



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

***on the results of the work of the external expert evaluation committee
for compliance with the requirements of standards of specialized accreditation of
educational programs***

5B011700 - KAZAKH LANGUAGE AND LITERATURE

6M011700 - KAZAKH LANGUAGE AND LITERATURE

6D011700 - KAZAKH LANGUAGE AND LITERATURE

5B050400 - JOURNALISM

of

KYZYLORDA STATE UNIVERSITY BY KORKYT ATA

Site Visit Dates: from 16 to 18 April 2019

**INDEPENDENT AGENCY ACCREDITATION AND RATING
External expert committee**

***Addressed to
Accreditation
Council IAAR***

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Kyzylorda, 2019

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(I) LIST OF SYMBOLS AND ABBREVIATIONS

KSU – Kyzylorda State University
PTS – Professor-teacher staff
EP – educational program
RK – Republic of Kazakhstan
IAAR - Independent agency for accreditation and rating
IAQAE – Independent Agency for Quality Assurance in Education
RF - Russian Federation
JSC - Joint-Stock Company
AOD - administration and organization department
DCES - Department of criminal executive system
MM - Mass media
RWS - Research work of students
RIEL - Republican Interuniversity Electronic Library
LAWS - library automated work system
CE NIS - Center of Excellence Nazarbayev Intellectual Schools
SOES - state obligatory education standard
MES RK - Ministry of Education and Science of the Republic of Kazakhstan
WC - working curriculum
SAC - State Attestation Commission
EELA - External Evaluation of Learning Achievements
FSC - final state certification
NLA - Normative legal acts
UNT- Unified national testing
MJ - Ministry of Justice
RW - Research work
IS - Information system
ACS - Automated control system
AWP - Automated workplace
UHEMS - Unified Higher Education Management System
ISWGT - independent student work under the guidance of a teacher
CED - catalogue of elective disciplines
EMCD - Educational and methodical complex of disciplines
MC - Methodical Council
CR – Civil Records
SCP - Service Centers of population
CDIA - City Department of Internal Affairs
DNSC - Department of National Security Committee
CCES - Committee of criminal executive system
RI - Research Institute
NRS - National Research Center
KazNEL – Kazakhstan National Electronic Library
NRC - National Reserve Corporation
IC - Individual Curriculum
CT - complex testing

(II) INTRODUCTION

In accordance with the order №28-19-OD dated March 19, 2019, the Independent Agency for Accreditation and Rating from April 16 to April 18, 2019, an external expert committee conducted an assessment of the compliance of educational programs 5B011700-Kazakh language and literature, 6M011700 - Kazakh language and literature, 6D011700 - Kazakh language and literature, 5B050400-Journalism of Kyzylorda State University by Korkyt Ata standards specialized accreditation of the IAAR (№10-17-OD from 24 February 2017, fifth edition).

The report of the external expert commission (EEC) contains an assessment of compliance with the activities of Kyzylorda State University by Korkyt Ata in the framework of specialized accreditation to the criteria of the IAAR, recommendations of the EEC to further improve the parameters of the specialized profile.

The composition of the EEC:

1. **The Chairman of the Commission** is Musabalina Gulnar Toleugazievna, doctor of historical sciences, professor, L.Gumilyov Eurasian National University (Astana);

2. **Foreign expert** - Dagnija Blumberga, professor, Institute of Ecology and Energy Systems, Riga Technical University, expert of the Academic Information Center (AIC) (Riga, Latvia);

3. **Foreign expert** - Vasilyev Dmitry Valentinovich, candidate of historical sciences, professor, Moscow City Pedagogical University (MGPU), expert of the "Guild of experts in the field of vocational education" (Moscow, Russian Federation);

4. Expert - Mamyrkhanova Zhamilya Temirgalievna, doctor PhD, Taraz State University by M.H.Dulati (Taraz);

5. Expert - Movkebaeva Galiya Akhmetvalievna, doctor of historical sciences, professor, Kazakh National University by Al-Farabi (Almaty);

6. Expert - Turebaeva Clara Zhamanbaevna, doctor of pedagogical sciences, professor, Aktobe Regional University by Zhubanov (Aktobe);

7. Expert - Smirnov Mikhail Borisovich, candidate of technical sciences, professor, state University by Shakarim (Semey);

8. Expert - Elubay Madeniet Azamatuly, candidate of chemical sciences, docent, Pavlodar State University by S.Toraighyrov (Pavlodar);

9. Expert - Duysenbina Asem Turarovna, candidate of philological sciences, Kokshetau State University by Sh.Ualikhanov (Kokshetau);

10. Expert - Nosiyeva Nazym Kazhimuratovna, candidate of philological sciences, acting associate professor, Kazakh Agrotechnical University by S.Seifullin (Astana);

11. Expert - Rystina Indira Sadybekovna, docent, doctor of PhD, Eurasian National University named after L.N.Gumilyov (Astana);

12. Expert - Markovsky Vadim Pavlovich, Ph.D., Associate Professor, S. Toraigyrov Pavlodar State University (Pavlodar);

13. Employer - Mamen Baldyrgan Nurtugankyzy, press secretary of the RPP of the Kyzylorda region (Kyzzyorda);

14. Employer - Mustafin Anuar Mamaevich, director of "SafeConsultingService" LLP (Kyzzyorda);

15. Student - Kanibayeva Gulzat Beybitkyzy, a member of the Alliance of students of Kazakhstan in Kyzylorda region, 4th year-student of the EP "5V011700-Kazakh language and literature", University "Bolashak" (Kyzylorda);

16. Student - Anuarbek Askat Nurlanuly, member of the Alliance of students of Kazakhstan in Kyzylorda Oblast, 3th year-student of the EP "5V030100-Jurisprudence", University "Bolashak" (Kyzylorda);

1. Student - Yerbolat Aziz Yerbolatuly, a member of the Alliance of students of Kazakhstan in Kyzylorda Oblast, a first-year student of the EP "5B070800-Oil and Gas Business", Humanitarian-Technical Institute "Akmeshit" (Kyzylorda);
2. Student - Esepbaeva Farida Orazbaykyzy, member of the Alliance of students of Kazakhstan of Kyzylorda region, second-year student of the educational program "5B060800-Ecology", Humanitarian-Technical Institute "Akmeshit" (Kyzylorda);
3. Student - Kenes Laura Zharkynbekkyzy, a member of the Alliance of students of Kazakhstan of Kyzylorda Oblast, a 3rd year-student of the EP "0512000-Translation Studies", Kazakh Humanitarian Law and Technical Higher College (Kyzylorda);
4. The Agency Observer - Timur Kanapyanov Yerbolatovich, Head of International Projects and Public Relations of the IAAR (Astana).



(III) REPRESENTATION OF EDUCATION ORGANIZATION

The republican state enterprise on the right of economic management “Korkyt Ata Kyzylorda State University of the Ministry of Education and Science of the Republic of Kazakhstan” (hereinafter - Korkyt Ata KSU) was established on the basis of Korkyt Ata Kyzylorda Humanitarian University and I.Jakhayev Kyzylorda Polytechnic Institute (Resolution of the Government of the Republic Kazakhstan No. 256 dated March 24, 1998).

Korkyt Ata KSU operates on the basis of the Laws of the Republic of Kazakhstan “On Education”, “On Science”, the Development Strategy “Kazakhstan - 2050: a new political course of the established state”, the State Program for the Development of Education and Science of the Republic of Kazakhstan for 2016-2019, other legal Acts of the Ministry of Education and Science of the Republic of Kazakhstan, regulating relations in the field of higher and postgraduate education, is guided by the Charter of the University, Academic Policy, the Strategic Development Plan of the Korkyt Ata KSU for 2017–2021 (approved at the meeting of the Supervisory Board on 11.09.2017, protocol №3).

The mission of the university is to prepare competitive and in-demand specialists with higher and postgraduate education, focused on solving the issues of industrial and innovative development in all sectors of the economy of the Kyzylorda region and the Republic of Kazakhstan.

Strategic vision: Korkyt Ata Kyzylorda State University is an innovative entrepreneurial university with high positions in national rankings, which is included in the world ranking of universities.

Evaluation of the University’s mission is carried out by comparing the results of work with the objectives and is used as a feedback mechanism for making management decisions and analyzing the functioning of the quality management system (hereinafter referred to as QMS). The quality management system operating at the university complies with the requirements of ISO 9001: 2015 standards for educational activities, which is confirmed by the certificate of the Technical Center Register No. ROSS KZ.KKK.K00075, dated July 6, 2017.

Educational activities of Korkyt Ata KSU under bachelor, master and PhD doctoral programs are carried out on the basis of an unlimited license (№12019394) issued by the Committee on the Control of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan on December 11, 2012. The university carries out training in accordance with the Classifier of specialties of higher and postgraduate education in Kazakhstan in 7 areas (Education, Humanities, Social Sciences, Technical Sciences, Economics, Law, Services). There are 30 departments in 7 faculties that train specialists in 64 undergraduate programs, 30 graduate programs and 9 PhD doctoral programs.

The material and technical base of the university includes 10 academic buildings, 5 dormitories, the palace of students, 7 student canteens, Seykhun sports and recreation complex, a military training ground, a library with 6 reading rooms.

The contingent of students of KSU by KorkytAta for September 1, 2018 amounted to 5059 people:

Undergraduate (4611):

- full-time - 3926 students, including on the basis of the state educational grant - 551, on a contractual basis with full cost recovery - 3375 students;

- by correspondence - 685 students, including on the basis of the state educational grant - 7 students.

4411 students study in the state language.

Master course - 405 people, including on the basis of the state educational grant - 253, on a contractual basis with full cost recovery - 152 students;

Doctoral studies - 43 people, including 39 - by state educational order.

In KSU by Korkyt Ata enrolls 25 foreign students and 1 foreign master course student, including 11 foreign students and 1 master course student from China, 12 foreign students from Uzbekistan, 2 foreign students from Turkmenistan.

The educational process provides faculty in the amount of 518 people, of which full-time - 486 people (more than 94%):

Doctors of sciences, professors - 18 people;

Doctors PhD - 20 people;

Candidates of sciences, associate professors - 194 people;

Masters - 179 people.

The degree at the university is 47%.

Among the full-time teachers are teaching staff that have experience in enterprises in the field of training.

The University has the necessary library fund for the implementation of educational activities, which amounts to 2202483 copies, including the fund of educational literature - 1775755 copies, of which in the state language - 936245, the fund of educational and methodical literature - 184098 copies, of which in the state language - 94805. Fund scientific literature - 242630 copies, 60804 of them in the state language.

The university publishes the scientific journal "Bulletin of KSU by Korkyt Ata", high educational circulation newspaper "Syr tulegi".

In 2018, Korkyt Ata Kyzylorda State University entered the TOP-300 of the best universities in Eastern Europe and Central Asia according to the international QS University Rankings: Emerging Europe and Central Asia (QS EECA), won 273 place.

In the National ranking of demand for universities RK-2018, which is conducted by the Independent Agency for Accreditation and Rating (IAAR) KSU by Korkyt Ata is in the TOP-20 of the best universities of the republic, occupying 10th place, and in the National ranking of RK-2018 among the multi-disciplinary universities of the Republic of Kazakhstan, according to the Independent Agency for Quality Assurance in Education (IAQAE), the university occupies 9th place.

Korkyt Ata KSU is a member of the European Association of Higher Education Institutions (2005), the Eurasian-Pacific Network of Universities (2005), the Great Harta of Universities (2005), the Eurasian Association of Universities (2011) and the Association of Asian Universities (2017).

Training in the accredited EP (5B011700-Kazakh language and literature, 6M011700 - Kazakh language and literature, 6D011700 - Kazakh language and literature, 5B050400-Journalism) is carried out by the department "Kazakh language, literature and journalism", which is a structural unit of the Faculty of Philology, History and Law.

