



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ  
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО  
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

# REPORT

on the results of the external expert committee`s work on the assessment  
of compliance with the standards` requirements of specialized  
accreditation of educational programs

«6B111-01 ORGANIZATION AND MANAGEMENT OF TOURISM»,  
«6B111-03 MANAGEMENT IN THE HOSPITALITY INDUSTRY»,  
«7M111-01 INNOVATIVE RESEARCH IN TOURISM»  
(scientific and pedagogical direction),  
«7M111-02 ORGANIZATION AND MANAGEMENT OF TOURISM»  
(profile direction)

KAZAKH ABLAI KHAN UNIVERSITY OF INTERNATIONAL  
RELATIONS AND WORLD LANGUAGES  
from «28 » to «30» May 2020

**INDEPENDENT AGENCY FOR ACCREDITATION AND RATING**  
**External Expert Committee**

*Addressed  
To the Accreditation  
Council of People 's*



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## **(I) LIST OF DESIGNATIONS AND ABBREVIATIONS**

RK - Republic of Kazakhstan

KazUIR & WL named after Ablai Khan – Kazakh Ablai khan University of International Relations and World Languages

TS – teaching staff

EP - education program

CED – catalog of elective disciplines

EEC - external expert committee

SCSE - state compulsory standards of education

MC – Model curricula

GED – general education disciplines

BD – basic disciplines

MD – major disciplines

ECTS – european credit transfer and accumulation system

IC - individual curriculum

LO- learning outcomes

MNE- ministry of national economy

NTC – national testing center

EMCD– educational-methodical complex of disciplines

ICT - information and communication technology

IRI – internal regulatory instruments

DB – database

SAC – state attestation commission

IST – intermediate state control

TLB – teaching and laboratory building

NCSTE– national center of science and technology evaluation

QMS – quality management system

IWS - independent work of students

IWSGT– independent work of students under the guidance of a teacher

QMS – quality management system

AB – academic board

FMIC – Faculty of Management and International Communications

ELR – electronic learning resource

ACQUIN – The Accreditation, Certification and Quality Assurance Institute

AMFORHT – The World Association for Hospitality and Tourism Education and Training

ATLAS – The Association for Tourism and Leisure Education and Research

EURHODIP – International association supporting hospitality and tourism education and training.

MOODLE – Modular Object-Oriented Dynamic Learning Environment

QS – Quacquarelli Symonds (World University Rankings)

GPA – Grade point average

## **(II) INTRODUCTION**

In accordance with order № 39-20-OD from 27.04.2020. of Independent agency for accreditation and rating from May 28 to May 30, 2020, an external expert committee assessed the compliance of educational programs: 6B04101 Economics; 6B04102/B046 World Economy; 6B04201 Jurisprudence; 7M04101 Economics (PD), 7M04101 Economics (MON); 6B111-01 Organization and Management of Tourism; 6B111-03 Management in the hospitality industry; 7M111-01 Innovative Research in tourism; 7M111-02 Organization and Management of Tourism; 6B04103 Public administration and management; 7M04133 Strategic Management and Business Administration (scientific and pedagogical direction); 6B03201 Journalism and Advertising; 7M03201 Journalism; 6B03202 Public Relations and Human Resources (PR&HR); 6B041-0410-06 Marketing and Business Communications of JSC Kazakh Ablai Khan University of International Relations and World Languages (KazUIR&WL named after Ablai Khan) with standards of primary specialized accreditation (dated May 25, 2018 No. 68-18/1-OD, first edition).

The report of the external expert committee (EEC) contains an assessment of the submitted educational programs by the criteria of the IAAR standards, recommendations of the EEC for further improvement of educational programs and characteristics of the educational programs' profile.

