the criteria of this standard, the Commission notes that the leadership of the University has demonstrated its openness and accessibility to students, faculty, employers: the hours of admission for personal matters are determined, meetings with the rector are held on a systematic basis. Traditional feedback forms are used as a communication channel for innovative proposals: meetings with the management and the rector's blog.

EEC notes that the rapid development of the labor market requires rapid response to all changes and additions to the content of educational programmes and ensuring the availability of information for all stakeholders on all changes in the content and activities in the implementation of the EP.

The Commission notes that the review of the content and structure of educational programmemes is carried out on a systematic basis, as well as external peer review. At the same time, the EEC notes that the content of accredited educational programmes should be updated in the light of the latest achievements in the field of science and teaching methods of the EP cluster. On a regular basis on the official website of the University to provide information on the changes of the EP, thus informing all interested persons about the planned or taken actions in respect of accredited EP. According to the decision of the faculty, determined by the final form of certification for each subject: oral and written tasks exams, open and closed tests. In accordance with the curriculum, the following types of control are provided: oral questions, written control work, Colloquium, composite control, round table, open and closed tests, etc. the Commission notes that the University should continue to work on the procedures for effective evaluation of academic achievements, students of EP and expand the set of procedures for assessing key competencies in syllabus.

EEC Recommendations

Create conditions to ensure the relevance of the content of programmes and content of the EP taught discipline within the EP considering the latest achievements of science, changes in the professional environment, the labor market, the requirements of employers and the social demand of society;

Develop a set of appropriate procedures for effective evaluation based on the analysis of academic achievements of students EP «6M050300-Psychology», «6M011900-Foreign language: two foreign languages»;

In due time informing all interested on changes in the contents of EP and actions at their implementation.

The conclusions of the EEC according to the criteria for EP «6M010600 Music education», «6M050300 Psychology», «5B011900 Foreign language: two foreign languages»: \ satisfactory - 8, suggest improvements - 1.

5.5 Standard «Student-centered learning, teaching and performance assessment»
The evidence part

The principle of student-centered learning at the University involves a way of designing and organizing the educational process, in which the main emphasis is on the organization of various activities of undergraduates. With each undergraduate professional and academic orientation is carried out in the selection of disciplines, the result of which are personally designed IUP. Information about the disciplines, including a brief description, is contained in the catalog of disciplines (modules), which is brought to the attention of students by graduate departments and advisors, as well as placed in the «Platonus» system and on the website of the TS.

During the visit of EEC it was found that the management of accredited EP provides EPportunities for students, regardless of the language of instruction, to form an individual educational trajectory. Considering the individual characteristics, needs and cultural experience of students is carried out in various aspects of scientific and educational activities: when choosing elective courses; when choosing a base of practice; with the participation of students in research work. Educational programmes are implemented in Kazakh, Russian and English. Graduate Department provides a harmonious development of students, considering the intellectual development and individual characteristics. Individual educational trajectory is reflected in modular educational programmes, working educational and individual curricula, where along with General education, basic disciplines of the mandatory component there are elective courses and various types of practices that are aimed at providing professional competencies. Taking into account the individual characteristics, needs and cultural experience of students is carried out in various aspects of scientific and educational activities: when choosing elective courses; when choosing a base of practice; when determining the theme of the thesis; when choosing the head of the thesis; with the participation of students in research (research projects and research projects of the Department).Students receive information about the possibilities of forming an individual educational trajectory, as well as assistance in its implementation through the «Platonus» system, as well as with the help of an adviser. The leadership of the EP seeks to provide attention to different groups of students and their needs, providing them with flexible learning paths and using different forms and methods of teaching and learning. The Department conducts its own research in the field of teaching methods of academic disciplines EP. Faculty members of departments are developing in the field of methodology of teaching. The departments use presentations of training courses with the use of multimedia projectors, etc. Teaching staff in their teaching activities use electronic presentations, as well as conduct business games, training in the disciplines of EP. For the purpose of student-centered learning in the framework of the EP, various methods and technologies of training are used, considering the variety of forms of assimilation of information: brainstorming, case studies, business games, trainings, work in small groups, situational tasks, etc. Teachers also use different approaches, methods, technologies, techniques and types of practical training such as creative tasks, training in cooperation, project method, role and business games, situation analysis, discussions.

Acting within the framework of the credit system of education, the most favorable conditions for students to master the disciplines of the specialty are created. To this end, developed:

1) work programmes (Syllabus) for each discipline for undergraduates;
2) control and measuring materials for classroom work on each discipline;
3) control and measuring materials for SRO;

4) materials for knowledge control;

5) materials for work on practices.

The entire volume of SWS confirmed tasks that require the student's daily homework.

Monitoring and evaluation of their implementation and learning outcomes, in General, is provided by the following procedures:

– indopendent computer testing and other types of control in the disciplines of EP provides an objective assessment of knowledge and shows the trend of the dynamics of their level;

– questioning of employers on quality of preparation of graduates of EP;

– use in the educational process of teaching methods close to the content of the sphere of employment of graduates of EP (cases, game situations, practice-oriented tasks on the topics of the course), etc.

In order to make the EP more focused on employers, a feedback and information system is provided. The programmem of entrance examinations and the approval of the composition of the SAC, the composition of the appeals Committee for the applicants was discussed at the meetings of departments of psychology (D. No. 11 of 27.06.2018 years), music education (item No. 11 of 08.06.2018 years).

Analytical part

EEC members note that the University introduced a test programme created based on «Microsoft Visual Fox Pro» based on modern achievements in the field of test and examination procedures. The criterion of the evaluation system of students is indicated in the syllabus and AIS «Platonus». Information about the current system of assessments the student receives in the first year during meetings with the Dean, heads of departments and adviser in the first week of training.

The University has established a mechanism for consideration of complaints and appeals of students and is regulated by the internal standard of the QMS organization FROM 4.11–2007 «Methods of communication with consumers». Claims, complaints and feedback from organizations are recorded by the office and transmitted to the rector, who reviews the information received within three days and, depending on its content, creates a team to identify and analyze the causes of the problem, which was confirmed by the students of accredited EP at a meeting with members of the EEC. The rector's blog was created on the website of PSPU, which is available to all interested persons.

The main mechanisms for identifying conflicts are personal statements, reports and memos, oral appeals. To resolve the conflict in the University EPerates an interdisciplinary Commission.

Conducting open classes, seminars (once a month), followed by discussion at the meetings of the Department is a tool for improving the quality of education and systematization of the control process. So, at the meeting, the UMS Department (minutes of meeting of UMC No. 2 of the Department of defense from 24.10.2018 g) a discussion of an open class Assoc. Azamat T. with a masters specialised areas in the discipline «Arnoul PN». At the meeting, the UMS Department (minutes of meeting of UMC No. 3 of the Department of defense from 19.12.2018 g) a discussion of an open class art. Kemalova D. J. «Methods of teaching music and performing disciplines», which used an integrated approach to learning to play a musical instrument (dombra, kobyz). 24.10.2018 at the meeting of the Department of UMS «Music education» was held a discussion of the report «the Use of interactive forms and methods of training in the organization of indopendent work of undergraduates» art. prep. Kemalova D. W (minutes of the EMC Department of defense No. 2 of 24.10.2018). Analyzing the standard «student-centred learning, teaching and performance assessment» on the accredited areas, the Commission came to the conclusion that, during the implementation of EP is observed in the use of modern educational technology, but teachers should extend the set of methods and techniques in their use of technology as learning with the use of new multimedia technologies, Internet

resources that help you implement student-centered approach in training, provide an individualization and differentiation of teaching dopending on the abilities of the students.

Members of the EEC note that educational programmes contain disciplines that teach innovative learning technologies, including interactive teaching methods, teaching methods with high involvement and motivation of students, which contributes to the development of professional competencies of students considering their individual interests and abilities. However, the use of innovative technologies should be systematic. New technologies and methods of their application in the educational process should be considered systematically at the meetings of the methodical Association of departments, in order to fully discuss the implementation and efficiency of use in the educational process.

Despite the practical application of information and communication technologies, the analysis of the conversation with the students of the EP showed the need for wider use of web platforms in teaching disciplines in the on-line mode, which would provide a more convenient mode of work and study for undergraduates.