Training is conducted in full-time (full-time) and distance learning for undergraduate and full-time for graduate and doctoral studies. Training is conducted in the Kazakh language.

EP 5V011700-Kazakh language and literature is implemented by 19 teachers, of them 1 doctor of science, 15 candidates, which is 84% of degree.

EP 6M011700 - Kazakh language and literature is implemented by 10 teachers, including, among them, 3 doctors of science, 6 candidates, which is 100% of degree.

EP 6D011700 - Kazakh language and literature is implemented by 5 teachers, 5 of them are doctors of science, which is 100% of degree.

EP 5B050400 - Journalism is implemented by 8 teachers, 5 of them are candidates of science, which makes up 62.5% of degree.

Currently, the contingent of students is as follows: 75 students study in the specialty EP 5B011700-Kazakh language and literature in full-time, including 11 students in the state educational grant, 45 students in the distance form, including 6 in the state

educational grant. 18 undergraduates are trained in the specialty 6M011700 - Kazakh language and literature, including under the state educational grant - 8. In the specialty 6D011700 - Kazakh language and literature there are 5 doctoral students, In the specialty 5B050400 - Journalism 90 students are studying, including the state educational grant - 10.

According to the results of the rating of educational programs of universities of the Republic of Kazakhstan IAOCO 2017, EP 5B011700-Kazakh language and literature took the 7th place, in 2018 - the 7th place; 2017 EP 6M011700 - Kazakh language and literature took the 5th place, in 2016 EP 5B050400-Journalism took 8th place, in 2017 took the 6th place.

In 2014, educational programs of 5B011700-Kazakh language and literature, 6M011700 - Kazakh language and literature, 6D011700 - Kazakh language and literature, 5B050400-Journalism passed the specialized accreditation in the IACCO for the period of 5 years (<http://www.korkyt.kz/index.php/ru/universitet/akkreditatsiya>).

Employment of graduates over the past 3 years on average is in EP 5B011700-Kazakh language and literature - 80%, 6M011700 - Kazakh language and literature - 100%, 6D011700 - Kazakh language and literature - 100%, 5B050400-Journalism - 84%.

During the reporting period, on the academic mobility of the EP 5V011700-Kazakh language and literature, 4 students traveled to National pedagogical university by Abai, Almaty, EAGI, Astana, ASU named after Zhubanov, Aktobe. According to EP 5V050400-Journalism 3 students studied at the Kazakh National University by Al-Farabi, VKGU by Amanzholov. According to EP 6M011700 - Kazakh language and literature 2 master course students studied at the University of Silesia (Poland) and the University of Erzinjan (Turkey). By EP 6D011700 - Kazakh language and literature 3 doctoral students studied at the universities of Silesia and Lodz (Poland).

By accredited EP (5B011700-Kazakh language and literature, 6M011700 - Kazakh language and literature, 6D011700 - Kazakh language and literature, 5B050400-Journalism) for the reporting period there are 3 projects (Grant financing of the MES RK 2018-2020):

1. "The spiritual, moral, educational and national character of the works of the akyns in the spirit of "Eternal Country". - Research assistant - doctor of philological sciences, professor B.Karibozuly.

2. «Epigraphy of the region: spiritual renewal and continuity (on the material of the Kyzylorda region) - the scientific manager - d.f.n., professor B.Karibozuly.

3. Memoirs of Kazakh Emigrants: Genre, Styles and Historical Significance - Ph.D., Associate Professor G. Tuyakbaev.

(IV) DESCRIPTION OF PREVIOUS ACCREDITATION PROCEDURE

Educational programs 5B011700-Kazakh language and literature, 6M011700 - Kazakh language and literature, 6D011700 - Kazakh language and literature, 5B050400-Journalism are accredited to the IAAR for the first time.

(V) DESCRIPTION OF THE EEC VISIT

The visit of the external expert committee at KSU by KorkytAta was carried out on the basis of the approved and pre-agreed Program of the visit of the expert commission on specialized accreditation of Kyzylorda State University by Korkyt Ata in the period from 16 to 18 April, 2019.

In order to coordinate the work of the EEC on April 15, 2019, an orientation meeting was held, during which powers were distributed among the members of the commission, the schedule of the visit was clarified, and agreement was reached on the choice of examination methods.

In order to obtain objective information on the evaluation of the university, the members of the EEC used such methods as visual inspection, observation, interviewing employees of various departments, teachers, students, graduates and employers, survey of faculty members.

In accordance with the requirements of the standards, the program of the visit covered meetings with the acting rector, vice-rectors, heads of departments, deans, heads of departments, teachers, students, graduates, employers and employees from various departments, interviewing and questioning of teachers and students. 154 people took part in the meetings (Table 1).

Information about the staff and students who participated in the meetings with the EEC IAAR:

Category of participants	Quantity
Acting rector	1
Vice-rectors	4
Structural managers of departments	24
Faculty deans	3
Heads of departments	7
Teachers	15
Students	16
Graduates	50
Employers	34
Total	154

During the visual inspection, the EEC members familiarized themselves with the state of the material and technical base, visited the faculties and departments implementing accredited educational programs, the exhibition hall of the National Research Center "Archeology and Ethnography", the training and exhibition hall "President and Independent Kazakhstan", the scientific and technical library, sports-recreation complex "SEIKHUN", hostel №5, greenhouse.

The events planned during the visit of the EEC IAAR contributed to familiarizing experts with the EP 5B011700-Kazakh language and literature, 6M011700 - Kazakh language and literature, 6D011700 - Kazakh language and literature, 5B050400-Journalism (school-gymnasium №1 by K.Mukhamedzhanov, regional boarding school №4 for gifted children by M.Auyelbekov, «Syr Media» JSC, «Kazakhstan Kyzylorda» TV channel). The expert group visited all the listed base practices.

EEC members attended training sessions:

- on the discipline "History grammar of the Kazakh language", the topic "Categorical development of the verb", 3 course, specialty 5B011700-Kazakh language and literature, cand.ph.sciencies Almauytova A. (auditorium 118, building 1);

- on the discipline "Stylistics and language of the Kazakh language", the theme "Grammar stylistics", 3 course, specialty 5B011700-Kazakh language and literature, teacher - Boranbai B.E. (auditorium 201, building 1);

- on the discipline "The practical course of tele-radio broadcasting", the theme "Communication of the filmmaker and operator corps on the television record", 3 course,

specialty 5B050400 - Journalism, senior teacher Zholmakhanova A.B. (studio, building №1);

- on the discipline "Subjects of journalistic creativity", the theme "Post-war years journalism", 2 course, specialty 5B050400 - Journalism, senior lecturer – Bozanova A.M. (auditorium 131, building 1);

In accordance with the accreditation procedure, 98 teachers were trained, 93 students, including students of junior and senior courses.

In order to confirm the information presented in the Self-Assessment Report by external experts, the working documentation of the university was requested and analyzed. Along with this, the experts studied the university's Internet positioning through the official website of the university <http://www.korkyt.kz>.

All conditions were created for the work of the EEC, access to all necessary information resources was organized. On the part of the team of Korkyt Ata KSU, the presence of all persons indicated in the visit's program was ensured, in compliance with the established time period.

Within the framework of the planned program, recommendations for improving accredited educational programs of the Korkyt Ata KSU, developed by the EEC based on the results of the examination, were presented at a meeting with the management of 18.04.2019.

(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1 Standard "Management of the educational program"

The evidence part

Strategic planning of educational programs development of 5B011700-Kazakh language and literature, 5B050400 - Journalism, 6M011700 - Kazakh language and literature, 6D011700 - Kazakh language and literature on the basis of the State Program for the Development of Education of the Republic of Kazakhstan for 2011-2020, Order of the Ministry of Education and Science of the Republic of Kazakhstan No. 343 from 08.16.2013, by the Dublin descriptors agreed with the European qualification framework. The implementation of educational programs and their development strategy are carried out in accordance with the mission, vision and priorities of the Korkyt Ata KSU, defined in the Strategic Development Plan for 2017-2021.

The developed internal university quality system of education at Kyzylorda State University is provided with the necessary regulatory and legal materials (posted on the university portal - (<http://korkyt.kz>)). The graduating departments carry out planning, implementation, monitoring and evaluation (monitoring), analysis with the aim of improving the quality of their activities for the implementation of educational programs "5B011700- Kazakh language and literature, 5B050400-Journalism, 6M011700 - Kazakh language and literature, 6D011700-Kazakh language and literature based developed and documented procedures.

Development plan of educational program were worked out in appliance with national priorities of development which determined in the strategy "Kazakhstan - 2050" and educational policy of state and directed to maximum satisfaction of current and perspective labor market needs and also the implantation of innovation technologies of teaching; satisfaction of students needs employees, state and other interested persons in the qualitative educational services; the satisfaction of the needs of students, employers, the state and other interested persons in high-quality education services.

The strategy of the department in the field of education provides for the search for the optimal ratio of European values in education and national traditions of training highly qualified specialists. This means the implementation of the principles of the Bologna Declaration, the introduction of a competent approach to educational activities,

certification of departments for compliance with the international quality standard ISO9001: 2008.

The strategy in the research area is determined by the ability of the departments to successfully solve current interdisciplinary tasks for the pedagogical science, to obtain innovative results that are in demand by modern society.

The marketing strategy provides for an active policy in the market of educational services for the recruitment of students. The implementation of the strategic goals of the department is carried out gradually through the planning system.

Analytical part

The department of teaching staff carries out: analysis of data obtained in the course of systematic questioning, identifying the needs of the labor market, taking into account the provisions of the State Program for the Development of Education of Education of the Republic of Kazakhstan for 2011-2020, the real positioning of educational programs with the involvement and in accordance with the requests of key stakeholders – master course students, doctoral students, employers, partners and the public. Plans for the development of educational programs are systematically reviewed in the framework of the discussion of reports on the activities of graduating departments on the management of educational programs, which is reflected in the relevant documents of the departments.

The department of teaching staff in the implementation of educational programs 5B011700- Kazakh language and literature, 5B050400-Journalism, 6M011700- Kazakh language and literature, 6D011700 - Kazakh language and literature analyzes the needs of educational programs in providing the necessary resources (including financial, information, personnel, material and technical base). The educational process of preparing undergraduates and doctoral students is carried out in educational and specialized classrooms, reading and computer classes with Internet access and connected to a local network. Training areas are equipped with special furniture, computer equipment, traditional and multimedia-interactive boards, and visual stands. The training area used in the learning process complies with sanitary and fire safety standards, normative indicators established by the SES RK, and provides for all types of theoretical and practical training of students.

The department of teaching staff systematically monitors the training of students in order to ensure the quality of education, within the framework of internal quality assurance. Monitoring includes tracking: attendance by students; their assignments and IWS; passing tasks for the current, intermediate and final control; the implementation of the individual student plan.

The transparency of the educational program management system is ensured by: the availability of information in all areas of the university's activities for stakeholders on the university website; the operation of the feedback system; participation of faculty and students in collegiate bodies of the university; formation of the base of regulatory documentation and its availability of teaching staff and students; the introduction of information systems that support the implementation of educational programs; the functioning of a quality management system that ensures the transparency of the planning and reporting process. The management of educational programs is available for interaction with students, teaching staff, employers through personal reception, e-mail, etc.)

During the formation of the development plan for the EP, the views of stakeholders employers in the process of system development of the EP, the interests of the regional economy and the requirements of the modern education system are taken into account. For this purpose, cooperation has been established and agreements have been signed with «Syr-Media» JSC, Qyzylorda TV channel, Nazarbayev Intellectual School, with regional

boarding school for gifted children №4, with innovative-educational lyceum, with lyceum №15, №3, etc.