### **Committee of EEC:**

1. **Chairman of the Committee** – Mirzhakypova Sedep Toktamuratovna, Doctor of Economics, Professor, Narxoz University (Almaty);
2. **Expert** – Kurmangali Medeu Shungenuly, PhD, Associate Professor, Narxoz University (Almaty);
3. **Expert** – Isakhova Parida Bakirovna, Doctor of Economics, Professor, Almaty Management University (Almaty);
4. **Expert** - **Karbaeva Sholpan Shaikenovna**, PhD, Associate Professor, National Pedagogical University named after Abai (Almaty);
5. **Expert** - Aktymbaeva Aliya Sagyndykovna, Candidate of Geographical Sciences, Associate Professor, Al-Farabi Kazakh National University (Almaty);
6. **Expert** - Dzholdasbayeva Gulnar Karimovna, Doctor of Economics, Professor, Almaty Technological University (Almaty);
7. **Expert** - Zhumabekov Meiram Kenesovich, Candidate of Philology, Associate Professor, Karaganda State University named after E.A. Buketov (Karaganda);
8. **Expert** - Seithamzina Gauhar Zhumabekovna, Candidate of Economics, Associate Professor, Almaty Academy of Economics and Statistics (Almaty);
9. **Employer** - Shaikenova Rashida Rashidovna, Director of the Kazakhstan Tourist Association (Almaty);
10. **Student** - Ismail Zhamal Bakytzyzy, 2nd year Master's student of the Faculty of Law of Al-Farabi Kazakh National University (Almaty);
11. **The observer from the Agency** – Kydyrmina Nurgul Alimovna, the Head of the NAAR/IAAR project (Nur-Sultan).

### **(III) REPRESENTATION OF THE EDUCATION ORGANIZATION**

On September 16, 1940, by the Decree of the Council of People's Commissars of the USSR No. 1696, the Kazakh Teachers' Institute of Foreign Languages (KAZSTIFL) was established. In April 1944, Kaznarkompros prepared a proposal to transform KAZSTIFL into the Kazakh State Pedagogical Institute of Foreign Languages. By the Decree of the Government of the Republic of Kazakhstan No. 1263 dated June 23, 1993. The Almaty Pedagogical Institute of Foreign Languages was transformed into the Kazakh State University of World Languages. In 1999, the university was named after the great Kazakh statesman Abylai Khan. In accordance with the Decree of the Government of the Republic of Kazakhstan No. 1099 dated August 23, 2001, the Republican State Enterprise "Kazakh State University of International Relations and World Languages named after Abylai Khan" was reorganized Closed Joint Stock Company "Kazakh University of International Relations and World Languages named after Abylai Khan." 2003, in accordance with Article 90 of the Law of the Republic of Kazakhstan "On Joint Stock Companies", KazGUMO CJSC was renamed into JSC Abylai Khan Kazakh University of International Relations and World Languages (hereinafter referred to as KazUIR&WL) by the decision of the general meeting of shareholders.

All conditions have been created in KazUIR&WL for the training of highly qualified specialists who are in demand in many fields of the humanitarian foreign language and international profile. The University carries out educational activities in 36 educational programs in accordance with the state license of the AB 0137365 series in the field of higher and postgraduate education for an unlimited period of time, issued by the Ministry of Education and Science of the Republic of Kazakhstan on 03.02.2010.

JSC "Kazakh University of International Relations and World Languages named after Ablai Khan" received a certificate of institutional accreditation of the IAAR for a period of seven years, with registration number AA0164 dated May 24, 2019.

Currently, the university has 7 basic faculties: the Faculty of Translation and Philology, the Faculty of Education, the Faculty of Management and International Communications, the Faculty of International Relations, the Faculty of Oriental Studies, the Faculty of Continuing Education and the Faculty of Economics and Law.

The contingent of students on 05/28/2020 is 7396 people, of which: bachelor's degree - 7003, master's degree - 306, doctoral degree - 87.

Currently, the teaching staff consists of 547 teachers, including 9 academicians, 62 doctors of sciences, professors, 159 candidates of sciences, associate professors, 18 doctors of PhD.

The university has 6 educational buildings, 3 dormitories for 1552 places, 2 canteens, 4 buffets. There are 3 libraries, 10 reading rooms, an electronic reading room; 2 video rooms, an Internet classroom, 22 computer labs, 6 oral speech laboratories, a simultaneous translation room, a laboratory for TV radio journalists, resource centers in the following languages: Japanese, Turkish, Korean, Chinese, American, Austrian, German, French, Italian, Spanish, Polish.

The library of the university has about 700 thousand books, has 5 reading rooms equipped with computers with access to its own, domestic and foreign databases, as well as the Internet. The university publishes a monthly university newspaper "Tilalemi" - "World of languages", the scientific journal "Bulletin of KazUIR&WL".

The university has 6 research and innovation-applied schools. The first foreign language complex of dictionaries and phrasebooks in 5 working languages was created for the EXPO-2017 exhibition. The university initiated the opening of associative scientific and professional communities, the first of which was the Associative Association of Translators of Kazakhstan, which is gaining a decent reputation and recognition. For the implementation of the trilingualism program to the number of practical demonstration of the scientific and educational role of the university as a leading university in the development and provision of foreign language training and retraining of teaching staff, the University trained 500 students under the advanced training program for 2 years, having received a high assessment for their quality.



