



«АККРЕДИТЕУ 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

"6B04103 - STATE ADMINISTRATION AND MANAGEMENT",  
6B041-0410-06 - MARKETING AND BUSINESS COMMUNICATION,  
"6B03201 - JOURNALISM AND ADVERTISING",  
"6B03202 - PUBLIC RELATIONS AND HUMAN RESOURCES (PR&HR),  
7M04133 - STRATEGIC MANAGEMENT AND BUSINESS  
ADMINISTRATION (NPN),  
"7M03201- JOURNALISM (NPN)"

KAZAKH ABLAI KHAN UNIVERSITY OF INTERNATIONAL RELATIONS  
AND WORLD LANGUAGES

from 28 to 30 May 2020

Almaty, 2020

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

*Addressed  
To the Accreditation  
Council of People 's*



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІН  
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**

**"6B04103 - STATE ADMINISTRATION AND MANAGEMENT",  
6B041-0410-06 - MARKETING AND BUSINESS COMMUNICATION,  
"6B03201 - JOURNALISM AND ADVERTISING",  
"6B03202 - PUBLIC RELATIONS AND HUMAN RESOURCES (PR&HR),  
7M04133 - STRATEGIC MANAGEMENT AND BUSINESS ADMINISTRATION (NPN),  
"7M03201 - JOURNALISM (NPN)"**

**KAZAKH ABLAI KHAN UNIVERSITY OF INTERNATIONAL RELATIONS AND  
WORLD LANGUAGES**

**from 28 to 30 May 2020  
Almaty, 2020**

**Almaty, 2020**

## CONTENT

(I) LIST OF DESIGNATIONS AND ABBREVIATIONS .....	3
(II) INTRODUCTION .....	4
(III) REPRESENTATION OF THE EDUCATIONAL ORGANIZATION .....	5
(IV) DESCRIPTION OF THE EEC VISIT .....	6
(V) REVIEW OF STRENGTHS / BEST PRACTICES FOR EACH STANDARD .....	8
(VI) REVIEW OF RECOMMENDATIONS FOR QUALITY IMPROVEMENT .....	10
(VII) Appendix 1. Parameters of a specialized profile .....	12



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

RK - Republic of Kazakhstan

MES RK - Ministry of Education and Science of the Republic of Kazakhstan

KazUIR&WL - Kazakh University of International Relations and World Languages

ECTS - European Credit Transfer and Accumulation System

KPI - Key Performance Indicator

DB - Database

KKSON - Committee for Control in the Sphere of Education and Science

EP - Educational program

TS - Teaching staff

RSOD - Rating system for assessing performance

MOP - Modular Educational Programs



## (II) INTRODUCTION

In accordance with order No. 39-20-OD dated 04.27.2020 of the Independent Agency for Accreditation and Rating, from 28 to 30 May 2020, an external expert commission assessed the compliance of educational programs 6B04103 - Public Administration and Management ", 6B041-0410-06 - Marketing and business communications; "6B03201 - Journalism and Advertising", "6B03202 - Public Relations and Human Resources (PR&HR) and Master's Degree 7M04133 - Strategic Management and Business Administration (NPN)," 7M03201 - Journalism (NPN) "JSC Kazakh University of International Relations and World Languages named after Abylai Khan "(KazUIR&WL) standards of primary specialized accreditation (dated May 25, 2018 No. 68-18 / 1-OD, first edition).

The report of the external expert commission (EEC) contains an assessment of the submitted educational programs against the criteria of the IAAR standards, recommendations of the EEC for further improvement of educational programs and the parameters of the profile of educational programs. EEC composition:

### **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 Bakytkeyzy, 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 EDUCATIONAL ORGANIZATION**

September 16, 1940 by the Decree of the Council of people's Commissars of the USSR No. 1696 was created the Kazakh pedagogical Institute of foreign languages (KazPIFL). In April 1944, the Kazakh people's Commissariat for Education prepared a proposal to transform KazPIFL into Kazakh state pedagogical Institute of foreign languages. By the decree of the Government of the Republic of Kazakhstan № 1263 dated June 23, 1993 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 Ablai Khan. In accordance with a resolution of the Government of the Republic of Kazakhstan No. 1099 dated August 23, 2001, the Republican state-owned enterprise "Kazakh State University of International Relations and World Languages named after Ablai Khan" was transformed into the CJSC "Kazakh University of International Relations and World Languages named after Ablai Khan". In accordance with the Decree of the Government of the Republic of Kazakhstan No. 1099 of August 23, 2001, the Republican state enterprise "Kazakh state University of international relations and world languages named after Ablai Khan" was transformed into a Closed Joint Stock Company "Kazakh University of international relations and world languages named after Ablai Khan". May 13, 2003, in accordance with article 90 of the Law of the Republic of Kazakhstan "On joint stock companies" JSC "KazSUIR", the decision of the General meeting of shareholders renamed in JSC "Kazakh University of international relations and world languages named after Ablai Khan".