Also, members of the EEC noted the need to increase their own developments in the field of teaching methods of academic disciplines, considering the specifics of the accredited EP.

The EEC also notes that the leadership of the EP seeks to provide conditions for inclusive education. The University provides an opportunity for students with disabilities and persons with disabilities to study on an individual curriculum in a timely manner, considering the characteristics and educational needs of a student. When drawing up an individual training schedule, various EPtions for conducting classes may be provided. At the same time, the Commission notes that the created material and technical conditions at the University are insufficient to meet the special educational needs of students, as well as students with disabilities and disabled people. There is also no psychological and pedagogical support.

Strengths/best practices

there is a procedure for responding to complaints of students.

EEC Recommendations

Consider the possibility of conducting classes on-line (webinars, consultations, etc.) for students EP.

Continue to work on the development of their own research in the field of teaching methods of academic disciplines TS EP.

Expand the base for the passage of research training students EP.

To create conditions to ensure «barrier-free» physical access and psychological and pedagogical support for students with disabilities and disabled people on EP «6M050300 Psychology», «6M011900 Foreign language: two foreign languages» and special events tailored to the needs of students with disabilities in the framework of inclusive education.

The conclusions of the EEC according to the criteria for EP «6M010600 Music education», «6M050300 Psychology», «5B011900 Foreign language: two foreign languages»: a strong - 1, satisfactory - 8, suggest improvements - 1.

5.6 Standard «Students»

The evidence part

The management of the EP demonstrates the policy of forming a contingent of students of the EP from admission to graduation and ensures transparency of its procedures. Information about the rules and criteria for admission to the bachelor's degree, the list of necessary documents in advance are located on the official website of the PSPU, information boards. Also, information about admission can be obtained from consultants working in the admissions office and those responsible for career guidance during the planned activities (meetings with applicants, Open day, etc.).

Information about the University and the Department is available on the website of the University, stands, reference guide, which contains information about the administration of the

University and structural units, mode of EPeration and contact numbers; on the organization of the educational process, the Order of registration and re-registration of students in academic disciplines, the Order of organization of the current, intermediate control and assessment of knowledge of students, the organization of indopendent work of students, the method of calculating the average score (GPA).

Admission and enrollment in the educational programme is accompanied by an introductory course, which contains information about the organization of education and the specifics of the educational programme. For the adaptation of students, an orientation week is held, including familiarization with the educational and methodical documentation, including a guide (http://pspu.kz/ru/putevoditel-studenta) and the rules and regulations of the University Charter. The curator of the group introduces students to the existing circles and student organizations of self-government, with the mode of EPeration of the library, instructions for use of reading rooms and subscription, electronic information search system.

Admission of foreign citizens to study in the educational programme on a paid basis of postgraduate education is carried out within a calendar year in accordance with the academic calendar of the University. For the adaptation of foreign students the University management developed a Guide in English, which describes the internal processes of learning, the rights and obligations of the student, the rules of use of the library, computer classes, also contains information about the deployment of the University, the necessary elementary lexical minimum for communication, cultural characteristics of the country, norms of behavior and communication in the Republic of Kazakhstan

For undergraduates created conditions of self-realization of the individual: research work, work with the supervisor on the writing of joint articles, participation in round tables, etc.

Organization of educational work (determination of periods of theoretical training, current, midterm and final controls, periods of training and practical training, the final state certification) is carried out in accordance with the regulatory materials of the Ministry of education, on the basis of the academic calendar and the schedule of the educational process.

Rupa, schedule of educational process and information materials are available for students. As a source for the rapid receipt of network electronic educational and methodical complexes of disciplines, working curricula, information about progress, students use AIS «Platonus».

For group and individual consultations, reception and protection of tasks on the SRM provided SRMP, which is held outside the classroom, according to the schedule drawn up at the Department (schedule SRMP)

For high-quality training, special attention is paid to the organization, conduct and effectiveness of professional practices.

Planning of places of practice is carried out by the head of practice from the Department considering the wishes of the undergraduate and the recommendations of his supervisor. The tripartite agreement for practical training is between the base of practice, undergraduate and graduate in accordance with the "Rules of organization and conduct of professional practice and the rules for determining organizations as bases of practices", approved by the order of the MES of 29.01.2016 № 107.

Bases practices on EP are accredited GU Complex «Musical College - musical boarding school for gifted children» state of EPSM No. 11, school No. 9, Educational center «Development» (contracts with bases of practices), as well as the Department of «Music education», the PSPU and other educational institutions. For practical training contracts with schools of Pavlodar № 2, №7(Appendix 28), 11, 21, 35, 39, with RSE on PHV «North Kazakhstan state University. M. Kozybayev», etc. At the end of professional practices undergraduates' hand over a written report, provide feedback from practice managers, a diary of practice, etc.).

For communication between students, the University provides the following EPportunities: the work of student organizations (clubs, associations, Councils); virtual

communication – on the University website there is a special section – server system that provides access to the student AIS Platonus through a set of login and password. In communication of students the official resource – the website of the University, social networks – Instagramm, Vkontakte, Facebook, Mail.ru, Twitter, WhatsApp.

Analytical part

During the visit, EEC experts on this standard came to the following conclusions that the management of the EP clearly defined the procedure for the formation of a contingent of students from admission to graduation. Admission and admission to the EP is accompanied by an introductory course containing information about the University and the specifics of the EP. For the adaptation of students held orientation week, including familiarization with the educational and methodological documentation, including a guide and the rules of the regulations and the Charter of the TS. The University makes every effort to ensure the employment of graduates of accredited EP.

To form a contingent of students, the staff of the Department carries out a great career guidance work in educational institutions of Pavlodar and other regions of Kazakhstan. For the formation of the contingent annually at the faculty held «Open day», which distributed reference books, booklets about the University, faculty and specialty. Despite the short term of obtaining a license to provide educational services for EP «6M010600 Music education», «OP 6M050300 Psychology» was formed contingent of 3 and 18 undergraduates, respectively.

At the same time, experts note that the accredited EP is poorly represented by the work on harmonization and harmonization of the content of Educational programmes of accredited EP with the programmes of leading foreign and domestic universities of Kazakhstan, in order to create favorable conditions for the comparable recognition of qualifications and increase the degree of participation of students in academic mobility programmes

Strengths/best practices

Conditions for adaptation and support for newly arrived and international students.

EEC Recommendation

To increase the share of students in academic mobility programmes in universities near and far abroad.

The conclusions of the EEC according to the criteria for EP «6M010600 Music education», EP «6M050300- Psychology», «5B011900 – Foreign language: two foreign languages»: a strong a - 2 satisfactory - 12.

5.7 Standard «Teaching staff»

The evidence part

The main provisions of the personnel policy of the University is compliance with the standard qualification characteristics for employees of educational institutions, approved by the order of the Ministry of education and science; the presence of higher and postgraduate education in the relevant specialties, productive scientific activities, as well as competence and competitiveness. Recruitment is carried out based on an analysis of the needs of the educational programme, the results of which announced a competition for vacant positions. Indicators on the qualitative and quantitative composition of the teaching staff confirm the availability of human resources necessary for the implementation of the full range of educational programmes and relevant qualification requirements for licensing of educational activities.

Full-time staff of the profiling Department in the specialty **5B010600 Music education**

2015		2016		2017		2018		2019	
In total	Settled	In	Settled	In	Settled	In	Settled	In	Settled

total		total		total		total		total	
12	6	11	6	12	6	12	6	12	6

Full-time staff of the profiling Department in the specialty **«5B011900 Foreign language: two foreign languages»**

2015		2016		2017		2018		2019	
In total	Settled	In total	Settled	In total	Settled	In total	Settled	In total	Settled
22	5	20	6	22	6	24	7	16	10

Full-time faculty in the core departments of the specialty **«5V050300 Psychology»**

2015		2016		2017		2018		2019	
In total	Settled	In total	Settled	In total	Settled	In total	Settled.	In total	Settled
10	6	13	7	13	7	18	10	18	10

The management of the EP demonstrates the use of personnel policy of the University for TS. Recruitment is carried out based on an analysis of the needs of the educational programme, the results of which announced a competition for vacant positions. Competition for vacant positions of faculty and researchers at the University is held in accordance with the current legislation. The management of the accredited specialties demonstrates the compliance of the staff potential of the faculty, the development strategy of the University and the Plans for the development of educational programmes. TS EP is formed in accordance with the development Plan of the EP.