The Confucius Institute was opened based on the university as a strategic center for training specialists in vocational and industrial language training for the implementation of the "New Silk Road" project. An agreement was signed with the leadership of the International Certification Programs for Language Standardization in the NILE format, conducted by the University of Norwich (Great Britain). The development of a culture of quality assurance is taking place within the framework of the implementation of European programs in the field of higher education, namely the ERASMUS MUNDUS, TEMPUS TACIS and ERASMUS + programs.

In the ranking of the world's TOP-Universities QSWorld University Ranking 2020, the university takes 801 place in the world rating scale. According to the QS rating of the regions of Eastern Europe, the CIS and Central Asia, the university is in 241 positions.

KazUIR&WL named after Ablai Khan is a member of 14 reputable International Associations: International Association of Universities (UNESCO), Eurasia-Pacific United, 3 International Tourism Associations (ATLAS, AMFORTH, EURHODIP), International Association of Francophonie Universities (AUF), International Academy of Sciences of Higher Education, Association of Schools of International Relations (MGIMO) UMO, MSLU, European Language Council (ELC), Consortium of Humanitarian Universities of the SCO Member States, Consortium of Linguistic Universities of EurAsEC Member States, EUPRERA Association (The European Public Relations Education and Research Association) Belgium, The European Association for International Education (EAITE).

#### **(IV) DESCRIPTION OF THE EEC VISIT**

The work of the EEC was carried out on the basis of the visit program of the expert commission on primary specialized accreditation of JSC "Kazakh University of International Relations and World Languages named after Ablai Khan" in the period from 28 to 30 May 2020.

In accordance with the requirements of the standards, the visit program covered meetings with the rector, vice-rectors, heads of structural divisions, deans, heads of departments of the university, teachers, students, alumni, employers and employees from various departments, interviews and questionnaires of teachers and students. A total of 157 people took part in the meetings (Table 1).

During the excursion, the members of the EEC got acquainted with the state of the material and technical base of KazUIR&WL, visited the assembly hall, reading room, simultaneous translation room, computer class, Confucius Center, laboratory "Courtroom", laboratory of forensic science, laboratories of the Department of International Communications, Department of Economics and Department of Management international tourism, situational center, DSP, selection committee, sports complex.

The events planned during the visit of the IAAR EEC contributed to familiarizing the experts with the practice bases. The expert group visited LLP "Clever Tour", Starbucks Kazakhstan coffee shop.

In accordance with the accreditation procedure, a survey was conducted of 28 teachers, 47 students, including junior and senior students.

Table 1 - Information about the employees and students who took part in the meetings with the EEC of the IAAR

Category of participants	Amount
Rector	1
Vice-rector	5
Heads of structural divisions	15
Deans of faculties	3
Heads of department	5
Teachers	29
Graduates	18

Employers	20
Trainees	61

In order to confirm the information presented in the Self-Assessment Report, external experts requested and analyzed the working documentation of the university. Along with this, the experts examined the official website of the university <http://www.ablaikhan.kz/>.

All conditions were created for the work of the EEC, access to all the necessary information resources was organized. The KazUIR&WL team ensured the presence of all persons indicated in the visit program, observing the established time interval.?

## **(V) OVERVIEW OF STRENGTHS / BEST PRACTICES FOR EACH STANDARD**

### **5.1. Standard "Management of the educational program"**

The main advantages of OO over competing universities are:

- the quality assurance policy reflects the link between research, teaching and learning;
- the format of the curriculum provides for the involvement of students, employers and foreign partners in the educational process at the stage of planning and implementation of the EP, the implementation of academic mobility in the international educational space;
- EP management systematically undergoes training in educational management programs.

### **5.2. Information Management and Reporting Standard**

A systematic survey of interested persons in the EP of student satisfaction with the quality of educational services provided, the teacher through the eyes of a student is given the opportunity to identify student satisfaction with educational programs, teaching efficiency, the level of demand for graduates in the labor market, etc.

### **5.3. Standard "Development and approval of the educational program"**

The uniqueness of the EP lies in the integration of knowledge, abilities, skills and a practice-oriented approach that allows a graduate to apply for a wide range of job positions and career growth, both in public authorities and in organizations, enterprises, institutions of various organizational and legal forms.