The objectives of the educational program meet the needs of the region for graduates. All the staff of the department strives to improve the level of training of specialists through the formation of the trajectory of educational services by introducing new elective disciplines with the wishes of employers.

The development of educational programs is coordinated with the directions of the national policy in the field of education, science and innovation development. The development plan of the EP is drawn up in accordance with the trends in the field of market and business communities, strategic documents of the university, and also taking into account the priorities of the national economy. In this regard, it should be noted such programmatic articles of the Head of State as “Looking into the future: modernization of public consciousness”, “Seven facets of the Great Steppe”.

The teachers of the department use innovative technologies and modern teaching methods in the educational process. The faculty of the department and students of the specialty are actively engaged in scientific research. The interrelation of science and teaching is realized in scientific research, the results of which are scientific publications and the results embedded in the educational and production processes.

The EEC IAAR, having held meetings, conversations and interviews with the rector, vice-rectors, deans, heads of managers, heads of departments and employees of structural units, students, faculty members, representatives of employers' organizations and graduates, as well as conducting a survey of students and faculty members, detailed familiarization of experts with the university's educational infrastructure, material, technical and information resources, as well as the necessary documents notes the following:

Strengths / best practice

on EP 5B011700- Kazakh language and literature, 5B050400-Journalism:

- orientation of educational programs to meet the needs of the state and the region, stakeholders and students;

on EP 6M011700- Kazakh language and literature:

- transparency and evidence-based processes for managing the implementation and development of educational programs through activities;

on EP 6D011700- Kazakh language and literature:

- the availability of information programs, such as E-Univer and Platonus, accompanying the educational process on accredited educational programs.

Recommendations EEC on EP 5V011700- Kazakh language and literature, 6M011700- Kazakh language and literature, 6D011700- Kazakh language and literature

- consider the possibility of including students in the working group on the development of EP in the framework of attracting representatives of stakeholder groups;

- to increase the number of trainees in educational management and student-centered training courses for EP managers.

Additional recommendations for EP 5B050400-Journalism:

- to include in the working group of employers from general education schools of the region.

According to the Standard "Management of the educational program", the accredited educational programs have the following positions: strong - 3, satisfactory - 13, implies improvement - 1.

6.2 Standard "Information Management and Reporting"

The evidence part

In managing the main processes (educational, methodical, scientific, educational) the following administrative documents are used: decisions of collegial management bodies, orders of the rector and orders of vice-rectors on activities, documents on students (orders on personnel, undergraduates, doctoral students), planned, analytical, accounting, financial and accounting documents.

In all departments of the university, the clerical work is carried out in accordance with the approved nomenclature of cases, the safety and archiving of documents is ensured, and an electronic document management system is implemented. Operators are promptly informed of information in electronic form via address distribution in the electronic document management system in the local network.

For the purpose of managing the departments, the university's portal <http://korkyt.kz> is used, where the university's regulatory documents are freely available, and the operational exchange of information between departments is carried out using the document management system.

The information resource is the Platonus database system, which is a program designed to support the knowledge assessment of undergraduates and doctoral students as part of a rating system, exam techniques by computer testing, filling a rating journal, controlling undergraduates and doctoral students, and filling out an electronic journal with teachers.

Evaluation of the effectiveness and efficiency of the implementation of educational programs is due to the feedback provided by employers, petitions, inviting scientists abroad, expanding the practice bases, etc.

According to the work plan of the departments, during the school year, all teachers attend each other's classes in order to exchange experience. All mutual visits are carried out in accordance with the schedule and recorded in the journal of mutually attend.

In general, the entire work of the departments is reflected in the semiannual and annual reports on EMR, which analyze the individual work of each teacher on educational, scientific, educational work, on international cooperation, academic mobility, on the implementation of the publication plan.

To improve the quality of training of students, as well as to improve and develop educational programs, students' satisfaction with the implementation of educational programs is monitored. Inspection of the department and auditoriums showed that the existing material and technical base, specialized auditoriums and computer classes allow you fully implement all the goals and objectives of the educational program and manage information. Interviews with the teaching staff of the department and their self-assessment report indicate that human resources also satisfy the educational program.

Analytical part

In general, the EEC notes that the university uses modern information systems, information and communication technologies and software in order to adequately manage information.

The university widely uses an electronic document management system based on various software products, the Internet (<http://korkyt.kz>, E-Univer). Collecting and analyzing information at KSU by Korkyt Ata includes the following mandatory indicators: the dynamics of the contingent, level of academic achievement, student satisfaction, accessibility of educational resources and support systems for students, potential employment and career growth of graduates.

Trainees and teaching staff have the opportunity to receive complete and reliable information on basic disciplines through the obedience of the online course Open Knowledge, which has been tested in Russian universities (<https://opened.ru/>). The platform was created on the basis of the Association at well-known universities of Russia (National Open Educational Platform).

The university has created and successfully operates a single information network based on a high degree of information technology implementation in the management of EP

The main way to access Internet resources is to connect users of a corporate network to a university proxy server. This server allows you to provide access for users (employees, teachers, students) on the basis of corporate logins and passwords. These logins and passwords are used to connect to the corporate network, both wired and wireless.

In order to effectively use conflict of interest resolution mechanisms, as well as informing and feedback systems for monitoring students' satisfaction levels, the following functions are available at the university's website: «Rector's Blog», «Anti-corruption activities» tab. Students here can directly contact the university management to resolve a conflict situation and receive assistance in cases of corruption, as well as inform about the facts of corruption to the teaching staff and employees.

Inquiries and reports are analyzed by the university management, the heads of the EP to draw up a plan of corrective measures and specific actions that are initially discussed at meetings of the department that provides training for students on the accredited EP.

The effectiveness of corrective actions carried out on the basis of the analysis and processing of the available data is evaluated using the evaluation criteria set forth in the Regulations for internal and departmental regulatory documents.

Each year, a rating assessment of teachers based on the results of work in the academic year is conducted, on the basis of which the best 100 teachers of the university are determined. Data processing is documented: reprints of scientific articles, books, textbooks, monographs, certificates of advanced training, internships.

Trainees, employees and teaching staff must document their consent to the processing of personal data.

The EEC IAAR, having held meetings, conversations and interviews with vice-rectors, deans, heads of departments, managers and employees of structural units, students, faculty members, representatives of employers' organizations and graduates, as well as conducting a survey of students and faculty members, detailed familiarization of experts with the educational infrastructure of the university, material and technical, information and methodological resources, and also the necessary documents notes as the following:

Strengths / best practice EP “5B011700 - Kazakh language and literature, 5B050400 -Journalism, 6M011700 - Kazakh language and literature, 6D011700 - Kazakh language and literature:

- applying modern information and communication technologies and software, the university ensures the functioning of a system for collecting, analyzing and managing information;

- in the process of collecting and analyzing information, the university takes as a basis:

- a) key performance indicators;
- b) the dynamics of the contingent under the accredited EP;
- c) the level of performance, student achievement and expulsion;
- d) students' satisfaction with the level of teaching;
- e) availability of educational resources and support systems for students;
- f) employment and career growth of graduates.

The recommendations of the EEC on the EP "5V011700 - Kazakh language and literature, 5B050400-Journalism, 6M011700 - Kazakh language and literature, 6D011700- Kazakh language and literature:

- compile a package of documents for the consent of students, employees and teaching staff to the processing of personal data.

- organize full time online consultations with undergraduates and doctoral students studying in EP 5B011700 - Kazakh language and literature, 5B050400 - Journalism, 6M011700 - Kazakh language and literature, 6D011700 - Kazakh language and literature in order to effectively implement educational information exchange;

- organize a schedule of speeches on television and publications in print media and social networks about the accredited EP to attract entrants.

According to the Information Management and Reporting Standard, educational programs have the following positions: strong -7, satisfactory - 9, suggests improvements - 1.

6.3 Standard "Development and approval of educational programs"

The evidence part

The university has developed a procedure for approving, periodically reviewing (revising) and monitoring educational programs and documents regulating this process.

Approval of the educational program includes the following stages: development and discussion of the educational program, review of the educational program, revision of the educational program taking into account proposals and comments formulated by employers and other stakeholders, discussion of the educational program, recommendation for approval, approval procedure. The initial documents for the development of the educational program are the SES, the specialty TEPs and the TUPr of compulsory disciplines, as well as the national qualifications framework and professional standards (if any).

The educational program that provides for the implementation of students' individual educational trajectories is developed by the department of the Kazakh language and literature: EP 5B011700 - Kazakh language and literature, 5B050400 - Journalism, 6M011700 - Kazakh language and literature, 6D011700 - Kazakh language and literature.

The content of educational programs is consistent with the employer, with the possibility of adjusting the educational program based on their proposals. Departments are defined and implemented various forms of interaction, ensuring the representativeness of attracted employers. The content of the educational program agreed with the employer is reviewed and approved at a meeting of the department and faculty. For example, in the 2016-2017 school year, after the internship of students of the EP 5B011700 - Kazakh language and literature internship, the study of the discipline "Inclusive Education" was proposed. In accordance with the Regulation (04.07.2017), employers conduct an external examination of the EP.

Educational programs are approved by the rector of the university on the basis of the

decision of the Academic Council after the approval of the NMS.

The structure and content of the working curricula correspond to the SES of specialties, new TEPs.

The process and procedure for the approval of educational programs are supported by the development of regulatory documentation and ensuring its availability for the colleagues.

In order to provide educational programs with relevant educational content, the lists and specialized practice-oriented disciplines, modules and practices developed at the university are systematically reviewed and supplemented.

The university has defined and documented the procedures for assessing the quality of educational programs in the framework of the SMC. The evaluation of the quality of educational programs is carried out on the basis of an analysis of curricula, a catalog of elective disciplines, schedules, individual plans of students, internal regulatory documents governing the implementation of educational programs, a survey of students and employers.

Analytical part

All educational disciplines of the educational program of the specialty are closely interrelated. Clearly traced interdisciplinary communication.

When forming a modular educational program, the learning content is structured into logically complete modular units that form a certain group of universal and professional competencies. The MEP reflects the learning outcomes in the modules according to the Dublin descriptors.

In determining the list of elective disciplines, the demands of modern society, as well as the requirements for modern graduates, the results of relevant scientific research, and the achievements of modern science in the field of study are taken into account. The disciplines offered to students for study are aimed at self-development, self-education of the individual and the growth of his moral qualities.

The verification of the catalogue of elective disciplines showed that the disciplines included in it correspond to the goals of the educational program and reveal its task in detail. The component of choice provides the opportunity for individual student training, taking into account changes in economic conditions and the labor market in the region, a survey of employers and the individual interests of the student. Students and employers are involved in the development of the EP. In curriculum also includes disciplines on the proposals of employers and students.

The content of accredited educational programs ensures the sequence of study of disciplines based on their continuity, the rational distribution of disciplines by semesters, satisfies the internal logic of the educational program and corresponds to the learning trajectory. Taking into account the proposals of employers, the catalogue of elective disciplines is updated annually by 10%.

During the meeting with students of educational programs, it was established that not all master course students and doctoral students have a clear understanding of the ways and forms of inclusion in the work on the development of educational programs.

The EEC IAAR, having held meetings, conversations and interviews with the rector, vice-rectors, deans, heads of departments, managers and employees of structural units, students, faculty members, representatives of employers' organizations and graduates, and also conducting a survey of students and faculty notes as following:

Strengths / best practice by EP 5B011700 - Kazakh language and literature, 5B050400 - Journalism, 6M011700 - Kazakh language and literature, 6D011700 - Kazakh language and literature:

- the presence in the content of academic disciplines of the professional context, the results of current scientific research, the achievements of modern science in the field being taught;
- periodic update of educational programs.