KazUIR&WL has created all conditions for the training of highly qualified specialists who are in demand in many branches of the humanitarian foreign language and international profile. The University carries out educational activities in 36 educational programs in accordance with the State license series AB 0137365 for educational activities in the field of higher and postgraduate education without limitation of validity, issued by the Committee for control in education sphere and science MES RK from 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 consists of 7 basic faculties: the faculty of translation and philology, the faculty of pedagogy, the faculty of management and international communications, the faculty of international relations, the faculty of oriental studies, the faculty of additional education and the faculty of economics and law.

The contingent of students on 28.05.2020 is 7396 people, of which: bachelor's degree - 7003, master's degree - 306, doctoral degree - 87.

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

The university has 6 academic 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 radio and television journalists, resource centers in the following languages: Japanese, Turkish, Korean, Chinese, American, Austrian, German, French, Italian, Spanish, Polish.

The university library has about 700 thousand books, 5 reading rooms equipped with computers with access to its own, domestic and foreign databases, as well as the Internet. The university monthly publishes the university newspaper "Til Alemi" - "The 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 has been 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 worthy reputation and recognition. As a part of the implementation of the trilingualism program, among the practical demonstration of the scientific and educational role of the university as a leading university for the development and provision of foreign language training and retraining of teaching

staff, the university has trained 500 students under the advanced training program for 2 years, receiving high praise for their quality of conduct.

The Confucius Institute was opened on the basis of the university as a strategic center for training specialists in professional and sectoral language training for the implementation of the New Silk Road project. An agreement has been signed with the management 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 takes place within the framework of the introduction 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 QS World University Ranking 2020, the university ranks 801st in the world ranking scale. According to the QS rating of the regions of Eastern Europe, CIS and Central Asia, the university is on 241 positions.

KazUIR&WL named after Ablai Khan is a member of 14 reputable International associations: the International Association of Universities (UNESCO), Eurasia-Pacific united, 3 International Tourism Associations (ATLAS, AMFORTH, EURHODIP), the International Association of Francophone Universities (AUF), the International Academy of Sciences of Higher Education, the Association of Schools of International Relations (MGIMO) UMO, MGLU, European Language Council (ELC), Consortium of Humanities Universities of the SCO member states, Consortium of Linguistic Universities of the Eurasian Economic Community (EEC) member states, EUPRERA Association (The European public relations education and research association) Belgium, the European association for international education (EAITE).

#### **(IV) DESCRIPTION OF THE VISIT OF EXTERNAL EXPERTS COMMITTEE**

The work of the External Experts Committee (EEC) was carried out on the basis of the visit Program of the expert commission on primary specialized accreditation of Ablai Khan Kazakh University of International Relations and World Languages JSC in the period from May 28 to May 30, 2020.

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

Table 1 - Information about the staff and students who participated in meetings with the EEC (external experts committee) IAAR (Independent Accreditation and Rating Agency)

Category of participants	Quantity
Rector	1
Vice-Rector	5
Heads of structural entities	15
Deans of faculties	3
Heads of departments	5
Teachers	29
Graduates	18
Employers	20
Students	61

The events planned within the framework of the visit of the EEC IAAR contributed to the familiarization of experts with the bases of practices. The expert group visited the practice bases – “Turan-TV” channel, LLP “Infopolis”, LLP “Atatechnic”.

During the tour, the ECC members familiarized themselves with the state of the material and technical base, and visited: the assembly hall, reading room, simultaneous translation room, computer class, Confucius Center, courtroom laboratory, criminology laboratory, laboratories of the department of international communications, department of economics and department of management of international tourism, situation center, DSP, admissions office, sports complex. The events planned within the framework of the visit of the EEC IAAR contributed to the familiarization of experts with the bases of practices. The expert group visited the practice bases – “Turan-TV” channel, LLP “Infopolis, LLP “Atatechnic”.