The complexity of the EP is clearly defined in Kazakhstani loans and ECTS.

Evaluation of the EP quality is carried out on the basis of: analysis of curricula, catalog of elective disciplines, timetables, individual plans of students, internal regulations governing the implementation of EP.

The EP management ensures the employment of graduates of the assessed specialties at basic enterprises.

The quality of the accredited EP is confirmed by the analysis of teaching methods and the organization of independent work of the student, interviewing and questioning of students, teaching staff, employers and stakeholders, conclusions made as a result of observations of the conduct of classes, as well as on the basis of analysis of the methodology and results of observations of the procedure for assessing the competencies of students ...

### **5.4. Standard "Continuous monitoring and periodic evaluation of educational programs"**

Demonstrated supporting documents on the participation of students, employers and other stakeholders in the revision of the EP.

Annual renewal of the EP, taking into account the recommendations of employers and other interested parties.

Positive dynamics of student performance.

5.5. The standard "Student-centered learning, teaching and assessment of academic performance" has a feedback system through the use of various teaching methods, including interactive ones, and evaluation of learning outcomes.

Support of students' autonomy with simultaneous guidance and assistance from the teacher.



Ensuring equal opportunities for students, regardless of the language of instruction, to form an individual educational trajectory.

#### 5.6. The "Students" Standard

The NGO adheres to an open policy of forming a contingent of students in the context of EP from admission to graduation.

The management of the EP demonstrated readiness to conduct special adaptation and support programs for newly enrolled and foreign students.

There is a sufficient base of practices, the management of the EP provides assistance in the employment of graduates and feedback from employers, confirmed by letters about passing the practices of students of the EP, such as a characteristic for a 4th year student Erkesheva Zh.A. from LLP of the hotel "GoldenPalace"; Kaldybek G.P. 4th year student - Hotel SHERAINN LLP; Beisekova DD, 4th year student - Hotel LLP "SILKWAYTRAVEL".

The university has a mechanism to support gifted students in the form of financial discounts for tuition and exemption from tuition fees for 3 and 4 courses, with the possibility of obtaining a scholarship named after Ablai Khan.

#### 5.7. The standard "Teaching staff"

The university has an objective and transparent personnel policy, including in the context of OP.

Active participation of the teaching staff of the OP in grant research projects through the Ministry of Education and Science of the Republic of Kazakhstan.

Among the teaching staff of the accredited OP there are teachers with practical experience in the relevant field.

The motivation of professional and personal development of teachers of the EP is demonstrated.

#### 5.8. The standard "Educational resources and Student Support systems"

Operates WI-FI on the territory of the educational organization.

Availability of support procedures for various groups of students, including information and counseling.

Compliance with safety requirements in the learning process has been ensured, including safety regulations.

#### 5.9. The standard "Informing the public"

The feedback "Jivocity" is connected, where consultants answer questions from site visitors online.

The possibility of obtaining practical experience and further employment at the place of internship is confirmed.

The use of various methods of information dissemination, including mass media, information networks for informing the general public and interested persons, has been confirmed.

#### 5.10. The standard "Standards in the context of individual specialties"

### **(VI) OVERVIEW OF QUALITY IMPROVEMENT RECOMMENDATIONS FOR EACH STANDARD**

#### 5.1. The standard "Management of the educational program"

In order to further develop and improve the implementation of the accredited educational program of the EEC of the NAAR recommends:

- to specify the risk map of the OP, corrective plans and their reflection in the development

of the EP;

- to include in the plan of development of educational programs measures for the development of dual education and strengthen international internship in the Master's degree program.

#### 5.2. Information Management and Reporting Standard

- As part of the implementation of the state program "Digital Kazakhstan", it is recommended to increase and improve information and communication technologies and software, taking into account modern conditions of the IT market.

- To diversify the methods of collecting and analyzing information in the context of EP.
- Improve the criteria for evaluating the effectiveness and efficiency of the EP.

#### 5.3. Standard "Development and approval of the educational program"

- It is necessary to develop a graduate model that will contain a description of the learning outcomes and the personal qualities of the graduate of the assessed EP, based on the professional standards of "Atameken".

- To develop clear criteria for the external experts of the EP and to involve research institutes as expert employers for the examination of the Master's degree EP.

- To certify the competencies of students/teaching staff in the specialties, using cooperation with trade unions and associations.