Systematic assessment of the competence of teachers, evaluation of the effectiveness of teaching quality at the Department for the disclosure of the content of training courses and the formation of students ' knowledge, skills and competencies necessary to achieve the learning results provided for by the objectives of the programme, is implemented through internal evaluation (open classes, mutual visits, control visits. Department, presentations at scientific-theoretical and scientific-methodical seminars).

The University has developed a policy on staff development, procedures to ensure the quality of teaching and maintain professional standards and ethics, defined criteria for systematic evaluation of teaching staff. Given the EPportunities for the development of scientific activity and training of teaching staff. Various forms and methods of professional development are used: courses, seminars, workshops, conferences, trainings, corporate schools, mentoring, distance learning, webinars, internships, etc. For the teaching staff, professional development plans are developed for each year. Information about the qualification of teaching staff is partially posted on the website of the University. So, the Teachers of the Department passed foreign internships and PC courses, individual internships, creative trips of faculty in universities on the basis of scientific and educational, research institutions of the Republic of Kazakhstan and abroad. Programme faculty advanced training, implemented through the state budget funds, are based on the CRK «Orleu» (8.01.2019-18.01.2019), Center of pedagogical skill of AOO «Nazarbayev Intellectual schools», 01.10.2018-12.10.2018 and 28.09.2018 G. (TS Certificates).

The number of teaching staff who received refresher training

Name of the Department	2015	2016	2017	2018	2019
MHO	1	6	5	1	3
AI	11	6	11	17	3
Psychology	4	5	5	5	3

Information about the passage of teaching staff internship

Academic year	Total number of teaching staff, leading the teaching of EP	number of teaching staff, trained	
		in neighboring countries	in foreign countries
2015-2016	20		1) 26.10.15-05.11.15 – Kuanysheva G. M., RTS «Orleu», the course «Teaching Techniques development», Valencia, Spain 2) 14.11.15-29.11.15 Saurbaev R. J., RTS «Orleu», the course «Teaching Techniques development», Valencia, Spain 3) 25.11.15 – 4-12.15 Ashkanian D. V., RTS «Orleu» the course «Learning and Teaching in Higher Education» Newcastle, UK 4) 26.10.15-05.11.15 – RC «Orleans», course «Teaching Techniques development», Valencia, Spain
2016-2017	22		09-17.11.2016 – Kenzhetaeva G. K., Orleu RC, Newcastle University «Learning and Teaching Higher Education», United Kingdom
2017-2018			(1) 17. 06.-30.06.18 – Zhumageldina B. K., Goethe Institut. Deutch im Studium. G. Bremen, Germany 2) 25.06.18 – Ramazanova M. A., Internationale Forbildungswoche für Lehrkräfte an Minderheitenschulen. Goethe Institut. Budapest, Hungary.

With all teachers based on the decision of the competitive Commission on substitution of positions employment contracts are signed. Employment at the University is regulated by the internal regulations, Regulations on remuneration and bonuses. Internal corporate responsibility involves responsibility for its employees, creating a favorable climate and strengthening team spirit in the team, providing opportunities for the disclosure of professional potential. This increases staff motivation and has a positive impact on performance. Responsibility for employees of PSPU is assigned to the rector and heads of the relevant departments.

The level of competence of the faculty is assessed by questioning students, graduates, teachers and employees. Another mechanism is the rating of teaching staff, which assesses the activities of teaching staff in 4 main functions: educational and methodical work, scientific work, educational work and professional development. The results of these activities allow the University administration to regularly assess the quality of teaching disciplines, serve as the basis for the extension of employment contracts of staff, as well as promotion.

The members of the expert Commission also note the active participation of the TS in the improvement of the EP through the development of new disciplines and updating of existing. At the meetings of the Department discussed the issues of teaching staff associated with improving

the teaching of any discipline or the use of new technologies. The management of EP provides completeness and adequacy of individual planning of work of TS for all types of activity, monitoring of efficiency and effectiveness of individual plans. The workload of the teacher includes training, teaching, research, organizational and methodological, educational work, as well as training, activities in a professional environment.

Scientific-research work of teachers is complex. It includes the preparation of articles, monographs; participation in conferences, development and implementation of scientific projects; scientific management of theses. The results of scientific works of teachers are published in the form of monographs, collections of scientific papers and conference materials, articles, abstracts in various scientific journals. For the 1st half of 2018-19, the staff published: 2 articles in the journal Scopus, 4 in the journal of the CCES, 2 in the journal of science, 6 - in materials of international conferences, published monographs: E. Janigan Artistic life of Pavlodar region in the second half of XIX – first third XX centuries. - Pavlodar: PSPI,2018.-124 p.; lichman E. Yu. National and artistic traditions in the process of integration of cultures of Russia and Kazakhstan. - Pavlodar: PSPI, 2016. – 148s.)

The results of the research work of teachers of the Department are introduced into the educational process in the framework of elective courses, preparation of theses, writing textbooks, scientific articles, teaching materials. The quality of teaching is provided by: the development of guidelines for the teaching of the discipline, the study of the discipline (including the organization of indopendent work of students), the presence of a full range of educational publications on the discipline (textbooks, manuals, lectures, musical material, electronic textbooks); complex of demonstration materials (presentations, samples of practical works, abstracts, projects). On all disciplines of EP the educational and methodical complexes where syllabuses of educational disciplines, lectures, plans of seminars, tasks on SRO, questions and tasks are presented are developed. So, the staff of the Department EP 6M010600 was published the following manuals: kemalova said D. J. study guide «dombyra ireto dershem integrative DS-tseller». Sagitova Zh. s. Ganahan E. textbook «Music teorisini Neger». Lichman E. Yu. the textbook «Elementary theory of music, principles of harmonization and accompaniment» Janigan E., B. S. Sarvarov textbook «Ertis-kerekou Bayan NR music mythomaniacal». For the purpose of mutually beneficial cooperation and within the framework of academic mobility and academic exchange of teachers, the Department invites leading foreign scientists and specialists to exchange experience in the field of education. Annually professors and candidates of Sciences James Williams, Mullagayanova G. S., K. F. N., Bulatbaeva K. N. conduct review lectures and seminars for faculty and students. Within the framework of academic mobility in 2018 Zholdabayeva A. S., MA. AL, senior lecturer of the Department won a grant for Erasmuz+Staff Academic Mobility programme at Vytautas Magnus University, Kaunas, Lithuania, where she lectured for students «English for Special Purposes», «Preparationsfor IELTS».

Information on external and internal academic mobility of the faculty of the Department

№	Full Name of teacher	Year	Continuer host	Country, city	University Name
1	James Williams	2014-2015	(October 2014)	Cambridge, Freat Britain	«Integrated course of pedagogy and methods»
2	Mullagayanova G. S.,	2016-2017	(March 2017)	Naberezhnye Chelny branch of Kazan national research University.Tupolev (NCHF KNITU), Russian Federation	«Theory of language», «Language for special purposes»
3	Bulatbaeva K. N.,	2016-2017	(October2016, December 2016)	ENU.Gumilyova, Astana	«Methods of teaching foreign languages»

4	Zholdabayeva A. S. won a grant for Erasmuz+Staff Academic Mobility programme	2017-2018	(March 2018)	Vytautas Magnus University, Kaunas, Lithuania	«English for Special Purposes», «Preparations for IELTS»

In order to improve the skills and continuity of research young staff of the Department is given the EPportunity of scientific growth and career. In the target doctoral studies at the Kazakh University of international relations and world languages named after Abylai Khan trained teacher Kulibaev T. K. (1st year) and Karaganda state University – senior lecturer Medianova A. B. (2nd year students). Senior lecturer A. A. Lakova graduated from the target doctoral programme at the Kazakh University of international relations and world languages named after Abylai Khan. He is currently preparing to defend his thesis. Senior lecturer A. B. Akhmetov entered the doctoral programme and is studying in Hungary (3rd year of study).

One of the key indicators of scientific activity of TS is the number of publications, which amounted to: 11 monographs (kulbaeva B. T., Baigozhina Zh. M., Abildinova Zh. b., Nygmetova B. D., Daurbekov a.m., etc.); more than 6 textbooks and teaching AIDS (Baigozhina Zh. M., kulbaeva B, T., etc.); published more than 25 articles of TS in journals with non-zero impact factor.