Recommendations EEC: according to EP 5B011700 - Kazakh language and literature, 5B050400 - Journalism, 6M011700 - Kazakh language and literature, 6D011700 - Kazakh language and literature:

- attract employers and stakeholders to conduct an external examination of the EP and create a decision-making mechanism based on its results;
- to consider the possibility of developing joint educational programs with foreign educational organizations, to work on the conclusion of cooperation agreements with relevant educational organizations.

According to the Standard "Development and approval of educational programs" educational programs have the following positions: strong - 3, satisfactory - 5, suggests improvements - 4.

6.4 Standard "Continuous monitoring and periodic evaluation of educational programs"

The evidence part

The report on the university self-assessment provides the necessary information on the ongoing monitoring and periodic evaluation of the educational programs of the accredited cluster.

Monitoring and periodic evaluation of the educational programs of the accredited specialties are aimed at achieving the goals of the EP, the full formation of the planned learning outcomes. Kyzylorda State University has its own requirements for the format of monitoring and periodic evaluation.

The process and procedures for monitoring the implementation of the EP described in the self-report are generally consistent with reality. WEC was convinced that at the departments there is a constant control over the observance of the order, rules and deadlines for the development and provision of all types and forms of educational and methodological support of the educational process by the teaching staff.

The departments of the Kazakh language and literature and the Russian language and literature, the dean's office and the university administration carry out monitoring on a regular basis, recording the results and results of this monitoring of the implementation of the EP.

Also noteworthy is the presence of such aspects of ongoing monitoring, as, for example, analysis of the activities of advisors; compliance analysis of the University's implementation of the university's mission and scientific goals; involvement in this monitoring and evaluation of employers, practitioners, database managers practicesreview and examination of catalogs of elective disciplines; assessment of the quality of language training, implementation of the programs of trilingual education; monitoring of learning outcomes, which are reflected in the cycles of basic, profiling and elective disciplines and in additional modules.

The Commission notes that to determine the level of satisfaction of students, the department has defined procedures for the survey of undergraduates and doctoral students, teachers and university staff.

Analytical part

During the analysis of the criteria of this standard, the commission notes the following.

University management has demonstrated its openness and accessibility for students, faculty, and employers. Hours of reception on personal matters are defined, meetings with the rector, vice-rectors, and dean are held on a systematic basis. Traditional feedback forms are used as a communication channel for proposals: meetings with the management and the rector's blog.

The Commission notes that the KSU operates a multi-level and multi-factor monitoring system for the implementation of all educational programs with such essential elements as feedback from students, mutual visits and open classes of faculty, monitoring by the management of the university, departments, etc.

To track the effectiveness and efficiency of introducing innovations into the educational process, the department regularly discusses issues arising in the process of applying these methods, exchange of views of teachers and master course students, doctoral students, employers and experts, is conducted comparative performance analysis before and after the application of innovations in the educational process.

The process of developing EP at a higher education institution is a system of interrelations between faculty members, students, employers, and structural units of the University responsible for the quality of EP and their implementation.

The feedback system is carried out through the exchange of messages on the corporate portal, when the student can write a letter to his teacher or employee of the University with a question and get an answer. The function of obtaining individual assignments for the studied disciplines with an indication of the established deadline has also been implemented.

The operational presentation of information on the results of the assessment of students' knowledge is carried out in the automated information system "Platonus".

The commission notes the need to publish the results of the revision of the content and structure of educational programs in the context of market changes, employers' requirements, and social demands of society on an ongoing basis.

Strengths / best practice according to EP 5B011700- Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature:

- openness, availability of information for monitoring at different levels of educational management, university management;
- wide automation by means of modern software for processing information about students' learning indicators;
- the presence of a multi-stage system of monitoring the EP - from the departments to the leadership of the university.

Recommendations EEC on EP 5V011700- Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature:

- to intensify work on the implementation of programs that allow to increase the external academic mobility of teaching staff.

According to the Standard "Continuous Monitoring and Periodic Evaluation of Main Educational Programs", educational programs have the following positions: strength - 1, satisfactory - 9, suggests improvements - 0.

6.5 Standard "Student-centered learning, teaching and assessment of progress"

Evidence Part

The management of educational programs provides opportunities for students, regardless of the language of instruction, to form an individual educational trajectory. The individual educational trajectory is reflected in the modular educational programs and individual curricula, where, along with the general educational, basic disciplines of the compulsory component, there are elective courses and practices that are aimed to ensure professional competencies.

Elective courses are chosen by students on their own and recorded in the AIS "Platonus", E-Univer. Analysis of curricula, QED showed their annual update.

Consideration of 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 practice base, when determining the topic of a master's and doctoral dissertation, when choosing a head of a master's and doctoral dissertation, with the participation of students in research work (scientific projects of the department).

In determining the themes of master's and doctoral dissertations, social experience, the place of previous work, the scientific interests of the student and supervisor are also taken into account, which can serve as the main criterion in choosing the topic of work.

The management of the educational and methodical work of the department carries out an educational and methodical council, at meetings of which, according to the annual plan, discussions are held on the problems of improving the quality of teaching with the use of active teaching methods and innovative technologies. The educational process uses the following methods - interactive: business game, brainstorming, discussion, training, problem-based learning, case-based technology, group work, project activity; information and communication technologies: video workshop, Internet search engines are used to perform practical tasks (glossary training, compilation of bibliography, creation of virtual folders on the theme).

The faculty of the department is actively involved in the introduction of innovations, methods and ways of learning, including in the course of research projects that are focused on the needs of employers and consumers, and also develop developments in the field of teaching disciplines.

To assess the degree of satisfaction of students with the quality of services provided, the development of feedback from undergraduates and doctoral students, the university regularly conducts internal and external sociological research. An online survey of faculty, staff and students about the quality of the educational process. The obtained data is used to improve the implementation of educational programs. The website of the university operates "Rector's Blog".

Monitoring the training of students is carried out through the current, intermediate and final controls. The current control of students' knowledge is carried out within the framework of a score-rating system of assessment, the current control is conducted for all types of classroom (lectures, seminars, practical classes) and extracurricular classes. Current monitoring of students' progress is carried out by the teacher in the classroom according to the schedule in accordance with the syllabus. The results of the current, midterm and final control are mandatory communicated to students and all interested parties, including using information and communication technologies.

Monitoring of students' progress along the educational trajectory is carried out comprehensively and at various stages of the implementation of the educational process. The results of monitoring are recorded in the AIS "Platonus", E-Univer in the relevant sections. The adequacy of the assessment of students' knowledge is governed by the

criteria for grading, which are developed by the teacher before the beginning of certification, agreed with the head of the department and communicated to students.

Analytical part

During the visit, experts of the EEC on this standard came to the following conclusions:

At KSU, the principle of student-centered education, according to which the trainee acts as a subject of activity along with the teacher, and his personal development acts as one of the main educational goals, can be implemented sufficiently and with good informational support. The university has created the conditions for the implementation of this principle.

The University implements the principle of continuous monitoring of students' wishes on the issues of quality, organization and implementation of EP. Monitoring students' satisfaction with the content, teaching methods and knowledge assessment system is revealed through systematic questioning of students on the results of each session and on completion of training in a particular discipline. The university has a system of internal quality control of education, which includes current control, intermediate and final certification. Assessment of students' knowledge is carried out on a point-rating system.

Among the main tools for the implementation of academic policy at the university are the procedure for recording students on academic disciplines; the functioning of the institute of advisers, the use of modern teaching methods; point-rating system, test materials, procedure taking into account educational achievements, recording the results of educational achievements of students by the AIS "Platonus" system. The educational process at KSU is determined by the interests of students and the competency characteristics of the graduate.

Successful implementation of student-centered learning is ensured through the introduction of innovative forms of teaching. In recent years, employers have noted an increase in the share of core subjects according to their recommendations in the content of educational programs, which reinforces the professional specialization of university graduates.

Strengths / best practice EP 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature:

- ensuring equal opportunities for students regardless of language training on the formation of an individual educational trajectory and participation in the program of academic mobility;
- objectivity of the assessment of knowledge and the degree of development of students' professional competence, transparency and adequacy of the criteria, tools and mechanisms for their assessment.

Recommendations EEC EP 5B011700-Kazakh Language and Literature, 5B050400-Journalism, 6M011700- Kazakh Language and Literature, 6D011700-Kazakh Language and Literature:

- reflect the use of various forms and methods of teaching and learning in the work Curriculum;
- to monitor the use of various methods of training and knowledge control.

According to the Standard "Student-centered learning, teaching and assessment of progress" educational programs have the following positions: strength - 2,

satisfactory - 8, suggests improvements - 0.

6.6 Standard "Students"

The evidence part

The university formed a clear and transparent policy of forming a contingent of master course students and doctoral students. When forming a contingent of students, the university is guided by the current legal and regulatory framework, Model rules for admission to educational institutions, implementing vocational curricula for post-graduate education. the formation of a contingent of students is carried out by placing the state educational order for the training of scientific and pedagogical personnel, as well as paying tuition at the expense of citizens' own funds and other sources.

Information about the rules and conditions of admission to the master's and doctoral programs, the list of necessary documents, the list of specialties is posted on the official website of the university (<http://korkyt.kz>, E-Univer) information stands.

As of 01.03.2019, the contingent of the students of specialties is:

EP	Reception year				
	2014	2015	2016	2017	2018
5B011700 - Kazakh language and literature	20	11	18	14	33
6M011700 - Kazakh language and literature	13	6	9	11	11
6D011700 - Kazakh language and literature	2	-	2	2	1
5B050400 - Journalism	43	20	19	23	33

The university has a system of internal monitoring of the quality of knowledge, a systematic survey of master course students and doctoral students. One of the strengths of the university commission notes a developed policy in the organization of the educational process and the availability of information materials for students. As a source for the rapid receipt of online e-learning and methodological complexes of disciplines, working curricula, information about progress, students actively use the AIS "Platonus" and the educational and educational portal <http://korkyt.kz>, E-Univer.

Students of educational programs 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature are involved in research and development. The results of the research work of master course students and doctoral students published in the materials of scientific conferences and scientific journals.

The management of the university contributes to the planning of scientific internships for students / doctoral students abroad. Under the EP doctoral program contracts for the passage of foreign scientific internships with the University of Gazi with the department "Turkish language and literature"; Professor, Dr. Julia Kasapoglu Chengel provides scientific guidance on the scientific work of master course students and doctoral students, conducts according to the schedule lectures on actual problems of linguistics. Master course students and doctoral students undergo a scientific internship at the University of Silesia (Poland), at the University of Erzinjan (Turkey).

The department carries out systematic work on the employment of graduates.

The issues of employment are dealt with by the department of competence development and employment. The named department, the graduating department

together with the administration of Kyzylorda, the city department of employment and social programs organize job fairs. The university has signed a memorandum of cooperation with a number of employing agencies.

Specifically, with Nazarbayev intellectual school, with regional boarding school for gifted children №4, knowledge-innovation lyceum, with school-lyceum №15, with school-lyceum №3, Syr-Media JSC, TV channel “Qyzylorda” and etc. The percentage of employment by baccalaureate is:

EP 5B011700- Kazakh language and literature - for 2017-2018 - 85%.

EP 5B050400-Journalism - for 2017-2018 - 75.6%

For the master's and doctoral studies - 100%.

Analytical part

During the meeting with master course students and doctoral students of educational programs 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature found that:

- the students are satisfied with the program, methods and forms of education, as well as the level of teaching staff.

The dynamics of admission of students to higher education institutions and their qualitative composition indicate a significant increase in the number of applicants in recent years.

The university has developed detailed measures to attract university graduates to the magistracy, including awareness-raising, image, cultural and mass, as well as the organization of language courses.