- Update information about changes in accredited EP on the university's website.

#### 5.4. The standard "Continuous monitoring and periodic evaluation of educational programs"

- In order to improve the questionnaires used and their analysis, it is necessary to be able to sort data by individual faculties, departments, EP to improve EP.

- Dissemination of the results of monitoring the satisfaction of students and other stakeholders on the university's website.

- Take into account the results of surveys in the evaluation and revision of educational programs.

- To monitor the use of teaching staff accredited by the EP of innovative teaching methods to analyze changes in the content of classes in order to improve the quality of material assimilation by students.

- To analyze the market of educational services of the EP in a comparative form, indicating the borrowing of the best experience and its implementation in the EP.

#### 5.5. The standard "Student-centered learning, teaching and assessment of academic performance"

- To consider the possibility of conducting their own research in the field of teaching methods of educational disciplines and the development of author's teaching methods.

- To expand the fund of educational and scientific literature in accordance with the given contingent of students in educational programs and languages of instruction, including through their own developments of teaching staff.

#### 5.6. The "Students" standard

To consider the possibility of updating and strengthening the infrastructure of accredited EP Cluster 2.

To promote professional certification of students and the introduction of research elements in the content of accredited educational programs.

Expand the base of research practice on the EP "7M111-01 - Innovative research in the field of tourism" (scientific and pedagogical direction).

#### 5.7. The standard "Teaching staff"

- Activate the use of teaching staff and information and communication technologies in the educational process (for example, on-line training, presentations for lectures, the use of electronic textbooks, etc.), as well as diversify online platforms for providing educational services.
- OO to consider the possibility of encouraging the teaching staff of the EP for publications in Q1-Q2 rating journals, as well as for the introduction of their own innovative teaching methods.

#### 5.8. Standard "Educational resources and student support systems"

- It is necessary to replenish and update the existing tourist equipment for the training campaign EP 6B111-01 "Organization and management of tourism" and 6B111-03 "Management in the hospitality industry".
- Material and technical resources and infrastructure in the context of EP require improvement: contracts with companies that strengthen the professional skills of students, for example: Amadeus; specialized audiences; professional information programs, etc.
- When allocating, planning and providing educational resources, it is necessary to strengthen the degree of taking into account the needs of various groups of students (adults, working, part-time students, international students, as well as students with disabilities).

#### 5.9. The standard " Public Informing"

- is to publish reliable, objective, up-to-date information about the educational program and its specifics, especially the expected learning outcomes of the implemented EP.
- Carry out systematic internal monitoring of the website and assess to what extent the available information resource meets modern requirements, goals and objectives of the University as a whole and in the context of educational programs, improve site navigation.

#### 5.10. The standard "Standards in the context of individual specialties"

- To consider the possibility of students' access to up-to-date and up-to-date data (statistics, news, scientific results) in the field of tourism and RHB.
- Consider the possibility of extending the period of industrial and pre-graduate practice.
- Review the Bachelor's degree program "6B111-01 – Organization and management of tourism", "6B111-03 – Management in the hospitality industry".

## Appendix 1. Evaluation table "PARAMETERS OF A SPECIALIZED PROFILE"

№ item No.	NNo.	Evaluation criteria	Позиция организации образования			
			Strong	Satisfactory	To be improved	Unsatisfactory
Standard " Management of Educational Programme"						
1	1.	The organisation of higher and (or) postgraduate education should have a published quality assurance policy. The quality assurance policy should reflect the link between research, teaching and learning.		+		
2	2.	The organisation of higher and (or) postgraduate education should demonstrate the culture’s development of quality assurance, including in EP context.		+		
3	3.	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint / double degree education and academic mobility.		+		
4	4.	EP management demonstrates readiness to ensure transparency of EP development plan based on the analysis of its functioning, EO actual positioning and the focus of its activities on meeting the needs of the state, employers, students and other concerned parties. The plan should contain the timing of the start of the implementation of the educational programme.		+		
5	5.	EP management demonstrates the existence of mechanisms for the formation and regular revision of EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the students’		+		
6	6.	needs, employers and society, making decisions aimed at continuous improvement of EP.		+		
7	7.	EP management should involve representatives of stakeholder groups, including employers, students and TS in the formation of EP development plan.		+		
8	8.	EP management should demonstrate the individuality and uniqueness of EP development plan, its consistency with national priorities and the development strategy of the organisation of higher and (or) postgraduate education.		+		
9	9.	The organisation of higher and (or) postgraduate education should demonstrate a clear definition of those responsible for business processes within EP framework, an unambiguous distribution of job duties of personnel, delineation of collegial bodies functions.		+		
10	10.	EP management should provide evidence of the transparency of the educational programme management system.		+		