Attending classes

EP 6B041-0410-06 "Marketing", EP 6B04103 "Public Administration and Management"

- A lecture session was held by a senior teacher S.T. Kargabaevaeva at 09.30 on the discipline "Management" on the topic "The control of conflicting, stress and change" (2nd year, gr. GiMU, Marketing), 18 students from 34 were present (<https://us04web.zoom.us/j/74428520898?pwd=ulhy05ttw13bmFKKeFIGOEpbEuxwZz09>). The lecture outlined the purpose and objectives of the lecture in accordance with the syllabus of the discipline. The lesson was conducted by presenting a lecture using multimedia accompaniment.

EP 7M04133 "Strategic Management and Business Administration"(NPN)

-A lecture lesson was held on the discipline "Technology of corporate project management research" by Ph.D. in economics, Associate Professor Daulbaev A.K. for 1<sup>st</sup> year undergraduates 7M04133 "Strategic Management and Business Administration" (NPN). The topic of the lecture: “Technology of Corporate project management research”; the time of the lecture: 11.00-11.30. (<https://us04web.zoom.us/j/76668486004?pwd=UnoxNzBsV2lNUEppYWx0bENLNzBRQT09>). There were 2 undergraduates from 3. There is a syllabus of the discipline. The presentation of the lecture material was carried out with multimedia accompaniment in the form of electronic slides.

Within the framework of EP 7M03201 "Journalism", a seminar lesson "Elections and the political power in Kazakhstan" on the discipline "The political, economic and social aspects of the forming of mass media in Kazakhstan" was conducted by a senior lecturer T.V. Shevyakova. The time of the event was 9.3-10.20. The lesson was held at a high methodological level. The students showed not only good command of English, but also knowledge of the subject.

Within the framework of EP 6B03201 "Journalism and advertising", a seminar lesson "Abay's work" on the discipline "Fundamentals of journalistic creativity" was conducted by a senior teacher Kultayeva S.S. The time of the seminar was 10.00 - 10.30. The lesson was held at a high methodological level. The students showed good knowledge of the subject.

Within the framework of EP 6B03201 "Journalism and advertising", a lecture session "Media aspects of PR strategy. The rules for shooting and editing video material" on the discipline "Organization of PR projects" was held by a senior lecturer Ashilova M.S. The time of the lecture was 10.30 - 11.30. The lesson was held at a high methodological level. The students showed good knowledge of the subject.

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

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

All conditions were created for the work of EEC, access to all necessary information resources was organized. On the part of the KazUIR&WL team, the presence of all persons specified in the visit program was ensured, in compliance with the established time interval.

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

### **6.1 Standard "Management of the Educational Program".**

1. Representatives of employers are involved in the collegial management bodies of educational programs.
2. The heads of the EP have certificates of completion of training in educational management programs.
3. At the institutional level, the University has determined the strategic stages of the development of scientific and innovative activities.

### **6.2 Standard "Information Management and Reporting".**

1. Positive dynamics of the contingent growth in the EP "6B03201 – Journalism and advertising", "6B03202 – Public relations and human resources (PR &HR) for the accredited period.
2. The University ensures the functioning of the information collection, analysis and management system based on the use of modern information and communication technologies and software.

### **6.3. Standard "Development and approval of educational programs".**

1. Defined and documented procedures for the development of EP and their approval at the institutional level.
2. Modular competence bases of planning and management of training of specialists in all directions have been developed.
3. The labor intensity of the university's EP is clearly defined in ECTS credits.

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

1. The university has provided a regular review of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social request of society.
2. The university has developed a system for monitoring the implementation of EP.
3. The University has a good educational environment and support services that meet the goals of educational programs.

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

No.

### **6.6 Standard «Students»**

1. KazUIR&WL takes a regulated policy of forming a contingent of students.
2. Threshold levels for admission and enrollment of applicants to the university have been determined.
3. Admission and enrollment to the EP are accompanied by an introductory course containing information about the organization of education and the specifics of the EP.

### **6.7 Standard "Teaching staff»**

1. The University sets an objective and transparent personnel policy, including recruitment, professional growth and staff development, ensuring the professional competence of the entire staff.
2. The University has demonstrated the compliance of the personnel potential of the teaching staff with the development strategy and the specifics of the EP.
3. The University provides targeted actions for the development of young teachers.