Analytical part

Analysing the standard «Teaching staff» for accredited areas, the Commission concluded that the University has an objective and transparent personnel policy, including recruitment, professional growth and development of staff, ensuring the professional competence of the entire staff. The management of the EP demonstrated the compliance of the staff potential of the faculty with the development strategy of the University, qualification requirements, level and specificity of the educational programme and recruitment based on the recruiting system.

EEC confirms that recruitment is carried out based on an analysis of the needs of the educational programme, the results of which are announced a competition for vacant positions. Competition for vacant positions of faculty and researchers at the University is held in accordance with the current legislation.

EEC members note that the Management of EP provides completeness and adequacy of individual planning of work of TS on all types of activity, monitoring of efficiency and efficiency of individual plans, proofs of performance by teachers of all types of the planned loading are shown. The leadership of the EP has demonstrated support for research activities of the TS, providing a link between research and training. Experts also note that the management of the EP needs to work out the possibility of attracting practitioners to teaching.

During the visit, EEC EO demonstrated high research and publication activity of the teaching staff. The departments are working on the production of educational and methodical developments, textbooks, monographs on language disciplines in Russian and the state languages, including electronic media, as well as the release of monographs and other scientific works in English abroad. The University has developed indicators and started work on the evaluation of teachers on these rating indicators, the results of a survey of students (questionnaires), the results of the introduction of information and communication technologies in the educational process, the organization of research and indopendent activities, etc. Also, TS accredited EP actively participate in the life of the region, organize round tables, seminars, workshops.

For lectures were invited several scientists and scientists from near and far abroad to exchange experiences in the field of education such as James Williams, Mullagayanova GS, PhD.N., Bulatbaeva K. N. However, the EEC notes the need for further development of academic mobility of teaching staff, involvement of foreign and Kazakh teachers in conducting classes and research. Training on accredited EP is based on the use of modern teaching methods. During the classes the following methods are used: brainstorming, problem lectures, seminar-

discussion, thematic dicussion, «round tables», educational games, situational tasks, case studies, project protection, etc. EEC notes the need to improve the professional level, motivate teachers and encourage employees to establish a system of awarding teachers and employees for personal contribution and results in the workplace. The management of the EP did not provide the EEC with mechanisms for motivating professional and personal development of the TS of the EP, including the promotion of scientific activity and the use of innovative teaching methods.

Strengths/best practices

✓ Availability of transparent personnel policy.
✓ Opportunities for career growth and professional development of teaching staff of accredited EP.

EEC Recommendation

To create conditions for the development of academic mobility of teachers and attract foreign and domestic teachers in the implementation of the EP.

The conclusions of the EEC according to the criteria for EP «6M010600 Music education», «6M050300 Psychology», «5B011900 Foreign language: two foreign languages»: a strong a - 2 satisfactory - 7.

5.8 Standard «Educational resources and student support systems»

The evidence part

An important factor in ensuring the quality of education and a guarantee of sustainable development of TS is the continuous improvement of material, technical and information resources. The University has all the conditions for training students, research, publication of the results of research faculty, staff and students. The Academy has the material and technical base, providing all kinds of practical training and research work of students, provided by the educational programmes of the University and the relevant current sanitary-epidemiological and fire regulations.

Buildings and structures of PGP comply with current sanitary standards and fire safety requirements. Classroom and laboratory facilities, classrooms, dormitories and other facilities, sports facilities comply with established norms and rules.

Systematic work is carried out to update and improve the material and technical base of the magistracy specialties.

Students have access to the following facilities:

- educational building № 1, total area - 6452,5 (m2), usable area - 4794 (m2), educational premises - 4414 (m2), which includes lecture halls, classrooms for practical training, laboratories, multimedia classrooms, computer rooms, language laboratory, computer room, library, reading rooms, canteen, medical center;

- educational building № 5, total area - 3733 (m2), useful area -2778 (m2), educational premises -2859(m2), which includes lecture halls, classrooms for practical training, laboratories, multimedia classrooms, computer rooms, language laboratories, computer rooms, reading room, dining room, medical center;

- sports facilities of the University: building № 2 with total area - 1605 (m2), usable area 1493 (m2), educational facilities 725 (m2), including; pool -1, gym -1. Building № 3, total area - 2061 (m2), usable area -1809 (m2), training facilities -1537 (m2), which includes 6 gyms;

- two Student houses with a total area of 15,401 (m2), with rooms for students, leisure rooms, a reading room, a recording Studio, medical facilities and a gym.

Conditions for people with disabilities have been created in PSPU, ramps have been installed at the entrances to the educational buildings. On the adjacent territories of educational buildings for people with limited mobility reserved Parking, with the installation of road signs.

Computers of educational buildings have access to the intranet and the Internet with the capacity of Internet access channels from 200 Mbit/c and internal information exchange co speed up to 1 Gbit/c; in all educational buildings wireless access points (wi-fi).

Undergraduates have free access to the Internet from any computer. Access to Internet resources is provided in computer classes and lecture halls equipped with interactive whiteboards, lcd-TVs and other multimedia equipment, 4 electronic reading rooms for 100 seats, since February 2015, equipment has been installed and a video Studio has been launched, where the recording and installation of video lectures of TS is carried out.

A steady increase in financial revenues contributes to the improvement of the material and technical base. The annual increase in the amount of funds allows to improve the material and technical base, to update educational and laboratory equipment and musical instruments, to replenish the book Fund, to develop the infrastructure of the Department. For the purchase of educational equipment, computer equipment, furniture and equipment for the EP «Music education» allocated for the years: 2014 – 1063898,15 thousand tenge; 2015 – 906770,3 thousand tenge; 2016 – 238142,0 thousand tenge; 2017 – 98887,00 thousand tenge; 2018 – 2339821.0 thousand tenge. The equipment of material and technical base on EP «Music education» allows to conduct educational process at the level corresponding to requirements of the state standards of the higher and postgraduate education. The Department of music education has enough classroom Fund, equipped with technical training facilities, including audio and video equipment, the necessary musical instruments. The area of the classroom Fund for students of the EP «Music education» is 475.9 m2. There are 23 lecture halls with multimedia and interactive equipment, a conference hall, an Assembly hall, 5 electronic reading rooms; 3 language laboratories, 5 classes of Open access for 53 user places, 11 specialised classrooms with musical instruments, 1 room for recording Studio,1 computer class for self-study at the disposal of master students of the EP «Music education». Also 8 computer classes, each of which is organized access to the Internet, there is a media library, an electronic reading room with more than 11,000 copies of electronic textbooks and manuals, as well as scientific articles.   The number of publications on electronic and magnetic media - 1752 ind including in the national language – 585 Collection of electronic copies of publications comprises multimedia encyclopedias, educational videos, training publications on CD-ROM. According to the plan of publication of scientific and educational literature in the scientific and publishing Department of PSPU published works of teachers (educational, teaching AIDS), which improves the security of individual disciplines. The area of reading rooms – 2870,1 sq. m., the total number of seats – 473 seats. The library is in all academic buildings and in the House of students. The library has 2 electronic reading rooms, where undergraduates can work with electronic textbooks, electronic catalog, electronic library RMEB, audio, video materials. Electronic reading room is equipped with modern office equipment: computers, printers, scanner. The number of seats for users (units) – 57 seats. Since 2007, the library has moved to the new software «IRBIS 64». The volume of the electronic catalog is - 194 515 records. Includes such bibliographic and full-text databases as: «Books», «Periodicals», «Articles», «Digital collection», «Audiovisual materials», «Abstracts, dissertations», «Portals and Web-sites», «Repository of works of scientists of PSPU». The main information resources of the University are available on the official website, in the tabs: Electronic catalog of the Scientific library, http:\www.pspu.kz.

You have access to the following databases:

KA3NEB (Kazakhstan national electronic library the national electronic government Fund). Languages – Kazakh, Russian, English;

RIELK (Republican interuniversity electronic library of Kazakhstan) – a single database that combines electronic resources of Universities of the Republic of Kazakhstan;

- English-language sites: databases of electronic resources of THOMSON REUTERS, Springerlink, ELSEVIER.