11	11.	EP management should demonstrate the existence of EP internal quality assurance system, including its design, management and monitoring, their improvement, decision-making based on facts.		+		
12	12.	EP management should carry out risk management, including within EP framework, undergoing initial accreditation, as well as demonstrate a system of measures aimed at reducing the risk degree.	+			
13	13.	EP management should ensure the participation of representatives of employers, TS, students and other concerned parties in the collegial management bodies of the educational programme, as well as their representativeness in making decisions on the educational programme management.			+	
14	14.	EO should demonstrate innovation management within EP framework, including the analysis and implementation of innovative proposals.		+		
15	15.	EP management should demonstrate evidence of readiness for openness and accessibility for students, TS, employers and other concerned parties.	+			
<b>Total on standard</b>			<b>2</b>	<b>12</b>	<b>1</b>	
<b>Standard "Information Management and Reporting"</b>						
16	1.	EO should demonstrate the existence of a system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software and that it uses a variety of methods to collect and analyze information in EP context		+		
17	2.	EP management should demonstrate the existence of a mechanism for the systematic use of processed, adequate information to improve the internal quality assurance system.		+		
18	3.	EP management should demonstrate decision-making based on facts		+		
19	4.	Within EP framework, a system of regular reporting should be provided reflecting all levels of the structure, including an assessment of the performance and efficiency of the unit activities and departments, scientific research.		+		
20	5.	EO should establish the frequency, forms and methods of assessing EP management, activities of collegial bodies and structural units, top management, the implementation of scientific projects.		+		
21	6.	EO should demonstrate the determination of the order and ensuring the protection of information, including the identification of persons responsible for the accuracy and timeliness of the analysis of information and the data provision.		+		
22	7.	An important factor is the availability of mechanisms for involving students, employees and TS in the processes of collecting and analyzing information, as well as making decisions based on them.		+		



23	8.	EP management should demonstrate the existence of a communication mechanism with students, employees and other concerned parties, as well as mechanisms for resolving conflicts.		+		
24	9.	EO should demonstrate the existence of mechanisms for measuring the degree of satisfaction of the TS needs, personnel and students within EP framework.		+		
25	10.	EO should provide for the assessment of the performance and efficiency of activities, including in EP context		+		
		The information intended for collection and analysis within EP framework should take into account:		+		
26	11.	key effectiveness indicators		+		
27	12.	the dynamics of the students contingent in the context of forms and types;		+		
28	13.	academic results, student achievement and expulsion		+		
29	14.	satisfaction of students with the realization of EP and the quality of education at HEI		+		
30	15.	availability of educational resources and support systems for students		+		
31	16.	EO should confirm the realization of procedures for processing personal data of students, employees and HETP on the basis of their documentary consent		+		
<b>Total on standard</b>				<b>16</b>		
<b>Standard "Development and Approval of the Education Programme"</b>						
32	1.	EO should define and document the procedures for EP development and its approval at the institutional level		+		
33	2.	EP management should ensure that the developed EP meets the established objectives, including the expected learning outcomes		+		
34	3.	EP management should ensure the availability of developed models of EP graduate, describing the learning outcomes and personal qualities			+	
35	4.	EP management should demonstrate the performance of external examinations of EP content and the planned results of its implementation		+		
36	5.	The qualification awarded upon EP completion should be clearly defined and correspond to a certain NQS level		+		
37	6.	EP management should determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
38	7.	An important factor is the ability to prepare students for professional certification			+	
30	8.	EP management should provide evidence of the participation of students, TS and other stakeholders in EP development, ensuring their quality		+		
40	9.	EP complexity should be clearly defined in Kazakhstani credits and ECTS	+			
41	10.	EP management should ensure that the content of academic disciplines and planned results are consistent with the level of education (bachelor's, master's, doctoral		+		