### **6.8 Standard "Educational resources and student support systems»**

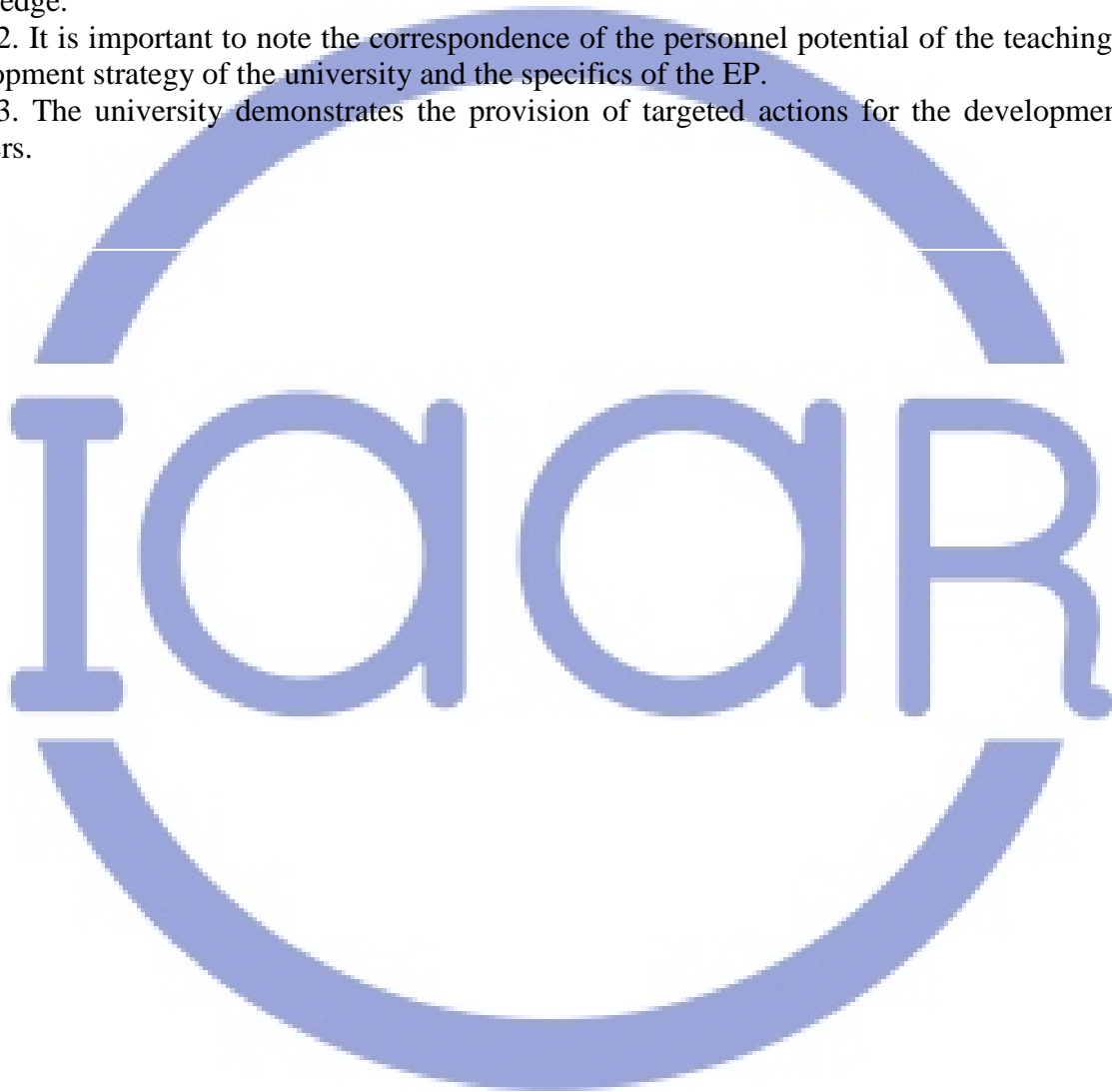
1. Sufficiency of material and technical resources and infrastructure, taking into account the needs of various groups of students;
2. Access of students and teaching staff to a free wi-fi network throughout the university.