- There is a server for video conferencing and webinars, based on the technology «AdobeConnect», used online with universities of near and far abroad, and universities of Kazakhstan. The University has 20 servers.

To implement the EP «5B011900 Foreign language: two foreign languages» the Department has classrooms equipped with computer equipment, office and educational furniture, technical training facilities. To prepare students EP «5B011900 – Foreign language: two foreign languages» at the Department assigned two computer classes (Academic building № 5 - 407, 408), equipped with language systems (audio, video and multimedia) for modern education. In 2018, a significant event was the Opening at the University of the Department of foreign languages of the office of multilingualism named after Rafika Nurtazina, equipped with an interactive whiteboard.

In the framework of the programme of academic mobility in the second semester of the academic year 2018-2019 of the Department of psychology of the planned invitation of Professor of the Department of psychology of the University named after E. A. Buketov, the doctor of psychological Sciences Amirova B. A., Professor of the Department of psychology of Pavlodar state University. S. Toraigyrov. doctor of pedagogical Sciences Burdinoy E. V. Organization and coordination of work on academic mobility at the University is engaged in the Department of international cooperation and academic mobility (http://pspu.kz/ru/international).

In General, the material, information and library resources used for the organization of the process of training and education are enough to fulfill the stated mission, goals and objectives and meet the requirements of the educational programme. To assess the quality of material, technical and information resources used in the implementation of the EP conducted interviews and questionnaires of students, faculty.

Analytical part

As a result of visual inspection of facilities of material base by members of EEC, it was noted that for ensuring educational process of the accredited educational programmes the University possesses all necessary educational and material assets. Buildings and structures of the University meet the current sanitary standards and fire safety requirements. Classroom and laboratory facilities, classrooms and other facilities, sports facilities comply with established norms and rules.

Students have access to educational materials and tasks through personalized IR (also available during extracurricular time). The possibility of trial self-assessment of knowledge, students through remote access to the University website. With the help of AIS «Platonus» is carried out technological support of students and faculty. The University created Wi-Fi zones that provide access to the corporate network and the Internet. In the hostel of the University each room has a local network, Wi-Fi zone.

A unified system of library and information services has been created. Purchase of educational literature at the request of the Department is carried out in enough volume. Information support of the University meets the requirements of the programme; the library contains all the necessary materials for training: educational, technical, reference and General literature, various periodicals. The library has an electronic catalog that allows you to search for the necessary literature and provides access to electronic versions of individual textbooks and teaching materials, including those developed by the faculty of the University. Educational programmes are equipped with the necessary classroom Fund, educational laboratories, computer classes, gym. Students have access to computers connected to the Internet, and after hours. Multimedia tools such as video projectors and interactive whiteboards are used to EPtimize the educational process and clarity of training.

To achieve educational goals and objectives, the University has various types of technical resources: laboratory equipment, installations, stands, models and models of products used for educational and research purposes, computer and other computer equipment, software.

Strengths/best practices

✓ availability of mechanisms for examination of research results, final works, theses for plagiarism

EEC Recommendations

To provide conditions for the effective use of technical capabilities of existing servers for video conferencing and webinars, based on the technology «AdobeConnect», used online with both universities abroad and universities of Kazakhstan in order to provide technological support for students and faculty taking into account the specifics of the educational programme such as online training, video lectures, Moodle, etc.

To conduct further work on regular updating of the electronic portal with information in the context of the disciplines of EP (presentation material, videos, etc.) in order to ensure availability for students of EP.

The conclusions of the EEC according to the criteria for EP «6M010600 Music education», «6M050300 Psychology», «5B011900 Foreign language: two foreign languages»: a strong - 1, satisfactory - 6, suggest improvements - 1.

5.9 Standard of « Public Information»

The evidence part

The University has implemented information management processes, including collection, analysis and reporting. Implementation of the development Strategy, achievement of goals, objectives and evaluation of the effectiveness of decisions is carried out in accordance with the existing internal regulations. According to these procedures, the University collects and analyzes data to assess performance, determine the degree of implementation of the mission, goals and objectives and EPportunities for continuous improvement of the service.

The main tool for informing the public about the activities of the University is the website (www.pspu.kz.), which EPerates on the principles of Openness and availability of information. Determination of the main directions of information support, support and coverage of the life and activities of the University on the website is carried out by the press service of the PSPU. The site provides General information about the University: reference materials on educational programmes, forms of education, the order of admission to the University; materials on the organization of the educational process; materials on scientific and innovative activities, international contacts of the University; electronic library resources. Information is presented in Kazakh, Russian and English in the sections «About the University», «Student», «Entrants», «Education», «Science», «Youth policy».

The site contains links to other Web-resources, including websites of government agencies, University partners, information portals, etc. Through the site, undergraduates can receive up-to-date information about new EPportunities for academic mobility, internships, etc. rector's Blog provides feedback for students, employees, faculty, employers, members of the public.

Along with the mandatory information, in accordance with the established order of the Department in the PSPU placed on the electronic portal and the media local information about the activities of the Department within the activities of the development plan and activities implemented by the departments on an initiative basis (video lectures, online conferences, round tables, methodical weeks, master classes, etc.).

Facebook instagram, Vkontakte, Odnoklassniki, Twitter, YouTube, where information about the upcoming events at the University is announced and their holding is covered, is presented in the University social networks. Faculty and students of the University systematically inform the General public about the activities of PSPU through the following forms: publications on the University website, in the newspaper «PMPI khabarshysy».

In order to inform undergraduates in the buildings of the University decorated information stands about the diverse activities of the University (educational, research, educational, creative) University annually reprinted brochures about specialties, filmed a video

about the University, o departments, made image products with the logo of the University, prepared and posted on the website information about the University, o Department, o specialty. Information about EP 6M010600 Music education (content, intended learning outcomes, awarded the qualification, level of teaching, used forms of training and assessment, learning EPportunities students) are available at pgpu http://pspu.kz/modules/kaf/timmo/index.php?lang=ru

The activity of the Department of Psychology is presented on the website: http://pspu.kz/modules/kaf/psy/index.php?lang=ru, which presents the activities carried out as the staff of the Department and students. For example, teachers of the Department of psychology record video lectures on the disciplines of the Department (http://pspu.kz/ru/videolekczii-prepodavatelej-pgpu), receive author's certificates for electronic textbooks (Kolyukh O. A., Tulekova G. M., Sarsenbayeva B. G.).

Teachers of the Department of psychology regularly perform on television and radio, conduct public lectures. Associate Professor Topanov G. T. in 2016, appeared on radio Halyk with the theme of «mental health», performs regularly on the local TV channel «Ertis» in the programme «Good evening», Pavlodar on the subject «Psychology of family and child-parent relations». Associate Professor Kolyukh O. A. in 2016 held a public lecture on «Prevention of aggression in the family». Senior teacher Mataev B. A. he appeared on television in the programme «West of the Tana» on «Erler me older arasinda psihologiey erektiler», «Haji and Adam omirindegi ser». Associate Professor Kulsharipova Z. K. in August 2018 made a report to the teachers of schools of the region «Inclusive education».

Working groups, which include both employees and students, are created under the collegial bodies for the analysis of various fields of activity, as well as for the adoption of specific measures to improve the indicators. At the meetings of the collegial bodies heard and analyzed information about the activities of the University, including in the context of areas. The decisions of the collegial bodies contain an assessment of the effectiveness and efficiency of the implementation of the EP, as well as identify EPportunities for improving the quality.

Protection of information is carried out by means of differentiation, according to functional responsibilities, as well as the use of logins and passwords. The protected information includes personal data about students and employees, not intended for public disclosure; information about the results of academic performance for persons who do not have access, etc.

To ensure the quality of EP management uses diverse methods of collection and analysis of information: questionnaires, interviews, Open classes, the results of intermediate and final controls, the results of the EOD and the analysis of the facts is one of the prerogatives of the EP's management. Feedback from the University management to the public is carried out with the help of a functioning blog of the rector.

In order to establish feedback with students and employers, the reception on personal and other issues is carried out by the heads of departments at certain hours, when interested persons can obtain the necessary information. Also, communication with students through the system «Platonus», e-mail communication. Students can get acquainted with the results of educational achievements, with the schedule of the session, SRSP, ask questions of faculty, get advice from teachers on the portal online. All the information and suggestions are analyzed and reflected in the minutes of the meetings of the departments.