		studies).				
42	11.	EP structure should provide for various types of activities to ensure that students achieve the planned learning outcomes.		+		
43	12.	An important factor is the correspondence between EP content and EP learning outcomes, implemented by institutions of higher and (or) postgraduate education in the EHEA		+		
<b>Total on standard</b>			<b>1</b>	<b>9</b>	<b>2</b>	
<b>Standard "On-Going Monitoring and Periodic Review of Educational Programme"</b>						
44	1.	EO should define mechanisms for monitoring and EP periodic evaluation in order to ensure the achievement of the goal and meet the needs of students and society. The results of these processes should be aimed at EP continuous improvement		+		
		Monitoring and EP periodic evaluation should provide for:		+		
45	2.	the content of the programmes in the light of the latest scientific achievements in a specific discipline to ensure the relevance of the taught discipline		+		
46	3.	changes in the needs of society and the professional environment		+		
47	4.	workload, the level of academic achievement and students' graduation		+		
48	5.	the effectiveness of student assessment procedures		+		
49	6.	expectations, needs and satisfaction of students with EP training		+		
50	7.	educational environment and support services and their compliance with the objectives of EP		+		
51	8.	EO, EP management should define a mechanism for informing all concerned parties about any planned or taken actions in relation to EP		+		
52	9.	All changes made to EP should be published. EP management should develop a mechanism for revising EP content and structure, considering changes in the labor market, employers' requirements and social demands of society		+		
<b>Total on standard</b>				<b>9</b>		
<b>Standard "Student-Centered Learning, Teaching and Performance Evaluation"</b>						
53	1.	EP management should ensure respect and attention to different groups of students and their needs providing them with flexible learning trajectory		+		
54	2.	EP management should provide for the use of various forms and methods of teaching and learning		+		
55	3.	An important factor is the availability of own research in the field of teaching methods of EP academic disciplines			+	
56	4.	EP management should demonstrate the existence of feedback mechanisms on the use of various teaching		+		

		methods and assessment of learning outcomes				
57	5.	EP management should demonstrate the existence of mechanisms to support the students' autonomy with simultaneous guidance and assistance from the teacher.		+		
58	6.	EP management should demonstrate the existence of a procedure for responding to student complaints		+		
59	7.	EO should ensure consistency, transparency and objectivity of the mechanism for assessing learning outcomes for each EP, including appeal		+		
60	8.	EP should ensure that the procedures for assessing the learning outcomes of EP students are consistent with the planned results and programme objectives. Criteria and methods of assessment within EP framework should be published in advance		+		
61	9.	EO should determine the mechanisms for ensuring the achievement of learning outcomes by each EP graduate and ensure the completeness of their formation.		+		
62	10.	Evaluators should be proficient in modern methods of assessing learning outcomes and regularly improve their qualifications in this area		+		
<b>Total on standard</b>				<b>9</b>	<b>1</b>	
<b>Standard "Students"</b>						
63	1.	EO should demonstrate the existence of a policy for the formation of the students' contingent in EP context from admission to graduation and ensure the transparency of its procedures. The procedures governing the students' life cycle (from admission to completion) should be defined, approved, published	+			
		EP management should determine the procedure for the formation of the students' contingent based on:				
64	2.	minimum requirements for applicants	+			
65	3.	maximum group size when conducting seminars, practical, laboratory and studio classes		+		
66	4.	forecasting the number of government grants		+		
67	5.	analysis of available material and technical, information resources, human resources		+		
68	6.	analysis of potential social conditions for students, including providing places in the hostel		+		
69	7.	EP management is obliged to demonstrate readiness to conduct special adaptation and support programmes for newly entered and foreign students	+			
70	8.	EO should demonstrate that its actions are consistent with the Lisbon Recognition Convention		+		
71	9.	EO should cooperate with other educational institutions and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility / National Academic Recognition Information Centers" ENIC / NARIC in order to ensure comparable recognition of qualifications		+		