#### 6.9 The standard "Public Informing"

1. Informing the public about cooperation and interaction with partners within the framework of the EP.
2. The official website of the University reflects information characterizing the university as a whole and in the context of educational programs.
3. The university and the implemented EP participate in a variety of external evaluation procedures.

#### 6.10 Standards in the context of individual specialties

1. EP "6B03201 – Journalism and Advertising", "6B03202 - Public Relations and Human Resources (PR&HR) and Master's degree programs,"7M03201 - Journalism (NPN)" includes a significant number of disciplines and activities aimed at students gaining practical experience in applying theoretical knowledge.
2. It is important to note the correspondence of the personnel potential of the teaching staff to the development strategy of the university and the specifics of the EP.
3. The university demonstrates the provision of targeted actions for the development of young teachers.



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

### **6.1 Standard "Management of the educational program"**

1. The management of the EP to carry out systematic work to determine and formulate the individuality, uniqueness of educational programs in accordance with the national priorities for the development of the country's economy in connection with the transition of Kazakhstan to the digital economy.

2. For the EP 6B04103 Public Administration and Management ", 6B041-0410-06 Marketing and Business Communications; 7M04133 Strategic Management and Business Administration (NPN) to systematize the process of monitoring the implementation of innovations being introduced in EP. The EP management should contribute to the creation of great opportunities for combining teaching with scientific and innovative activities.

3. Taking into account changes in the factors of the external and internal environment, draw up a register of risks, carry out corrective and preventive actions aimed at continuous improvement of the EP, including by making changes to the EP Development Plan.

4. According to OP 6B04103 Public Administration and Management ", 6B041-0410-06 Marketing and business communications; 7M04133 Strategic management and business administration (NPN) to revise the content of the EP development plan by including the analysis of the external and internal environment, the main indicators for the developed activities.

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

1. It is recommended to determine the procedure and conditions for the protection of information, as well as to determine the persons responsible for the accuracy and timeliness of the analysis of information and the provision of data within the framework of accredited programs.

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

1. To develop a Graduate Model for each EP, describing learning outcomes and personal qualities.

2. According to EP 6B04103 - Public Administration and Management ", 6B041-0410-06 - Marketing and Business Communications ", revise the content of academic disciplines of the profile module for updating, taking into account market changes and employers' requests.

3. To strengthen work in the field of ensuring the possibility of preparing students for professional certification in all EP.

4. To strengthen work on the development and implementation of joint educational programs with foreign educational organizations.

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

1. To intensify the work on updating educational programs, with the publication of all the changes made on the website of the university, with the involvement of all interested parties.

2. To continue work in terms of external examinations of EP and harmonization of accredited programs with leading universities of the Republic of Kazakhstan and abroad.

### **6.5 Standard "Student-centered learning, teaching and assessment"**

1. To strengthen the work of teachers to conduct their own research in the field of teaching methods of academic disciplines in the context of EP.

### **6.6 Standard "Students"**

1. To develop a set of organizational and managerial measures to improve the performance of the University Alumni Association in the direction of strengthening practice-oriented training and development of professional skills.

2. According to EP 6B04103 "Public Administration and Management", to expand the base of professional practice from state and local government bodies, national companies.

6.7. Standard "Teaching staff"

1. According to the General Education Program 6B04103 - Public Administration and Management, 6B041-0410-06 - Marketing and Business Communications, 7M04133 - Strategic management and business administration to strengthen efforts to attract practitioners from relevant industries to teaching.

2. To stimulate the participation of teachers in academic mobility programs, joint research with foreign partners and international projects.

3. To strengthen the work of teaching staff to develop and implement their own and innovative teaching methods into the educational process.

6.8. Standard "Educational resources and student support systems"

1. To bring information resources into line with the specifics of the EP in terms of library resources, including the fund of educational, methodological and scientific literature on general education, basic and profiling disciplines on paper and electronic media, periodicals, access to scientific databases in the state language.