Consultations, control and certification works are carried out in three ways: on-line-mode - via chat and using the capabilities of the forum in the platform AIS «Platonus»; off-line-mode - through the use of the forum and e-mail, as well as in the system «Platonus»; contact-directly at the departments of the University in accordance with the approved schedule, placed on the stands of departments.

Analytical part

EEC notes the systematic work on the placement of information on the site, which allows for transparency. The University formed a system of collecting and disseminating information on student satisfaction with the quality of education: conducting surveys; processing results;

informing deans, heads of departments on the results of surveys; rating of faculties, departments, faculty. Statistical data and data analysis materials obtained as a result of the collection, analysis and management of information is the basis for ensuring the quality of management of the process of implementing the EP, improving the mechanisms for ensuring the availability of educational resources to all stakeholders and the effectiveness of the feedback organization. Feedback forms in the information management system are virtual reception, which includes the rector's blog, pages in social networks; questioning of stakeholders, collective events (conferences, forums, round tables), employer feedback on the results of the SAC, HEC, industrial practice. Assessment of satisfaction with information about the activities of the University, the specifics and the implementation of the EP is carried out annually through questionnaires, surveys, feedback, as well as through the rector's blog.

Forms of decision-making based on the analysis of information (by types and activities) is the participation of faculty in the work of collegial councils (meeting of the Department, meeting of the Academic Council, etc.).

External control of efficiency of implementation of the purposes of EP is performed in the course of work of GAK, VOOD, at the state certification. Participation of students in the process of planning, implementation, monitoring of the University is carried out through the Institute-wide youth organizations.

However, the Commission notes the lack of information on teachers involved in the implementation of accredited EP on the University website. In this regard, it is necessary to submit a summary of teachers of the cluster EP with the presentation of information on courses, training programmes, published publications, scientific interests. Analysis of the information provided on the website showed that the results of the University are not fully reflected. There is insufficient information on cooperation and interaction with partners in the framework of the EP, including scientific/consulting organizations, business partners, social partners and educational organizations. There is also a need to develop a marketing strategy of the University, activating advertising and informing the public of the region about the activities of the University and implemented EP profiles. During the examination, the members of the EEC found that there is a need for a certain strategy for updating information on the official website and determining those responsible for the accuracy and relevance of information in accordance with the development strategy of the University.

Strengths/best practices

✓ Using a variety of means of disseminating information, including the media, information networks to inform the General public and stakeholders.

✓ Information on the possibility of qualification by EP information about the passing score and educational EPportunities;

✓ Awareness of students and stakeholders about the activities and implementation of the EP;

✓ The availability of information to support and clarify the national development programmemes of the country and the system of higher and postgraduate education.

EEC Recommendations

To continue the work on informing about the expected results of training on the implemented programmes.

To create the necessary conditions for greater public awareness, including among teachers and students, of cooperation and interaction with partners in the framework of the EP.

The conclusions of the EEC according to the criteria for EP «6M010600 Music education», «6M050300 Psychology», «5B011900 Foreign language: two foreign languages»: strong - 4, satisfactory - 5, suggest improvements - 1.

5.10 Standard «Standards in the context of individual specialties»
The evidence part

Organization of educational activities is carried out through the planning of the educational process and the content of education, as well as the targeted selection of forms and methods of organization of the educational process. The programme of disciplines contains elements of innovative teaching methods and training planning (games, case / situation consideration, use of multimedia).

Modern teaching methods and forms of organization of the educational process are widely used in the framework of the accredited specialties. The work on the introduction of new technologies is carried out: by improving the skills of teachers; conducting Open classes; mutual visits of classes in order to get acquainted with new technologies of training; conducting educational seminars; creating a Bank of innovations, methods, pedagogical technologies; development of teaching AIDS and recommendations for the use of innovations in practice; preparation of diploma works. In the framework of the EP, students are provided with knowledge and skills of systems and methods of pedagogy in the world, as well as knowledge in the field of education management.

Educational programmes provide important components necessary to prepare for professional activities, developing key competencies. In the process of implementation of accredited EP from the group «Education» at the departments organized round tables, scientific and methodological seminars, which discuss topical issues of education, the situation in the country and in the world on psychology, languages and literature. In order to improve the quality of teaching disciplines practiced invitation of teachers from other Universities to conduct classes, foreign and domestic researchers to participate in conferences, debates, round tables, etc. Accredited EP provides continuous, educational and professional practice. With the basic enterprises signed an agreement on the passage of relevant practices. For educational and professional practices, the Department has an agreement on creative cooperation with the basic schools of the city. The results of pedagogical practice are considered and discussed at the final pedagogical conference.

Analytical part

Based on the results of the analysis, the members of the EEC came to the following conclusion. Accredited EP meets the criteria of the Standard "Standards in the context of individual specialties", provided objective evidence.

Teaching on educational programmes is conducted with the use of modern pedagogical technologies. Teachers themselves choose different teaching methods dopending on the discipline, topic, number of students, undergraduates in the group, the level of training of students.

Presented and supported by facts, and information about the types of practices and related aspects, outlines the key skills acquired through training. Considering EP include different kinds of practices: training, production and pre-diploma, for Master of Research, teaching and industrial practice.

During EPeration, members of the EEC were visited base practice. There was a meeting and interview with the heads of the base of enterprises.

Based on the results of the analysis, the members of the EEC concluded that teaching on accredited educational programmes is based on modern achievements of science and practice in the field of specialization.

Accredited require mandatory knowledge and building their own professional activities based on knowledge about the specifics of teaching. Therefore, theoretical training in psychology, teaching methods the formation of skills in communication, analysis of personality and behavior, methods of conflict prevention and resolution, motivation of students is an essential component of training Master of Education. These professional competencies and requirements for students ' knowledge is reflected in the MOS EP and in the model of the graduate in each EP.

The Commission provides evidence-based information on the availability of practice-oriented nature of training, which allows to form the necessary professional competence of graduates.

Within the framework of accredited programmes, it is not enough to attract leading domestic and foreign specialists (candidates and doctors of pedagogical and psychological Sciences) in the field of psychology, theory and practice of teaching in some academic disciplines of accredited EP. In addition, students noted the need for more active involvement of IT-technologies.

Strengths/best practices

practice-oriented nature of training for the formation of the necessary professional competencies of graduates of EP cluster.

EEC Recommendation

To increase the share of multimedia and innovative methods in teaching disciplines of EP cluster.

The conclusions of the EEC according to the criteria for EP «6M010600 Music education», «6M050300 Psychology», «5B011900 Foreign language: two foreign languages»: satisfactory - 6 positions.

(VI) REVIEW STRENGTHS/ GOOD PRACTICES

1. Published quality assurance Policy, as a mechanism of internal EP quality assurance system.
2. Individuality and uniqueness of the development plan of EP, its consistency with national priorities and development strategy of the organization of higher and (or) postgraduate education.
3. Openness and accessibility for students, faculty, employers and other stakeholders of the EP management
4. Availability of mechanisms for involving students, employees and teaching staff in the process of collecting and analyzing information
5. The presence of a mechanism of communication with students, employees and other stakeholders through a survey of employers, students and faculty
6. Compliance of the developed EP with the established objectives, including expected learning outcomes and
7. Compliance of the content of academic disciplines and planned results with the level of training.
8. Compliance of qualifications upon completion of the EP with the appropriate level of NSC.
9. There is a procedure for responding to complaints of students.
10. Standard «Students»
11. Conditions for adaptation and support for newly arrived and international students.
12. Availability of transparent personnel policy
13. Opportunities for career growth and professional development of teaching staff of accredited EP.
14. Standard «Educational resources and student support systems»
15. Availability of mechanisms for the examination of research results, final papers and dissertations for plagiarism.
16. Using a variety of means of disseminating information, including the media, information networks to inform the General public and stakeholders.
17. Information on the possibility of qualifying for EP information on passing scores and training EPportunities.

18. Awareness of students and stakeholders about the activities and implementation of the EP.

19. Availability of information to support and explain the country's national development programmemes and higher and postgraduate education.

20. Practice-oriented nature of training for the formation of the necessary professional competencies of graduates of EP cluster.