72	10.	EP management should demonstrate the existence of a mechanism for the recognition of the students' results of academic mobility, as well as the results of additional, formal and non-formal education		+		
73	11.	EO should provide an opportunity for external and internal mobility of EP students, as well as a willingness to assist them in obtaining external grants for training.		+		
74	12.	EP management should demonstrate its readiness to provide students with places of practice, to promote the graduates' employment, to maintain communication with them		+		
75	13.	EO should provide for the possibility of providing EP graduates with documents confirming the received qualifications, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion		+		
76	14.	An important factor is the availability of mechanisms for monitoring the employment and professional activity of EP graduates		+		
<b>Total on standards</b>			<b>3</b>	<b>11</b>		
<b>Standard "Teaching Staff"</b>						
77	1.	EO should have an objective and transparent personnel policy, including in EP context, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff.	+			
78	2.	EO should demonstrate the compliance of the TS staff potential with EO development strategy and EP specifics.		+		
79	3.	EP management should demonstrate awareness of responsibility for their employees and providing them with favorable working conditions.		+		
80	4.	EP management should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning.		+		
81	5.	EO should determine the contribution of TS of the EP to the implementation of EO development strategy, and other strategic documents.		+		
82	6.	EO should provide opportunities for career growth and professional development of TS of the EP.		+		
83	7.	EP management is obliged to demonstrate readiness to involve practitioners of the relevant industries in teaching.		+		
84	8.	EO should demonstrate motivation for the professional and personal development of EP teachers, including encouragement for the integration of scientific activity and education, the use of innovative teaching methods.		+		
85	9.	An important factor is the readiness to develop academic mobility within EP framework, to attract the best foreign and national teachers			+	
<b>Total on standard</b>			<b>1</b>	<b>7</b>	<b>1</b>	
<b>Standard "Education Resources and Student Support Systems"</b>						

86	1.	EO should ensure a sufficient number of training resources and student support services that meet EP objectives.		+		
87	2.	EO should demonstrate the sufficiency of material and technical resources and infrastructure, considering the needs of students' various groups in EP context of (adults, working, foreign students, as well as students with disabilities).			+	
		EP management is obliged to demonstrate the existence of procedures for supporting various groups of students, including informing and consulting. EP management should demonstrate the compliance of information resources with EP specifics, including:				
88	3.	technological support for students and TS in accordance with educational programmes (for example, online training, modeling, databases, data analysis programmes)		+		
89	4.	library resources, including the fund of educational, methodological and scientific literature on compulsory education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases		+		
90	5.	examination of research results, graduation works, dissertations for plagiarism		+		
91	6.	access to educational Internet resources		+		
92	7.	functioning of WI-FI on the territory of the educational organisation	+			
93	8.	EO should strive to ensure that the educational equipment and software intended for use in the development of educational programmes are similar to those used in the relevant industries		+		
<b>Total on standard</b>			<b>1</b>	<b>6</b>	<b>1</b>	
<b>Standard "Public Information"</b>						
		EO should publish reliable, objective, relevant information about the educational programme and its specifics, which should include:		+		
94	1.	expected learning outcomes of EP implemented		+		
95	2.	qualifications and (or) qualifications that will be awarded upon EP completion		+		
96	3.	approaches of teaching, learning, as well as the system (procedures, methods and forms) of assessment		+		
97	4.	information about passing scores and learning opportunities provided to students		+		
98	5.	information about the possibilities of employment of graduates		+		
99	6.	EP management should provide for various ways of disseminating information, including mass media, information networks to inform the general public and concerned parties.		+		
100	7.	Public awareness should include support and explanation of the country's national development programmes and		+		



		the system of higher and postgraduate education.				
101	8.	EO should demonstrate the reflection on the web resource of information characterizing it in general and in EP context.		+		
102	9.	An important factor is the availability of adequate and objective information about EP TS.		+		
103	10.	An important factor is informing the public about cooperation and interaction with partners within EP framework		+		
<b>Total on standard</b>				<b>10</b>		
<b>Standards in the Context of Individual Specialties</b>						
<b>SOCIAL SCIENCES, ECONOMY AND BUSINESS, SERVICES, HUMAN SCIENCES AND LAW</b>						
		The educational program of the directions "Social Sciences, Economics and Business", "Services", "Humanities" and "Law" should meet the following requirements:				
104	1.	EP management should provide that teaching within the program is carried out on the basis of modern achievements of world science and practice in the field of specialization, as well as using modern and advanced teaching methods.		+		
105	2.	EP management should provide for the possibility of students' access to modern and relevant data (statistics, news, scientific results) in the field of specialization on paper (newspapers, collections of statistical data, textbooks) and electronic media.		+		
106	3.	The aims and results of training should be aimed at obtaining students specific skills that are in demand in the labour market.		+		
107	4.	EP should include a sufficient number of disciplines and activities aimed at gaining practical experience in the application of theoretical knowledge, as an industrial practice, - passing training at enterprises, participating in lectures and seminars of practitioners, etc.		+		
<b>Total on standard</b>				<b>4</b>		
<b>TOTAL</b>			<b>8</b>	<b>93</b>	<b>6</b>	