6.9. The standard "Public Informing"

1. Information about the employment opportunities of graduates in EP should be posted on the University website.

6.10. Standard "Standards in the context of individual specialties"

1. To consider the possibility of opening branches of departments at enterprises, practice bases.

2. In order to enhance practice-orientedness, introduce elements of dual learning into the educational process.



**(VII) Custom Profile Parameters**

**6B04103 Public administration and management,**

**7M04133 Strategic management and business administration (scientific and pedagogical direction),**

**6B041-0410-06 Marketing and business communications**

Item No.	No.	Evaluation criteria	Position of the educational organization			
			Strong	Satisfactory	To be improved	Unsatisfactory
Standard "Management of Educational Programme"						
1	1.	The organization 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 organization 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 organization of higher and (or) postgraduate education.		+		
9	9.	The organization 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>11</b>	<b>2</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>				16		
<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>			1	9	2	
<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>				9		
<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>				9	1	
<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>			3	11		
<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>			1	7	1	
<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 organization	+			
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>			1	7		
<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>Standards in the Context of Individual Specialties</b>						
<b>EDUCATION</b>						
		Educational programs in the direction of "Education" should meet the following requirements				
104	1.	EP management should provide for the existence of mechanisms for the formation of the graduates of the program of learning outcomes in the field of psychology and communication skills, analysis of personality behavior, methods of preventing and resolving conflicts, motivating students.				
105	2.	EP management should demonstrate the presence in the program of disciplines that teach innovative teaching methods and				

		training planning, incl. interactive teaching methods, teaching methods with high involvement and motivation of students (games, consideration of cases / situations, use of multimedia).				
106	3.	Within EP emphasis should be placed on various types of practices: attending lectures and other classes in classes taught by teachers; conducting special seminars and discussions of methodologies and the latest teaching technologies; the opportunity for students to listen to at least one discipline in their area of specialization taught by a practicing specialist.				
107	4.	The content of EP should provide for the development by students of world knowledge systems, skills and methods of pedagogy, as well as knowledge in the field of education management				
<b>Total on standard</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:				
108	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.				
109	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.				
110	3.	The aims and results of training should be aimed at obtaining students specific skills that are in demand in the labour market.				
111	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>NATURAL SCIENCES, AGRICULTURAL SCIENCES, TECHNICAL SCIENCES, AND TECHNOLOGIES</b>						
		The educational program of the directions "Natural Sciences", "Technical Sciences and Technologies" should meet the following requirements:				
112	1.	EP should include disciplines and activities aimed at gaining practical experience and skills in the specialty in general and major disciplines in particular, including: - excursions to enterprises for specialization (factories, workshops, research institutes, laboratories, training and experimental farms, etc.), - conducting individual classes or entire disciplines at the enterprise of specialization; - holding seminars to solve practical problems relevant for enterprises in the field of specialization, etc.				

113	2.	HETP involved in the education program should include, as full-time teachers, practitioners with long-term experience as full-time employees in enterprises in the area of specialization of the education program				
114	3.	The content of all EP disciplines should be based on and include a clear relationship with the content of fundamental natural sciences				
115	4.	EP management should provide for measures to strengthen practical training in the field of specialization				
116	5.	EP management should provide for the training of students in the use of modern information technologies				
<b>Total on standard</b>						
<b>ARTS</b>						
		The educational program of the directions "Arts" should meet the following requirements:				
117	1.	EP management should provide for the formation of theoretical knowledge in the field of art and skills of self-expression through creativity, which are associated with the competencies of the primarily accredited EP.				
118	2.	EP management should provide for the formation of students' skills of self-study and self-development.				
119	3.	EP should provide the opportunity to listen to at least one discipline in the field of its specialization taught by a practicing specialist				
120	4.	EP should include as many disciplines and activities as possible that ensure that students master creative skills individually or in small groups				
121	5.	EP management should provide, as much as possible, activities for students, facilitating the demonstration of the acquired creative skills by students				
122	6.	Creative work, participation in concerts, performance competitions, etc. within the framework of this direction is part of scientific activity				
123	7.	EP should include disciplines and activities aimed at obtaining practical experience and skills in the specialty in general and in the major disciplines in particular in order to familiarize students with the professional environment and current issues in the field of specialization, as well as for their mastering skills based on theoretical training, including: excursions to enterprises in the field of specialization (museums, theaters, design offices, etc.); conducting individual classes or entire disciplines at the enterprise of specialization; conducting seminars to solve practical problems relevant for enterprises in the field of specialization, etc.				
124	8.	An important factor within EP is the availability of a mechanism for collegial assessment of students' creative examination papers				
<b>Total on standard</b>				<b>4</b>		
<b>TOTAL</b>				<b>93</b>		