(VII) REVIEW OF THE RECOMMENDATION ON IMPROVING THE QUALITY

1. Develop an action plan to provide a mechanism for analyzing the effectiveness of changes in order to identify and predict risks in the implementation of the EP.

2. Create conditions for the widespread use of innovative proposals in the implementation of the EP.

3. To discredit a set of measures to improve the content of development plans of accredited EP with the involvement of representatives of stakeholders;

4. To provide conditions for training of heads of EP on programmes of management in education.

5. To increase the share (%) of classes using modern information and communication technologies and software training tools (online training, video lectures, Moodle, etc.) in the implementation of the EP.

6. Create conditions for the rating of TS in order to stimulate the use of IT technologies in the implementation of disciplines EP.

7. Provide conditions for the implementation of procedures for processing personal data of students and faculty based on their consent.

8. To provide a more structured approach to the formation of the site and to diversify the content of the information page of the Department on the educational portal on the implemented EP.

9. To improve the model of the graduate of EP, considering the results of training and personal qualities in accordance with the requirements of the National qualifications framework of Kazakhstan (NQF) and industry qualifications framework (ORC).

10. Provide the EPportunity for professional certification for students in the field of their specifications within the cluster EP.

11. To create conditions for the harmonization of the content of educational programmes with similar educational programmes of leading foreign and Kazakh educational organizations.

12. To increase the share of students, faculty and other stakeholders in updating the content of the EP.

13. To create conditions to ensure the relevance of the content of the programmes and the content of the taught discipline in the framework of the EP, taking into account the latest achievements of science, changes in the professional environment, the labor market, the requirements of employers and the social demand of society.

14. To develop a set of appropriate procedures for effective evaluation based on the analysis of academic achievements of students EP «6M050300 Psychology», «6M011900 Foreign language: two foreign languages».

15. Inform all stakeholders on changes to the contents of EP and the measures for their implementation.

16. Consider the possibility of conducting classes on-line (webinars, consultations, etc.) for students EP.

17. Continue to work on the development of their own research in the field of teaching methods of academic disciplines TS EP.

18. Expand the base for the passage of research training students EP.

19. To create conditions to ensure «barrier-free» physical access and psychological and pedagogical support for students with disabilities and disabled people on EP «6M050300 Psychology», «6M011900 Foreign language: two foreign languages» and special events tailored to the needs of students with disabilities in the framework of inclusive education.

20. To increase the share of students in academic mobility programmes in universities near and far abroad.

21. Create favorable conditions for the development of academic mobility of teachers and attract foreign and domestic teachers in the implementation of the EP. To provide conditions for the effective use of technical capabilities of existing servers for video conferencing and webinars, based on the technology «AdobeConnect», used online with both universities abroad and universities of Kazakhstan in order to provide technological support for students and faculty taking into account the specifics of the educational programme such as online training, video lectures, Moodle, etc.

22. To conduct further work on regular updating of the electronic portal with information in the context of the disciplines of EP (presentation material, videos, etc.) in order to ensure availability for students of EP.

23. To continue the work on informing about the expected results of training on the implemented programmes.

24. To create the necessary conditions for greater public awareness, including among teachers and students, of cooperation and interaction with partners in the framework of the EP.

25. To increase the share of multimedia and innovative methods in teaching disciplines of EP cluster.

Appendix 1. Evaluation table "INITIAL SPECIALISED PROFILE PARAMETERS (EX-ANTE)"

for educational programmes «6M050300 Psychology», «6M011900 Foreign language: two foreign languages», «6M010600 Music education» RSE for PVC «Pavlodar state pedagogical University» MES

№	№	Criteria of assessment	Position of the organisation of education			
			strong	satisfactory	Assumes improvement	unsatisfactory
		Standard«Educational programme management»				
1	1	The University must have a published quality assurance policy.	+			
2	2	Quality policy should reflect the link between research, teaching and learning.		+		
3	3	The University should demonstrate the development of a culture of quality assurance, including in the context of EP		+		
4	4	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint double-degree education and academic mobility		+		
5	5	The management of the EP ensures transparency of the development plan of the EP based on the analysis of its functioning, the real positioning of the University and the focus of its activities to meet the needs of the state, employers, stakeholders and students.		+		
6	6	The management of the EP demonstrates the functioning of mechanisms for the formation and regular review of the development plan of the EP and monitoring its implementation, assessing the achievement of training goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP		+		
7	7	The management of the EP should involve representatives of stakeholder groups, including employers, trainees and TS, in the development of the EP.	+			
8	8	The management of the EP should demonstrate the individuality and uniqueness of the development plan of the EP, its consistency with national development priorities and development strategy of the organization of education		+		
9	9	The University should demonstrate a clear definition of those responsible for business processes, within the EP, a clear distribution of job responsibilities of staff, the division of functions of collegial bodies.		+		
10	10	The management of the EP should provide evidence of the transparency of the educational programme management system.		+		
11	11	The management of the EP should demonstrate the successful functioning of the internal quality assurance system of the EP,	+			

		including its design, management and monitoring, their improvement, decision-making on the basis of facts.				
12	12	The management of the EP should manage the risks				
13	13	The management of the EP should ensure the participation of representatives of interested persons (employers, teachers, students) in the collective management bodies of the educational programme, as well as their representativeness in decision-making on the management of the educational programme		+		
14	14	The University should demonstrate innovation management in the framework of the EP, including the analysis and implementation of innovative proposals.		+		
15	15	The EP management should demonstrate evidence of Openness and accessibility to learners, faculty, employers and other stakeholders.		+		
		Total in the Standard	**4**	**10**	**1**	**0**
		Standard «Information management and reporting»				
16	1	The University should ensure the functioning of the system of collection, analysis and management of information through the use of modern information and communication technologies and software.		+		
17	2	The management of the EP should demonstrate the systematic use of processed, adequate information to improve the internal quality assurance system.		+		
18	3	Within the framework of the EP, there should be a system of regular reporting, reflecting all levels of the structure, including an assessment of the effectiveness and efficiency of the units and departments of scientific research.		+		
19	4	The University should establish the frequency, forms and methods of evaluation of management of EP, the activities of collegial bodies and structural units, senior management, implementation of research projects.		+		
20	5	The University should demonstrate the order and protection of information, including the identification of those responsible for the accuracy and timeliness of information analysis and reporting.		+		
21	6	An important factor is the involvement of students, employees and teaching staff in the processes of collection and analysis of information, as well as decision-making based on them		+		
22	7	The management of the EP should demonstrate that there is a mechanism for communication with learners, workers and other stakeholders, including conflict resolution mechanisms.	+			
23	8	The University should provide a measure of the degree of satisfaction of the needs of faculty, staff and students within the framework of EP and demonstrate evidence of elimination of the found shortcomings.	+			
24	9	The University should evaluate the effectiveness and efficiency of activities, including in the context of EP		+		
		The information collected and analyzed by the University within the EP should take into account:				
25	10	key performance indicator;		+		
26	11	dynamics of the contingent of students in the context of forms and types;		+		
27	12	the level of academic achievement, student achievements, etc;		+		
28	13	satisfaction of students with the implementation of EP and the quality of education at the University;		+		
29	14	availability of educational resources and support systems for students		+		
30	15	employment and career growth of graduates		+		
31	16	Students, employees and teaching staff must document their consent to the processing of personal data			+	
		Total in the Standard	**2**	**13**	**1**	**0**