When meeting with master course students and undergraduates, the corporate spirit is sufficiently manifested, which boils down to the fact that “Our university is the best and most up-to-date”, as it provides the level of training that is in demand in the labor market, allows us to find a job and have career growth. Master course students note that, while studying in the magistracy, they acquired the skills of searching for new information, expanding their knowledge in the subject of research and psychological and educational activities.

The university has extensive experience working with employers and graduates on employment issues, conducting round tables, meetings, and seminars.

Strengths / best practice EP 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature:

- The university implements the policy of forming a contingent on the basis of procedures that ensure its transparency;
- The management of the university concludes agreements with bases of practice aimed at further promoting the employment of graduates;
- The university provides graduates of EP with documents confirming their qualifications;
 - at the university on an ongoing basis, monitoring the employment of graduates;
 - encouraging students to self-education, development outside the main program;
 - good conditions have been created to ensure the stability of the enrollment of students in an accredited EP.

Recommendations EEC EP 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature:

- to carry out the work on informing about the Association of graduates' work.
- create an online platform for the work of the alumni forum, in order to increase activity among graduates.

- consider the possibility of assisting in the external and internal mobility of students, in obtaining external educational grants.

According to the Standard "Students", the accredited educational programs have the following positions: strength - 6, satisfactory - 5, suggests improvements - 1.

6.7 Standard «Teaching staff»

The evidence part

Kyzylorda State University has an objective and transparent personnel policy, including in the context of the EP, which ensures the competence of the staff of the faculty. staff of teaching staff of educational programs 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature is staffed in accordance with the legislation of the Republic of Kazakhstan and the Rules of competitive filling of postsfaculty members and researchers of higher educational institutions, approved by order of the Minister of Education and Science of the Republic of Kazakhstan dated April 23, 2015 №230, On 0.05-17 "Regulations on structural subdivisions of Korkyt Ata KSU", provision on personnel reservefaculty of KSU by Korkyt Ata.

The personnel structure of the teaching staff of the accredited EP is staffed in accordance with the legislation of the Republic of Kazakhstan and the Rules of competitive filling of the posts of teaching staff and researchers of higher educational institutions.

The level of the degree of teaching staff meets the requirements of the legislation of the Republic of Kazakhstan to organizations of higher education, and indicates the systematic efforts of the university to attract highly qualified specialists to the teaching activities. Information on the degree of teaching staff who implement accredited educational programs at the time of accreditation is given in the tables.

In the department of the Kazakh language and literature 27 teachers are worked, including 3 doctors of sciences, 19 candidates of sciences, 5 masters of sciences. The percentage of degree of the teaching staff of the department is 87.5%. All teachers have basic education that meets the specifics of the EP.

During the formation of the educational program, an analysis of staffing is carried out, for example, in the academic year 2018-2019, the educational process: EP 5B011700 - "Kazakh language and literature" was provided by 19 full-time teachers, 1 of them is PhD, 15 are candidates, which makes up 84% of degree.

EP 6M011700-"Kazakh language and literature" educational process was provided by 7 teachers, including, 1 doctor of sciences, 6 candidates of sciences, which is 100% of degree. EP 5B050400-Journalism is implemented by 8 teachers, 5 of them are candidates of sciences, which makes up 62.5% of degree. EP 6D011700 "Kazakh language and literature" the educational process was provided by 5 teachers, 5 of them are doctors of sciences, which is 100% of degree. The scientific potential of teaching staff, leading classes in the EP, is high.

On the basis of grant financing of the MES RK in 2012-2014 under the direction of G.Tuyakbayev the project was completed "Syr land journalism: history, stages of development and development" and the project "Literary, cultural, linguistic, historical, and cognitive character of the poetry of Syr Darya" under the direction of professor of B.Karibozuly.

On the basis of grant financing of MES RK in 2018-2020 professor of the department B.Karibozuly is implementing the project "Teaching, educational, world outlook and national characteristics of the works in the spirit of "Mangilik el""(the cost of the project is

15 000 000 tenge), «Epigraphy of the region: spiritual renewal and continuity (on materials of Kyzylorda oblast)» (the cost of the project is 19 605 973 tenge), head of the department G.Tuyakbayev "Memories of the Kazakh emigrants: genre, style and historical significance" (the cost of the project is 14 181 321 tenge).

The teaching staff of the department has various awards for achievements in the field of education:

Honored Worker of Kazakhstan - 1;

Excellence in Education of the Republic of Kazakhstan - 4;

Winner of the breastplate of the name Y.Altynsarin - 1;

Winners of the state grant "The best teacher of the university" MES RK - 1;

Winner of the badge "For merits in the field of the development of science of the Republic of Kazakhstan - 2" of the MES RK;

Winners of diplomas of MES RK - 4;

Winner of the anniversary medal "20 years of the Assembly of the People of Kazakhstan" - 1;

Winner of the anniversary medal "20 years of Independence of the Republic of Kazakhstan" - 2.

Personnel policy of the university meets the requirements of educational programs. This is evidenced by the following table. The average age of teachers with academic degrees and degrees is 50 years.

EP management in the framework of responsibility for its employees and ensuring a favorable working environment for young teachers implements on the basis of the University a Young Teacher's School. The school for young teachers is an integral part of the advanced training system for teachers of the university, where the main goal is the organization of pedagogical mentoring, helping young teachers with work experience of up to 5 years in scientific and pedagogical work in the departments university, in the preparation and conduct of training sessions, the development of teaching materials and extracurricular activities.

To ensure career growth and professional development of the teaching staff of EP, the university masters targeted grants in the framework of graduate and doctoral programs. So, according to the target grant, a doctoral degree at the ENU named after Gumilyov was trained by the teacher of EP 5B050400-Journalism Zh.Begaydarova and Batuhan Aida is studying under the master's program graduate program 5B050400-Journalism.

The following features are characteristic of the implementation of the master course students and graduate doctoral studies by EP in the undergraduate at the KSU:

- the optimal combination of content and learning technologies that contribute to the formation of key, subject and special competences;

- the inclusion in the EP disciplines that meet modern requirements and promote in-depth study of specialties;

- determination of the content of the study program, topics of master's and doctoral studies, taking into account the relevance, competence-based approach.

A significant and integral part in the activities of the university is the research work of teachers. The results of research and teaching staff are used in the educational process - this is reflected in a number of teaching publications (monographs, teaching aids), as well as in the content of the EMCD in the literature recommended by the student and used during the educational process.

Within the framework of the implementation of the EP, the department attracts practitioners of relevant industries to teaching.

In the direction of 5B050400-Journalism, D.A.Bisembina, Advisor to the Mayor of the Kyzylorda Region G.Sh.Ashirbekova and Head of the Center Center Ruhani Zhangyru of the Kyzylorda Region are involved in teaching

Teaching staff of accredited EP actively involved in society. At the regional level, teaching staff of the department are invited to participate as members of the commissions of school subject Olympiads and competitions. In addition, teachers of the department are members of expert commissions on the gap of the transition to the Latin alphabet. For example, professor of the department J.Saduakasuly and G.Tuyakbayev are members of the working group on the development of the state language in Kyzylorda region. B.Karibozuly is a member of the public council "Miras" at the regional branch of the party "Nur Otan". Besides that associate professor A.Abasilov is the member of the scientific expert council at the regional branch of the ASK.

The results of research works and teaching staff are used in the educational process - this is reflected in a number of teaching publications (monographs, teaching aids), as well as in the content of the EMCD in the lists of references recommended by the students and used during the educational process.

Analytical part

Experts from the EEC note a good level of interaction between faculty members and students; individual counseling support is provided to all students.

During the visit to the department, members of the commission got acquainted with the contents of the EMCD of accredited educational institutions, compiled in accordance with the requirements.

According to the results of the IAAR survey, the faculty expresses complete satisfaction with the relations with students (92.9%), with colleagues in the department (88.8%). At the same time, 75.5% of faculty members were completely satisfied with the attitude of the administration, 69.4% with the activities of the university administration 77.5% with change management in the activities of the university. The level of stimulation and attraction of young specialists to the educational process is highly appreciated by 59.2% of teaching staff, 67.3% recognize the successes and achievements of teachers, provision of benefits: having a rest, sanatorium treatment, etc. - 60.2%, wage conditions - 51%.

Strengths / best practice EP 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature:

- the university has demonstrated the compliance of the staff potential of the teaching staff with the development strategy and the specifics of the EP;
- the university has an objective and transparent personnel policy, including recruitment, professional growth and staff development, ensuring the professional competence of the entire teaching staff.
- provision of a comfortable psychological microclimate and favorable working conditions for the teaching staff;
- the university is actively working on the adaptation of young teachers;
- the management of the university provides full support to faculty members, stimulates personal development, including the promotion of the integration of science and education.

Extra strengths / best practice for EP 5B050400-Journalism:

- practical teachers are actively involved in the implementation of EP.

Extra strengths / best practice for EP 5B011700-Kazakh language and literature and 6M011700-Kazakh language and literature:

- the department is preparing future teachers in the framework of the doctoral program;

- teaching in the framework of these programs has the character of student-centered education.

Extra strengths / best practice for the EP 6D011700-Kazakh language and literature:

- within the framework of the implementation of the doctoral program, the integration of scientific activity and education takes place. Doctoral students are involved in research projects;
- teachers of doctoral studies are actively involved in the life of society and contribute to the development of the region.

Recommendations EEC EP 5B050400-Journalism, 5B011700-Kazakh language and literature, 6M011700- Kazakh language and literature, 6D011700-Kazakh language and literature:

- consider the possibility of attracting well-known domestic and foreign scientists to the implementation of EP, including in the virtual mode.

Additional recommendations for 5B011700-Kazakh language and literature, 6M011700- Kazakh language and literature, 6D011700 Kazakh language and literature:

- involve practitioners of relevant industries in teaching.

Additional recommendations for 5B050400-Journalism:

- to promote the development of academic mobility of faculty.

According to the Standard "Teaching staff" accredited educational programs have the following positions: strength - 6, satisfactory - 5, suggests improvements - 1

6.8 Standard "Educational Resources and Student Support Systems"

The evidence part

During the inspection, the commission ascertained the adequacy of the material and technical base to support the educational process and the implementation of the mission, goals and objectives of the university. The university has a modern level of material and technical base, resources for the provision of quality educational services.

The university and the faculty have logistical and informational resources to ensure an adequate level of organization of the educational process. Students 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature are engaged in educational building №5, where there is a necessary classroom fund, equipped with multimedia teaching aids.

The total training area used is fully compliant with the standard indicators, standards of sanitary and fire service.

In general, the provision of information resources considered by the EP to the license requirements, the development of the resource base and the renewal of the library fund is carried out in accordance with SES RK 5.03.010-2006 "Information Resources and Library Fund".

Students have access to educational materials and tasks through personalized R & D (also available during extra-curricular time). The possibility of trial self-assessment of knowledge, students through remote access to the university site. With the help of AIS "Platonus" technological support for undergraduates, doctoral students and teaching staff is carried out

Analytical part

The commission notes that the resource support of educational programs at KSU, including “5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature is produced taking into account the existing management structure, financial condition and optimal support of the educational process. Visiting the department of the Kazakh language and literature and studying the documents, materials on the organization and implementation of accredited EP 5B011700- Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature, members of the commission could be convinced how the faculty and the management of the EP use existing resources. Confirmation in the possibilities of using these resources was also obtained in the course of acquaintance with the University, visits to classrooms and specialized classrooms, in conversations with master course students and doctoral students.

Purchase of educational and methodical literature at the request of the departments of the Kazakh language and literature, Russian language and literature is carried out in sufficient quantities. Information support of the university meets the requirements of the EP; the library contains the necessary materials for training: educational, reference and general literature, various periodicals.

The EEC notes that more attention should be paid and continues to create conditions for students with disabilities, as students with disabilities who need special conditions are trained at the university.

A survey of students conducted during the visit of the EEC IAAR showed that satisfaction with the quality of services provided in libraries and reading rooms – 94,6%, with study rooms, audiences for large groups – 81,7%, availability of computer classes and Internet resources - 86 fairness of examinations and certification - 86%.

As a result of the visual inspection by the members of the EEC of the facilities, we note that the university has all the necessary educational and material assets to ensure the educational process of the educational programs being accredited. The building of the university meet the current sanitary standards and fire safety requirements. The classroom and laboratory facilities, classrooms and other facilities, sports facilities comply with established norms and rules.

Strengths / best practice EP 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature:

- modern scientific and educational infrastructure;
- current information and educational environment for teaching staff and students;
- availability of library resources, specialized classrooms;
- personalized interactive resources (with access and extracurricular time), including training materials and assignments.

Extra strengths / best practice for EP 5B050400-Journalism:

- television studio of the department fully complies with the safety requirements in the learning process, there are all necessary instructions;

Extra strengths / best practice for EP 5B011700-Kazakh language and literature and 6M011700-Kazakh language and literature:

- comprehensive consideration of the needs of various groups of students in the context of EP.

Extra strengths / best practice 6D011700-Kazakh language and literature:

- university provides access to the use of scientific databases, which is necessary for studying in doctoral studies.

Recommendations EEC EP 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature:

1. To ensure the functioning of WI-FI throughout the organization, as in some places access to the wireless network is difficult.
2. Expand the form of student self-government.

Additional recommendations for 5B050400-Journalism:

The department has a television studio, we recommend upgrading studio equipment and installation equipment.

According to the Standard "Educational resources and student support systems" the educational programs being accredited have the following positions: strength - 1, satisfactory - 9.

6.9 Public Information Standard

The evidence part

The main mechanism for maintaining public relations is the university portal <http://korkyt.kz>, E-Univer. Creating a positive public attitude to an educational institution is carried out in the following areas: updating the university website; there is a traditional system of events positioning activities both inside the university and in the external environment (open doors, freshmen days, job fair, etc.).

The university regularly informs the public and key stakeholders about all aspects of its activities, the conditions and features of the implementation of educational programs, within the framework of existing accreditations and licenses ([http://www.korkyt.kz/images/Undergraduate/History 20%, Foreign 20%, Language 20%, Translation studies 20%, Kazakh language and literature 20%, Journalism 20%, Chemistry 20% /rus.jpg](http://www.korkyt.kz/images/Undergraduate/History%20%,Foreign%20%,Language%20%,Translation%20%,Kazakh%20%language%20%and%20%literature%20%,Journalism%20%,Chemistry%20%/%rus.jpg)).

Through the information policy, the university demonstrates the continuous development of educational programs, adaptation to educational trends in the world. In its information work, the university uses all available channels and technologies, including the media, specialized events and conference materials.

There is a section on the university's website where you can get acquainted with the educational programs for which you are studying. there you can find the necessary information about the programs being implemented; information about the possibility of assigning qualifications at the end of the EP; information about teaching, learning, assessment procedures; information on graduate employment opportunities (<http://www.korkyt.kz/index.php/en/component/k2/item/969>).The University's website contains information on the Korkyt Ata Kyzylorda State University Strategic Development Plan for 2017-2021 (<http://www.korkyt.kz/index.php/ru/universitet/strategicheskij-plan-razvitiya-universiteta>) and the Policy in the field of quality ([http://www.korkyt.kz/Imdo/Docs/Policy% 20% 20% of 20%% 20rus.pdf](http://www.korkyt.kz/Imdo/Docs/Policy%20%20%20%20rus.pdf)).there is also information about the audited financial statements of the university <https://gr5.gosreestr.kz/p/ru/GrObjects/objects/teaser-view/222838?ElDossierTabId=AuditReports>.

The main mechanism for maintaining public relations is the university portal <http://korkyt.kz>, E-Univer. Creating a positive public attitude towards an educational institution is carried out in the following areas: updating the university website; there is a system of traditional events, positioning activities both inside the university and in the external environment (open doors, freshman days, job fair, etc.).

KSU has developed stable social partnerships with public organizations and regional authorities. Objective information about the activities and specifics of educational programs includes a support system for students and teaching staff (information and communication, resource support related to the publication and publication of educational, educational, methodical and scientific literature, social support, etc.).

One of the ways to consider complaints or proposals from interested parties is to contact directly the head of the university in his personal blog, located on the main page of the university website, through which any interested person can ask a question and get a qualified answer.

For example, applicants interested in the educational program 5B011700-Kazakh language and literature, clarify on the blog of the rector about the conditions of admission to the university (<http://e-univer.korkyt.kz/Blog.aspx>). But student Sisen Nazerke, through the Rector's blog, received the necessary information about academic holiday (<http://e-univer.korkyt.kz/Blog.aspx>)

On the page of the department there is information about the composition and achievements of the department; research lab; cooperation with international and domestic partners; educational work and material and technical base; indicated curators and advisers of the department with contact information. <http://www.korkyt.kz/index.php/en/component/k2/item/437>.

University holds annual Job fairs, which allows graduates and employers to establish contact to select the necessary staff. As a result of this preliminary work, students, even before graduation, get an idea of the labor market, existing vacancies and the requirements placed on them.

Analytical part

Analysis of the content of the website of the university has allowed to establish that the information posted on the site is updated irregularly and does not have full duplication in various languages stated on it; transparency of complaints handling information is not provided through the placement of a virtual complaint book for consumers on the university website; Information on interaction with scientific/consulting organizations and educational organizations implementing similar educational programs is not provided.

KSU has developed stable social partnerships with public organizations and regional authorities. Objective information about the activities and specifics of educational programs includes a support system for students and teaching staff (information and communication, resource support related to the publication and publication of educational, educational, methodical and scientific literature, social support, etc.)

One of the ways to consider complaints or proposals from interested parties is to contact directly the head of the university in his personal blog, located on the main page of the university website, through which any interested person can ask a question and get a qualified answer.

Satisfaction of interested parties in the quality of the information received and in its completeness is investigated by analyzing questionnaires for students and teaching staff.

The university openly places on the site complete and reliable information about its activities, rules for admission of applicants, educational programs, terms and forms of education, international programs/ partnerships, the benefits of the university and each faculty, the employment of graduates, their reviews, contact and other useful for applicants

and students on various information carriers. Students also have the opportunity to receive complete information about existing scientific programs and their own achievements. Information about the educational programs of specialties are available on the website, the university portal, information stands, and booklets. The website of the university also contains information on the academic degrees awarded, qualifications awarded, the teaching procedures used, the evaluation criteria, the percentage of academic performance.

Strengths / best practice EP 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature:

- a special platform has been created to inform about the employment of graduates;
- on the website of the university there is information about the national development programs of the country and the system of higher and postgraduate education;
- the university has its own newspaper;
- the university participates in the external evaluation of the EP.

Extra strengths / best practice for EP 5B050400-Journalism:

- students of EP 5B050400-Journalism conduct their youtube channel.

Recommendation EEC EP 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature

- use a variety of ways to disseminate information; including activating accounts on social networks to inform the general public and interested parties.
- regularly update information on the site, including duplicating it in the languages stated on it.

According to the Public Information Standard, the educational programs being accredited have the following positions: strength - 6, satisfactory - 7, suggests improvements - 0.

6.10 Standard "Standards in the context of individual specialties"

The evidence part

In accordance with the Civil Code of RK 08-2009 "Classifier of specialties of higher and postgraduate education of the Republic of Kazakhstan", approved by the Order of the Committee for Technical Regulation and Metrology of the Ministry of Industry and Trade of the Republic of Kazakhstan dated March 20, 2009 №131-OD, EP 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature belong to the group "Social, humanities, economics, business and law, services".

In the process of mastering educational programs 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature are provided to students in the current knowledge in philosophy, linguistics, semasiology, etc., are formed communication skills, etc. in accordance with the core competencies presented in MOPs.

Development of educational programs EP 5B050400 -"Journalism" is aimed at graduates getting the necessary theoretical and practical training and is conducted on the basis of modern achievements of world science and practice in the field of specialization. The current state of training in the framework of the EP is supported by the active use of ICT, the annual updating of the topics of course and diploma works, as well as the

introduction of new elective disciplines, taking into account the recommendations of employers, for example, according to EP 5B050400 - "Journalism" was introduced "History of journalism in the Syrland", "Kazakh emigration journalism", "Television and national consciousness".

Students of EP 5B050400 - "Journalism" have access to world-wide databases for working with scientific information; besides, students visit the regional center "Syr Media", which is a branch of the department. There, students can get all the necessary and modern information in the field of communication.

EP 5B050400-"Journalism" provides a practice-oriented program, where the basic competences necessary for a communication information specialist are outlined. As evidence of these skills and their relevance in the labor market, there may be indicators of employment of graduates from EP 5B050400 - "Journalism".

Analytical part

The EEC commission was convinced that the teaching is conducted on the basis of modern achievements of world science and practice in the field of specialization, as well as using advanced teaching methods and technologies. Educational programs focus on various types of practices for the formation of special skills and core competencies.

Educational programs in the direction of 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature provide for the study of the following disciplines by students: basic and core disciplines and answers as following requirements:

- the main educational program of the masters and doctoral studies is developed on the basis of state educational standards, model curricula and includes working curricula, programs of disciplines, curriculum and practical training programs;
- requirements for the mandatory minimum content of the main educational program of the magistracy and doctoral studies, the terms of its implementation and the terms of its development are determined by the SES;
- the basic educational program for the preparation of a master's and doctoral candidate is formed from the disciplines of the obligatory component and disciplines chosen by the master or doctoral student

In the learning process, particular attention is paid to the practical aspect, implemented in the framework of specialization classes.

EP includes disciplines that teach innovative teaching and planning methods, interactive teaching methods, teaching methods with high involvement and motivation of students (games, case studies / situations, the use of multimedia);

EP focuses on various types of practices: attendance of lectures and classes conducted by teachers; holding special seminars and discussions of the latest methodologies and learning technologies.

Practical orientation takes place in the content and continuity of interdisciplinary communication, in the programs of practices. Considered EP includes the following types of practices: training, production and pre-diploma.

In the educational process, educational technologies imitating labor activity are used. For example, students of EP 5B050400 - "Journalism" shoot TV shows and post them on the youtube channel. During a visit to the "Practical course of TV and radio broadcasting" class, EEC experts observed the process of shooting one of these programs.

Besides that, the students of the speciality EP 5B050400 - "Journalism" are involved in the publication of the university circulation newspaper "Syr tolegi".

Strengths / best practice for EP 5B050400-Journalism:

- the presence of practice-oriented disciplines;

- active work with graduates and good performance on employment.

Recommendations for 5B050400-Journalism:

- consider the possibility of teaching practice-oriented disciplines in the framework of EP 5B050400 - "Journalism" in practice bases.

According to the Standard "Standards in the context of individual specialties": the educational programs being accredited have the following positions: strong - 2, satisfactory - 4.



(VII) REVIEW OF STRENGTH / BEST PRACTICES FOR EACH STANDARD

1) According to the Standard "Management of the educational program": on EP 5B011700-Kazakh language and literature, 5B050400-Journalism

- orientation of educational programs to meet the needs of the state and the region, stakeholders and students;

on EP 6M011700-Kazakh language and literature

- transparency and evidence-based processes for managing the implementation and development of educational programs through activities;

on EP 6D011700-Kazakh language and literature:

- availability of information programs, such as E-Univer and Platonus, accompanying the educational process on accredited educational programs.