		Standard «Development and approval of the educational programme»				
32	1	The University should define and document the procedures for the development of EP and their approval at the institutional level.		+		
33	2	The guidebook of the EP should ensure that the developed EP meets the stated objectives, including the expected learning outcomes	+			
34	3	The EP guide should ensure that the developed models of the EP graduate describing the learning outcomes and personal qualities are available		+		
35	4	EP leadership must demonstrate the conduct of external examinations EP		+		
36	5	The qualifications obtained at the end of the EP should be clearly defined, clarified and correspond to a certain level of the NSC.	+			
37	6	The management of the EP should determine the impact of disciplines and professional practices on the formation of learning outcomes		+		
38	7	An important factor is the ability to prepare students for professional certification.			+	
39	8	The management of the EP should provide evidence of the participation of students, faculty and other stakeholders in the development of the EP, ensuring their quality.		+		
40	9	The complexity of EP must be clearly defined in the Kazakhstan credits and ECTS		+		
41	10	Management EP should provide the content of academic disciplines and learning outcomes level (bachelor, master, doctoral).	+			
42	11	The structure of the EP should provide for different activities corresponding to the learning outcomes.		+		
43	12	An important factor is the presence of joint EP with foreign educational organizations.		+		
		Total in the Standard	**3**	**8**	**1**	**0**
		Standard«Continuous monitoring and periodic evaluation of EP»				
44	1	The University should conduct monitoring and periodic evaluation of the EP in order to ensure the achievement of the goal and meet the needs of students and society. The results of these processes are aimed at continuous improvement of EP		+		
		Monitoring and periodic evaluation of the EP should consider:				
45	2	the content of the programmes in the light of the latest achievements of science in a particular discipline to ensure the relevance of the taught discipline;		+		
46	3	Changes in the needs of society and the professional environment;		+		
47	4	Workload, academic performance and graduation;		+		
48	5	Effectiveness of students ' assessment procedures:		+		
49	6	Expectations, needs and satisfaction of students with EP training;		+		
50	7	Educational environment and support services, and their compliance with the objectives of the EP;		+		
51	8	The University and the management of the EP must provide evidence of the participation of students, employers and other stakeholders in the revision of the EP.		+		
52	9	All stakeholders should be informed of any planned or undertaken actions with respect to the EP. All changes made to the EP must be published.			+	
		Total in the Standard	**0**	**8**	**1**	**0**
		Standard «Student-centered learning, teaching and performance assessment»				
53	1	The leadership of the EP should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.		+		

54	2	The guidebook of the EP should ensure the use of different forms and methods of teaching and learning.		+		
55	3	An important factor is the availability of own research in the field of teaching methods of academic disciplines EP.			+	
56	4	The guidebook of the EP should demonstrate the existence of a feedback system on the use of different teaching methods and evaluation of learning outcomes		+		
57	5	The leadership of the EP should demonstrate support for the autonomy of students, with simultaneous guidance and assistance from the teacher.		+		
58	6	EP leadership must demonstrate the existence of procedures for responding to complaints of students.	+			
59	7	The University should ensure consistency, transparency and objectivity of the learning assessment mechanism for each EP, including appeal.		+		
60	8	The University should ensure that the procedures for assessing the learning outcomes of student's EP planned learning outcomes and objectives of the programme. The criteria and methods of evaluation for the EP should be published in advance.		+		
61	9	The University should identify mechanisms to ensure the development of each graduate EP learning outcomes and ensure the completeness of their formation.		+		
62	10	Evaluators should be familiar with modern methods of assessing learning outcomes and regularly improve their skills in this area.		+		
		Total in the Standard	**1**	**8**	**1**	**0**
		Standard «the learners»				
66	1	The University should demonstrate the policy of formation of the contingent of students in the context of EP from admission to graduation and ensure transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) should be defined, approved and published.		+		
64	2	The management of the EP should demonstrate the implementation of special adaptation and support programmes for newly enrolled and foreign students				
65	3	The University must demonstrate its compliance with the Lisbon Convention on recognition.		+		
66	4	The University should cooperate with other educational institutions and national centers" European network of national information centers for academic recognition and mobility /national academic information centers of Recognition " ENIC / NARIC to ensure comparable recognition of qualifications»		+		
67	5	The management of the EP should demonstrate the existence and application of a mechanism to recognize the results of academic mobility of students, as well as the results of additional, formal and non-formal education		+		
68	6	The University should provide an EPportunity for external and internal mobility of students, EP, as well as assist them in obtaining external grants for training.		+		
69	7	The management of the EP should make the maximum amount of effort to provide students with places of practice, to promote the employment of graduates, to maintain communication with them.	+			
70	8	The University must provide the graduates of the EP with documents confirming the qualifications obtained, including the achieved learning results, as well as the context, content and status of the education received and evidence of its completion.		+		
71	9	An important factor is the monitoring of employment and professional activity of graduates, EP.		+		
72	10	The leadership of the EP should actively encourage students to self-education and development outside the main programme		+		

		(outside the training activities).				
73	11	An important factor is the presence of the existing Association of alumni Association		+		
74	12	An important factor is the availability and support mechanism for gifted students	+			
75	13	The leadership of the EP should demonstrate support for the autonomy of students, with simultaneous guidance and assistance from the teacher.		+		
76	14	EP leadership must demonstrate the existence of procedures for responding to complaints of students.		+		
		Total in the Standard	**2**	**12**	**0**	**0**
		Standard «Teaching staff»				
78	1	The University should have an objective and transparent personnel policy, including in the context of the EP, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff.	+			
79	2	The University should demonstrate the compliance of the staff potential of the faculty with the University development strategy and the specifics of the EP.		+		
80	3	The management of the EP should demonstrate a sense of responsibility for its employees and ensure a favourable working environment for them.		+		
81	4	The leadership of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning.		+		
82	5	The University should determine the contribution of TS EP in the implementation of the development strategy of the University, and other strategic documents.		+		
83	6	The University should provide EPportunities for career growth and professional development of TS EP.	+			
84	7	Manual EP should bring to the teaching practices of the respective industries		+		
85	8	The leadership of the EP should ensure targeted actions for the development of young teachers.		+		
		Total in the Standard	**0**	**7**	**0**	**0**
		Standard «Educational resources and student support systems»				
86	1	The management of the EP should demonstrate the adequacy of logistical resources and infrastructure.		+		
87	2	EP leadership must demonstrate the existence of procedures for support of different groups of students, including informing and consulting		+		
88	3	The management of the EP should demonstrate the compliance of information resources with the specifics of the EP, including technological support for students and faculty according to the EP (e.g. online training, modeling, databases, data analysis programmes)			+	
89	4	library resources, including the Fund of educational, methodical and scientific literature on General education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;		+		
90	5	examination of the results of research, final works, theses on plagiarism;	+			
91	6	access to educational Internet resources;		+		
92	7	the functioning of WI-FI in the territory of the organization of education.		+		
93	8	The University should strive to ensure that the educational equipment and software used for the development of educational programmes are similar to those used in the relevant industries.		+		
		Total in the Standard	**1**	**6**	**1**	**0**

		Standard «Public information»				
		The information published by the University within the EP should be accurate, objective, relevant and should include:				
94	1	implemented programmes, indicating the expected learning outcomes;		+		
95	2	information on the possibility of qualification at the end of EP;		+		
96	3	information on teaching, training, assessment procedures;		+		
97	4	information about credit points and training EPportunities provided to students	+			
98	5	information about the employment EPportunities of graduates.	+			
99	6	The leadership of the EP should use a variety of ways to disseminate information, including media, information networks to inform the General public and stakeholders	+			
100	7	Public awareness should include support and clarification of the country's national development programmemes and the higher and postgraduate education system	+			
101	8	The University should publish audited financial statements on its own web resource, including in the context of EP		+		
102	9	The University should demonstrate the reflection on the web resource of information characterizing the University as a whole and in the context of EP		+		
103	10	An important factor is the availability of adequate and objective information about the TS EP, in the context of persons.			+	
		Total in the Standard	**4**	**5**	**1**	**0**
Standards in the context of individual specialties						
EDUCATION						
104	1	The management of the EP should demonstrate that the graduates of the programme have theoretical knowledge in the field of psychology and skills in communication, analysis of personality and behavior, methods of conflict prevention and resolution, motivation of students;		+		
105	2	The leadership of the EP should demonstrate the literacy of graduates of the programme in the field of information technology.		+		
106	3	Management of the EP should demonstrate the presence in the programme of disciplines that teach innovative methods of teaching and training planning, including interactive teaching methods, teaching methods with high involvement and motivation of students (games, case studies/ situations, the use of multimedia);		+		
107	4	EP leadership must demonstrate the availability of students ' ability to teach skills to self-study;		+		
108	5	The EP should focus on different types of practices: - attending lectures and classes given by teachers - holding of special seminars and discussions on the latest methodologies and technologies of training - within the framework of the programme, students should be able to listen to at least one discipline in the field of their specialization taught by a practitioner		+		
109	6	Within the framework of the EP, students should be provided with knowledge and skills of systems and methods of pedagogy in the world, as well as knowledge in the field of education management		+		
		Total in the Standard	**0**	**6**	**0**	**0**
		TOTAL	**19**	**83**	**7**	**0**