2) According to the Information Management and Reporting Standard:

Strengths / best practice EP "5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature:

- applying modern information and communication technologies and software, the university ensures the functioning of a system for collecting, analyzing and managing information;

- in the process of collecting and analyzing information, the university takes as a basis:

- a) key performance indicators;
- b) the dynamics of the contingent under the accredited EP;
- c) the level of performance, student achievement and expulsion;
- d) students' satisfaction with the level of teaching;
- e) availability of educational resources and support systems for students;
- f) employment and career growth of graduates.

3) According to the Standard "Development and approval of the educational program":

Strengths / best practice for EP 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature :

- the presence in the content of academic disciplines of the professional context, the results of current scientific research, the achievements of modern science in the field being taught;

- periodic update of educational programs.

4) According to the Standard "Continuous monitoring and periodic evaluation of the EP":

Strengths / best practice according to EP 5B011700- Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature:

- openness, availability of information for monitoring at different levels of educational management, university management;

- wide automation by means of modern software for processing information about students' learning indicators;

- the presence of a multi-stage system of monitoring the EP - from the departments to the leadership of the university.

5) According to the Standard "Student-centered learning, teaching and assessment of progress":

Strengths / best practice EP 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature:

- ensuring equal opportunities for students, regardless of the language of instruction, on the formation of an individual educational trajectory and participation in the program of academic mobility;
- objectivity of the assessment of knowledge and the degree of development of students' professional competence, transparency and adequacy of the criteria, tools and mechanisms for their assessment.

6) According to the Standard "Students":

Strengths / best practice EP 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature

- the university implements the policy of forming a contingent on the basis of procedures that ensure its transparency;
- the management of the university concludes agreements with bases of practice aimed at further promoting the employment of graduates;
- the university provides graduates of EP with documents confirming their qualifications;
- at the university on an ongoing basis, monitoring the employment of graduates;
- encouraging students to self-education, development outside the main program;
- created good conditions that ensure the stability of the recruitment of students for the accredited EP.

7) According to the Standard "Teaching staff":

Strengths / best practice EP 5B050400-Journalism, 6M011700- Kazakh language and literature, 6D011700- Kazakh language and literature:

- the university has demonstrated the compliance of the staff potential of the teaching staff with the development strategy and the specifics of the EP;
- the university has an objective and transparent personnel policy, including recruitment, professional growth and staff development, ensuring the professional competence of the entire teaching staff;
- provision of a comfortable psychological microclimate and favorable working conditions for the teaching staff;
- the university is actively working on the adaptation of young teachers;
- the management of the university provides full support to faculty members, stimulates personal development, including the promotion of the integration of science and education.

Extra strengths / best practices for EP 5B050400-Journalism:

- practical teachers are actively involved in the implementation of EP.

Extra strengths / best practice for EP 5B011700-Kazakh language and literature and 6M011700-Kazakh language and literature:

- the department is preparing future teachers in the framework of the doctoral program.
- teaching in the framework of these programs has the character of student-centered education.

Extra strengths / best practice for the EP 6D011700-Kazakh language and literature:

- as part of the implementation of the EP doctoral studies, there is an integration of scientific activity and education. Doctoral students are involved in research projects;
- teachers of EP doctoral studies are actively involved in the life of society and contribute to the development of the region.

8) According to the Standard "Educational resources and student support systems":

Strengths / best practice EP 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature

- modern scientific and educational infrastructure;
- current information and educational environment for teaching staff and students;
- availability of library resources, specialized classrooms;
- personalized interactive resources (with access and extracurricular time), including training materials and assignments.

Extra strengths / best practice for EP 5B050400-Journalism:

- television studio of the department fully complies with the safety requirements in the learning process, there are all necessary instructions.

Extra strengths / best practice for EP 5B011700-Kazakh language and literature and 6M011700-Kazakh language and literature:

- comprehensive consideration of the needs of various groups of students in the context of EP.

Extra strengths / best practice 6D011700-Kazakh language and literature:

- the university provides access to the use of scientific databases, which is necessary for studying in doctoral studies.

9) "Public Information" Standard:

Strengths / best practice EP 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature

- a special platform has been created to inform about the employment of graduates;
- on the website of the university there is information about the national development programs of the country and the system of higher and postgraduate education;
- the university has its own newspaper;
- the university participates in the external evaluation of the EP.

Extra strengths / best practice for EP 5B050400-Journalism:

- students of EP 5B050400-Journalism conduct their youtube channel.

10) According to the Standard "Standards in the context of individual specialties":

Strengths / best practice for EP 5B050400-Journalism:

- the presence of practice-oriented disciplines;
- active work with graduates and good performance on employment.

(VIII) REVIEW OF RECOMMENDATIONS TO IMPROVE QUALITY BY EACH STANDARD

In order to further develop and improve the activities of the university in the implementation of the accredited EP based on the findings of the Report on the results of the EEC, the IAAR recommends:

1) According to the Standard "Management of the educational program":

Recommendations EEC on EP 5B011700-Kazakh language and literature, 6M011700- Kazakh language and literature, 6D011700-Kazakh language and literature

- consider the possibility of including students in the working group on the development of EP in the framework of attracting representatives of stakeholder groups;
- to increase the number of trainees in educational management and student-centered training courses for EP managers.

Additional recommendations on EP 5B050400-Journalism:

- to include in the working group of employers from general education schools of the region.

2) According to the Information Management and Reporting Standard:

Recommendations of the EEC on the EP "5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature:

- compile a package of documents for the consent of students, employees and teaching staff to the processing of personal data.
- organize on-line online consultations with master course students and doctoral students enrolled in EP "5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700- Kazakh language and literature, 6D011700-Kazakh language and literature in order to effectively implement the exchange educational information;- organize a schedule of speeches on television and publications in print media and social networks about the accredited EP to attract students.

3) According to the Standard "Development and approval of the educational program":

Recommendations EEC: on EP 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature:

- attract employers and stakeholders to conduct an external examination of the EP and create a decision-making mechanism based on its results;
- to consider the possibility of developing joint educational programs with foreign educational organizations, to work on the conclusion of cooperation agreements with relevant educational organizations.

4) According to the Standard "Continuous monitoring and periodic evaluation of the EP":

Recommendations of the EEC on EP 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature:

- to intensify work on the implementation of programs that allow to increase the external academic mobility of teaching staff.

5) According to the Standard "Student-centered learning, teaching and assessment of progress":

Recommendations EEC EP 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature

- reflect the use of various forms and methods of teaching and learning in the Work Curriculum;

- monitor the use of various methods of training and knowledge control.

6) According to the Standard "Students":

Recommendations EEC EP 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature:

- to carry out work on informing about the work of the Alumni Association.

- create an online platform for the work of the alumni forum, in order to increase activity among graduates;

- consider the possibility of assisting in the external and internal mobility of students, in obtaining external educational grants.

7) According to the Standard "Teaching staff":

Recommendations EEC EP 5B050400-Journalism, 5B011700-Kazakh language and literature, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature:

- consider the possibility of attracting well-known domestic and foreign scientists to the implementation of EP, including in the virtual mode.

Additional recommendations for 5B011700-Kazakh language and literature, 6M011700- Kazakh language and literature, 6D011700-Kazakh language and literature:

- involve practitioners of relevant industries in teaching.

Additional recommendations for 5B050400-Journalism:

- to promote the development of academic mobility of faculty.

8) According to the Standard "Educational resources and student support systems":

Recommendations EEC EP 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature:

- expand the form of student self-government.

- to ensure the functioning of WI-FI throughout the organization, as in some places access to the wireless network is difficult.

Additional recommendations for 5B050400-Journalism:

- The department has a television studio, we recommend upgrading studio equipment and installation equipment.

9) According to the Public Information Standard:

Recommendation EEC EP 5B011700-Kazakh language and literature, 5B050400-Journalism, 6M011700-Kazakh language and literature, 6D011700-Kazakh language and literature

- use a variety of ways to disseminate information; including activating accounts on social networks to inform the general public and interested parties.

- regularly update information on the site, including duplicating it in the languages stated on it.

**10) According to the Standard "Standards in the context of individual specialties":
Recommendations for 5B050400-Journalism:**

- consider the possibility of teaching practice-oriented disciplines in the framework of EP 5B050400 - "Journalism" in practice bases



**Appendix 1. Evaluation table "Parameters of a specialized profile" (5B011700-
Kazakh language and literature, 6M011700 - Kazakh language and literature,
6D011700 - Kazakh language and literature, 5B050400-Journalism)**

KYZYLORDA STATE UNIVERSITY BY KORKYT ATA

№	№	Criteria for evaluation	Position of the organization of education			
			Strength	Satisfactory	Suggests improvement	Unsatisfactory
Standard "Management of the educational program"						
1	1.	The university must have a published quality assurance policy.	+			
2	2.	The quality assurance policy should reflect the link between research, teaching and learning.		+		
3	3.	The university should demonstrate the development of a quality assurance culture, including in the context of the EP.		+		
4	4.	The commitment to quality assurance should relate to any activity performed by contractors and partners (outsourcing), including in the implementation of joint / double-diploma education and academic mobility.		+		
5	5.	EP management ensures the transparency of the development plan of the EP based on an analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students.		+		
6	6.	EP management demonstrates the functioning of the formation mechanisms and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning objectives, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.		+		
7	7.	EP management should involve representatives of groups of stakeholders, including employers, students and faculty members in the formation of the development plan for the EP.		+		
8	8.	EP management must demonstrate the individuality and uniqueness of the EP development plan, its consistency with the national development priorities and the development strategy of the educational organization.	+			
9	9.	The university must demonstrate a clear definition of those responsible for the business processes within the		+		

		EP, the unambiguous distribution of staff duties, and the delineation of the functions of collegial bodies.				
10	10.	EP management must provide evidence of the transparency of the educational program management system.		+		
11	11.	EP management must demonstrate the successful operation of the internal quality system of the EP, including its design, management and monitoring, their improvement, and making decisions based on facts.		+		
12	12.	EP management should implement risk management.		+		
13	13.	EP management should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegial bodies of the educational program management, as well as their representativeness in making decisions on the management of the educational program.		+		
14	14.	The university should demonstrate the management of innovations in the framework of the EP, including the analysis and implementation of innovative proposals.		+		
15	15.	EP management must demonstrate evidence of openness and accessibility for students, teaching staff, employers and other interested parties.	+			
16	16.	EP management must be trained in educational management programs.			+	
17	17.	EP management must strive to ensure that the progress made since the last external quality assurance procedure was taken into account in preparing for the next procedure.		+		
Total on standard			3	13	1	0
Information Management and Reporting Standard						
18	1.	The university should ensure the functioning of the system for collecting, analyzing and managing information through the use of modern information and communication technologies and software.	+			
19	2.	EP management must demonstrate systematic use of processed, adequate information to improve the internal quality assurance system.		+		
20	3.	Within 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 activities of departments and departments, and research.		+		
21	4.	The university should establish the frequency, forms and methods for evaluating the management of EP, the activities of collegial bodies and structural divisions, senior management, and the implementation of research projects.		+		
22	5.	The university should demonstrate how to determine the order and ensure the protection of information, including determining those responsible for the accuracy and timeliness of analyzing information and providing data		+		

23	6.	An important factor is the involvement of students, employees and teaching staff in the process of collecting and analyzing information and making decisions based on them.		+		
24	7.	EP management must demonstrate the existence of a communication mechanism with students, employees and other stakeholders, including the availability of conflict resolution mechanisms.		+		
25	8.	The university should provide a measure of the degree of satisfaction of the needs of faculty, staff and students in the framework of the EP and demonstrate the evidence to eliminate the detected deficiencies.		+		
26	9.	The university should evaluate the effectiveness and efficiency of activities, including in the context of the OP.		+		
		The information collected and analyzed by the university should take into account:				
27	10.	key performance indicators;	+			
28	11.	the dynamics of the contingent of students in the context of forms and types;	+			
29	12.	level of performance, student achievement and expulsion;	+			
30	13.	students' satisfaction with the implementation of the EP and the quality of education at the university;	+			
31	14.	availability of educational resources and support systems for students;	+			
32	15.	Employment and career growth of graduates.	+			
33	16.	Trainees, employees and teaching staff must document their consent to the processing of personal data.			+	
34	17.	EP management should assist in providing all relevant information in relevant fields of science.		+		
Total on standard			7	9	1	0
Standard "Development and approval of educational programs"						
35	1.	The university should determine and document the procedures for the development of the EP and their approval at the institutional level.	+			
36	2.	EP management must ensure that the developed EPs comply with the established goals, including the expected learning outcomes.			+	
37	3.	EP management must ensure the availability of developed graduate models that describe learning outcomes and personal qualities.	+			
38	4.	EP management of the must demonstrate an external examination of the EP.			+	

39	5.	Qualifications obtained at the end of the EP should be clearly defined, explained and correspond to a certain level of the NSC.	+			
40	6.	The management of EP should determine the influence of disciplines and professional practices on the formation of learning outcomes.		+		
41	7.	An important factor is the possibility of preparing students for professional certification.		+		
42	8.	EP management must provide evidence of the participation of students, faculty and other stakeholders in the development of EP, ensuring their quality.		+		
43	9.	EP labor should be clearly defined in Kazakhstan loans and ECTS.		+		
44	10.	The management of EP must provide the content of academic disciplines and learning outcomes to the level of education (bachelor, master, doctoral).			+	
45	11.	The structure of the EP should provide for various activities corresponding to the learning outcomes.		+		
46	12.	An important factor is the presence of joint EPs with foreign educational organizations			+	
Total on standard			3	5	4	0
Standard "Continuous monitoring and periodic evaluation of educational programs"						
47	1.	The university should monitor and periodically assess the EP in order to achieve the goal and meet the needs of students and society. The results of these processes are aimed at continuous improvement of the EP.		+		
		<i>Monitoring and periodic evaluation of the EP should consider:</i>				
48	2.	the content of the programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the discipline being taught;		+		
49	3.	changes in the needs of society and the professional environment;		+		
50	4.	workload, performance and graduation of students;		+		
51	5.	the effectiveness of student assessment procedures;		+		
52	6.	expectations, needs and satisfaction of students with EP training;		+		
53	7.	educational environment and support services and their compliance with the objectives of the EP.		+		
54	8.	The university and the administration of the EP must provide evidence of the participation of students, employers and other stakeholders in the revision of the EP.		+		
55	9.	All interested parties should be informed of any actions planned or taken in relation to the EP. All changes made to the EP should be published.		+		

56	10.	EP management should provide a review of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and social demands of societ	+			
Total on standard			1	9	0	0
Standard "Student-centered learning, teaching and assessment of progress"						
57	1.	EP management must ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.		+		
58	2.	EP management must ensure the use of various forms and methods of teaching and learning.		+		
59	3.	An important factor is the presence of its own research in the field of teaching methods of academic disciplines of educational institutions.	+			
60	4.	EP management must demonstrate the presence of a feedback system on the use of various teaching methods and evaluation of learning outcomes.		+		
61	5.	The management of the EP should demonstrate support for the autonomy of the students, while at the same time providing guidance and assistance from the teacher.		+		
62	6.	EP management must demonstrate the availability of a procedure for responding to students' complaints.		+		
63	7.	The university should ensure consistency, transparency and objectivity of the mechanism for assessing the learning outcomes for each EP, including the appeal.	+			
64	8.	The university must ensure that the procedures for evaluating the results of the training of students in EP correspond to the planned learning outcomes and the objectives of the program. criteria and assessment methods in the framework of the EP should be published in advance.		+		
65	9.	In a higher education institution, mechanisms should be defined to ensure that each graduate from the EP study results and ensure the completeness of their formation.		+		
66	10.	Evaluators should have modern methods of assessing learning outcomes and regularly improve their skills in this area		+		
Total on standard			2	8	0	0
Standard «Student»						
67	1.	The university should demonstrate the policy of forming a contingent of students from admission to graduation and ensure the transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) must be defined, approved, published.	+			
68	2.	EP management must demonstrate the implementation of special adaptation and support programs for new and foreign students.	+			

69	3.	The university must demonstrate the compliance of its actions with the Lisbon Recognition Convention.		+		
70	4.	The university should cooperate with other educational organizations and national centers of the European Network of National Information Centers for Academic Recognition and Mobility / National Academic Information Recognition Centers ENIC / NARIC to ensure comparable recognition qualifications.		+		
71	5.	EP management must demonstrate the presence 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 training.		+		
72	6.	The university should provide an opportunity for external and internal mobility of students of EP, as well as assist them in obtaining external grants for training.		+		
73	7.	The management of EP should make the maximum amount of effort to provide students with places of practice, to facilitate the employment of graduates, to maintain communication with them.	+			
74	8.	The university must provide graduates of EP with documents confirming their qualifications, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.	+			
75	9.	An important factor is the monitoring of employment and professional activities of graduates of EP.	+			
76	10.	EP management should actively encourage students to self-education and development outside the main program (extracurricular activities).		+		
77	11.	An important factor is the existence of a valid association / association of graduates.			+	
78	12.	An important factor is the availability of a support mechanism for gifted students.	+			
Total on standard			6	5	1	0
Standart «Teaching staff»						
79	1.	The university must have an objective and transparent personnel policy, including recruitment, professional growth and staff development, ensuring the professional competence of the whole staff.	+			
80	2.	The university should demonstrate the compliance of the staff potential teaching staff with the development strategy of the university and the specifics of the EP.	+			
81	3.	EP management must demonstrate an awareness of responsibility for its employees and provide them with favorable working conditions.	+			
82	4.	EP management should demonstrate a change in the role of the teacher in connection with the transition to student-centered learning.		+		
83	5.	The university should determine the contribution of teaching staff to the implementation of the university's		+		

		development strategy, and other strategic documents.				
84	6.	The university should provide opportunities for career growth and professional development of teaching staff of the EP.		+		
85	7.	EP management should involve practitioners from relevant fields in the teaching.		+		
86	8.	EP management should provide targeted actions for the development of young teachers. The university should demonstrate the motivation of professional and personal development of teachers of EP, including the promotion of both the integration of science and education, and the use of innovative teaching methods.	+			
87	9.	An important factor is the active use of information and communication technologies in the educational process (for example, on-line learning, e-portfolio, MoEP, etc.).	+			
88	10.	An important factor is the development of academic mobility in the framework of the EP, attracting the best foreign and domestic teachers.		+		
89	11.	An important factor is the involvement of teaching staff in the community (the role of teaching staff in the education system, the development of science, the region, creating a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).			+	
90	12.	The university must have an objective and transparent personnel policy, including recruitment, professional growth and staff development, ensuring the professional competence of the entire state.	+			
Total on standard			6	5	1	0
Standard "Educational resources and student support systems"						
91	1.	EP management must demonstrate the adequacy of material and technical resources and infrastructure.		+		
92	2.	EP management must demonstrate the availability of support procedures for various groups of students, including information and counseling.		+		
		<i>EP management must demonstrate the compliance of information resources with the specifics of the EP, including compliance with:</i>				
93	3.	technological support for students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);		+		
94	4.	library resources, including the fund of educational, methodical and scientific literature on general educational, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;	+			

95	5.	access to educational Internet resources;		+		
96	6.	examination of the results of research, final works, dissertations on plagiarism;		+		
97	7.	WI-FI functioning on the territory of the organization of education.		+		
98	8.	The university should strive to ensure that the training equipment and software used for the development of EP, were similar to those used in the respective industries.		+		
99	9.	The university must ensure compliance with safety requirements in the learning process.		+		
100	10.	The university should strive to take into account the needs of various groups of students in the context of EP (adults, workers, foreign students, and students with disabilities).		+		
Total on standard			1	9	0	0
Standard "Public Information"						
		<i>The information published by the university within the framework of the EP should be accurate, objective, relevant and should include:</i>				
101	1.	implemented programs, indicating the expected learning outcomes;		+		
102	2.	information about the possibility of assigning qualifications at the end of the EP;	+			
103	3.	information about teaching, learning, assessment procedures;	+			
104	4.	information about the scores and training opportunities provided by students;		+		
105	5.	information about graduate employment opportunities.		+		
106	6.	EP management should use a variety of ways to disseminate information (including the media, web resources, other information networks) to inform the general public and stakeholders.	+			
107	7.	Public awareness should include support and explanation of national development programs of the country and the system of higher and postgraduate education.	+			
108	8.	The university should publish audited financial statements on its own web resource.		+		
109	9.	The university must demonstrate the information on the web resource that characterizes the university as a whole and in the context of the EP.	+			
110	10.	An important factor is the availability of adequate and objective information about the teaching staff of the OP, in the context of personalities.		+		
111	11.	An important factor is to inform the public about cooperation and collaboration with partners in the framework of EP, including with scientific / consulting organizations, business partners, social partners and educational organizations.		+		

112	12.	The university should post information and links to external resources on the results of external assessment procedures.		+		
113	13.	An important factor is the participation of the university and implemented EP in a variety of external assessment procedures	+			
Total on standard			6	7	0	0
Standards in the context of individual specialties						
EDUCATION						
		<i>Educational programs in the direction of "Education" must meet the following requirements:</i>				
114	1.	EP management must demonstrate that graduates have a program of theoretical knowledge in the field of psychology and skills in communications, analysis of personality and behavior, methods of conflict prevention and resolution, student motivation;		+		
115	2.	EP management must demonstrate the literacy of graduates of the program in the field of information technology.		+		
116	3.	EP management must demonstrate the presence of disciplines in the program that teach innovative teaching methods and training planning, including interactive teaching methods, teaching methods with high involvement and motivation of students (games, case studies / situations ,use of multimedia);		+		
117	4.	The management of EP should demonstrate the ability of students to learn the skills of self-learning;		+		
118	5.	Within the framework of the EP, emphasis should be placed on various types of practices: - attendance of lectures and classes conducted by teachers; - holding special seminars and discussions of the latest methodologies and learning technologies; - as part of the program, students should be able to attend at least one discipline in the field of their specialization, taught by a practitioner;	+			
119	6.	Under the EP, students should be provided with the knowledge and skills of systems and methods of pedagogy in the world, as well as knowledge in the field of education management.		+		
Social sciences						
		<i>Educational programs in the field of "SOCIAL SCIENCES", such as "Journalism", etc., must meet the following requirements:</i>				
120	7.	EP management should demonstrate that the teaching in the framework of the program is based on modern achievements of world science and practice in the field of specialization, as well as using modern and advanced teaching methods;		+		
121	8.	EP management should guarantee access of students to		+		

		the most modern and actual data (statistics, news, scientific results) in the field of specialization on paper (Newspapers, collections of statistical data, textbooks) and electronic media;				
122	9.	Goals, respectively, and the results of training should be aimed at getting students specific skills in demand in the labor market;		+		
123	10.	EP management should demonstrate that graduates of the program have these skills and that these skills are really in demand in the market;		+		
124	11.	EP should include a significant number of disciplines and activities aimed at obtaining practical experience of students in the application of theoretical knowledge, such as industrial practice, training in enterprises, participation in lectures and seminars of practitioners, etc.;	+			
125	12.	The management of the EP should demonstrate an analysis of the labor market and give examples of successful employment of graduates.	+			
Total on standard			3	9	0	0
TOTAL			38	79	8	0